

Iowa Plains Workforce Development Area Local Plan

Program Year 2024-2028



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SECTION 1 – INFRASTRUCTURE

Name of the LWDA: Iowa Plains Local Workforce Development Area

Counties included in the LWDA: Adair, Adams, Audubon, Buena Vista, Calhoun, Carroll, Cass, Cherokee, Clarke, Clay, Crawford, Decatur, Dickinson, Emmet, Fremont, Greene, Guthrie, Hamilton, Harrison, Humboldt, Ida, Kossuth, Lyon, Mills, Monona, Montgomery, O’Brien, Osceola, Page, Palo Alto, Plymouth, Pocahontas, Pottawattamie, Ringgold, Sac, Shelby, Sioux, Taylor, Union, Webster, Woodbury, and Wright.

A roster of all Executive Committee members, including the organization representing and title/role and the city/county each is from, and identification of the Executive Committee Chairperson:

NAME	ORGANIZATION	TITLE	CITY/COUNTY
Holly Espenhover Chairperson	UnityPoint Health	Regional Director of Human Resources	Fort Dodge
Chelsie Dobney	UnityPoint Health	Human Resource Recruiter	Fort Dodge
Kristin Russell	American Athletic	Human Resource Manager	Jefferson
Kent Heronimus	Interstates	Technical Training Manager	Sioux Center
Andrew Sheffield	CJ Bio America	Human Resource Manager	Fort Dodge
Sara Blair	Country Maid	Human Resource Manager	West Bend
Katie Towers	St. Anthony Hospital	Director of Education Services	Carroll
Kari Nuzback	Puck Enterprises	Human Resource Manager	Carroll
Nadia Blazeovich	Owen Industries	Chief Human Resource Officer	Carter Lake
Kellie Gustafson	Dunlap Specialty Care	Director of Nursing	Dunlap
Brandy Mcomber	Vocational Rehabilitation	Deputy Administrator	Cedar Falls
Melissa Haukap	Iowa Lakes Community College	Director of Career & Community Programs	Emmettsburg
Pamela Woolridge	Western Iowa Tech Community College	Director of Adult Basic Education	Sioux City
Randall McQueeney	Iowa Workforce Development	Regional Manager	Council Bluffs
Brittney Gutzmann	Vocational Rehabilitation	Rehabilitation Supervisor	Woodbury County

Danielle Michalski	Abstract Associates of Iowa	General Manager	Webster County
Renea Anderson	Harrison County Development	Executive Directory	Harrison County
Cassy Bennett	Lunchtime Solutions	Human Resources Business Partner	Sioux City
Wayne Pantini	Southwestern Community College	Vice President of Economic Development	Creston
Lisa Newton	Wells Enterprises	Director Enterprise Talent Acquisition	Le Mars
Craig Levine	International Brotherhood of Electrical Workers Local Union	Membership Development Director	Sioux City
Jason Anderson	Northwest Iowa Community College	Director of Economic Development & Workforce Training	Sheldon
Jen Pellant	Western Iowa Labor Federation	President & Field Coordinator	Sioux City
Theresa Hildreth	Calhoun County Economic Development Corp	Executive Director	Rockwell city

Subcommittees of the Executive Committee and the chair of each:

YOUTH COMMITTEE			
NAME	ORGANIZATION	TITLE	CITY/COUNTY
N. Omar Valentine Chairperson	Iowa Workforce Development	Title I Program Coordinator	Council Bluffs
Allie Unrau	Northwest Community College	Work Based Learning	Sheldon
Karina Pedroza	Western Iowa Tech Community College	Title III Programs	Sioux City
Shelly Rock	The Bridge of Storm Lake	Executive Director	Storm Lake
David Anderson	Wells Enterprises	Human Resources Recruiter	Sioux City
Dustin Rodgers	ATLAS of Lyon County	Executive Director	Rock Rapids

Shayla Stater	Vocational Rehabilitation	Rehabilitation Counselor	Council Bluffs
Jennifer Stanwick-Klimek	Thompson Solutions Group	Manager of Learning and Development	Sioux City

Fiscal Agent (entity responsible for disbursement of Title I grant funds): State of Iowa Accounts Payable

Identification of all Executive Committee Staff and brief description of their role(s): N/A

Identification of the competitively selected WIOA Title I Adult, Dislocated Worker, and Youth service providers: N/A

One-Stop Operator for the local area: Not procured at this time

Office locations in the local area, including:

Comprehensive One-Stop locations:

IowaWORKS Council Bluffs 300 West Broadway STE 13 Council Bluffs, IA 51503	IowaWORKS Creston 215 North Elm Street Creston, IA 50801
IowaWORKS Denison 504 Highway 39 North Denison, IA 51442	IowaWORKS Fort Dodge 3 Triton Circle Fort Dodge, IA 50501
IowaWORKS Sioux City 2508 Fourth Street Sioux City, IA 51101	IowaWORKS Spencer 217 West 5 th Street Spencer, IA 51301

Affiliated sites: N/A

Specialized Centers: N/A

Process used to draft the local plan: Core partners collaborated with one other by meeting bi-weekly via TEAMS, using the Iowa WIOA Local Planning Guidance and Template for guidance and direction. All core partners were given editing privileges to provide their input throughout the writing process.

SECTION 2 – STRATEGIC PLANNING ELEMENTS

This section is designed to address the aspects of the local area’s labor force, such as its composition and the determination of skills gaps between the talent needed by employers in the local area and the knowledge and skills held by workers and job seekers

The Iowa Plains LWDA was created on July 1, 2023, when four previous LWDA’s merged. Some of the data and projections of the 42 counties as one local area are still being developed, therefore, some of the information provided is based off the four previous local areas: Northwest, North Central, Southwest, and Western LWDA’s.

1. Economic Analysis

a. Economic conditions including existing and emerging in-demand industry sectors and occupations.

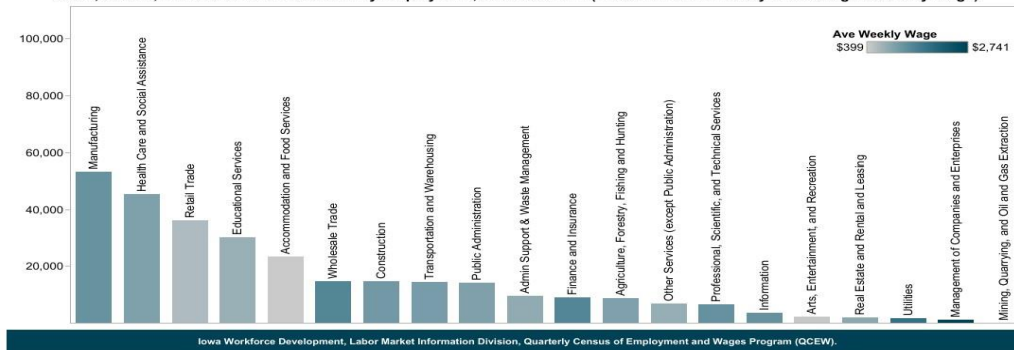
Iowa Plains in-demand occupations align with the top 25 in-demand occupations that are provided monthly from the Labor Market Division at Iowa Workforce Development. Iowa Plains will focus on these occupations to provide training and work-based learning opportunities to fulfill the in-demand occupations in Iowa Plains. Iowa Plains will assist job seekers to understand Labor Market Information (LMI) data, research the top in-demand occupations and the long-term projections to make the best choice for individualized needs. Assessments will be conducted to help determine areas of interest and narrow down occupational pathways. Iowa Plains will give priority to training and work-based learning programs that will assist our employers in filling the high demand occupations.

As the chart below shows, the top in-demand industry sectors in the Iowa Plains Local Workforce Development Area are Manufacturing, Health Care and Social Assistance, Retail Trade, Educational Services, Accommodation and Food Services, Wholesale Trade, Construction, Transportation and Warehousing, Public Administration, and Admin Support & Waste Management. The largest sector for employment within the Iowa Plains Local Workforce Development Area is manufacturing. In 2023, there was an average of 53,092 jobs with an average weekly wage of \$1,244.00.

Adair, Adams, Audubon and 39 more County, 2023 Quarter 1							
Year	Sector/Subsector	Total Locations	Employment Month 1	Employment Month 2	Employment Month 3	Average Emp	Ave Weekly Wage
2023	Grand Total	24,810	296,443	296,696	298,006	297,044	\$981
Quarter 1	Manufacturing	1,002	53,026	53,097	53,149	53,092	\$1,244
Detail Sector	Health Care and Social Assistance	2,753	45,403	45,362	45,405	45,391	\$1,012
	Retail Trade	2,707	36,327	36,003	35,974	36,098	\$612
	Educational Services	631	29,729	30,352	30,194	30,092	\$776
Sector Level	Accommodation and Food Services	1,596	23,170	23,156	23,811	23,379	\$399
All	Wholesale Trade	1,722	14,651	14,670	14,771	14,698	\$1,436
	Construction	2,530	14,479	14,371	14,936	14,597	\$1,128
County	Transportation and Warehousing	1,890	14,452	14,374	14,124	14,316	\$1,079
Multiple values	Public Administration	1,026	14,305	14,219	14,283	14,268	\$1,009
	Admin Support & Waste Management	1,102	9,441	9,414	9,411	9,420	\$859
	Finance and Insurance	1,626	8,983	8,965	8,932	8,959	\$1,453
	Agriculture, Forestry, Fishing and Hunti..	1,226	8,587	8,708	8,757	8,686	\$1,015
	Other Services (except Public Administr..	1,561	6,769	6,789	6,827	6,790	\$817
	Professional, Scientific, and Technical S..	1,843	6,627	6,675	6,697	6,664	\$1,257
	Information	489	3,543	3,561	3,557	3,555	\$1,249
	Arts, Entertainment, and Recreation	299	2,164	2,199	2,324	2,230	\$442
	Real Estate and Rental and Leasing	667	1,908	1,932	1,963	1,933	\$900
	Utilities	147	1,686	1,671	1,682	1,679	\$1,811
	Management of Companies and Enterpr..	183	1,143	1,150	1,160	1,149	\$2,741
	Mining, Quarrying, and Oil and Gas Extr..	10	50	48	49	48	\$827

Please note: sectors without data are non-disclosable.
 Polk County Selected by Default.
 Grand totals for all sectors and counties will not necessarily equal the state total due to data suppression for certain areas and sectors that don't pass confidentiality restrictions.

Adair, Adams, Audubon and 39 more County Employment, 2023 Quarter 1 (Shade is Determined by the Average Quarterly Wage)



Source: Iowa Workforce Development, Labor Market Information Division, Quarterly Census of Employment and Wages Programs

The chart below summarizes the existing in-demand occupations within Iowa Plains.

Rank	Standard Occupational Classification Code (SOC)	Occupation Group	Number of Job Openings as of 3/19/2024
1	29-0000	Healthcare Practitioners & Technical Occupations	2106
2	25-0000	Education, Training, & Library Occupations	886
3	53-0000	Transportation & Material Moving Occupations	770
4	11-0000	Management Occupations	687
5	49-0000	Installation, Maintenance, & Repair Occupations	559
6	51-0000	Production Occupations	511
7	41-0000	Sales & Related Occupations	498
8	35-0000	Food Preparation & Serving Related Occupations	462
9	43-0000	Office & Administrative Support Occupations	413
10	31-0000	Healthcare Support Occupations	408

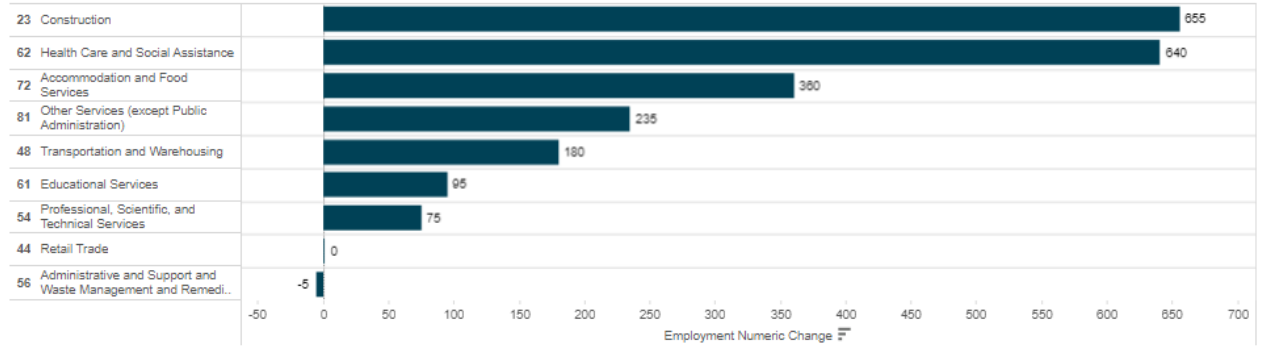
Source: Online advertised jobs data

Iowa Plains Industry Projections

The counties of the former North Central LWDA include Calhoun, Hamilton, Humboldt, Pocahontas, Webster, and Wright. This area is expected to add 3,405 nonfarm jobs from 2020-2030. The charts below summarize the in-demand industry sectors and occupations for the counties in the former North Central LWDA.

Industry Projections North Central

Long-Term 2020-2030 North Central Iowa LWDA Top 2-digit NAICS Industry Projections by Numeric Growth.



2020-2030 Employment Numeric Change

Long-Term 2020-2030 North Central Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
236 Construction of Buildings	890	1,400	510	57.3%
336 Transportation Equipment Manufacturing	470	780	310	66.0%
722 Food Services and Drinking Places	1,785	2,085	300	16.8%
621 Ambulatory Health Care Services	1,175	1,385	210	17.9%
623 Nursing and Residential Care Facilities	1,900	2,090	190	10.0%
811 Repair and Maintenance	400	580	180	45.0%
484 Truck Transportation	1,525	1,695	170	11.1%
622 Hospitals	1,930	2,080	150	7.8%
930 Local Government, Excluding Education a..	2,015	2,125	110	5.5%
493 Warehousing and Storage	520	625	105	20.2%
611 Educational Services	3,555	3,650	95	2.7%
311 Food Manufacturing	2,120	2,215	95	4.5%
238 Specialty Trade Contractors	1,005	1,100	95	9.5%
624 Social Assistance	595	685	90	15.1%
115 Support Activities for Agriculture	150	235	85	56.7%
671 Self Employed and Unpaid Family Workers	4,595	4,675	80	1.7%
541 Professional, Scientific, and Technical Ser..	625	700	75	12.0%
452 General Merchandise Stores	750	820	70	9.3%
522 Credit Intermediation and Related Activities	620	685	65	10.5%
000 Total All Industries (Nonag)	41,295	44,700	3,405	8.2%

2020-2030 Employment Percent Change

Long-Term 2020-2030 North Central Iowa LWDA Industry Projections

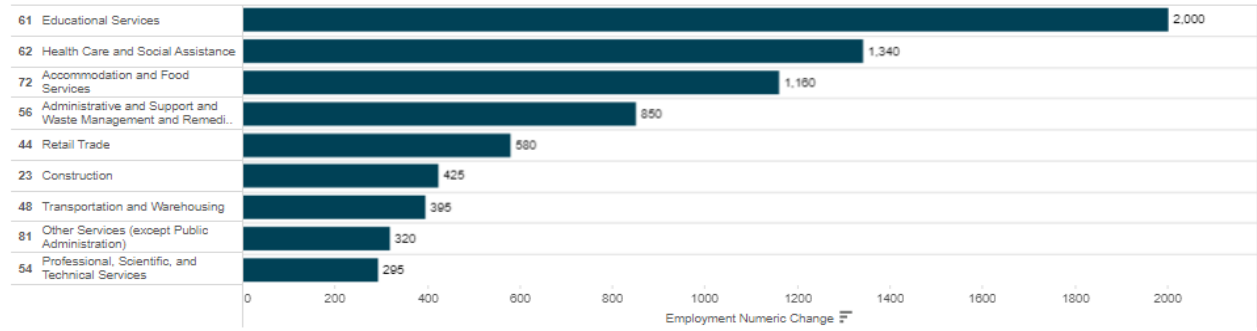
NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
711 Performing Arts, Spectator Sports, and Re..	10	20	10	100.0%
519 Other Information Services	5	10	5	100.0%
512 Motion Picture and Sound Recording	35	60	25	71.4%
336 Transportation Equipment Manufacturing	470	780	310	66.0%
236 Construction of Buildings	890	1,400	510	57.3%
115 Support Activities for Agriculture	150	235	85	56.7%
811 Repair and Maintenance	400	580	180	45.0%
812 Personal and Laundry Services	180	230	50	27.8%
721 Accommodation	230	290	60	26.1%
331 Primary Metal Manufacturing	40	50	10	25.0%
321 Wood Product Manufacturing	105	130	25	23.8%
493 Warehousing and Storage	520	625	105	20.2%
492 Couriers and Messengers	110	130	20	18.2%
621 Ambulatory Health Care Services	1,175	1,385	210	17.9%
722 Food Services and Drinking Places	1,785	2,085	300	16.8%
326 Plastics and Rubber Products	220	255	35	15.9%
713 Amusement, Gambling, and Recreation In..	190	220	30	15.8%
624 Social Assistance	595	685	90	15.1%
442 Furniture and Home Furnishings Stores	75	85	10	13.3%
000 Total All Industries (Nonag)	41,295	44,700	3,405	8.2%

North Central Iowa will promote opportunities in Construction, Healthcare, and Transportation.

The former Northwest LWDA included: Lyon, Osceola, Dickinson, Emmet, Sioux, Kossuth, and Buena Vista Counties. This area is expected to add 10,705 nonfarm jobs from 2020-2030. Below are the charts that summarize the in-demand industry sectors and occupations for the counties of the former Northwest LWDA.

Industry Projections Northwest

Long-Term 2020-2030 Northwest Iowa LWDA Top 2-digit NAICS Industry Projections by Numeric Growth.



2020-2030 Employment Numeric Change

Long-Term 2020-2030 Northwest Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
611 Educational Services	7,485	9,485	2,000	26.7%
722 Food Services and Drinking Places	3,555	4,415	860	24.2%
561 Administrative and Support Services	1,685	2,515	830	49.3%
671 Self Employed and Unpaid Family Workers	7,695	8,300	605	7.9%
624 Social Assistance	1,635	2,010	375	22.9%
484 Truck Transportation	1,525	1,895	370	24.3%
621 Ambulatory Health Care Services	1,595	1,960	365	22.9%
623 Nursing and Residential Care Facilities	3,380	3,720	340	10.1%
336 Transportation Equipment Manufacturing	1,300	1,605	305	23.5%
721 Accommodation	1,250	1,550	300	24.0%
311 Food Manufacturing	6,550	6,850	300	4.6%
541 Professional, Scientific, and Technical Ser.	1,710	2,005	295	17.3%
115 Support Activities for Agriculture	870	1,160	290	33.3%
622 Hospitals	3,305	3,565	260	7.9%
236 Construction of Buildings	750	965	215	28.7%
811 Repair and Maintenance	915	1,115	200	21.9%
452 General Merchandise Stores	1,230	1,425	195	15.9%
238 Specialty Trade Contractors	2,725	2,905	180	6.6%
930 Local Government, Excluding Education a..	3,120	3,295	175	5.6%
000 Total All Industries (Nonag)	78,665	89,370	10,705	13.6%

2020-2030 Employment Percent Change

Long-Term 2020-2030 Northwest Iowa LWDA Industry Projections

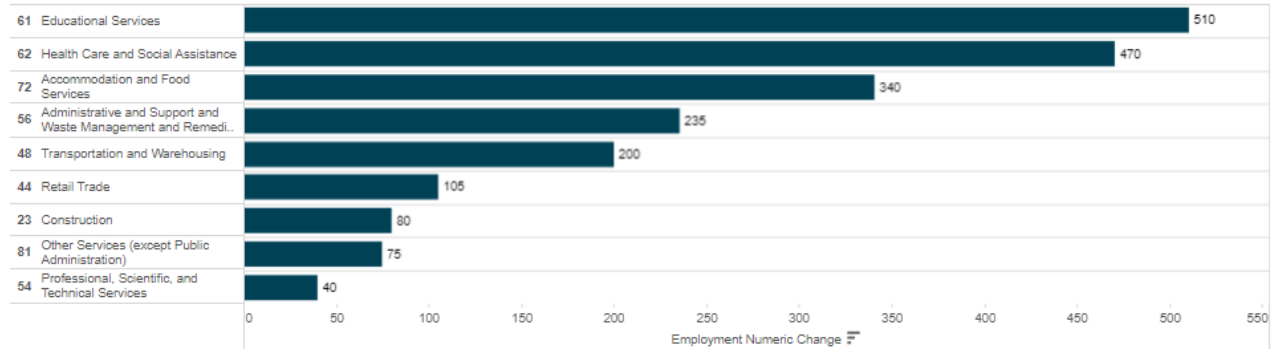
NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
493 Warehousing and Storage	35	95	60	171.4%
711 Performing Arts, Spectator Sports, and Re..	15	25	10	66.7%
512 Motion Picture and Sound Recording	100	155	55	55.0%
492 Couriers and Messengers	100	155	55	55.0%
561 Administrative and Support Services	1,685	2,515	830	49.3%
814 Private Households	35	50	15	42.9%
485 Transit and Ground Passenger Transport	50	70	20	40.0%
443 Electronics and Appliance Stores	155	215	60	38.7%
314 Textile Product Mills	40	55	15	37.5%
115 Support Activities for Agriculture	870	1,160	290	33.3%
444 Building Material and Garden Equipment	565	740	175	31.0%
236 Construction of Buildings	750	965	215	28.7%
448 Clothing and Clothing Accessories Stores	195	250	55	28.2%
321 Wood Product Manufacturing	525	670	145	27.6%
611 Educational Services	7,485	9,485	2,000	26.7%
812 Personal and Laundry Services	360	450	90	25.0%
484 Truck Transportation	1,525	1,895	370	24.3%
722 Food Services and Drinking Places	3,555	4,415	860	24.2%
721 Accommodation	1,250	1,550	300	24.0%
000 Total All Industries (Nonag)	78,665	89,370	10,705	13.6%

Northwest Iowa will promote opportunities in Educational Services, Healthcare, and Administrative Services.

The counties included in the former Southwest LWDA include the following counties: Adair, Adams, Clarke, Decatur, Montgomery, Ringgold, Taylor, and Union. This area is expected to add 3,165 nonfarm jobs from 2020-2030.

Industry Projections Southwest

Long-Term 2020-2030 Southwest Iowa LWDA Top 2-digit NAICS Industry Projections by Numeric Growth.



2020-2030 Employment Numeric Change

Long-Term 2020-2030 Southwest Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
611 Educational Services	2,440	2,950	510	20.9%
561 Administrative and Support Services	485	715	230	47.4%
671 Self Employed and Unpaid Family Workers	2,990	3,180	190	6.4%
722 Food Services and Drinking Places	1,010	1,185	175	17.3%
721 Accommodation	360	525	165	45.8%
930 Local Government, Excluding Education a.	1,170	1,330	160	13.7%
484 Truck Transportation	380	530	150	39.5%
624 Social Assistance	585	730	145	24.8%
623 Nursing and Residential Care Facilities	1,305	1,440	135	10.3%
493 Warehousing and Storage	155	285	130	83.9%
447 Gasoline Stations	605	730	125	20.7%
622 Hospitals	1,410	1,520	110	7.8%
621 Ambulatory Health Care Services	650	730	80	12.3%
452 General Merchandise Stores	475	545	70	14.7%
522 Credit Intermediation and Related Activities	405	470	65	16.0%
713 Amusement, Gambling, and Recreation In..	135	195	60	44.4%
326 Plastics and Rubber Products	190	250	60	31.6%
311 Food Manufacturing	1,390	1,450	60	4.3%
333 Machinery Manufacturing	1,365	1,420	55	4.0%
000 Total All Industries (Nonag)	25,895	29,060	3,165	12.2%

2020-2030 Employment Percent Change

Long-Term 2020-2030 Southwest Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
711 Performing Arts, Spectator Sports, and Re..	5	10	5	100.0%
493 Warehousing and Storage	155	285	130	83.9%
451 Sporting Goods, Hobby, Book and Music ..	15	25	10	66.7%
336 Transportation Equipment Manufacturing	95	145	50	52.6%
561 Administrative and Support Services	485	715	230	47.4%
721 Accommodation	360	525	165	45.8%
713 Amusement, Gambling, and Recreation In..	135	195	60	44.4%
115 Support Activities for Agriculture	85	120	35	41.2%
484 Truck Transportation	380	530	150	39.5%
326 Plastics and Rubber Products	190	250	60	31.6%
512 Motion Picture and Sound Recording	20	25	5	25.0%
624 Social Assistance	585	730	145	24.8%
611 Educational Services	2,440	2,950	510	20.9%
447 Gasoline Stations	605	730	125	20.7%
515 Broadcasting (except Internet)	25	30	5	20.0%
444 Building Material and Garden Equipment	235	280	45	19.1%
237 Heavy and Civil Engineering Construction	230	270	40	17.4%
722 Food Services and Drinking Places	1,010	1,185	175	17.3%
811 Repair and Maintenance	300	350	50	16.7%
000 Total All Industries (Nonag)	25,895	29,060	3,165	12.2%

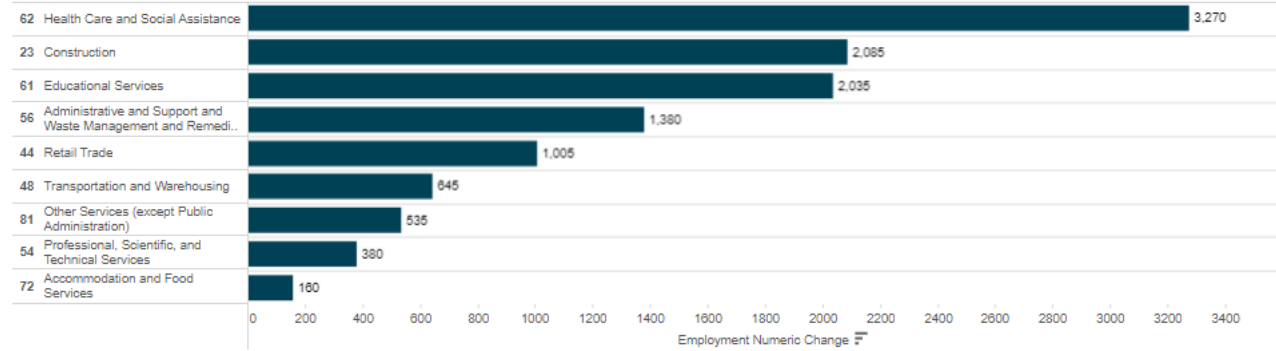
Southwest Iowa will promote opportunities in Educational Services, Healthcare, Administrative Services, Transportation, and Warehouse.

North Central, Northwest, and Southwest Iowa all have high projections in Food Services sector. Although the average wages for this industry do not meet Iowa Plains prevailing wages, this industry provides opportunities for job seekers who are looking for additional income, need flexibility, and a great opportunity for those who have not been in the workforce to build customer service skills. This sector also provides opportunities for advancement within the Food Services industry.

The former Western LWDA included: Audubon, Carroll, Cass, Cherokee, Crawford, Fremont, Greene, Guthrie, Harrison, Ida, Monona, Mills, Page, Plymouth, Pottawattamie, Sac, Shelby, and Woodbury Counties. 15,535 nonfarm jobs are expected to be added from 2020-2030.

Industry Projections Western

Long-Term 2020-2030 Western Iowa LWDA Top 2-digit NAICS Industry Projections by Numeric Growth.



2020-2030 Employment Numeric Change

Long-Term 2020-2030 Western Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
611 Educational Services	15,100	17,135	2,035	13.5%
561 Administrative and Support Services	5,635	6,955	1,320	23.4%
621 Ambulatory Health Care Services	6,215	7,475	1,260	20.3%
238 Specialty Trade Contractors	5,345	6,480	1,135	21.2%
623 Nursing and Residential Care Facilities	7,535	8,645	1,110	14.7%
721 Accommodation	2,900	3,945	1,045	36.0%
493 Warehousing and Storage	1,930	2,755	825	42.7%
622 Hospitals	8,500	9,170	670	7.9%
311 Food Manufacturing	13,485	14,100	615	4.6%
236 Construction of Buildings	1,400	1,995	595	42.5%
452 General Merchandise Stores	4,410	4,875	465	10.5%
541 Professional, Scientific, and Technical Ser...	3,180	3,560	380	11.9%
237 Heavy and Civil Engineering Construction	1,645	2,000	355	21.6%
336 Transportation Equipment Manufacturing	1,805	2,150	345	19.1%
484 Truck Transportation	3,870	4,190	320	8.3%
524 Insurance Carriers and Related Activities	1,840	2,150	310	16.8%
671 Self Employed and Unpaid Family Workers	19,720	20,010	290	1.5%
812 Personal and Laundry Services	1,040	1,310	270	26.0%
447 Gasoline Stations	3,125	3,375	250	8.0%
000 Total All Industries (Nonag)	184,295	199,830	15,535	8.4%

2020-2030 Employment Percent Change

Long-Term 2020-2030 Western Iowa LWDA Industry Projections

NAICS + Industry Description	Base Estimated Employment	Projected Estimated Employment	Employment Numeric Change	Employment Percent Change
485 Transit and Ground Passenger Transport	300	505	205	68.3%
512 Motion Picture and Sound Recording	145	230	85	58.6%
115 Support Activities for Agriculture	380	545	165	43.4%
493 Warehousing and Storage	1,930	2,755	825	42.7%
236 Construction of Buildings	1,400	1,995	595	42.5%
721 Accommodation	2,900	3,945	1,045	36.0%
532 Rental and Leasing Services	430	560	130	30.2%
492 Couriers and Messengers	870	1,110	240	27.6%
442 Furniture and Home Furnishings Stores	240	305	65	27.1%
812 Personal and Laundry Services	1,040	1,310	270	26.0%
481 Air Transportation	20	25	5	25.0%
561 Administrative and Support Services	5,635	6,955	1,320	23.4%
237 Heavy and Civil Engineering Construction	1,645	2,000	355	21.6%
238 Specialty Trade Contractors	5,345	6,480	1,135	21.2%
621 Ambulatory Health Care Services	6,215	7,475	1,260	20.3%
451 Sporting Goods, Hobby, Book and Music...	590	705	115	19.5%
336 Transportation Equipment Manufacturing	1,805	2,150	345	19.1%
448 Clothing and Clothing Accessories Stores	680	800	120	17.6%
524 Insurance Carriers and Related Activities	1,840	2,150	310	16.8%
000 Total All Industries (Nonag)	184,295	199,830	15,535	8.4%

Source: [Data Visualization: Industry Projections](#)

Western Iowa will promote opportunities in Healthcare, Construction, Education, and Administrative Services.

Emerging Sectors and Occupations

The charts below show each of the former LWDA’s emerging sectors and occupations.

North Central LWDA 2020-2030 Annual Openings

Long-Term (2020-2030) North Central Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
11-9013 Farmers, Ranchers, and Other Agricultural Managers	2,820	2,940	0.4%	290		
53-3032 Heavy and Tractor-Trailer Truck Drivers	1,835	2,025	1.0%	230	\$16.68	\$22.05
41-2031 Retail Salespersons	965	1,020	0.6%	145	\$10.48	\$14.08
41-2011 Cashiers	825	785	-0.5%	140	\$10.01	\$12.73
35-3031 Waiters and Waitresses	635	730	1.5%	140	\$8.39	\$10.12
53-7062 Laborers and Freight, Stock, and Material Movers, Hand	785	825	0.5%	110	\$13.88	\$18.60
53-7095 Stockers and Order Fillers	570	645	1.4%	100	\$12.68	\$17.35
43-9061 Office Clerks, General	820	805	-0.2%	90	\$12.66	\$17.88
43-3031 Bookkeeping, Accounting, and Auditing Clerks	800	790	-0.1%	85	\$13.28	\$19.44
31-1131 Nursing Assistants	665	705	0.7%	85	\$14.35	\$16.50
37-2011 Janitors and Cleaners, Except Maids and Housekeeping Cleaners	580	590	0.2%	80	\$11.77	\$15.89
47-2061 Construction Laborers	385	560	4.5%	65	\$16.67	\$21.93

North Central LWDA 2020-2030 Employment Annual Growth

Long-Term (2020-2030) North Central Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
51-4081 Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	100	155	5.5%	20		
47-2061 Construction Laborers	385	560	4.5%	65	\$16.67	\$21.93
49-9044 Millwrights	115	165	4.3%	15	\$22.55	\$29.15
35-2014 Cooks, Restaurant	250	345	3.8%	55	\$10.81	\$13.34
11-9021 Construction Managers	135	185	3.7%	15	\$30.98	\$40.85
49-3031 Bus and Truck Mechanics and Diesel Engine Specialists	185	245	3.5%	25	\$18.58	\$24.91
49-9041 Industrial Machinery Mechanics	215	290	3.5%	30	\$25.00	\$29.13
11-9111 Medical and Health Services Managers	180	240	3.3%	20	\$34.31	\$43.69
47-1011 First-Line Supervisors of Construction Trades and Extraction Workers	200	265	3.3%	25	\$24.62	\$30.70
47-2031 Carpenters	245	315	2.9%	30	\$16.98	\$23.35
13-1161 Market Research Analysts and Marketing Specialists	95	120	2.6%	10	\$17.68	\$26.05
51-4121 Welders, Cutters, Solderers, and Brazers	200	245	2.5%	30	\$17.22	\$21.85

Northwest LWDA 2020-2030 Annual Openings

Long-Term (2020-2030) Northwest Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
41-2011 Cashiers	2,145	2,220	0.4%	405	\$9.83	\$12.70
35-3023 Fast Food and Counter Workers	1,480	1,740	1.8%	350	\$9.44	\$11.27
53-7062 Laborers and Freight, Stock, and Material Movers, Hand	1,995	2,270	1.4%	305	\$14.11	\$18.24
41-2031 Retail Salespersons	1,815	2,055	1.3%	290	\$10.56	\$13.64
37-2011 Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,370	1,675	2.2%	235	\$11.88	\$17.24
43-9061 Office Clerks, General	1,745	1,845	0.6%	215	\$12.47	\$17.69
43-3031 Bookkeeping, Accounting, and Auditing Clerks	1,415	1,490	0.5%	165	\$12.68	\$18.54
31-1131 Nursing Assistants	1,220	1,290	0.6%	160	\$14.16	\$16.54
45-2093 Farmworkers, Farm, Ranch, and Aquacultural Animals	735	915	2.4%	145	\$13.68	\$14.58
25-9045 Teaching Assistants, Except Postsecondary	1,080	1,355	2.6%	140	\$10.69	\$13.47
51-2090 Miscellaneous Assemblers and Fabricators	1,140	1,165	0.2%	130	\$15.00	\$18.86
35-3031 Waiters and Waitresses	560	660	1.9%	130	\$8.46	\$10.25

Northwest LWDA 2020-2030 Employment Annual Growth

Long-Term (2020-2030) Northwest Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
49-9081 Wind Turbine Service Technicians	75	135	8.0%	15	\$24.40	\$31.71
39-3031 Ushers, Lobby Attendants, and Ticket Takers	55	85	5.5%	20		
37-3012 Pesticide Handlers, Sprayers, and Applicators, Vegetation	170	250	5.0%	35		
35-2014 Cooks, Restaurant	570	835	4.7%	130	\$11.10	\$13.82
25-3021 Self-Enrichment Education Teachers	105	155	4.3%	20	\$9.11	\$11.43
45-2021 Animal Breeders	60	85	4.2%	15		
25-1072 Nursing Instructors and Teachers, Postsecondary	60	90	4.2%	10	\$21.05	\$28.97
27-2022 Coaches and Scouts	265	360	3.9%	55	\$10.45	\$20.88
13-1161 Market Research Analysts and Marketing Specialists	165	225	3.6%	25	\$16.67	\$26.28
11-9111 Medical and Health Services Managers	280	370	3.4%	35	\$34.15	\$44.19
49-9041 Industrial Machinery Mechanics	355	475	3.4%	45	\$21.87	\$28.00
53-7061 Cleaners of Vehicles and Equipment	180	240	3.3%	35	\$11.10	\$13.40

Southwest LWDA 2020-2030 Annual Openings

Long-Term (2020-2030) Southwest Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
11-9013 Farmers, Ranchers, and Other Agricultural Managers	2,885	3,085	0.7%	310		
41-2011 Cashiers	1,220	1,305	0.7%	235	\$9.92	\$11.63
53-7062 Laborers and Freight, Stock, and Material Movers, Hand	655	790	2.1%	110	\$13.59	\$18.28
53-3032 Heavy and Tractor-Trailer Truck Drivers	815	930	1.4%	105	\$16.11	\$22.91
35-3023 Fast Food and Counter Workers	415	490	1.8%	100	\$9.19	\$11.25
31-1131 Nursing Assistants	565	620	0.9%	75	\$13.96	\$16.15
31-1120 Home Health and Personal Care Aides	420	545	3.0%	70	\$12.31	\$14.75
53-3058 Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	470	540	1.5%	65		
45-2099 Agricultural Workers, All Other	410	425	0.4%	65		
37-2011 Janitors and Cleaners, Except Maids and Housekeeping Cleaners	400	465	1.6%	65	\$11.87	\$16.00
43-9061 Office Clerks, General	480	480	0.0%	55	\$12.22	\$17.25
53-7064 Packers and Packagers, Hand	340	380	0.8%	50	\$15.13	\$19.16

Southwest LWDA 2020-2030 Employment Annual Growth

Long-Term (2020-2030) Southwest Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
35-2014 Cooks, Restaurant	125	175	4.0%	25	\$11.11	\$13.38
43-4081 Hotel, Motel, and Resort Desk Clerks	65	90	3.8%	15		
27-2022 Coaches and Scouts	110	150	3.6%	20	\$10.04	\$17.27
35-3011 Bartenders	75	100	3.3%	15	\$8.63	\$10.07
35-9011 Dining Room and Cafeteria Attendants and Bartender Helpers	65	85	3.1%	15		
31-1120 Home Health and Personal Care Aides	420	545	3.0%	70	\$12.31	\$14.75
49-9041 Industrial Machinery Mechanics	190	250	2.9%	25	\$20.63	\$24.01
11-9111 Medical and Health Services Managers	145	185	2.8%	15	\$34.98	\$46.27
35-9031 Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	55	65	2.7%	15		
25-2011 Preschool Teachers, Except Special Education	95	120	2.6%	10	\$10.26	\$14.90
11-3031 Financial Managers	95	120	2.6%	10	\$28.36	\$42.94
39-5012 Hairdressers, Hairstylists, and Cosmetologists	100	125	2.5%	15		

Western LWDA 2020-2030 Annual Openings

Long-Term (2020-2030) Western Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
41-2011 Cashiers	5,420	5,435	0.0%	985	\$10.24	\$12.86
35-3023 Fast Food and Counter Workers	4,540	4,200	-0.8%	850	\$9.68	\$12.52
41-2031 Retail Salespersons	5,140	5,745	1.2%	815	\$10.73	\$13.85
11-9013 Farmers, Ranchers, and Other Agricultural Managers	7,235	7,655	0.6%	780	\$21.29	\$55.42
53-3032 Heavy and Tractor-Trailer Truck Drivers	5,880	6,390	0.9%	720	\$17.01	\$23.04
53-7062 Laborers and Freight, Stock, and Material Movers, Hand	4,080	4,525	1.1%	605	\$13.88	\$18.20
53-7065 Stockers and Order Fillers	2,465	3,070	2.5%	490	\$13.19	\$17.22
31-1131 Nursing Assistants	3,265	3,590	1.0%	445	\$14.56	\$16.86
31-1120 Home Health and Personal Care Aides	2,810	3,435	2.2%	440	\$12.86	\$15.37
37-2011 Janitors and Cleaners, Except Maids and Housekeeping Cleaners	2,285	2,555	1.2%	350	\$12.00	\$15.78
43-9061 Office Clerks, General	2,950	2,950	0.0%	335	\$12.71	\$17.69
35-3031 Waiters and Waitresses	1,715	1,605	-0.6%	310	\$8.54	\$10.40

Western LWDA 2020-2030 Employment Annual Growth

Long-Term (2020-2030) Western Iowa LWDA Occupational Projections

SOC + Occupational Title	Base Estimated Employment	Projected Estimated Employment	Annual Growth Rate	Total Annual Openings	Entry Wage*	Median Wage*
39-3031 Ushers, Lobby Attendants, and Ticket Takers	60	95	5.8%	20		
29-1171 Nurse Practitioners	230	355	5.4%	25	\$49.42	\$60.14
51-9195 Molders, Shapers, and Casters, Except Metal and Plastic	75	110	4.7%	10	\$15.45	\$19.32
11-9021 Construction Managers	300	425	4.3%	40	\$33.52	\$45.05
31-9011 Massage Therapists	60	85	4.2%	10	\$14.64	\$19.56
11-9081 Lodging Managers	75	110	4.0%	15	\$17.21	\$22.05
33-9098 School Bus Monitors and Protective Service Workers, All Other	65	90	3.8%	20	\$13.48	\$16.69
29-1071 Physician Assistants	105	145	3.8%	10	\$41.37	\$60.40
31-2021 Physical Therapist Assistants	120	165	3.8%	20	\$22.10	\$27.04
11-9111 Medical and Health Services Managers	800	1,075	3.4%	100	\$32.64	\$41.91
25-1072 Nursing Instructors and Teachers, Postsecondary	115	150	3.0%	15	\$27.50	\$42.74
25-1071 Health Specialties Teachers, Postsecondary	115	150	3.0%	15	\$18.10	\$27.70

Source: Iowa Workforce Development Data Visualization: Occupational Projections

b. Employment needs of employers in existing and emerging in-demand industry sectors and occupations.

Iowa Plains employers are consistently in search of qualified talent to meet both immediate job demands and to support future growth and expansion plans. Specifically, in sectors like healthcare, employers require applicants with the essential skills and credentials, such as licenses issued by relevant state boards. While not all industries necessitate formalized or lengthy training programs for entry-level positions, there are available resources to address various needs, including transitional jobs, work experience, short-term pre-vocational services, on-the-job training, and incumbent worker training.

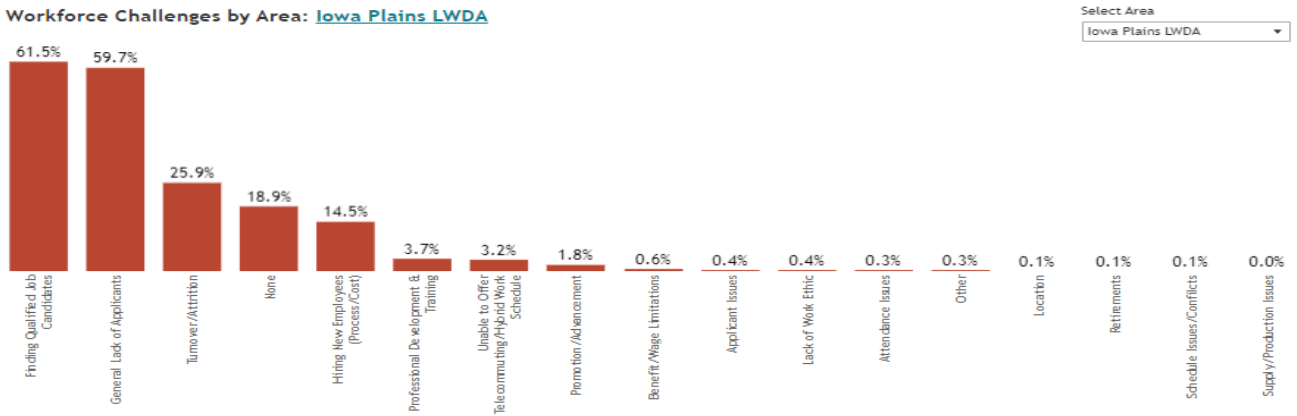
The dynamic nature of job content and skill requirements underscores the importance for employers to establish mechanisms for ongoing education and skills enhancement. To stay competitive in the global economy, businesses must innovate and adopt more efficient, high value production systems that rely on highly skilled workers. The evolving landscape of technologically advanced job skills calls for a more flexible education and workforce training system, leading to a growing demand for accessible career pathways and the retraining of incumbent workers to adapt to new processes.

Iowa Workforce Development (IWD) conducted the current Workforce Needs Assessment Survey during the fall of 2022 through the spring of 2023. This survey collected information from employers across Iowa Plains regarding their vacancies, workforce challenges, difficulties in hiring, perceptions of applicants, advertising outlets for job openings, and upcoming retirements, among other questions. The highest-ranking need from employers was identified as soft skills, as they are essential to teamwork and organizational success. The local area contracted a speaker to train Career Planners and Business Engagement Consultants in A-Game that focuses on soft skills such as attendance, and accountability along with 5 other soft skills proven to be beneficial in the world of work. This training now can be offered to job seekers and incumbent workers.

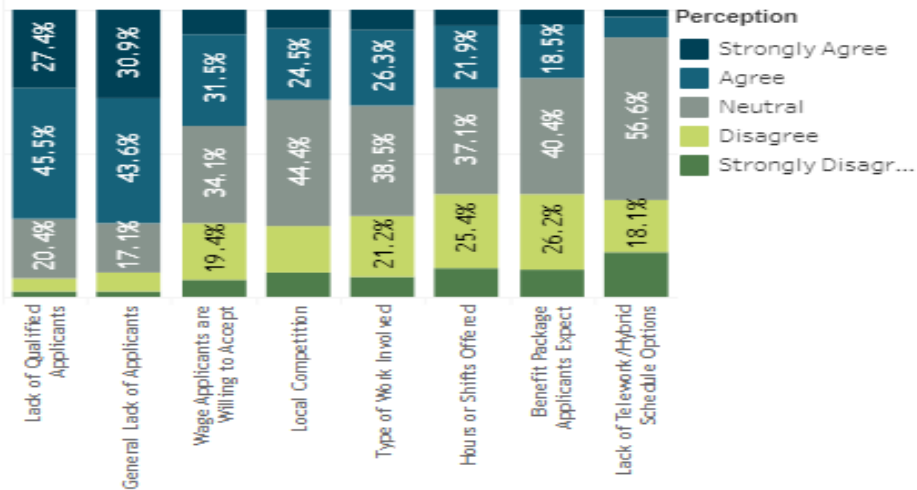
Iowa Plains will also focus on work-based learning opportunities that will address technical and soft skills. Work base learning opportunities such as on the job training, work experience programs and registered apprenticeships will also create a pipeline of talent to satisfy the needs of the employers in the local area. Career Planners in Iowa Plains also utilize the job development process as a tool to promote qualified job seekers to employers. This process assists job seekers to identify their career goal, ensure that they have the skills and training that the employer is seeking, and then promotes them to area employers for possible job placement.

The top challenges and needs identified by employers within Iowa Plains are summarized below.

Workforce Challenges by Area: [Iowa Plains LWDA](#)



Problems in Filling Job Openings as Reported by Employers, by Area: [Iowa Plains LWDA](#)



Source: Iowa Workforce Development Data Visualization: Iowa Workforce Needs Assessment

2. Workforce Analysis

a. The knowledge and skills needed to meet the employment needs of employers in Iowa Plains, including employment needs in in-demand industry sectors and occupations.

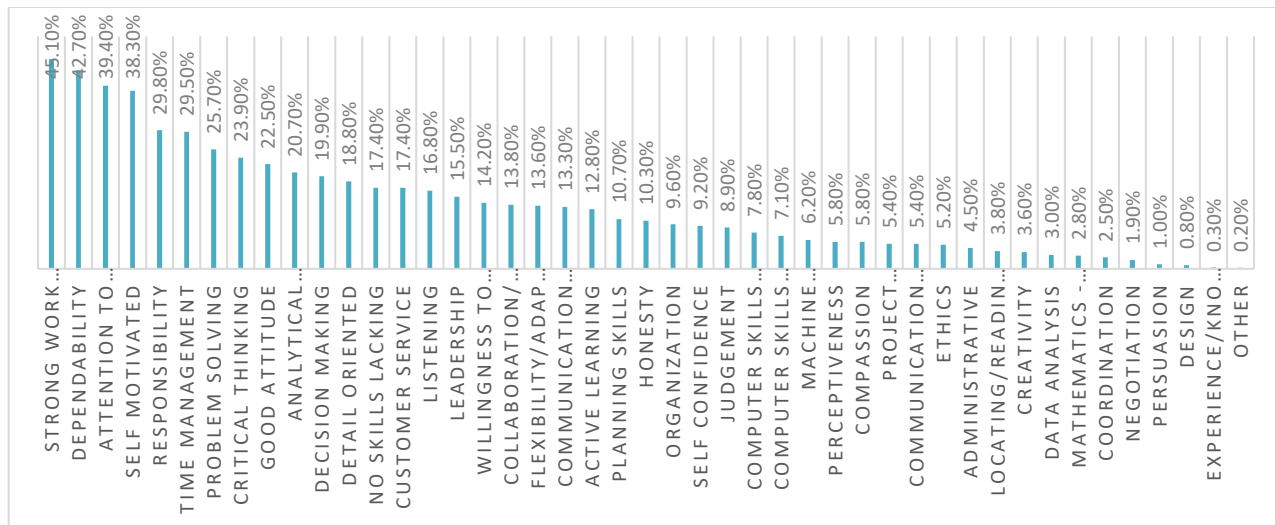
The Iowa Workforce Needs Assessment revealed that Iowa Plains employers identified that the following skills were necessary to fill their occupations: Critical Thinking, Coordination, Active Listening, Active Learning, Complex Problem Solving, Time Management, Judgement & Decision Making, Reading Comprehension, Social Perceptiveness, Speaking, and Negotiation.

Iowa Plains uses a variety of assessments to determine the skill level, education level and interest level of customers. The results of these assessments are used to coach and guide customers to high demand occupations needed in the local area. Iowa Plains also utilizes assessments to identify barriers to employment such as homelessness, transportation and daycare and provides referrals to eliminate these barriers so customers can enter the workforce.

Iowa Plains will emphasize work-based learning opportunities to enhance the skills of our participants and provide employers with individuals who are eager to learn. These opportunities provide customers soft skills and technical skills and benefit the employer by providing them the opportunity to train an individual based on their requirements. Iowa Plains has a dedicated team member that works directly with businesses, with the focus on developing work-based learning opportunities in the local area. This team member will work with employers to identify the skills that are needed to be successful within their company and help them develop a training plan. Career planners will then prepare participants for these opportunities and match them with the employers that best match their skill set.

Disability Career Planners specialize in providing services to individuals with disabilities by providing them with the tools and resources to be successful. They provide resume and application assistance, review assessments, discuss LMI, perform mock interview assistance and create job development opportunities.

Iowa Plains gains demographic information from customers entering the AJCs. This information includes educational information and when it is identified that the customer has less than a high school diploma, career planners discuss this with the customer and make a referral to achieve their HiSED. Iowa Plains will ensure educational programs are available to fulfill the in-demand occupations.



Source: Iowa Workforce Development Data Visualization: Iowa Workforce Needs Assessment

Below are the top skills needed within the in-demand occupations in Iowa Plains.



Source: Iowa Workforce Development Data Visualization: Occupational Projections

- b. An analysis of Iowa Plains, including current labor force employment and unemployment data, information on labor market trends, and education and skill levels of the workforce, including individuals with barriers to employment.

The estimated population within the Iowa Plains Local Workforce Development Area from April 1, 2020, to July 1, 2022, was 706,726. (Source: State Data Center)

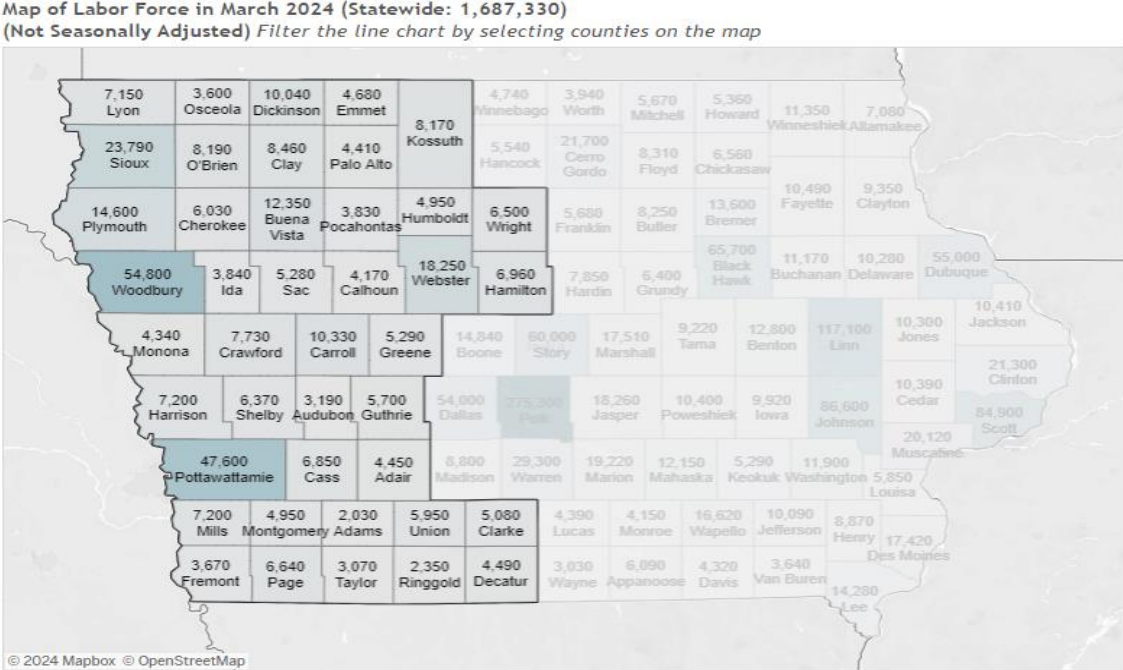
As of March 2024, the total Labor Force amount within Iowa Plains is 374,600; with an employment total of 364,800 and unemployment total 9,900, with the average unadjusted unemployment rate of 2.6%. The average Labor Force Participation Rate is 64%. 9% of Iowans in the Iowa Plains area have less than a High School Diploma, 31% have a High School Diploma, 37% have some college or associate's degree, and 23% have a bachelor's degree or higher.

Iowa Plains will focus on work base learning opportunities to provide the soft skills and technical skills by employers. Iowa Plains also has indicated that soft skill training has been provided to Career Planners and Business Engagement Consultants so they can continue to train, coach and counsel customers on soft skills needed for the workforce.

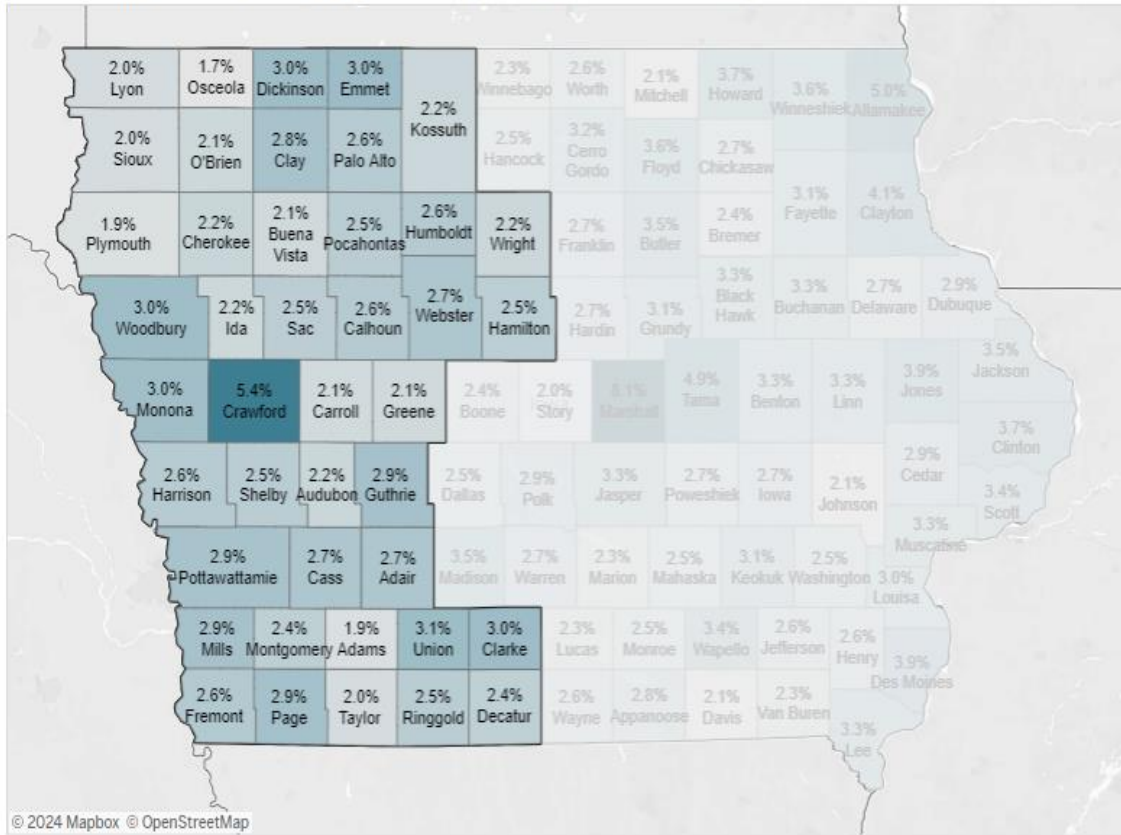
Iowa Plains has several counties above the state average for unemployment rate. To assist individuals receiving UI benefits Iowa Plains started a project with the RESEA program that serves individuals receiving UI benefits to do a direct handoff to Title I to discuss intensive job seeking and training services. This allows direct linkage on the day of the RESEA appointment and allows the customer to learn about additional service to accelerate the rate of them returning to employment.

Iowa Plains has Disability Career Planners in each AJC that are able to work with customers that disclose a disability or limitation that impacts the type of employment that they can perform. If the job seeker can qualify for Vocational Rehabilitation or Department for the Blind services, a referral will be made for co-enrollment. This direct linkage allows customers to have access to more resources and opportunities to successfully secure employment within their limitations.

The charts below show a breakdown of all counties Labor Force, Employment, Unemployment, and Unemployment Rate.



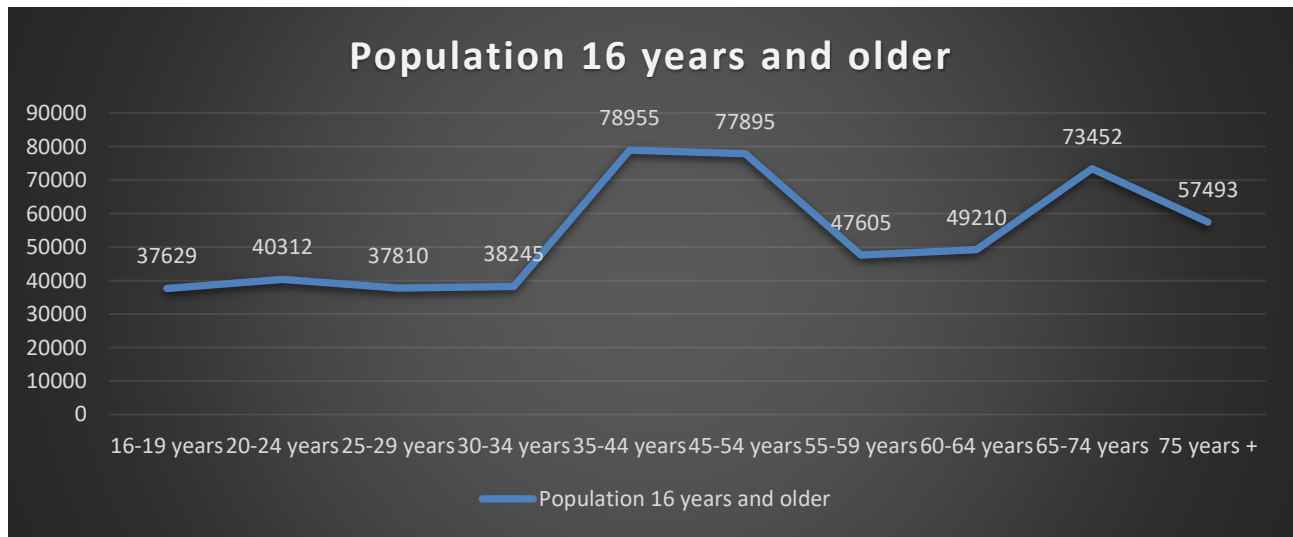
Map of Unemployment Rate (%) in March 2024 (Statewide: 2.9%)
 (Not Seasonally Adjusted) Filter the line chart by selecting counties on the map



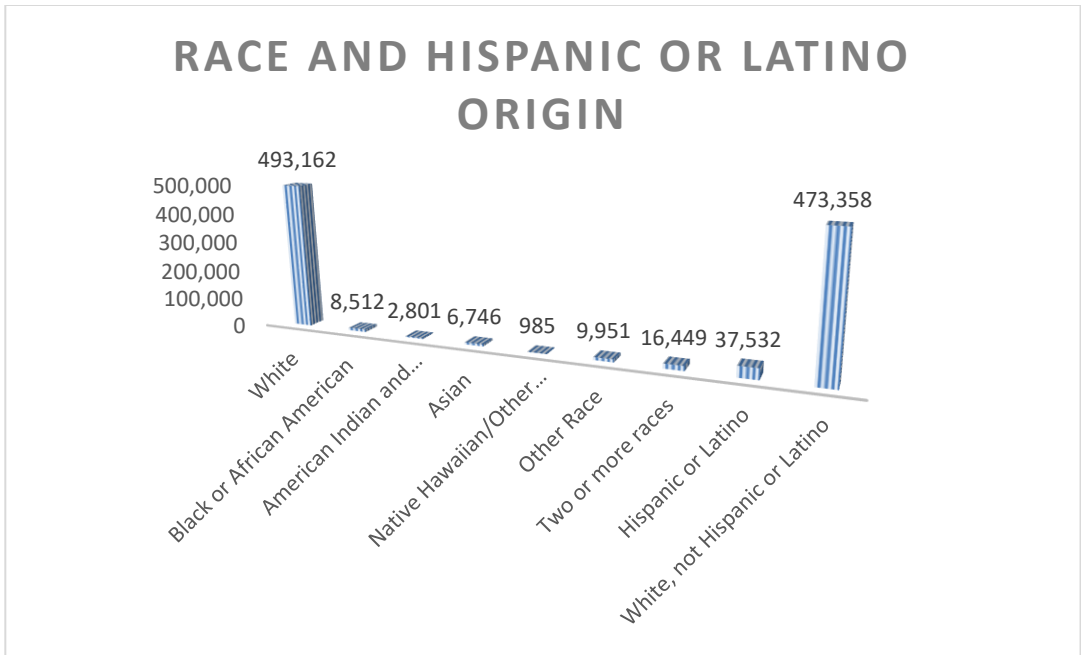
SOURCE: IOWA WORKFORCE DEVELOPMENT DATA VISUALIZATION: LOCAL AREA UNEMPLOYMENT STATISTICS

CURRENT LABOR FORCE DATA

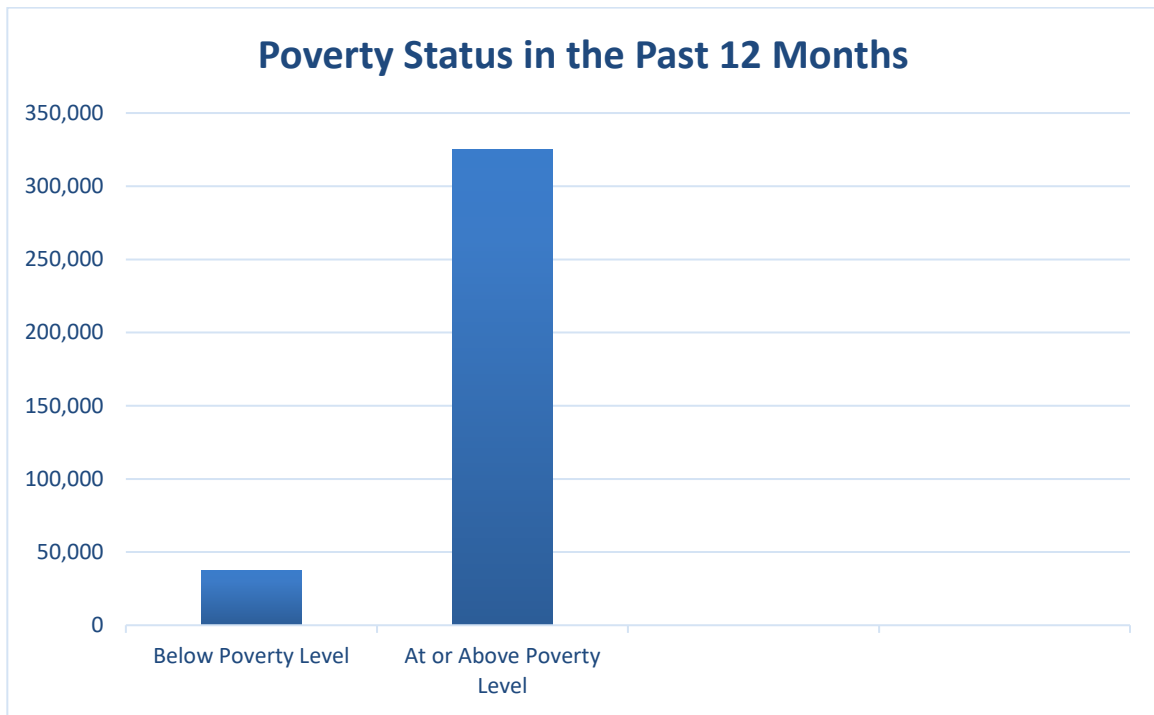
The charts below show the characteristics of the Iowa Plains population such as: age distribution, educational attainment levels, and individuals with barriers to employment (below poverty level and disability status).



SOURCE: U.S. CENSUS BUREAU, 2017-2021 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES

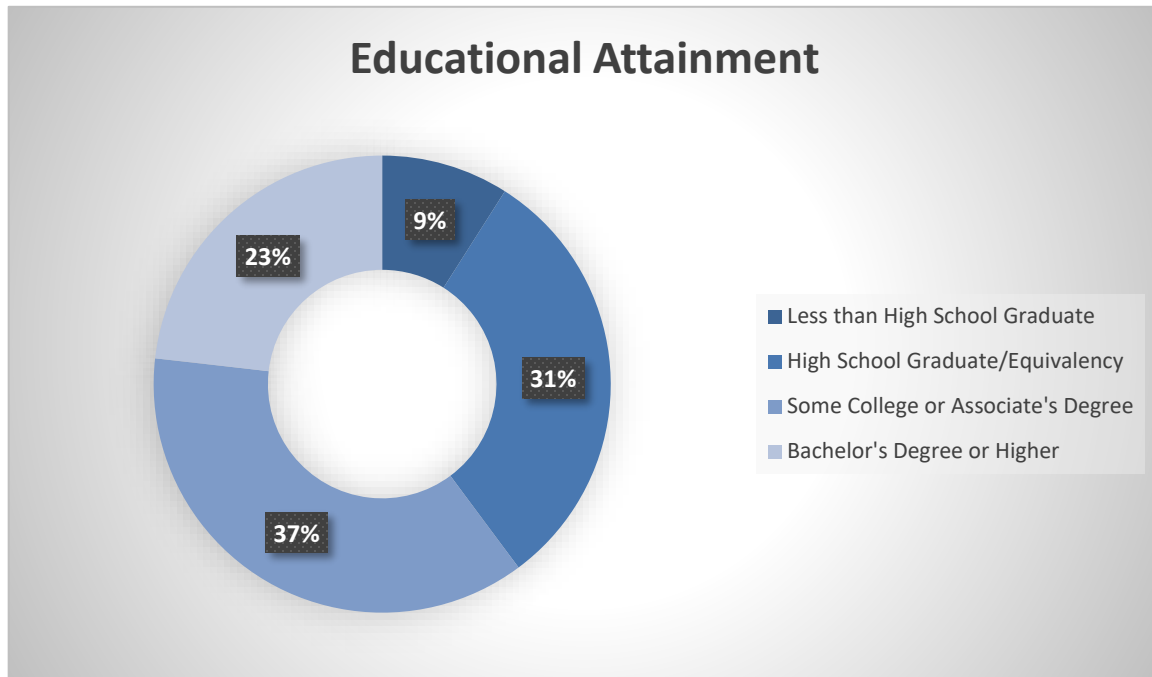


SOURCE: U.S. CENSUS BUREAU, 2017-2021 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES

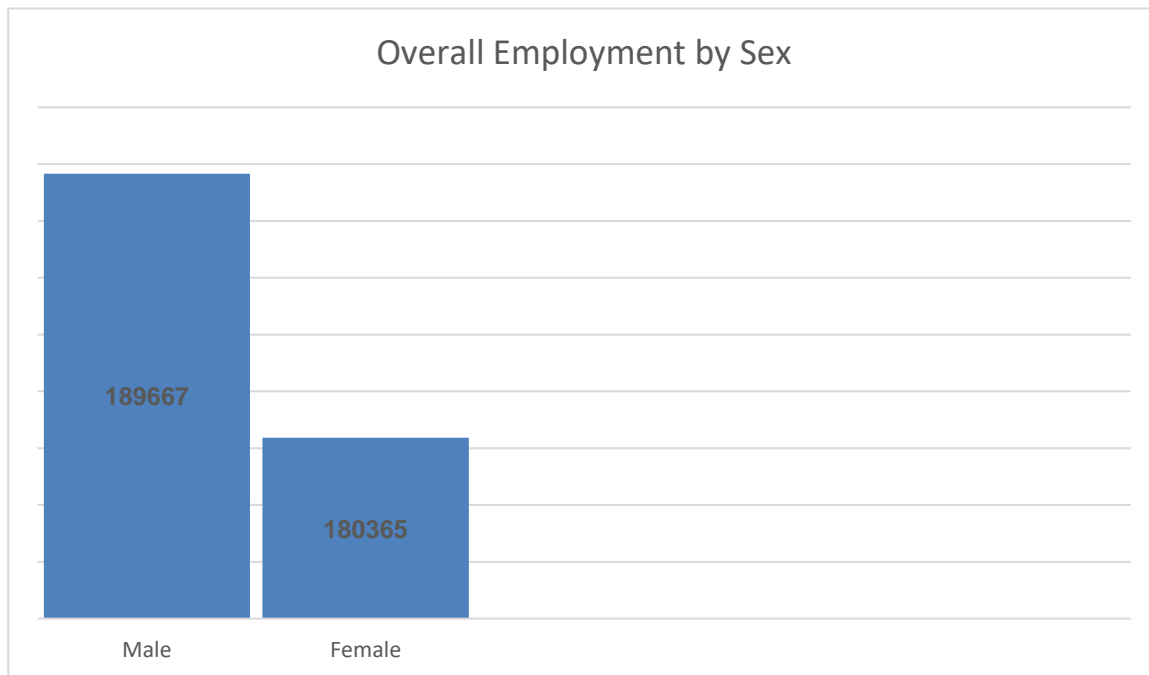


SOURCE: U.S. CENSUS BUREAU, 2017-2021 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES

The Educational Attainment graph below was developed from data provided among the population of 25 to 64 years of age.



SOURCE: U.S CENSUS BUREAU, 2017-2021 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES



SOURCE: U.S CENSUS BUREAU, 2017-2021 AMERICAN COMMUNITY SURVEY 5-YEAR ESTIMATES

3. Workforce Development, Education and Training Analysis: Include an analysis of:
a. The strengths and weaknesses of workforce development activities.

The Iowa Plains Local Workforce Development Area is made up of 42 counties, merging 4 previous areas into one. The new local area allows the workforce partners to bring further collaboration across a larger area to provide seamless services to job seekers and businesses.

Strengths

- Collaboration and Collective Expertise:
 - Core and Required Partners provide expertise, community connections, organizational tools, and common customers that are utilized to improve the effectiveness and linkage of services.
 - Commitment of partners to the shared objectives and goals.
 - Effective partner referral processes.
 - Responsive and flexible to address the evolving needs of the community, businesses, and partner organizations.
 - Identifies and expand means to share information about programs, resources and training opportunities to staff and to
- Business Engagement:
 - Strong relationships with businesses and other service providers throughout the area including Chambers of Commerce and Economic Development organizations.
 - Staff are cross trained and knowledgeable on business services and WIOA programs to expand the outreach and awareness to businesses.
- Individualized Services to Job Seekers:
 - Connection to a large variety of programs and resources that can be utilized to address the unique skill attainment and remove barriers, tailoring support to the unique needs of Iowans at any phase within their employment path.
 - Individualized services offered through multiple options the meet the customer where they are at: in-person or electronically.
- Training Connections:
 - Community colleges and universities play a pivotal role in offering a diverse array of training opportunities. There are currently 8 colleges and universities, plus an additional 36 training entities on the Eligible Training Providers List, which continues to grow their programs and collaborate to make them available WIOA participants.
 - Training programs are offered at multiple locations and through various means to meet the needs and demands of the area.
 - Established Relationships with Secondary Schools that provides valuable insights into the specific barriers faced by students as they enter the workforce and connections for them to utilize programs to create a future ready workforce.
 - Area business support to partner and provide opportunities for Work Experience opportunities to area job seekers, which includes underutilized populations.

Weaknesses below present Iowa Plains with areas of focus for growth and opportunity

- Limited Program Visibility:
 - There is a need for greater visibility of workforce programs and services among the public, city/county officials, employers, and community agencies. The challenge lies in effectively communicating and utilizing the popular communication methods to reach the targeted audiences.

- Technology:
 - Ongoing difficulties in data sharing across systems hinder the provision of valid and reliable data. This poses challenges to obtaining comprehensive insights into the effectiveness of workforce development initiatives.
 - While some data sharing has been established, it would be beneficial to have a common data sharing system between departments and state agencies to eliminate duplication of services to be more effective and productive when coordinating services and providing financial supports.
 - Despite efforts to use technology to overcome barriers, training on how to use this technology is lacking for customers. Affordability and access issues persist for individuals who cannot afford a cell phone or internet or lack high-speed internet access.
 - Inconsistent internet service in rural communities make virtual connections to IowaWORKS services difficult.
 - Lack of adequate rural internet broadband capability. Many of the areas in Iowa Plains has poor quality and/or expensive internet service. To take advantage of virtual IowaWORKS service, online coursework, or remote job openings, high-speed internet is needed.

Economic and Systemic Barriers:

- Childcare:
 - The availability and affordability of childcare remains a significant barrier within Iowa Plains. This challenge affects individuals seeking employment and hinders their participation in workforce development programs.

- Transportation:
 - The lack of accessible and affordable public transportation rural areas impacts service delivery to these areas. Many individuals also lack the resources to obtain their driver's license and a vehicle.

- Housing:
 - With the shortage of available and affordable rural homes to rent or own, it has become increasingly difficult for the area to maintain and attract skilled labor.

- Cost of Living & Wages:
 - Programs that help low-wage families meet basic needs such as SNAP, Childcare Assistance and the Low-Income Energy Assistance Program are effective, but often fall short of fully filling the gap between low wages and the cost of a strict, bare bones budget. Low skilled Iowans often faced with the challenge of accepting positions that earn less than what is required to meet the cost-of-living burden, only to discover that they are no longer eligible for public assistance and forced into the decision to return to public assistance by limiting or removing themselves from the labor force.

- **Mental Health/Substance Abuse:**
 - Workforce services are often sought by Iowa's most vulnerable populations and Iowa Plains is no exception. Individuals suffering from mental health or substance abuse, often go without treatment due to social stigma, lack of available/assessable treatment, or do not recognize that an issue exists. This is creating difficulty with obtaining employment as these individuals often have criminal/background barriers and lack driver's license to obtain or maintain employment.
- **Rural Service Area:**
 - The rural nature of many counties in the area presents challenges in providing services where travel is necessary. This issue is compounded by the scarcity or non-existence of many necessary services in some counties, including transportation, internet, and other public services. While staff can travel, it is limited. Services are offset by connecting electronically and over the phone, however this has its limitations and individuals can be impacted if they do not have internet or phone services.
- **Skills Gap Challenges:**
 - Employers in the local area have continued to express challenges in finding skilled workers or workers in general. This highlights a need for targeted efforts to bridge the skills gap within the local workforce.
 - While employers have expressed interest in hiring underutilized populations such as veterans, ex-offenders, disabled, non-English speaking minorities, older workers, youth, and families on Temporary Assistance (TANF) in the local area, this has not been regularly implemented as part of hiring practices.
 - Challenges in hiring come from the need to quickly establish staffing levels with skilled staff to maintain operations and the costs involved with training practices.

b. Capacity to Provide Workforce Development Activities:

Capacity to address the education and skills needs of the workforce, especially for individuals facing barriers to employment, is a key focus within the Iowa Plains area. Each collaborating partner contributes distinct strengths that, when combined, enhance the overall delivery of services. These strategic partnerships actively involve core agencies and programs dedicated to fortifying services, expanding capacity, minimizing redundancy, and promoting the seamless integration of education and workforce initiatives. Iowa Plains partners share a common vision of a system that links workforce needs of employers to skilled Iowans. All partners recognize the importance of communication and collaboration to avoid the duplication of services and increase efficiency and effectiveness. Core partners meet monthly to discuss updates, referral process, plans, and services.

Through a combined effort of shared responsibilities, partners will be able to meet the capacity of customer needs by cross training staff on partner programming, making referrals to connect individuals to all options available for training and employment, and reduce duplications. Core partners will continue to develop and provide direction on activities to address the education and skill needs of the workforce in the Iowa Plains local area and target those individuals that have barriers to employment. Core partners will also continue to provide and maintain linkages among Title I Adult, Dislocated Worker and Youth programs, Wagner-Peyser, Vocational Rehabilitation, Iowa Dept. for the Blind, Adult Education & Literacy, Temporary Assistance for Needy Families (TANF), Trade Assistance, Ticket to Work, Senior Community Services Employment Program, Unemployment Compensation, Jobs for Veterans State Grant (JVSG), and Reentry Employment Opportunities to facilitate access to workforce services and educational programs.

All workforce partner services can be accessed through the One-Stop Center. Services are either provided in-person on site, through a cross trained partner, or a direct linkage through technology in a timely manner. Potential participants, particularly those with barriers to employment, may not be aware of all the services that workforce partners offer within the local area. Coordinated efforts will be made to enhance orientation and outreach. Transportation in rural areas is an issue and connections will need to be made to address this. Technological options will also be considered to provide services within the local area to give options and the greatest flexibility to connect to customers. VR and IDB will be consulted for service accessibility and technology options and capabilities.

Core program partners have developed a solid working relationship with a good understanding of each core program. Training opportunities will be developed so that staff from all programs are able to have a common understanding of information and this can be provided uniformly to participants. Core program staff also have a wealth of experience and knowledge, and staff recognize the expertise that each can provide regarding career pathways, sector strategies, and training and credentials that will be used to enhance workforce activities and services.

IowaWORKS operates as a one-stop center, providing connections to all Core Partners, Required Partners, and community resources. Through Title III, job seekers are provided an assessment of their skills and abilities to develop career strategies and connection to employment through various services such as, workshops, one-on-one career exploration, events, and referrals to meet hiring needs of employers. The Title I Youth program has expertise on working with youth, mentoring on making positive choices, providing opportunities to gain employment experience, and pathways to career decisions to be self-sufficient adults. The Adult and Dislocated Worker program provides intense case management to individuals needing career pathway navigation, which can range from assistance to obtaining employment or skill upgrading through work-based learning or education to obtain employment. Title II Adult Education and Literacy has expertise on working with those who are basic skills deficient and lack English language skills, including providing specialized training options to employers to assist their employees acquire basic workplace communication skills. Title IV, VR and IDB offers expertise on working with participants with disabilities and understanding needs related to accessibility and reasonable accommodations. Services also include assistance with job search and placement, and could include work experience, on-the-job training, education, and supportive services to obtaining and maintaining employment. Employers are also provided assistive technology and accommodation evaluations, ADA consultations, and Disability Awareness and Sensitivity Training to support individuals with disabilities. Ongoing cross training will continue to occur to help staff understand the strengths each brings and how to utilize those strengths to avoid duplication of services and align resources.

Core Partners have built and will continue to build relationships with community and social service agencies in the area. This allows connect to disadvantaged populations needing to secure employment. These community and social service agencies also provide a means to assist individuals by removing barriers such as income, home utilities, housing, medical, childcare, food, and clothing which is complementary to Core Partner program services that assists with obtaining skills to become employable and contributes to the overall success of the individual.

c. The employment needs of employers

Concerns for employers within Iowa Plains, according to the Iowa Workforce Needs Assessment survey, are Soft Skills and Hard Skills. Soft Skills, with a rate of 95.8% are skills that are most often considered to be skills associated with an individual's habits, personality, and character. Examples include dependability,

honesty, self-motivation, communication skills, time management, and teamwork. Applicants lacking Hard Skills have a rate of 65.1%. Hard Skills are generally considered to be teachable and measurable abilities, which apply directly to the job. Examples include critical thinking, data analysis, problem-solving, machine operation, computer literacy, and software knowledge.

IowaWORKS provides work readiness curriculum via virtual workshops monthly to increase the soft skills needed by Employers. All offices have the monthly workshop calendar available to individuals that visit the centers. To address the needs for hard skills, basic computer training is offered through in person, online, and/or purchased resources. Vocational Rehabilitation provides a Customer Service Certificate Training. Additional services available are on-the-job training, occupational skills training (OST), internships, skills upgrade, registered apprenticeships, quality pre-apprenticeships, and incumbent worker training.

There are numerous post-secondary training providers who offer a range of program types, costs, lengths, and job placement programs. There are literacy programs designed for those with very low basic skills, bridge programs for those who need to upgrade basic skills, short-and long-term training programs, technical and associate degree providers, and two-and four-year colleges.

The local technical colleges provide effective training services and activities including English as a second language, HiSET completion programs, basic skill enhancement programs, and occupational skills training.

4. Iowa Plains Vision

Provide an agile and streamlined workforce delivery system that provides employers the workforce they desire and Iowans the skills they need for a successful career.

Goal I: Preparing an educated and skilled workforce

- Outreach to all Iowa Plains area high schools and community agencies/resources to provide information on WIOA programs that can guide and prepare students and individuals with barriers to economic growth and self-sufficiency opportunities. Efforts will be achieved through consolidated efforts of all core partners to reach all counties within Iowa Plains.
- Increase employer and workforce awareness and simplify the utilization of Iowa Workforce Development programs, with the focus geared toward employers providing Work Based Learning (WBL) opportunities to upskill job seekers and fill their vacant positions. Concentration will be to fill those WBL opportunities with youth and individuals with barriers.
- Support the development and enhancement of sector partnerships.
- Develop a system for sharing data and workforce solutions between Centers.
- Increase awareness and utilization of work-based learning, pre-apprenticeship, and registered apprenticeship programs to prepare an educated and skilled workforce, including youth and individuals with barriers to employment. Kind of a repeat, perhaps reword first two bullets or this bullet.
- Support the development of a strategic marketing plan that will enable Successful completion of performance accountability goals based upon appropriate key Performance indicators.

Goal II: Performance Accountability Measures

- Performance Measure: Unsubsidized Employment Second Quarter After Exit
- Performance Measure: Unsubsidized Employment or Education and Training Activities Second Quarter After Exit
- Performance Measure: Unsubsidized Employment Fourth Quarter After Exit

- Performance Measure: Unsubsidized Employment or Education and Training Activities Fourth Quarter After Exit
- Performance Measure: Median Earning Second Quarter After Exit
- Performance Measure: Credential Attainment
- Performance Measure: Measurable Skills Gains
- Performance Measure: Effectiveness in Serving Employers – Repeat Business Customers & Employer Penetration

Strategic Vision to Align Resources

Increase the utilization of Iowa Plains current, potential, and future employers and workforce to the education, training, and career opportunities available in the local area.

- Align and implement an agile service delivery model that is easy to use and that incorporates all workforce system partners and is easy to utilize.
- Support the development of career pathways that integrate work-based learning, pre-apprenticeship, and registered apprenticeship programs for Iowa Plains youth and young adults.

5. Strategies – Taking into account the analyses described in sections 1-3 above:

- Description of the strategy to work with the entities that carry out the core programs and required partners to align resources available in the local area to achieve the strategic vision and goals described in section 4 above.**

Systemic Collaboration

While each of our One-Stop partners administer separately funded programs, we must deliver them as a set of aligned streamlined services to customers. We all serve a relatively common customer base, many of whom are low income or face barriers to employment. One-Stop Centers and partners provide job seekers, including individuals with barriers to employment with skills and credentials necessary to secure and advance in employment with family-sustaining wages. Iowa Plains will facilitate public-private partnerships; support sector strategies and career pathways that advance opportunities for all workers and job seekers; foster innovation; and ensure streamlined operations and service delivery excellence. We will work to ensure that workforce and economic development goals are aligned. The Core partners will work to develop a crosswalk of services available to individuals and specifically, to individuals with barriers to employment.

Iowa has partnered with the Workforce Innovation Technical Assistance Center (WINTAC) to explore service integration and the implementation of the requirements of WIOA. Aligning and developing integrated education and training (IET) programs for low-literacy and low-skilled adults to concurrently address foundational skills with workforce training. The IET programs prepare adults with limited academic or limited English skills to enter and succeed in post-secondary education and training leading to career path employment in demand occupations. The core partners will focus on expanding access and success in sector-based education and training programs that provide opportunities for low-skilled and low-literate youth and adults. The state will support new initiatives that promote sector-based pre-IET, and IET models that expand access and success of low-skilled youth and adults in career pathways. These programs are designed to

introduce individuals to career pathway programs of interest. Iowa Plains has also worked with WINTAC to develop a current model of the integration continuum assessment. This model assists us in determining where we are at in the different levels of integration.

Expand ability of all partners in the network to inform clients of workforce system services. This will be the result of extensive cross-training. Assess the ability to increase access. The core partners will work with local boards and the future one-stop operators to assess the ability to increase access to the system. For example, several adult education programs may be made available as itinerant sites to provide basic career services. This action can greatly expand the number and proximity of access points of contact for both employers and clients. Expand the use of technology. Given Iowa's diverse regional needs, it cannot be assumed that all who need to travel to the current comprehensive sites will be able to do so. To address the barriers of distance, childcare, transportation, and schedules that many people face, services will be available digitally. These services will include up-to-date and comprehensive employment and training websites with links to partner websites. In addition, resources will be accessible using videoconferencing and live chat.

Integrated Service Delivery

All populations will receive the necessary services regardless of where they enter the system, whether it be through the AJC or connection with a partner program or agency. This approach supports an integrated workforce staff, so that any customer who walks into any AJC can be served seamlessly by any staff member.

All Core Partner staff are cross trained to improve knowledge of programs and services available to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers and to ensure a "no wrong door" customer service approach. Core partners will ensure that all referrals are appropriate based upon the needs of the customer.

The Clearinghouse for Work-Based Learning connects students and employers through shared projects that give students professional experience. This virtual platform is available to all Iowa schools, K-12 classrooms, and businesses for project involvement through a system where both classes and businesses can enter themselves as an interested party and browse for a good match for a project. Students work on the projects primarily in the classroom, making this distinctly different from work-study or internship formats.

Co-enrollment is another important strategy to provide services to a customer that a specific program might not be able to fund themselves. This is where the crosswalk of services available will be needed to address customer needs. Co-enrollment provides the ability to use multiple funding sources and share accountability for an individual.

Data-Informed Services

We will focus on continuous improvement. Continuous evaluations support continuous improvement of the American Job Centers by identifying which strategies work better for different populations. The Local Workforce Development Board will hold training providers accountable for the performance Measures. Reports provided from the Core Partners provide high-quality, integrated data to inform the Local Workforce Development Board for policy decision making. It also drives how we need to change, innovate, or align services to meet the needs of job seekers and business customers.

Leveraged Resources

Effectively and strategically leveraging and braiding an array of public and private financial and in-kind resources to ensure sufficient broad support to meet the service and training needs of all participants. This includes sources from businesses, industry associations, labor organizations, community-based organizations, education, and training providers. No one program can address all the needs of the individuals we serve. Aligning and coordinating WIOA Title I service with efforts that currently address justice-involved and returning citizens. Iowa Plains is exploring a range of career pathway models for justice-involved participants that examines best practices and ways to braid and blend funding for maximum impact.

Improved Outcomes for Business and Job Seeker Customers

We will go beyond the performance indicators that are negotiated; we will look at the customer experience and we will look at economic mobility of the individuals we have served. We will continuously evaluate the needs of participants and businesses to ensure we are providing services that meet the needs and removes barriers.

Business Objectives: Iowa Plains Local Workforce Area sets the following objectives for the next 2 years to meet the Vision and Mission of this region:

1. Provide integrated/seamless services that are streamlined to train jobseekers as quickly as possible, so they are ready for jobs with local businesses
2. Promote Work Based learning strategies to validate skills of the area’s workforce to optimize their ability to demonstrate their skills to employers and to provide a method of evaluation for businesses to make appropriate hiring decisions
3. Continuously improve menu of local services based on input from jobseekers and businesses so services are flexible and effective.
4. Continuously improve internal processes so they are as lean and paperless as possible to maximize the time we have available to provide value-added services to our customers.
5. Utilize data and performance reports as well as feedback from employers and jobseekers to drive continuous improvement initiatives in our services and programming
6. Incorporate STEM goals into One-Stop programming to align that initiative with One-Stop Center goals
7. Partner with ECI to develop programming that provides relevant information and services that improve and enhance businesses in our local area
8. Improve communications in all areas so we continue to use our internal and external partnerships to their maximum benefit for the customers we serve.

SECTION 3 – IowaWORKS SYSTEM COORDINATION

1. The workforce development system in the local area, including the identification of:
 - a. The programs that are included in the system:

PROGRAMS	PARTNER	CENTER LOCATION	TYPE OF PARTNER
Title I Adult	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Title I Dislocated Worker	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Title I Youth	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Title II – Adult Education & Family Literacy	Iowa Western Community College	Council Bluffs, Atlantic, Harlan, Clarinda, Shenandoah, Missouri Valley	Core Partner
Title II – Adult Education & Family Literacy	Iowa Central Community College	Fort Dodge, Storm Lake	Core Partner
Title II – Adult Education & Family Literacy	Northwest Iowa Community College	Sheldon	Core Partner
Title II – Adult Education & Family Literacy	Iowa Lakes Community College	Estherville	Core Partner
Title II – Adult Education & Family Literacy	Western Iowa Tech Community College	Sioux City, Denison	Core Partner
Title II – Adult Education & Family Literacy	Des Moines Area Community College	Carroll, Ankeny, Des Moines	Core Partner
Title II – Adult Education & Family Literacy	Southwestern Community College	Creston	Core Partner
Title III-Wagner Peyser	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Title IV-Vocational Rehabilitation	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Title IV – Department for the Blind	Iowa Department for the Blind	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Core Partner
Senior Community Services Employment Program	National ABLE Network	Council Bluffs, Creston, Denison, Fort Dodge, Spencer	Required Partner
Senior Community Services Employment Program	AARP	Sioux City	Required Partner
Job Corps	Denison Job Corps	Denison	Required Partner
National Farmworker Jobs Program	Proteus, Inc	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner

State Unemployment Compensation Program	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
Jobs for Veterans State Grant (JVSG)	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
ReEntry Employment Opportunities Programs	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
Temporary Assistance for Needy Families (TANF)	PROMISE JOBS	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
RESEA	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
Trade Adjustment Assistance Program	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
Native American Programs	American Indian Council	Sioux City	Required Partner
Career and Technical Education	Iowa Western Community College	Council Bluffs, Atlantic, Harlan, Clarinda, Shenandoah, Missouri Valley	Required Partner
Career and Technical Education	Iowa Central Community College	Fort Dodge, Storm Lake	Required Partner
Career and Technical Education	Northwest Iowa Community College	Sheldon	Required Partner
Career and Technical Education	Iowa Lakes Community College	Estherville	Required Partner
Career and Technical Education	Western Iowa Tech Community College	Sioux City, Denison	Required Partner
Career and Technical Education	Des Moines Area Community College	Carroll, Ankeny, Des Moines	Required Partner
Career and Technical Education	Southwest Community College	Creston	Required Partner
Ticket to Work	Iowa Workforce Development	Council Bluffs, Creston, Denison, Fort Dodge, Sioux City, Spencer	Required Partner
Community Services Block Grant	Mid Sioux Opportunity	Sioux City, Spencer	Required Partner
Community Services Block Grant	Community Action Agency of Siouxland	Sioux City	Required Partner
Community Services Block Grant	Upper Des Moines Opportunity Inc	Fort Dodge, Spencer	Required Partner
Community Services Block Grant	New Opportunities Inc	Denison, Fort Dodge	Required Partner
Community Services	West Central Community	Council Bluffs, Denison,	

Block Grant	Action	Sioux City	Required Partner
Community Services Block Grant	South Central Iowa Community Action Program	Creston	Required Partner
Community Services Block Grant	Matura Action Corporation	Creston	Required Partner
Community Services Block Grant	North Iowa Community Action Organization	Spencer	Required Partner

b. Description of the steps Iowa Plains will take to locally implement and support the state strategies identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006, to support service alignment.

State Strategy 1.1: Align and implement an accessible, integrated service delivery model incorporating all workforce system partners.

To align and implement an accessible, integrated service delivery model, core partners will hold monthly meetings to discuss services, service delivery, direct linkages, and braiding of funds to better align services and resources and to ensure that employers and Iowans receive access to all available services through the workforce development systems that will meet their unique needs. Partners and staff lean on each other’s expertise to remove barriers that may prevent access.

State Strategy 1.2: Ensure all Iowa students have opportunities for meaningful work-based learning experiences.

Core Partners will work with the local secondary and postsecondary schools to establish a connection for interaction, such as partnering with events, assisting with classroom training on workforce services, and providing information on work-based learning opportunities to ensure all Iowa students have opportunities for meaningful work-based learning experiences.

State Strategy 1.3: Target services to underserved populations, including individuals with disabilities, minorities, returning citizens, women, rural Iowans, new citizens, veterans, etc.

Core partners will continue to provide services to underserved populations by co-enrolling and braiding of funds, increasing outreach efforts to target specific populations, and continue to develop relationships with community partners to provide resources not available within the Core Partners.

State Strategy 2.1: Support local workforce boards in the development and enhancement of sector partnerships.

Sector partnerships are comprised of industries with shared needs, as well as various education, workforce, economic, and community organizations in supportive roles. These partnerships develop and continuously evaluate goals, policies, and service-delivery strategies to meet the needs of employers in a given sector. In doing so, they operate within labor market regions and are not confined to municipal, county, educational,

or state boundaries. Effective sector partnerships are industry-driven, meaning industries identify needs and assume the lead role in developing strategies which address their identified needs.

The Iowa Plains Executive Committee has received initial training regarding the benefits and opportunities for sector partnerships. Iowa Plains will have a subject matter expert in sector partnerships beginning in July 2024. This individual will provide additional training to employers through virtual lunch & learns and in person meetings creating opportunities to expand sector partnerships in the local area. The Iowa Plains Executive Committee is committed to increasing sector partnerships throughout Iowa Plains.

State Strategy 2.2: Create and implement a unified and collaborative business engagement model.

Iowa Plains has created a robust, unified, and collaborative business engagement model. We have three Business Engagement Consultants (BEC) who focus on creating relationships with businesses in our local area. The BECs meet with businesses to share information about valuable business resources to help support them throughout their business cycle. We will have a sector partnership subject matter expert who will be joining our team in July 2024. In addition to sector partnerships this individual will work with employers to develop more WBL opportunities for our job seekers. Iowa Plains has developed strong partnerships with WIOA core partners who partner to provide services to businesses in our local area. As previously stated, the Iowa Plains Executive Committee is dedicated to ensuring that businesses have access to a skilled workforce. Our business engagement model will play a vital role in connecting our job seekers with our employers.

State Strategy 2.3: Increase the awareness and engagement by employers in work-based learning opportunities.

Career pathways organize education and training into a coherent, stackable sequence aligned within specific occupations within a given industry. In that way, career pathways support an individual in developing the personal, technical, and employability skills required for advancement within an industry and transitioning from training and education into the workforce. Colleges, primary and secondary schools, economic development agencies, workforce service providers, employers, labor groups, and social service providers all play a vital role in the successful development of career pathways.

The Iowa Plains Executive Committee is committed to increasing opportunities for job seekers to enter career pathways in various in demand industries. We have developed an engaging and committed workforce system in Iowa Plains that realizes the benefit of building partnerships with WIOA core partners, colleges, economic development agencies, labor groups and employers. The Iowa Plains Executive Committee is devoted to increasing WBL opportunities for job seekers in the local area. Growing WBL opportunities will effortlessly increase career pathways for our job seekers and will provide our employers with the opportunity to grow their talent pool based on their needs.

- 2. Description on how Iowa Plains will work with the entities carrying out the core programs to:**
 - a. Expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.**

All Core Partners within Iowa Plains work together to provide access to employment and training opportunities through the use of referral forms and shared documents, which facilitate communication between partners. Each core partner provides information on different programs and services each partner

provides to avoid the duplication of services offered by the providers and to find opportunities for collaboration. Professional development opportunities and cross training between agencies are provided to help agencies understand services and resources to address barriers to employment.

Outreach materials will be updated on a regular basis to adjust for changes and include information on accessibility. Materials will also be translated into common languages most used in the area to provide access to service for job seekers with language barriers. Core partners will make every effort to streamline outreach in order to maximize outreach efforts for expanding program access, with focus on connections that reach individuals with barriers to employment.

b. Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.

All partners through their orientation processes address goals, and any barriers or obstacles they might encounter before enrolling. All partners will have conversations with prospective participants about services and resources available to them within the community and core partner organizations.

It is encouraged that partners connect individuals to utilize the Eligibility Explorer in IowaWORKS to help identify programs for co-enrollment that they may be eligible for and assist with their career goals through co-enrollment. Additional tools to develop career pathways would be to promote the use of Integrated Resource Teams (IRT), consisting of core partners, to help identify programs and resources. The Business Engagement Team will communicate industry trends and employer needs to help partners strategize career pathway options within the Iowa Plains area.

c. Improve access to activities leading to a recognized postsecondary credential, including a credential that is an industry-recognized certificate or certification, portable, and stackable.

Collaboration between agencies and core partners, along with grant funding, make it possible for partners to offer services to participants which include employability skill preparation, upscaling, workforce preparation, and training. Programs will have regular conversations with enrolled participants to identify barriers and review goals. Referrals to core partners and/or community resources will be made to help with additional needs. This will improve access to programs and services that can lead to post-secondary credentials that are stackable and industry recognized. Core partners will review their enrollment process to identify areas that may create barriers to access or duplicate services.

The partners provide a workforce delivery system to build a pipeline of skilled workers to meet the workforce needs of Iowa's current and emerging industries. GAP and PACE programs funded by the state are aligned to business and industry needs and students are encouraged to choose career pathways in high demand jobs. Integrated Education and Training programs provide opportunities for students to have concurrent programming for AEL, workplace education, and workplace training to meet business and industry needs. Collaboration with the community colleges in Iowa Plains will ensure that the postsecondary credential programs align with academic courses and seamlessly transfer into higher education pathways. This collaboration has continued to show and strengthen the continuum of education and training opportunities for participants. Community colleges offer Integrated Education and Training (IET) combine basic skills in adult education and job training skills, such as CNA programs. CNA is a popular

credential through IET programs across Iowa Plains areas. Students are referred to Iowa Workforce Development, whose staff seeks to match job seekers against the employment needs of prospective employers, and to make appropriate referrals.

3. Description of the strategies and services that will be used in the local area to:

a. Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

- An integrated Business Services Team comprised of business services staff from core partners will assist businesses in developing the long-term strength of their workforce. Coordinated efforts are focused on creating a streamlined business process and preventing duplication of services and contacts to businesses. An integrated approach to business services will lead to improved skills, credentials and employment attainment in areas driven by business demand. This team will help develop relationships with businesses throughout the Iowa Plains LWDA through the following methods:
 - a. Reducing employer fatigue by coordinating outreach efforts
 - b. Use a single point of contact approach
 - c. Establish and develop relationships with business networks both large and small.
 - d. Use integrated outreach materials
 - e. Partner with Chambers of Commerce, Economic Development organizations, and other partners to provide outreach and educational opportunities.
- Develop an effective outreach process to cover the entire Iowa Plains LWDA.
 - a. The integrated Business Services Team will meet (monthly, quarterly, bi-annually, annually?) to discuss how integrated and effective the business services are currently, and to determine where enhancements can be made including team goals and strategies.
- Established an Executive Committee which is comprised of business representation throughout Iowa Plains. Having businesses on the committee helps provide direction on the needs of employers such as skill requirements and industry trends. This committee meets quarterly and will share experiences and needs of their respective industries. Committee members will collaborate with business leaders and community partners to enhance connection to core partner programming.

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

Iowa Plains meets the needs of businesses by providing no-cost services that includes assistance with creating an account within the IowaWORKS system, job postings, applicant recruitment, ADA Awareness training, ADA Accessibility evaluations, accommodation recommendations for current employees and retention services. Iowa Plains also continues to partner with employers with On-the-Job Training (OJT), providing 50% wage reimbursement to businesses that hire Title I participants. A critical part of the local business service strategy is aligning and leveraging the business services of multiple programs and funding sources wherever possible.

To support the local workforce, the Business Engagement Division will include Core Partner programming when meeting with local businesses to identify ways to meet their needs through all services available. Business outreach will be provided as a consolidated effort by all partners with diligence in sharing information in order to avoid duplicating efforts. Core Partners can provide additional workshops along with

the community colleges providing tailored short-term or long-term classes and trainings as needed through programs such as Integrated English Literacy and Civics Education (IELCE) and IET. For example, many colleges provide English Language Learner (ELL) classes on site at business and industries to meet their individual workplace needs. Core Partners shall seek opportunities to make connections with employers and participants through events such as drive-through career fairs, hiring events, and partnerships.

Other services that can be provided to employers include:

Rapid Response

Core Partner staff provide early intervention business services that assist workers and employers during the entire business cycle. Rapid Response coordinates layoff aversion and outplacement services for employers and workers affected by layoffs, plant closures, or natural disasters. Iowa Plains partners recognize the importance of Rapid Response programs and services as part of a holistic approach to coordinate employer engagement, including layoff aversion; re-skilling, placement services; and connection with UI. Iowa Plains Rapid Response team is designated to support any rapid response events and ensure that staff properly inform eligible individuals about the Title I Dislocated Worker Program.

Incumbent Worker Training

Incumbent worker training (IWT) is designed to meet the special requirements of an employer, including a group of employers, to retain a skilled workforce or to avert the need to lay off employees by assisting

c. Better coordinate workforce development programs and economic development.

The coordination of local workforce investment activities with economic development activities is crucial for maximizing the impact of business services. Below are strategies and activities to improve collaboration:

- Economic Development partners will be invited to attend meetings, sector initiatives, and other special forums. This collaboration will help to link new businesses and employer needs to workforce service programs.
- The Iowa Plains Executive Committee integrates workforce development and economic development plans to ensure alignment and mutual support. This will involve joint planning sessions and discussions during executive committee meetings, where goals and strategies are developed collaboratively.
- Regular data sharing and analysis between the Iowa Plains Executive Committee and economic development entities will help in assessing the effectiveness of programs. This iterative process allows for adjustments to be made based on real-time information.

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

Unemployment is the gateway to reemployment services. Iowa Plains recognizes the importance of connecting individuals on unemployment insurance programs to services and job referral to keep them attached to the workforce and to re-enter the workforce at a rapid rate.

Each AJC in the Iowa Plains local area participates in the Reemployment Case Management (RCM) Initiative and Reemployment Services and Eligibility Assessment (RESEA) program to connect UI claimants immediately

to reemployment services available through direct linkage to all partner programs.

Individuals that apply for UI benefits are contacted the following week and an appointment is set up with a Career Planner. These appointments continue through the duration of the unemployment claim until the individual obtains employment. During these appointments, UI claimants are required to attend re-employment workshops offered through the one-stop delivery system, receive resume assistance and are offered referrals to core partners. UI claimants are also given information for work-based learning opportunities and attend an AJC Orientation (Essential Tools) where they learn about all of the services offered in the one-stop delivery system. All core partner services are discussed in Essential Tools and referrals to partners are offered through the ongoing appointments.

Iowa Plains has Career Planners trained in Basic and Advanced Unemployment approved by the Unemployment Insurance Division. UI Claimants receive basic guidance on filing an unemployment but also can be provided a one-on-one appointment for in depth UI assistance. During the appointments, a claimant should receive at least one re-employment service and any appropriate referrals to core partners are given.

Iowa Plains partners are involved in all Rapid Response plans and efforts after a business announces layoffs or closure to assist employees with education, training and retraining needs to find new positions. The core partners participate in the Rapid Response events and provide program materials to affected employees.

e. Implement initiatives such as transitional jobs, incumbent worker training programs, on-the-job training programs, customized training programs, other work-based learning opportunities, registered apprenticeships, industry and sector strategies, career pathway initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of local employers. These initiatives must support the strategies described in a.-c. above.

The following initiatives will be utilized to meet the needs of local employers.

- Industry and Sector Strategies drive program design; local policy and priorities.
 - Committed to the development and the success of Sector Partnerships.
 - Work in alignment with other stakeholders to not duplicate efforts or contribute to employer fatigue in participating in these initiatives.
- Incumbent Worker Training (IWT)
 - Upskill existing workforce – Partner with Business Engagement and ECI to increase productivity and support retention efforts.
- Work-based Learning Programs (WBL) - Work-based learning has shown to be an effective way for participants to learn new skills, quickly acclimate to a new employer's processes and procedures, and improve retention outcomes.
 - Form strong relationships with WBL program providers.
 - Drive job seekers to high demand industries by developing OJT training contacts with local employers in coordination with the Business Engagement team.
 - Co-enroll Title I services with other work-based learning providers when youth graduate from their services, particularly Vocational-Rehabilitation
 - Focus on Work-Based learning for Title I Youth and Young Adult in schools that do not have Work-Based learning staff or on-site programs.

- Develop job shadows, WEPs and Internships with local employers in order to expose youth and young adults to a wide array of employment opportunities within Iowa Plains.
- Registered Apprenticeship (RA)
 - Embrace the use of RA as part of Work-Based learning including job shadowing, paid work experience, on the job training, and internship.
 - Support aspiring registered apprenticeship programs in developing a quality apprenticeship.
 - Educating clients on the value proposition of “earn and learn” platforms as opposed to traditional post-secondary education pathways.
- Career Pathways
 - Access job seekers for skills, passions and goals to by utilizing assessments and coaching to guide them toward a career pathway.
 - Target underserved populations and individuals with disabilities to connect to Career Pathway opportunities.
 - Working with Economic Development and BECs to provide information to job seekers about in demand career pathways.
- Customized Training Programs
 - Utilize for Integrated Employment and Training (IET) programs, Rapid Response initiatives, or Incumbent Worker training (IWT).
 - Contracts and customized training programs can be prioritized when they provide economies of scale and help respond in a timely manner to client needs.
- Business Services/Intermediaries
 - Continue coordinated business engagement team member meetings; and enhance involvement in it by local committee business representatives.
 - Ensure collaboration between Business Engagement Consultants and other core partner business team members.

4. Description on how Iowa Plains will coordinate local workforce investment activities with economic development activities that are carried out in the local area and how Iowa Plains will promote entrepreneurial skills training and microenterprise services.

Iowa Plains will engage the IWD Business Engagement Consultants to network with local chamber of commerce, main street, and economic development organizations. This action will assist in learning what services are currently being offered in the region for entrepreneurial development workshops and training opportunities. The IWD Business Engagement Consultants will also network with local community colleges and small business development centers to learn services for one-on-one business counseling, the development of business, marketing, and financial planning. Iowa Plains will serve the role as a business resource referral via the American Job Centers and share information with clients who have barriers to employment. Iowa Plains will also engage the Vocational Rehabilitation (VR) Services and the Iowa Department of the Blind (IDB).

5. Describe the one-stop delivery system in the local area, including:

- a. How Iowa Plains will ensure the continuous improvement of eligible providers through the system and that such providers will meet the employment needs of local employers, workers, and job seekers.**

Core Partners meet regularly to discuss training needs within the area, relying on surveys, economic development, and employer feedback to meet the training needs within the area. Within Iowa Plains, career planners from all Core Partners have developed ties to post-secondary institutions and training providers by cooperative education efforts. With assistance from the Workforce Program Coordinator at IWD, there is an ongoing review of ETPL providers. Core Partner programs provide technical assistance to training providers seeking to be listed on the ETPL and Title I career planners can be alerted through the IowaWORKS data management system if a training program is no longer eligible.

b. How Iowa Plains will facilitate access to the services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

Multiple points of access are available through partner websites that includes information on services available to individuals and with physical one-stop centers. IowaWORKS staff provide outreach and enrollment in rural counties within the area along with utilizing the AJC Mobile Unit, if available. Core Partners participate in ongoing referral, co-enrollment, and performance management. Appointments, workshops, and one-on-one assistance can be provided through the use of Teams and Zoom meetings. IowaWORKS one-stop centers will utilize social media to engage with job seekers in the local area to highlight services that are being provided, including but not limited to, workshops, hiring events, career fairs, job postings, and programs available. Core partners also have the ability to meet with participants in rural areas at local libraries or other public meeting areas.

The IowaWORKS Virtual One-Stop System allows workforce program management in one integrated system which ultimately improves service delivery. Since the system is virtual, job seekers and employers can access these services in remote areas with internet connection.

c. How entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, including providing staff training and support for addressing the needs of individuals with disabilities.

i. How Iowa Plains will utilize Disability Access Committees (DACs) as a strategy, when established.

The role of the Disability Access Committee (DAC) will be to promote physical and program accessibility within Iowa Plains. Regular assessments will be made by the DAC pertaining to available among core partner resources, as well as assistance with the coordination of core partner training.

The strategy of the Disability Access Committee within Iowa Plains will be:

- Accessibility evaluations will be completed at all one stop centers along with implementation of recommended changes.
- Make recommendations for adaptive equipment and/or assistive technology that will be readily available to individuals with disabilities so services can be accessed at the physical locations.

- Promotional materials for services and workshops will include the statement: “Auxiliary Aids and services available upon request for individuals with disabilities”.
- Print materials will be provided in an accessible format.
- Specific services will be offered virtually to mitigate transportation or physical barriers.
- Staff will utilize public areas such as libraries or community agencies to meet with participants from rural areas as needed. Workshops, orientation, Career Service appointments, and intake options being provided to assist in services through virtual access. Online training, assessment, and instruction are available, as well as assistance with obtaining access to devices and internet service for low-income individuals who need it.
- Staff will be trained in providing accommodations and being sensitive to accommodation requests.

ii. Description of the process that an individual would use to request an accommodation as well as how an individual will know what accommodations/assistive technology equipment are available.

IowaWORKS Centers must be physically and programmatically accessible to all customers, including individuals with disabilities and other barriers. Accommodation notices are posted on all materials provided to job seekers, within program guides and agreements, and posters hung within the center outlining how to request accommodations and options available. Needs for accommodations can be identified at any point services are provided. Any individual is free to request an accommodation and the obligation to provide such, is triggered upon request. An assistive technology list is available, including consultation from designated experts such as the Disability Access Committee that can help identify additional strategies. Core Partners will be trained on disability etiquette and how to use assistive technology on a yearly basis.

iii. Description of how partners/operator will ensure individuals with disabilities can participate in workshops and services offered throughout the center.

- IowaWORKS will provide any reasonable accommodation that is needed by individuals with disabilities to participate in workshops and other services offered throughout the center. Information to request that accommodation is on all marketing materials and posters.

d. The roles and resource contributions of the one-stop partners.

The One Stop Operator will coordinate with partners to develop training opportunities throughout the year to discuss various topics of serving individuals with disabilities; these may include topics on adaptive devices, employment connections, resources, access to services and complaint process, with guidance from the DAC. The DAC will develop a list of items that partners will review and check off to ensure that options and opportunities are available for those with disabilities. These checklists will be collected by OSOs from each partner on a yearly basis. Items on this checklist will include options for reasonable accommodation, auxiliary aids/services, Equal Opportunity is the Law notices posted, complaint forms and logs, ADA signage, and accessible areas (this could be the same as or incorporated into the ADA Self-Evaluation form). Every 2 years, IowaWORKS will provide a Request for ADA Review on Physical Accessibility, and the DAC will review and make a Physical Accessibility Report on its findings and corrections.

6. A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area:

Adult and Dislocated Worker employment and training activities are available in the 42 county Iowa Plains region. These services are provided through the comprehensive IowaWORKS centers in Creston, Council Bluffs, Denison, Fort Dodge, Sioux City and Spencer. Title I and Title III career planners are present in each office and core partner services such as Title IV are either co-located or in the case of Title II available as an online service or at a community college within the area of the local AJC. To make accommodations for individuals in rural areas or those who struggle with transportation, options such as phone consultations or video conferencing are available. In cases where the job seeker is not able to travel to the local office or they lack internet access the Title I program has established partnerships with other core partners such as community colleges and Vocational Rehabilitation as well as local libraries, human service providers and county facilities to provide space for Title I career planners to meet with potential adult and dislocated worker participants in rural, small communities within Iowa Plains. Adults and Dislocated workers may be co-enrolled in one or all Core Partner programs to braid funding and provide a team approach to case management ensuring the job seeker's success despite multiple barriers to employment.

Basic career services are made available to all individuals seeking employment and training services. These services are available face to face in the local AJC office or can be accessed online through IowaWorks.gov. Basic career services include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs
- Outreach and orientation to information and other services available through the one-stop delivery system
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service's needs. The Iowa Plains region has chosen CASAS as the method to assess basic literacy and numeracy level.
- Labor exchange services, including:
 - Job search and placement assistance, and, as-needed, career counseling, including:
 - information on in-demand industry sectors and occupations; and
 - information on nontraditional employment
 - Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system
- Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs
- Workforce and labor market employment statistics information, including providing accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in labor market areas
 - Information on job skills necessary to obtain the vacant jobs listed; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers

- Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system
- Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - childcare
 - child support
 - medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program (CHIP)
 - benefits under Supplemental Nutrition Assistance Program (SNAP)
 - assistance through the earned income tax credit
 - assistance under a State program for TANF, and other supportive services and transportation provided through that program
- Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation
 - “Meaningful assistance” means:
 - providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA Title I

Individualized career services must be provided to individuals after it has been determined that such services are required to retain or obtain employment. Individualized career services involve more staff time and are customized to each person depending on their needs. WIOA Title I, WIOA Title III and Title IV can provide these services. The following individualized career services must be made available if determined to be appropriate for an individual to obtain or retain employment:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - diagnostic testing and use of other assessment tools including but not limited to CASAS to determine if an individual is basic skills deficient in math or reading, O’Net Interest Profile to determine the individuals interest in a particular career cluster, assessments within the IowaWORKS system such as Work Values which determines the desired work environment and business culture the individual would prefer in-depth interviewing and evaluation during the Objective Assessment to identify employment barriers and appropriate employment goals
- Development of an Individual Employment Plan (IEP), to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including the list of, and information about, the eligible training providers
- Guidance and Counseling to assist with personal barriers and make referrals to community agencies such as mental health providers, substance abuse provides and those community organizations that can assist with basic needs such as food, clothing and housing.
- Career planning to map out the career pathway that may include education and training to advance to the next step.

- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training. This can be achieved through one on one meetings with a career planner or through one of the many workshops provided in the AJC.
- Internships and work experiences that are linked to careers
- Workforce preparation activities
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs through referrals to Title II

If a job seeker is still unable to find employment after receiving both basic and individualized services, training services may be provided to adults and dislocating workers needing to obtain additional training to enter or re-enter the workforce.

Adult and DW training services will include the following:

- On-the Job training (OJT): OJT reimburses the participating employer up to 50% of the employee's wage (up to a maximum amount determined by local policy) depending on the skill level required and any prior training experience. The Career Planner will work with the businesses to create an individualized training plan that is aligned with the customer's interests and aptitude.
- Incumbent Worker Training which is an employer service that can retrain employees to avoid layoff.
- Secondary Education Certificate Training: The focus of the training is for the customer to achieve high school completion by taking and passing the HiSED
- Skill upgrading and retraining in the form of Pre-Vocation training that may be needed or required for a particular career field.
- Entrepreneurial training that may be provided through a community college or Small Business Administration services
- Occupational Skills Training (OST): OSTs include short term occupations skills training programs such as Certified Nursing Assistants, production welding, commercial driver's license (CDL), and longer-term training programs leading to a certificate or a credential such as nursing or industrial maintenance. OST will focus on those occupations that are in high demand in the local area to ensure participants have the best chance for re-employment and a self-sustaining wage.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
- Registered Apprenticeships: WIOA staff will work with employers in the LWDA to find apprenticeship opportunities in high growth/high demand occupations.

Comprehensive case management and ongoing support for the adult/DW will be a routine during a training program. These contacts will include discussion with the customer, employer, supervisor, or instructor to ensure that guidelines are being met and to reinforce expectations for the training program. Career planners will work with community agencies to ensure participants are provided an array of support services to assist them in overcoming barriers to training and employment.

7. How Iowa Plains will coordinate workforce investment activities in the local area with statewide rapid response activities.

Rapid Response is a pro-active, business-focused, and flexible strategy that is a critical component of the workforce system's approach to addressing the difficult transitions that businesses and workers must navigate when dealing with layoff and business closings. Team members work with businesses to respond to layoffs and plant closings, including those that result from increased competition from imports, natural disasters, and other events, by quickly coordinating services and providing immediate aid to companies and their affected workers.

Iowa Plains will follow the Iowa Workforce System Rapid Response Process and Procedure, designating a Local Rapid Response Team (LRRT) comprised of individuals that provide information, resources, and services to assist affected employers and workers. The LRRT will oversee planning implementation, and tracking/reporting of Rapid Response services, including Layoff Aversion. The LRRT includes the Local Rapid Response Team Lead (LRRTL), and a representative from Title I, Title II (Adult Education and Literacy), Title III (Wagner-Peyser), and Business Engagement. Additional partner programs may also be added to the LRRT based on the unique circumstances of the Rapid Response event.

When Iowa Plains receives an alert of a Federal WARN, State WARN, or Non-WARN event the LRRTL will contact the employer within two business days to arrange an Employer Informational Meeting (EIM) to gather information regarding the pending layoff, demographics of the affected workforce and types of services that the business and impacted workers will need. EIMs may happen in person, virtually, or via a telephone call. If the employer accepts services and willing schedule an EIM, the LRRTL will send a calendar invite to all necessary attendees, including the employer and Union Representative (if applicable). The LRRTL will function as the lead in the meeting. During the EIM, a Rapid Response Service Delivery Plan will be developed, and a Worker Information Meeting (WIM) scheduled. If an employer does not accept services, the Iowa Plains LRRT will make every effort to develop a Rapid Response Service Delivery Plan and schedule a WIM for affected workers.

The Rapid Response Delivery Plan for the WIM will include Standard or Expanded Services based on the needs of the affected workers. Standard Services included Unemployment Insurance, training services, career services, insurance and retirement, Adult Education (if needed), Vocational Rehabilitation (if needed), and outline next steps for affected workers. Expanded Services includes the Standard Services plus additional activities developed and/or organized specifically for the affected workers and can be delivered at the same event as the WIM or different date, time and location. These Expanded Services can include job fairs, workshops, and connection local area resources.

Rapid Response activities are intended to minimize the negative impacts of dislocation on workers, businesses, and communities and ensure rapid reemployment for workers affected by layoffs. It also serves to establish community transition teams to assist the impacted community

in organizing support for dislocated workers and in meeting the basic needs of their families, including heat, shelter, food, clothing and other necessities and services that are beyond the resources and ability of the one-stop delivery system to provide.

8. The type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which much include an identification of successful models of such activities.

The Iowa Plains Title I Program endeavors to guarantee that participants can access a wide range of services to bolster their chosen career path and aspirations for postsecondary education. These services are delivered either by Title I Program Career Planners or in collaboration with partners such as technical colleges, One-Stop partners, businesses, or community organizations. Additionally, the Iowa Plains Title I Program incorporates assurance language ensuring that services are accessible to all, including individuals with disabilities.

Activities and services available in the local area for youth include the required 14 youth program elements:

- Adult mentoring;
- Alternative secondary school services or high school dropout recovery services;
- Career awareness, counseling, and exploration (e.g., labor market information, assessments);
- Case management and coaching;
- Comprehensive guidance and counseling;
- Education offered concurrently with and in the same context as workforce preparation and training;
- Entrepreneurial skills training;
- Financial literacy services;
- Follow-up services;
- Leadership development opportunities;
- Occupational skills training;
- Postsecondary preparation and transition activities;
- Support services;
- Tutoring, study skills training, instruction, and dropout prevention and recovery services; and,
- Work experience, both paid and unpaid (e.g., pre-apprenticeship programs, internships, on-the-job training)

The Iowa Plains Title I Program is actively assessing and enhancing its youth program framework. The goal is to integrate conventional, work-based, and career-focused learning techniques to facilitate the shift from secondary education to postsecondary education and/or employment. The existing program adopts a career academy model, prioritizing significant investments in career-related opportunities such as youth apprenticeships, pre-apprenticeship training, career readiness initiatives, work experiences, and stackable credentials for both in-school and out-of-school youth.

Title IV is present in every high school and staff go to the schools to meet with potentially eligible and eligible students monthly, at minimum. They also serve every college within the Iowa Plains area. They work with youth starting at the age of 14 -21 in order to provide pre-employment transition services (Pre-ETS). Pre-ETS are activities for students with disabilities. They provide an early start at job exploration. They also assist with making decisions about post-secondary education or employment. These services include job exploration counseling, work-based learning experiences, counseling on opportunities, workplace readiness training, and

instruction on self-advocacy. These services can take place in a group setting or an individualized setting depending on the needs of the students.

a. Description of how Iowa Plains will utilize the Youth Standing Committee as a strategy.

The Youth Committee of the Iowa Plains Title I Program, currently overseen by a Title I Program Coordinator, consists of members dedicated to serving the youth demographic. Functioning as a central platform within the program, the committee facilitates ongoing discussions on addressing and advocating for the needs and interests of young individuals. It plays a pivotal role in shaping policies and initiatives concerning workforce development that directly affect newcomers to the job market. The committee concentrates on comprehending the unique hurdles encountered by youth in accessing job opportunities, honing skills, and advancing careers. Through fostering collaboration among diverse stakeholders, including educational institutions, employers, and community organizations, the Youth Committee strives to devise and execute strategies enhancing the overall workforce prospects for the younger generation, thereby facilitating their successful transition into the labor market. Additionally, the committee provides information and aids in planning operational and other issues pertinent to delivering services to youth.

b. Pending approval of the State’s waiver request, include if Iowa Plains will utilize the waiver to lower the out-of-school youth expenditure rate to 50%, or if Iowa Plains opts to retain the 75% out-of-school youth expenditure requirement.

Iowa Plains has chosen to maintain the 75% expenditure requirement for out-of-school youth. By not utilizing the waiver, the program will focus on outreach to youth involved in or aged out of foster care, justice-involved youth, and young adults who are pregnant or parenting. To achieve these goals, the program will establish partnerships with local high school districts (including alternative schools), community colleges, Foster Youth and Independent Living Programs, Juvenile and Adult Probation, Social Services/Teen Parent Programs, and other community-based organizations.

Given the abundance of programs and services available for in-school youth, and to minimize the duplication of services, Iowa Plains will focus in-school youth outreach and services towards incoming juniors and seniors. In-School youth referred from these partners will benefit from additional support and comprehensive resources to complete their educational and employment objectives.

9. How Iowa Plains will coordinate relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

In the Iowa Plains local area there are seven community college grantees that provide Title II services: Iowa Lakes Community College (ILCC), Northwest Community College (NCC), Iowa Central Community College (ICCC), Des Moines Area Community College (DMACC), Western Iowa Tech Community College (WITCC), Iowa Western Community College (IWCC), and Southwestern Community College (SWCC). Although the grantees have some differences among them in terms of the format and policies regarding their classes, all offer similar services to assist adults with basic skills needs to raise their math, digital, and English literacy levels, obtain a high school equivalency credential, or receive training in high-demand career areas. Title II providers also collaborate with other core partners to provide employability services to both individuals and businesses. The programs attempt to meet students at their own level and meet their individual needs

to help them be successful.

Secondary and post-secondary educational strategies in the area are strategically aligned with workforce services through various coordination efforts. The AEL program plays a critical role by establishing a direct linkage, enabling partners to exchange referrals, and preventing duplication of assessments and services. Core partner meetings ensure a seamless connection between educational initiatives and workforce services within the Iowa Plains framework, including Incumbent Worker Training.

The Title II program administers Comprehensive Adult Student Assessment System (CASAS) intake assessments and may share with core partners. Individuals who lack a high school credential or exhibit deficiencies in basic skills, upon assessment, are provided guidance regarding available options through the AEL program. Upon completion of the assessments (reading and math for Adult Basic Education (ABE) and HSE participants; reading and listening for ELL), the intake scores are assessed to determine academic skill levels. These levels inform the program in the placement of the student in appropriately leveled curriculum.

Establishing robust connections between core partners and employers is a priority for Iowa Plains, as they actively promote employer engagement to optimize services and coordinate effective strategies. This collaboration aims to facilitate the seamless entry of individuals into high-demand careers within the local area and minimize duplication of services. The sector boards, designed to be both industry-specific (e.g., healthcare, manufacturing, transportation) and area-specific, play a pivotal role. Sector boards will be structured to offer input from businesses to education providers, fostering the development of career pathways that span from secondary education to adult learners.

a. Include the name of the Title II adult education provider grantee(s) in the local area that were included in this coordination.

Iowa Lakes Community College (ILCC), Northwest Community College (NCC), Iowa Central Community College (ICCC), Des Moines Area Community College (DMACC), Western Iowa Tech Community College (WITCC), Iowa Western Community College (IWCC), and Southwestern Community College (SWCC)

10. Iowa Plains will coordinate WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.

Supportive services are extended to eligible WIOA adults, youth, and dislocated workers to help them overcome barriers hindering their employment and training objectives. Policy mandates documenting the necessity, reasonableness, and unavailability of other resources for the supportive service. Such services encompass transportation, books, tools, clothing, employment/training-related tests, and other approved supportive services. For youth participants, support services also come in the form of Youth Incentive and Bonus that are given for career and benchmark goal achievement as identified on the Individual Service Strategy. These are only provided when essential for participation in career services or training. A Financial Needs Determination form assesses the need for supportive services, ensuring they are the last resort after exploring other funding options.

To enhance participant success, the Iowa Plains Title I Program maintains its collaboration with program and education providers to deliver supportive services to eligible individuals. These services aim to address external barriers to employment, such as transportation challenges, childcare, and other pertinent supportive

needs. The Iowa Plains Title I Program will collaborate with federal, state, and local agencies, as well as Pell, Unemployment Insurance, and any other available funding resources, to coordinate supportive services for participants.

The cost of transportation necessary to participate in WIOA Title I activities and services, including job searching and job interviews, is allowable. Assistance can consist of:

- Per mile reimbursement,
 - Mileage will be reimbursed at the Federal rate.
 - Mileage expenses must be supported with a map from a web mapping service.
- ride share services, like Uber and Lyft for example,
 - Itemized receipts/invoices are required for other transportation.
- bus and/or taxi passes.
 - Bus passes must not be provided for more than 30 days in advance, 1-day bus passes are also allowable.
- Bicycle and safety equipment purchases capped at \$500

11. Plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one-stop delivery system.

Wagner-Peyser also known as Employment Services (ES) administers labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to UI claimants, job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops, referrals to training and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.

Continuous training for AJC staff is a priority to enhance their skills and knowledge, ensuring the provision of superior customer service. Cross-training initiatives between programs are implemented to deepen the staff's understanding of their roles and those of other core partners, facilitating more effective referrals and minimizing duplication between programs.

Whenever possible, Iowa Plains strives for the co-location of partner programs, ensuring program staff members are physically present in the AJC. In cases where co-location is not feasible, appropriately trained team members from different partner programs are available to provide information about services and guide customers on accessing those services, either in person or through technology.

Wagner-Peyser Career Planners play a crucial role in promoting Integrated Resource Teams. These teams collaborate with participants utilizing services from multiple partner programs, conducting meetings to identify customer needs and develop tailored plans. This approach ensures that each participant receives the most effective assistance in progressing through their individual plans.

Strategies

- MOU service tables will be reviewed to see where duplication is occurring, and meetings will be held with partner programs on each service duplicated to see how resources may be maximized to reduce overlap in service delivery and coordination.
- Monthly meetings with core partner leadership and quarterly meetings with required partners. These meetings allow opportunities to share program information and any changes that may impact processes developed. Service delivery and partnerships are reviewed, and any needed changes are discussed, and strategies developed.
- Partners will review intake forms, releases and other required documentation to see where consolidation or reductions in duplication can be made.
- Develop an agreement to utilize the same "foundational" assessment questions that are accessible to all partners through the utilization of a "same" shared documentation system.
- Use Integrated resource teams that develop goals that are cross-agency specific
- An Integrated Response Team (IRT) model will be created and agreed upon by core partners to assist co-enrolled clientele and reduce the possibility of the duplication of services.
- Core partner staff will engage in monthly case management meetings and/or provide monthly updates on co-enrolled clientele.

12. How Iowa Plains will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II, including how Iowa Plains will carry out the review of local applications submitted under Title II.

The Adult Education and Family Literacy Act (AEFLA) programs in the Iowa Plains Workforce Development Area operate through the seven community college grantees in the area. These programs offer a diverse range of services to support adult learners in their educational pursuits. Among the services provided are Adult Basic Education classes, High School Equivalency Diploma instruction, English Language Learning (ELL) programs for non-native English speakers, and computer skills. Title I participants are directed to AEFLA when there is a need to enhance their foundational skills in reading, math, or computer literacy. Additionally, AEFLA serves as a resource for those seeking to attain a high school equivalency diploma or improve their proficiency in the English language. The collaboration between AEFLA and Title I ensure a comprehensive approach to addressing the varied educational needs of individuals within the LWDB, fostering a supportive environment for adult learners to achieve their educational goals.

Coordination of Services between Titles I and II: Iowa Plains provides a collaborative approach between Title I and Title II providers by focusing on strengths of each program to enhance academic support and promote career readiness for participants.

Iowa Plains places a high priority on encouraging co-enrollment between the two programs. Emphasizing this collaborative approach, Iowa Plains stresses the importance of participants benefiting from the combined resources of both Title I and Title II. Through collaboration, individuals can seamlessly access the diverse range of services offered by both programs, ultimately enhancing their academic and career success.

To facilitate seamless collaboration, Title I and II staff will utilize a referral process, ensuring efficient communication and coordination in making and receiving referrals from their respective programs. The Iowa Plains referral process is in place and offers an opportunity for ongoing collaboration and ongoing communication. Moreover, Title II providers will share information on Title I services during new student orientation sessions to showcase the array of services they offer.

Adult Education and Literacy staff attend core partner meetings to discuss service coordination and collaborate on workforce initiatives. Adult Education and Literacy staff attend training sessions and the in-service trainings opportunities that are available.

Review of AEFLA applications: WIOA mandates Local Boards to coordinate activities with education and training providers within the Local Workforce Development Board (LWDB) area [WIOA Section 107(11)(d) and Title 20 Code of Federal Regulations 679.370(n)]. In accordance with WIOA Title II, the Iowa AEFLA grant applications (section 231 and Section 243/IELCE) requires a Local Board(s) to review each application to determine whether the proposed services is consistent with the strategies, needs and activities of the local plan. Upon completing this review, Iowa Plains Committee will submit a recommendation that rates the degree of alignment and offers suggestions for better alignment with the local plan. There are 13 federal considerations that Title II eligible providers must respond to in the AEFLA application.

Review Process for Iowa Plains: A five-step process was developed for Iowa Plains Committee's review of WIOA, Title II AEFLA applications. The LWDB will select a committee to review and score applications based on the scoring criteria that is provided. The Iowa Plains Committee will adhere to this process when reviewing applications.

1. Providers will submit their AEFLA applications through the IowaGrants system.
2. Only those eligible will be forwarded for review. Some local areas may receive multiple applications per grant.
3. A designated point of contact will be assigned to access the online AEFLA applications with a rubric for an alignment review based on Iowa Plains approved local plan.
4. The Iowa Plains Committee will review the AEFLA applications. Reviewers will sign a conflict-of-interest agreement and disclose in writing any potential conflicts.
5. The Iowa Plains Committee point of contact, must complete and submit the review and any recommendations through the IowaGrants system.

13. Provide copies of executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA Sec. 107(d)(11)) between the Local WDB or other local entities described in WIOA Sec. 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C.721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of the Rehabilitation Act (29 U.S.C. 720 et seq.) (other than Sec. 112 or part C of that title (29 U.S.C. 732, 741) and subject to Sec. 121(f)) in accordance with Sec. 101(a)(11) of the Rehabilitation Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts of cooperation, collaboration, and coordination. – Iowa Plains is currently developing a Memorandum of Understanding with all Core Partners.

14. The competitive process that will be used to award sub-grants and contracts for WIOA Title I activities does not apply to Iowa Plains as it is operated by Iowa Workforce Development.

15. Each local area must submit an expected level of performance for each of the primary indicators of performance for the first two years covered by the plan. The Local Area is required to reach agreement with the State on local-negotiated levels of performance for the indicators for each of the first two years of the plan.

Title I Adult Program

Performance Indicators	PY24 Expected Level of Performance	PY24 Negotiated Level of Performance	PY25 Expected Level of Performance	PY25 Negotiated Level of Performance
Employment (Second Quarter After Exit)		75%		75.5%
Employment (Fourth Quarter After Exit)		73.5%		75%
Median Earnings (Second Quarter After Exit)		\$6,500.00		\$6,600.00
Credential Attainment Rate		75%		75%
Measurable Skill Gains		65%		65%

Title I Dislocated Worker Program

Performance Indicators	PY24 Expected Level of Performance	PY24 Negotiated Level of Performance	PY25 Expected Level of Performance	PY25 Negotiated Level of Performance
Employment (Second Quarter After Exit)		82%		82.5%
Employment (Fourth Quarter After Exit)		84%		85%
Median Earnings (Second Quarter After Exit)		\$10,600.00		\$10,700.00
Credential Attainment Rate		72%		73%
Measurable Skill Gains		63%		65%

Title I Youth Program

Performance Indicators	PY24 Expected Level of Performance	PY24 Negotiated Level of Performance	PY25 Expected Level of Performance	PY25 Negotiated Level of Performance
Employment (Second Quarter After Exit)		74.5%		75%
Employment (Fourth Quarter After Exit)		73%		75%
Median Earnings (Second Quarter After Exit)		\$4,200.00		\$4,200.00
Credential Attainment Rate		61%		62%
Measurable Skill Gains		50%		55%

16. The actions the LWDB will take toward becoming or remaining a high-performing WDB, consistent with the factors developed by the State WDB.

NOTE: This section is not required for the PY2024 local plan submission as the SWDB must first establish criteria to define a high-performing local board.

17. Description on how training services will be provided through the use of individual training accounts (ITAs):

Customers, including out-of-school youth, who have participated in career services and are still unable to secure a self-sustaining job may be eligible for an ITA (Individual Training Account) or an OJT (On-the-Job Training). Training services for WIOA eligible Adults, Dislocated Workers, and Youth are provided through ITAs after completion of a Financial Needs Determination which will address both living and training unmet needs. The ITA is designed to provide services to participants who are in need of training that prepares the individual for employment in a high demand occupation within the Iowa Plains region. Title I participants who are considering traditional college degrees or certificates are required to apply for financial aid through FAFSA. In addition, when participants are co-enrolled with Vocational Rehabilitation or one of the required partners such as PROMISE JOBS, a meeting between the participant and career planners will occur to discuss the braiding of funds from both partners in order to ensure the participant's unmet needs are addressed. Using ITA funds, WIOA eligible Adults, Dislocated Workers, and Youth purchase training services from eligible training providers they select in consultation with their Career planners.

The limit for ITAs for Title I is \$7,000.00 per program year per participant. Combined Supportive Services and ITA will not exceed \$16,000.00 per participant, per WIOA Title I enrollment.

A participant must complete career exploration assignments for the purpose of gathering sufficient information for them to make an informed decision in choosing occupational training that they will be likely to complete successfully and in which they will be likely to find employment. Participants are given consumer choice and with the assistance of their career planner must research training providers on the ETPL regarding cost and performance of the provider so they can make the best decision for them about where they want to use their ITAs. Occupations that require additional training in order to work in that industry must be backed by Labor Market Information that shows that the occupational field is in high demand in the local area. Unless the program has exhausted training funds for the program year, the Career Planner must refer the individual to the selected provider and establish an ITA for the individual to pay for training.

Participants are expected to utilize information such as skills assessments, labor market information, high in demand occupation list, and training providers' performance. Career Planners will assist participants by helping them to understand the individual's assessment results and labor market information. Participants will take an active role in managing their employment future using the ITA. ITA training should lead to the achievement of a recognized credential such as but not limited to Diploma, Degree, Certificate or License. Training should be completed within the ITA training time and cost limits. Training should also lead to a self-sufficient wage.

a. If contracts for trainings services will be used.

Individual Training Accounts (ITAs) are the primary method to be used for procuring training services under WIOA. However, in certain circumstances, a training contract may be used to provide training services, instead of an ITA.

Training contracts may only be used when:

- The local plan describes the process to be used in selecting the providers under a contract for services
- The Local Workforce Development Board (WDB) has satisfied consumer choice requirements, and
- At least one of the five contract exceptions listed below applies

Contract Exceptions

- On-the-job training, which may include paying for the on-the-job training portion of a Registered Apprenticeship program, customized training, incumbent worker training, or transitional jobs.
- If the Local WDB determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITAs. This determination process must include a public comment period of at least 30 days for interested providers and must be described in the local plan.
- To use a training services program of demonstrated effectiveness offered in a local area by a community-based organization or other private organization to serve individuals with barriers to employment. The Local WDB must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to individuals with barriers to employment to be served. The criteria may include:
 - Financial stability of the organization.
 - Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment, and retention in employment.
 - How the specific program relates to the workforce investment needs identified in the local plan.
 - If the Local WDB determines that the most appropriate training could be provided by an institution of higher education or other provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations. This is true provided that the contract does not limit consumer choice.
 - If the Local WDB determines a pay-for-performance contract is suitable. No more than 10 percent of the local funds may be spent on pay-for performance contract strategies.

b. How the use of contracts will be coordinated with the use of ITAs.

Iowa Plains may determine that providing training through a combination of ITAs and contracts is the most effective approach. This approach could be used to support placing participants in programs such as Registered Apprenticeships and other similar types of training.

c. How Iowa Plains will ensure informed consumer choice in the selection of training programs regardless of how the training services are to be provided.

Iowa Plains will satisfy the consumer choice requirement for training services by:

- Determining the initial eligibility of entities providing a program of training services, renewing the eligibility of providers, and considering the possible termination of an eligible training provider due to the provider's submission of inaccurate eligibility and performance information or the provider's substantial violation of WIOA.
- The state will disseminate the ETPL, including performance and cost information, to Local WDBs, the one-stop delivery system and program partners and members of the public. The state will host the ETPL on an agency website. The state will ensure the ETPL is accurate and current.
- Participants will work with their Career Planner to complete a consumer choice worksheet comparing at least three different training providers. Areas to review are training cost, distance from the participant, length of training, median earnings for graduates and the training program completion rate.

18. The process used by the LWDB to provide a 20 business days' public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly representatives of businesses, education, and labor organizations.

The Core Partners will complete the Local Plan, submit it to the Executive Committee for final review, and then posted for public comment for 20 business days on the Iowa Plains Local Workforce Development website.

19. How one-stop centers are implementing and transitioning into an integrated, technology- enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.

The IowaWORKS data management system incorporates case management, data collection, system reports, Labor Market Information, assessments, job postings etc. and is used in all the AJCs among several partners to track customers and activities in one database. This database provides a coefficient method to managing multiple programs, while streamlining services to customers. Customers are able to utilize this database to create and/or update their resume, take self-assessments, attend online trainings through different outlets, register for IowaWORKS virtual workshops, and upload and sign documents without the need of coming to the office. IowaWORKS is currently going through modernization so customers will be able to apply for unemployment, file their weekly claims, and enter their job contacts all within this database.

Iowa Plains is aware that not all core partners are able to use the same database, therefore, Iowa Plains uses a unified referral system and accessible SharePoint folders, that have been put in place for every core partner operating locally. Through the use of an online form, staff from core partners can enter essential customer information. The online form is structured to automatically email a notification to the agency receiving the referral, guaranteeing timely follow-up with the customer. The online referral form provides a process for partner staff to seamlessly refer individuals among different programs. All partners have access to the spreadsheet to track, manage, and update information. The SharePoint provides ease of access to communicate and share documentation.

20. Description of how Iowa Plains will ensure priority of service for the WIOA Title I-B Adult career and training services will be given to recipients of public assistance, other low-income individuals, and

individuals who are basic skills deficient (20 CFR 680.600).

For Title I Adult Career and Training Services priority must be provided in the following order after eligibility has been established:

1. Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low- income individuals, or individuals who are basic skills deficient would receive priority for services with WIOA Adult formula funds for individualized career services and training services.
2. Non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Title I Adult formula funds.
3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Priority populations in Iowa Plains LWDA.
 - Individuals that will exhaust unemployment benefits within 4 weeks of application
5. Non-covered persons outside the groups given priority under WIOA.

All parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. §4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

21. A description of how Iowa Plains will provide Veterans priority of service.

The Jobs for Veterans Act provides an emphasis on serving veterans by establishing a priority of service for veterans with at least one day of active military service and eligible spouses in all employment and training programs funded by the Department of Labor.

IowaWORKS and its partners pride itself on providing outstanding services to our veterans. All WIOA team members are trained on veteran services and resources and have a solid understanding of Priority of Service. Priority of Service posters are displayed throughout the center in all Iowa Plains AJC locations. Education and training for staff regarding veterans' services and resources are covered by Local Veteran Employment Representative (LVER), Disabled Veterans Outreach Program (DVOP) Career Planner, and the Veterans Program Coordinator (VPC). Staff training on Priority of Service is provided through yearly trainings and upon request by the VPC and LVER.

At the IowaWORKS center, Career Planners make a collaborative effort to provide support to veterans and their spouses, including the promotion of Home Base Iowa (HBI). HBI is a partner program designed to help veterans across the country to find private sector jobs, explore career paths, and make a smooth transition to civilian life in Iowa. It assists to link veterans to dedicated support, resources, and opportunities across the state. There are key staff directly involved with HBI and assigned to serve the North Central service area.

Veteran support is offered through a variety of enhancements to center and program processes that include identifying veterans and promoting veterans within outreach efforts. These key processes include:

1. While conducting outreach, team members (which include LVER and DVOP Career Planners), will promote HBI to businesses, partners, community organizations and veteran organizations.
2. Quarterly events will be planned to connect, provide services, and create awareness to and for veterans during the year.
3. When large job fairs are hosted veterans, service members, and spouses will be invited to attend earlier than the public.
4. A 24-hour hold is placed on all job orders allowing veterans to receive priority over non- veterans.

As customers come to the center, they are greeted by Career Planners. These key processes have been implemented through the SOP:

- Each new customer entering the center at the point of entry will be asked, “Have you, or your spouse, ever served in the U.S. Military?” If the customer states that they are a Veteran, we thank them for their service, if it is the spouse, we thank them for their support.
- Once identified and checked-in through the VOS Greeter, the veteran/spouse works one-on-one with a Career Planner in Career Services. Through conversation triage questions are asked to determine the visit reason. A folder is provided with veteran-related resource information based upon the discuss and needs, including information regarding Priority of Service. The Career Planner completes the IowaWORKS registration and Wagner-Peyser application to identify additional veteran services that may be available through the Disabled Veterans’ Outreach Program. During this time additional questions are asked regarding employment needs, including training and connection to resources and direct linkages are provided, including a referral to HBI within the IowaWORKS data entry system.

22. Assurances

- b. By submitting this local plan, the Local Workforce Development Board assures it has established all local policies and procedures required by State WIOA policy and federal legislation and that all local policies are made available on the local area website.
 - Local policies will be reviewed by Iowa Plains Executive Committee and will be presented at the next SWDB meeting on December 6, 2024.