



EAST CENTRAL IOWA WORKFORCE DEVELOPMENT BOARD

**ECIWDB**

# WIOA - PY21 Annual Report Narrative

July 1, 2021 thru June 30, 2022

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## Executive Summary

### Local Workforce Development Area System

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The East Central Iowa Workforce Development Board (ECIWDB) oversees the workforce system and federally funded employment and training programs and services in the seven-county local workforce area of Benton, Cedar, Iowa, Jones, Johnson, Linn and Washington counties. The ECIWDB is strengthening necessary governance structures and workforce partnerships to administer the planning, oversight, policy guidance, and design of services within the IowaWORKS Center in Cedar Rapids, satellite location in Iowa City, and across the local workforce area.

The ECIWDB is business-led with a majority of the members coming from and representing the private sector. Other board members represent labor and community-based organizations, education, workforce partners, economic development organizations, and state agencies.

### ECI Workforce Area

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The ECI workforce area programs and services help job seekers gain sustainable employment and connect businesses with a qualified and accessible workforce. The ECIWDB is one of nine workforce development boards in the State of Iowa and oversees workforce activities that cover a little over a half million residents and covers over 4,400 square miles in eastern Iowa.

The workforce area is within 300 miles of and economically linked to the nearby metros of Chicago, Milwaukee, Minneapolis, Omaha, and St. Louis. Access to markets is provided by the highway system and an extensive system of secondary roads, as well as by six freight rail carriers, one commercial airport, and eight additional airports with varied federal classifications.

The workforce area includes two urban areas with numerous small towns and rural countryside. Within the seven counties, the workforce area includes over 72 municipalities and 30 public school districts. The workforce area's largest municipalities are Cedar Rapids and Iowa City, located in central Linn County and Johnson County, respectively.

## Location of Workforce Centers

### IowaWORKS Centers are One-Stop Centers

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The concept of the One-Stop Centers, also known as American Job Centers, was established in the Workforce Investment Act of 1998 (WIA) and reauthorized in the Workforce Innovation and Opportunity Act of 2014 (WIOA), to provide access to employment and training services. Each local workforce area in a state is required to have at least one physical comprehensive One-Stop Center in which required programs and services are accessible.

### Services provided in our One-Stop Centers

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- Access to career and employment services
- Access to training services
- Access to vocational rehabilitation services
- Access to all workforce and labor market information, job search, placement, recruitment, and labor exchange services authorized under the Wagner-Peyser Act.
- Access to programs and activities carried out by One-Stop partners.

#### *East Central Iowa One-Stop Locations*

##### *Cedar Rapids*

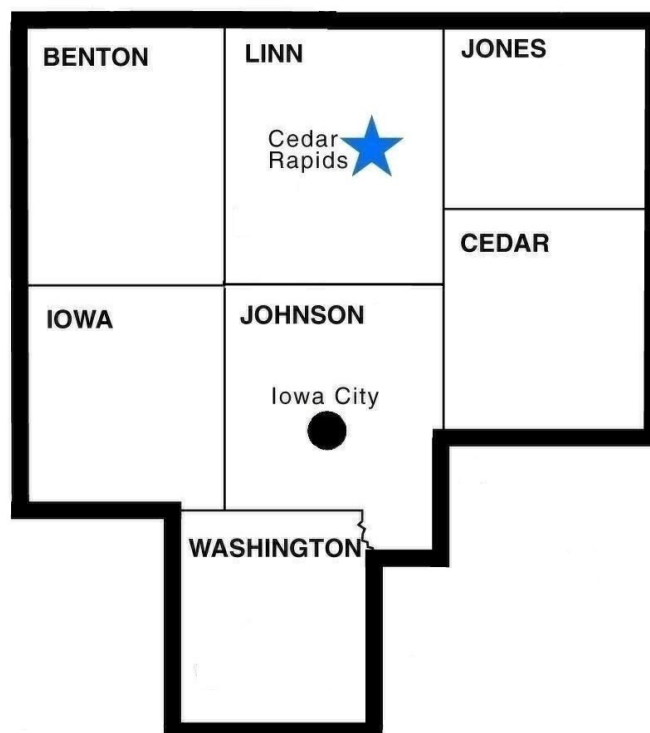
IowaWORKS Center

Lindale Mall , 4444 1st Avenue NE, Suite #436 Cedar Rapids, IA 52402

##### *Iowa City*

IowaWORKS Satellite Office

Eastdale Plaza, 1700 S 1st Avenue, Suite 11B, Iowa City, IA 52240-6036



## Core and Required Partners

Below is a list of all partners within ECI workforce system pursuant to Workforce Innovation and Opportunity Act (WIOA) requirements.

### Core Partners

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- WIOA Title I.B Adult & Dislocated Worker (Kirkwood Community College)
- WIOA Title I.B Youth (Kirkwood Community College)
- WIOA Title II (Kirkwood Community College)
- WIOA Title III (Iowa Workforce Development)
- WIOA Title IV (Iowa Vocational Rehabilitation Services)

### Required Partners

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- Trade Adjustment Assistance (TAA) Program (Iowa Workforce Development)
- Reemployment Services and Eligibility Assessments (RESEA) Program (Iowa Workforce Development)
- Senior Community Services Employment Program (SCSEP) (AARP)
- Temporary Assistance for Needy Families (TANF) - PROMISE JOBS (Iowa Workforce Development)
- Unemployment Compensation (Iowa Workforce Development)
- Jobs for Veterans State Grant (JVSG) (Iowa Workforce Development)
- Reentry Employment Opportunities (REO) (Iowa Workforce Development)
- Iowa Department of the Blind
- Native American Programs (American Indian Council)
- National Farmworker Jobs Program (NFJG) (PROTEUS, INC.)
- Carl D. Perkins Grant (Kirkwood Community College)

### Co-Located Partners

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Partners that are co-located in our IowaWORKS Centers either full or part-time include:

- |  |                             |
|--|-----------------------------|
| • WIOA Title I.B Adult & Dislocated Worker | • RESEA                     |
| • WIOA Title I.B Youth                     | • SCSEP                     |
| • WIOA Title II                            | • TANF - PROMISE JOBS       |
| • WIOA Title III                           | • Unemployment Compensation |
| • WIOA Title IV                            | • JVSG                      |
| • TAA Program                              | • REO                       |

### Additional External Community Partners

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- GAP Tuition Assistance Program (Kirkwood Community College)
- Department of Human Services

## ECIWDB Strategic Objectives

Guided by Governor Reynolds's vision to build a Future Ready Iowa and Iowa's WIOA Unified State Plan, ECIWDB has established the following strategic objectives:

### Revamping Sector Boards

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Specifically in the areas of Advanced Manufacturing, IT, Transportation, Healthcare, Business Services (Finance/Customer Service) and Architecture/Construction/Engineering (ACE), to generate plans for Career Pathways emphasizing stackable credentials that are relevant to business needs now and for the projected future.

### Meet the Needs of Today to Address the Needs of Tomorrow

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Use the Future Ready website to access the wealth of information available on career exploration, labor market information, earn and learn opportunities, etc. to set up job seekers for long term success in Iowa. Better familiarize businesses with funding available to assist in the costs associated with targeting, attracting, and retaining a non-traditional workforce, such as starting or expanding registered apprenticeships.

### More Closely Align Board Direction with IowaWORKS Operations

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A lot of great work is done in our IowaWORKS Centers, we want the ECIWDB actively engaged during committee meetings, task force assignment, and smaller working group sessions when setting annual goals and then tracking those throughout the year to help synchronize and build better momentum between the following Partner activities:

- IowaWORKS business engagement team promotes and encourages businesses to consider earn and learn models for reasons including increased retention, structured training plans and pay increases, portable credentialing, and financial incentives.
- Title IV champions the Employment First model, which creates opportunity for employment for all Iowans, including those with the most significant disabilities.
- Work-based learning allows for increased exposure to business and industry via hands on engagement in a safe and inclusive learning environment.
- Work based learning is also one of the five areas of Pre-Employment Transition Services provided to high school students with disabilities.
- Coordination of WBL activities support both the needs of employers and the interests of the students.
- The Title I team works collaboratively with many businesses and utilizes a youth focused business service consultant to work one-on-one with businesses developing experiential learning opportunities for youth, which also has helped low-income adults access these types of opportunities.
- The Title II program works collaboratively with local businesses to develop career pathways for non-native English speakers to build up basic English skills to be successful on the job at those local employers.

- The Title II team creates a customized training program to be offered on site, and then supports the employer with recruiting and hiring events as needed.
- Title II has two Integrated English Literacy and Civics Education courses involving 45 students and are in conversation with additional businesses to start additional courses in the coming program year.

### **Maintaining High Customer Service Delivery**

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Local leadership values feedback from both job seekers and businesses regarding services provided to ensure they are meeting the needs and get positive outcomes. As a result, core WIOA partner customers (jobseekers and businesses) are surveyed by the local One-Stop Operator on a quarterly basis. These surveys are reviewed and discussed by the One-Stop Operator Consortium to assess areas for concern and where changes may be needed in providing services. Results are shared and used to hone areas where better service provision can be achieved and where opportunities with Iowa Workforce Development exist to achieve our shared mission and vision.

With the implementation of the iowaworks.gov customer service survey, the ECI leadership will review these reports regularly with our One-Stop Operator Consortium. Our goal is to identify customers who should be contacted directly and how to interpret concerns into actionable steps to improve service delivery.

### **Bolster Targeted Outreach to Those with Barriers**

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The local WIOA leadership team comprised of Title I, II, III, and IV all agree the need for a simple, seamless process to ensure all customers have access to the workforce system.

Continuous improvement discussions occur frequently. The One-Stop Operator and one-stop partner staff consult on topics of integration and accessibility to troubleshoot barriers, especially those with disabilities and/or linked to a lack of:

- transportation
- childcare
- access to free high school equivalent diploma program
- access to free or reduced cost English language learning services.

### **COVID-19 Post Pandemic Response**

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#### *The Shift in Jobseeker and Business Customer Needs*

As the region moves out of the pandemic, the IowaWORKS Center services and programs have become more in demand than ever. Local staff worked tirelessly to assess and address local customer needs. Businesses in desperate need of a qualified workforce have sought out support of IowaWORKS staff to connect with workers. Through assessing and supporting job seeking customers entering employment, we identified these top needs:

- Upskilling
- Credentials to change careers

- Basic Skills (high school equivalency and/or English language courses)
- Job search support

The needs of business customers were also immediate as the Iowa labor force participation rate stayed below 68%. This presented a challenge related to matching qualified and available job seeking customers with the needs of local employers quickly.

Iowa has always had a high labor force participation rate, typically in the top 10% of all states. Currently Iowa's labor force participation rate is 67.8% as compared to the nation at 62.3%. Over the past 10 years Iowa's rate has typically hovered around 69% with one year as high as 70.5% according to the Bureau of Labor Statistics. Iowa also ranks high in the percent of both parents working. Having such a high labor force participation rate with parents working, creates a significant demand for quality childcare. Throughout COVID19 and in the 4 years prior, Linn County alone lost almost 40% of childcare slots according to the City of Cedar Rapids. This likely happened in other parts of the East Central Iowa region. In order to support more people in returning to the labor force, childcare seats will need to be added.

The following business participated in multiple hiring events at IowaWORKS to find workforce solution to meet the immediate and projected workplace needs:

- |  |                     |                              |
|--|---------------------|------------------------------|
| • Abbe Health                            | • REM Iowa          | • Mercy Medical Center       |
| • Cedar Rapids Community School District | • Systems Unlimited | • I'm On Communication       |
| • CRST Trucking Company                  | • HyVee             | • Kirkwood Community College |
| • Right at Home                          | • All Clear         | • Star Equipment             |
|  | • FedEx             |                              |

### *Innovative Service Provision*

It was also identified that a gap exists in the demand for childcare and transportation as it relates to getting to and from workforce service and training programs, particularly for our rural customers. This has generated a need for local staff to come up with innovative service provision options to meet our customers where they are to begin the process of setting them up on a successful Career Pathway.

Rebounding from the decrease in in-person, individualized services provided during the pandemic has presented our IowaWORKS Center staff with an opportunity to find ways to provide better access to our services as well as go out into local workforce area communities to meet our customers where they are.

### *Providing More Virtual Options*

In Program Year 2021 (PY21) our IowaWORKS Centers provided 648 virtual workshop services to job seeking customers. Customers are also able to attend workshops in the center as well. The team provided 4,031 services within the center. Title I team members offer both in person and online meetings with customers. Customers can complete all aspects of enrolling in the program remotely if they wish. We also continued to coordinate weekly "Grab A Job" events at both IowaWORKS locations where we served 48 employers. These "Grab a Job" events were also brought out to other locations in the community to better serve job seekers. One event was held



at Kirkwood Community College immediately after Title II high school completion and English language classes, and several events were held on the other side of time in partnership with the Opportunity Center where many low-income residents seek services.

In addition, the team lead or worked with community partner on six job fair events.

- Youth Job Fair
- Reverse Job Fair
- Professional Job Fair
- Refugee Job Fair (targeting individuals with disabilities)
- (Careers paying \$50,000+)
- Women in Manufacturing
- Veteran Hiring Event

*Online class options are here to stay!*

The Title II program moved to a 100% online model from March 2020 to August 2021, transitioning back to a mostly in person programming for the August 2021 session. Online classes are here to stay for Title II students for those who require an online option. During the height of the pandemic in Program Year 2020 (PY20), the Title II team developed a technology lending library that is still in use currently to ensure students who participate online have what they need to be successful. These have been valuable change that came about as a result of the pandemic and which we anticipate continuing on as a permanent part of the program.

### *Technological Advances Enhance Quality*

The Title IV team members have returned to the office and are providing services at our center locations, in schools, and other community settings. COVID provided the opportunity to focus on newfound efficiencies. A highlight was the acceleration of our timeline to adopt a "paperless" agency work model, which has required an all-hands-on deck approach. IVRS invested in upgrades to our technical infrastructure, such as a new online referral tool, strengthening VPN capacity, and expanding professional licenses for Zoom, Adobe Sign, and Dragon Dictation. Title IV staff have the benefit of a flexible workplace, with remote work options available up to two days per week. Staff and job candidates have responded positively and continue to provide high quality individualized services and in a flexible and efficient manner.

## **Sector Strategies**

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As described in the Strategic Objectives section above, EICWDB has is intentionally working to revamp sector boards, and has deliberately included subject matter experts and business representatives from the following industries/business sectors. This directly aligns with our desire to understand specific needs from the big industries in our workforce area including:

- Advanced Manufacturing
- Healthcare
- Architecture/Construction/Engineering (ACE)
- Information Technology
- Business Services
- Transportation (Finance/Customer Service)

The ECIWDB Planning, Policy and Process Improvement Committee leader also drives sector board development for the ECI workforce area and will be instrumental in generating specific plans for Career Pathways in these sectors, with an emphasis on stackable credentials that are relevant to current and projected business needs to build a more future ready workforce in ECI.

## Business Services & Employer Engagement

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In the last program year, the East Central IowaWORKS Centers provided 11,230 services to business.

As we mentioned in the COVID-19 Post Pandemic Response above, between the Cedar Rapids and Iowa City location, six job fairs were put together with businesses represented from all core industries in the region (Health Care, Manufacturing, Transportation/Warehouse, Advanced Manufacturing, Construction, and Insurance/Banking).

## Program Highlights & Innovation

### Title I Adult, Dislocated Worker & Youth

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Individuals Served in PY21

- **176** individuals received Title I.B Services
- **8%** more served this year than last program year
- **12** individuals served through On-the-Job Training contracts
- **66** people received Individual Training Accounts
- **153** Title I customers received 204 supportive services

### Rapid Response

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Rapid Response services for businesses and impacted workers were moved to an online model due to COVID-19. During PY21, sessions were able to shift back to in person for most layoff events. While the online approach does work, we believe in person allows the team to build stronger relationships with potential customers and better engage them in services. Maintaining online sessions is still a valuable option to our customers; one local company preferred online for safety, and another had most team members working from home.

### Registered Apprenticeship

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There were staffing changes for the East Central Iowa LWDA during the program year, lingering into the next. A tenured Business Marketing Specialist left the agency in November 2021 and was not replaced until March 2022 with a new Business Marketing Specialist. This new Wagner-Peyser staff member went through an intense learning curve, getting up-to-speed, to further assist companies with their Registered Apprenticeship programs. That staff member responded to all inquiries from employers regarding interest in Registered Apprenticeship programs. In the last year, there have been seventeen new Registered Apprenticeship programs completed, with another seventeen still in progress to be registered in the future. Local staff members also provided support for a virtual National Apprenticeship Week outreach initiative held by local community partners and included several social media posts.

### Offender Re-Entry

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Title I and Title IV connect with justice involved customers by participating in quarterly meetings with all those participating in probation and parole in the area. Resources available through both programs and the IowaWORKS office are shared during these meetings. The Title II team participates on a Community Corrections Advisory Committee to share about basic skills training, occupational training, and other resources available through partner services and the IowaWORKS centers.

### Serving Job Seekers with Disabilities

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Iowa Vocational Rehabilitation Services (IVRS) expanded hiring opportunities for businesses and job candidates with disabilities in PY21. IVRS leveraged post-pandemic momentum to increase

outreach to businesses on the benefits of partnership, as well as opportunities of recruiting diverse non-traditional job candidates.

Job candidates found employment success and benefited from the expertise of Vocational Rehabilitation Counselors and IVRS as well as participating in collaborative IVRS programs:

- Older Worker Employment Program (55+)
- Customized Discovery
- Individual Placement and Support
- Making the Grade
- ProjectSEARCH
- Transition Alliance Program
- iJAG
- Benefits Planning.

#### New Transition Alliance Programs for 22-23 School Year

- Marion Independent School District, Marion, IA
- Clear Creek Amana School District, Tiffin, IA

Local IVRS added a Deaf/Hard of Hearing (HOH) Counselor Specialist to the team. Cara Digiovanni serves a regional caseload of adult and transition age Deaf/HOH job candidates in the Cedar Rapids, Iowa City, and Waterloo areas. Her expertise adds to our high school teams in supporting Pre-Employment Transition Services and activities with our Deaf/HOH students. Cara also provides consultation to One-Stop partners and businesses with American with Disabilities Act (ADA) and Deaf/HOH access.

#### *New Supported Employment Service (SES) Options: Independent Providers (IP)*

IVRS has responded to the critical shortage of community supported employment services by expanding the capacity of Independent SES Providers, or IP's help to increase the ability to support Competitive, Integrated Employment for customers with the most significant needs.

#### *New Partnership: Juvenile Reentry System (JReS) Program, Cedar Rapids*

The goal of JReS is the reduction of recidivism rates and to improve other youth outcomes through implementation of comprehensive system-wide reforms to juvenile reentry policies and processes, which include:

- enhanced cross system coordination
- utilization of quality and effective programming
- data sharing
- prioritization of resources.

IVRS has been an active partner in this process for implementation of Pre-Employment Transition Services in alternative educational settings.

## **Veteran Services**

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There is a priority of service for veterans and their spouses. Veterans receive folders with local resource information upon identification and there are reserved workstations in the Cedar Rapids office. The Disabled Veterans Outreach Program (DVOP) Specialist role in both the Cedar Rapids and the Iowa City centers experienced some transition this program year. The new DVOP Specialist has started providing services offsite to those veterans that have mobility restrictions.

These services are provided in conjunction with veteran community partners. Non-qualifying veterans are referred to Home Base Iowa career planners.

The new DVOP successfully completed the following required curriculum:

- National Veterans Training Institute courses
- Removing the Employability Gap for Veterans with Significant Barriers to Employment (SBE)
- Legal Guidance Affecting Veterans' Employment Services.

The new DVOP has **expanded outreach activities with the community to build relationships and locate veterans in need of employment/career services.** The Iowa City office now has an onsite Home Base Iowa career planner.

### *Program Background*

The East Central Region DVOPs provide services to eligible veterans and eligible spouses who are members of a veteran population identified under 38 USC 4103A(a)(1)(C). This includes veterans who have an SBE as defined in VPL 03- 14/TEGL 19-13 or other eligible populations including veterans ages 18 to 24 (VPL 04-14/TEGL 20-13), Vietnam-era Veterans (VPL 03-19) and eligible transitioning service members, spouses, and caregivers (VPL 03-19). Significant barriers to employment include the following.

- Special disabled or disabled veteran (38 USC 4211(1) and (3))
- Homeless (as defined by 42 USC 11302(a)), including domestic violence and other dangerous life-threatening conditions in the individual's or family's current housing situation (VPL 03-14, Change 2)
- Recently separated service member (as defined by 38USC 4211 (6)), who at any point in the previous 12 months has been unemployed for 27 or more weeks (VPL 03-14)
- An offender (as defined by WIA section 101(27)) who is currently incarcerated or has been released from incarceration (VPL 03-14)
- Lacking a high school diploma or equivalent
- Low income (as defined by WIOA section 3 (36))2

### *Implementation of Priority of Service*

We have multiple steps in place to ensure veterans are provided priority of service.

- When clients register, either at each point of entry or through an internet application, they self-disclose their veteran status.
- All veterans and eligible spouses accessing the center must be pre-screened for eligibility by non-DVOP staff as part of the welcome process.
- If a veteran is assessed to meet the eligibility of working with a DVOP listed below, a referral is made to the DVOP in the district.

**Note:** The DVOP serves only those veterans who are aged 18-24 (as allowed in VPL 04-14/TEGL 20-13) or who have Significant Barriers to Employment (SBE) as defined in VPL 03-14/TEGL 19-13 or is the caregiver or family caregiver of an eligible veteran as defined in VPL 08-14.

## Participant Success Stories

### Title I (Adult, Dislocated Worker and Youth services) and Title II (High School completion and English language learner programs)

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Elliott met with us as he was finishing his high school equivalency testing (HiSET) (a high school equivalency credential) through the WIOA Title II program at Kirkwood Community College (KCC).



He was able to utilize WIOA Title I Youth funding to assist him with the cost of his HiSET exams, helping him complete the program. He was not working at the time and had minimal work experience. He indicated an interest in career exploration and working with animals. Elliott worked with us on his interviewing skills and overcoming some nerves. He was placed in a paid work experience at Miracles in Motion where he was able to further develop his workplace skills, gain references, and build his confidence all while assisting with the horses and completing farm maintenance. Upon completing his work experience, his supervisor stated whoever gets Elliott as an employee will be very lucky! He showed compassion to the horses and the people.

Elliott continued to work with his career planner for placement into an internship. He continued to work on interview skills and confidence, while navigating some personal life issues as well. **Elliott was able to secure an internship at a local veterinarian office and is doing great!**

The WIOA Title I Youth program assists him with supportive services such as mileage assistance and scrubs. He is getting first-hand experience on what is involved with being a veterinary technician and is hoping to move into an on-the-job training program while also pursuing formal training in the field this fall. It has been exciting to see Elliott grown in his confidence and find a career he is passionate about.

## Title II (High School completion and English language learner programs)

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### I would like to introduce you to Quinton Jensen.

Quinton is currently a KCC degree seeking student and a former KCC student within the WIOA Title II secondary education program. Quinton has made great strides in accomplishing his goals of obtaining his high school credential and moving onto higher education. Here is Quinton's story in his own words.



*"Dropping out of high school was very scary. In 2018, I had nothing. When I say nothing, I mean it, I did not have a high school degree, I did not have a job, I didn't have a car, I didn't have a good path in life. I was pulled in by my school counselor and she told me to get my HiSET through Kirkwood. I am so glad I took that advice because it changed my life. I went through the program at Kirkwood and took my placement exams for college. I scored high on those exams for Kirkwood and started my dream of becoming a teacher so I can be that change in students' lives. Now I am at Kirkwood coming off two straight Dean's Lists averaging a 3.5 in those two semesters. I have started working a dream job as a Lead Teacher at a before and after school program for elementary school students. Now, I am now applying for universities to continue my academic dream of becoming a teacher. I attribute all my success in life to the amazing people at Kirkwood, without them pushing me to be the best I can be, I have no idea where I would be in life."*

## Title IV (Iowa Vocational Rehabilitation Services)

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**This Iowa Vocational Rehabilitation Services Job Candidate was able to realize his goal working for the University of Iowa Hospitals & Clinics (UIHC) Physical Safety and Security team.**

WIOA partnerships found their way to University of Iowa's Hospitals & Clinics Security Team!

This customer completed a bachelor's degree with help from KCC's Criminal Justice program. He then landed an entry level job as a Security Officer with Securitas. IVRS provided him with intensive guidance and counseling, benefits planning, and mock interviewing support. This customer always had passion to protect and serve and now he finally has his dream job with UIHC!



### Title III (Iowa Workforce Development)

In the fall of 2021, the Iowa City IowaWORKS team began to reach out to Community partners for connection and collaboration. Cary Stowe chose to reach out to Iowa City (IC) Compassion. IC Compassion is a church, offering ESL classes and a food bank. It is located within a mile of the IowaWORKS office.



In the fall of 2021, the Iowa City IowaWORKS began to reach out to Community partners for connection and collaboration. Cary Stowe chose to reach out to Iowa City (IC) Compassion.

Cary visited with Pastor Teresa, Kim, and Jonathan at IC Compassion about how IowaWORKS could help those visiting the church. After some discussion, Cary set up a table in the food bank and offered training opportunities, shared current job openings, and offered any employment advice requested. After the first few visits, there was a lot of curiosity about what Cary had to offer. He made referrals to the GAP tuition assistance program and assisted others to complete job applications. He also referred a few to the WIOA Title I Youth program. His next level of thought was to bring a local business recruiter with him for his weekly visit to recruit and hire individuals on the spot. To Cary's surprise, this was even more

productive than previous visits. **He continues to bring current job and training offerings. Randstad, Bickford, West Liberty Foods, Metro Paving, and Systems Unlimited have all attended and all have found amazing employees there to hire!**

These employers are also participating in the weekly Grab A Job at the Cedar Rapids IowaWORKS Center due to finding great hires there as well.



## Title I (Adult, Dislocated Worker and Youth)

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In late 2016 International Automotive Components (IAC) communicated to their employees they would be closing the factory in Iowa City. Marvin Seton was a full-time employee there since April 2014 and worked as an Injection Operator. It was not his dream job, but it provided him with a steady wage and benefits. Martin was also taking prerequisite classes for the Nursing program at KCC. Nursing was his dream job as he had a desire to serve people who face health-related challenges. The best way he thought he could serve them was as a professional nurse. Marvin has reflected on his time at IAC...

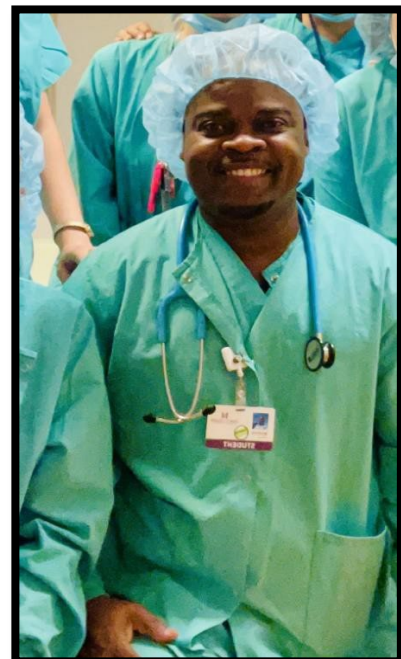
*“Life was challenging. I worked in the factory fulltime. Deep down my heart, I wanted to do nursing, but I was not sure what avenue I would explore to begin this route. Once I remembered, while working at the factory, I attempted going to school, at Kirkwood Community College. I attended classes two weeks and dropped out. This was because I often felt very tired and sleepy after doing strenuous work overnight at the factory. In class, I would find myself sleeping while the instructors were presenting. This was hard and I could not keep up, so I quit. Yet, I was still thinking what I could do differently to go back to school and pursue a nursing degree.”*

That all ended in December 2016. The Iowa City, IowaWORKS team went to IAC to provide Rapid Response services to assist those being laid off. Marvin looks back at this lay off as a blessing in disguise as he would go on to learn about some exciting services through IowaWORKS.

*“I had gone to IowaWORKS in Iowa City to register and file for my first unemployment, in late 2016. Through inquiry, I learned from Mr. Shane Greve, that I had the opportunity – a choice – to go back to school (trade or vocational training institution) for a two-year training, and my tuitions and fees will be covered 100% because, I qualified as a laid-off worker based on various grant programs. Oh, my goodness! This was the most astounding news I had heard in many years.”*

Marvin worked with Shane and completed the process to enroll in and use the Trade Adjustment Act (TAA) program. Marvin was excited to learn he would have his tuition, books, fees, transportation all covered through TAA. On top of that, Marvin would also receive Trade Readjustment Allowance for almost two full years! This allowed Marvin to focus on his studies at KCC while being conservative with his household budget. Marvin also applied for the GAP tuition assistance program to complete his Nurse Aide training since that is a nursing prerequisite. Eventually, Marvin’s time at KCC was almost done and he was looking at where to complete his Bachelor of Science in Nursing (BSN). At this time, he learned about the WIOA, Title I Adult program.

Marvin took advantage of this opportunity and made his choice to complete his degree at Mercy College of Health and Sciences Accelerated BSN program. He has utilized resources through

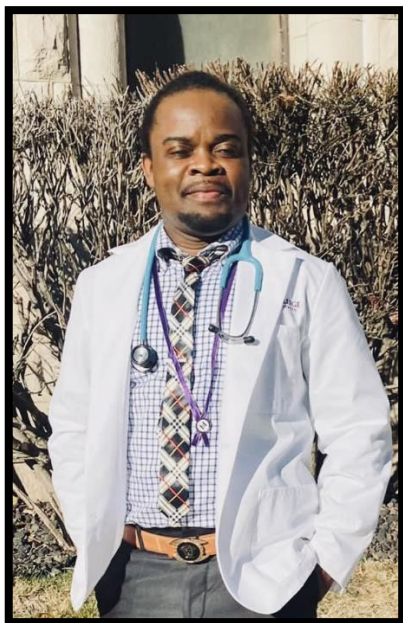


IowaWORKS such as the Title I Adult program and Promise Jobs support for transportation assistance. Marvin's case manager said "Marvin has had many challenges, such as being a single parent, full time student, and living on a limited income but he remained determined and focused to achieve his goals. Since meeting Marvin in 2016 he has always had a positive attitude. He set his goal of becoming a nurse and he has done everything in his power to see his dream come true".

**Marvin has earned his BSN and did such a great job at his clinical studies that he has been hired by the clinical site, MercyOne Hospital in Des Moines as a student nurse in the medical-surgical unit.** He is still working with Shane until he completes his state boards. Once he passes those, his job title will change to Registered Nurse at MercyOne!

Marvin emailed Shane this quote from writer Doreen Virtue that he asked to be included in his success story,

*"It's not enough just to dream of your ideas. You've got to take action to bring about their creation".*



Marvin has also said, "I'm a believer that, life has its own way of manifesting situations. The impact of nursing education on my life is remarkable and indelible. I have acquired lifelong learning that has given me adept and problem- solving skills I will need as a professional nurse to think critically, resolve issues, deliver quality care to patients, and interact with their families."

## Annual Performance Analysis

### Title I PY21 Performance Summary

WIOA Title I Performance	Entered Employment	Retained Employment	Credential Rate	Measurable Skill Gain
<b>Adult</b>	7582.4%	85.0%	79.9%	56.3%
<b>Dislocated Worker</b>	75.0%	100%	66.7%	41.7%
<b>Youth</b>	92.7%	76.2%	60.9%	81.3%

Title 1: 176 Active Customers as of June 30, 2022

### Title II PY21 Performance Summary

WIOA Title II Performance	PY21 Goal	PY21 Actual
<b>Total Customers</b>	1500	1528
<b>Total Customers Post-tested</b>		952
<b>Post-test Rate</b>	65%	68%
<b>Overall Measurable Skill Gains</b>	47%	58%
<b>Number of Integrated Education and Training Customers</b>		45
<b>Number of Integrated English Literacy and Civics Education Customers</b>		45

### Title III PY21 Performance Summary

WIOA Title III – Wagner Peyser	Program Year: 2021	Performance Assessment:
	Goals	Actual Rate
<b>Employment 2nd Qtr</b>	73%	65%
<b>Employment 4th Qtr</b>	70%	65%
<b>Median Earnings 2nd Qtr</b>	\$ 6,100.00	\$ 7,521.00

## Title IV PY21 Performance Summary

Area Office	Total Number of Successful Closures 26-0	Goal	Percent of Goal Met	Rehab Rate 26-0/(26+28) Goal: 55.8%	Average Hours Worked Per Week	# of Cases Greater than Minimum Wage \$7.25	% Cases greater than minimum wage \$7.25
<b>Cedar Rapids</b>	115	312	37%	41.4%	30	115	100%
<b>Iowa City</b>	131	234	56%	50.8%	27	131	100%
<b>Total Agency</b>	1718	3510	49%	51.7%	9	1715	99.83%

## References:

<https://www.ecicog.org/our-workforce-area>