IOWA PLAINS COMMITTEE

Date: November 8, 2024 Time: 8:30 AM Facilitator: Holly Espenhover-Chair

IN ATTENDANCE

- Andrea Mann (Iowa Workforce Development)
- Andrew Sheffield (CJ Bio America)
- Brittney Gutzmann (Vocational Rehabilitation)
- Cassy Bennett (Lunchtime Solutions)
- Chelsie Dobney (UnityPoint Health)
- Danielle Michalski (Abstract Associates of Iowa, Inc.)
- Elizabeth Waigand (Iowa Workforce Development)
- Faith Miller (Iowa Workforce Development)
- Holly Espenhover, Chair (UnityPoint Health)
- Kathy Leggett (Iowa Workforce Development)
- Kent Heronimus (Interstates)
- Kristin Russell (American Athletic Inc/Fruit of the Loom Inc)
- N. Omar Valentine (Iowa Workforce Development)
- Pamela Woolridge (Western Iowa Tech Community College)
- Randall McQueeney (Iowa Workforce Development)
- Tammi Erlbacher (Life Skills Connections)
- Teresa Larson-White (Iowa Workforce Development)

AGENDA

- Work-Based Learning Strategy and Survey Responses (Kathy Leggett)
 - Goal: Assess interest from employers to collaborate and engage with Iowa Plains.
 - 643 returned survey from Iowa Plains; 235 indicated interest in meeting with Iowa Workforce Development (IWD) to learn more about Work-Based Learning (WBL) opportunities.
 - Survey responders received a contact from the Business Engagement Consultant (BEC).
 - 1. For the 235 indicating interest, 31 meetings were scheduled two weeks ago.
 - 9 interested in On-The-Job Training (OJT) and Work-Based Learning (WBL) opportunities.

- Anticipating follow up increase in upcoming weeks due to Business Engagement Consultant (BEC) being in training for the last two weeks.
- Next Steps
 - 1. Identify employers in targeted areas of Iowa Plains with high demand job opportunities.
 - Career Fields
 - Manufacturing
 - Healthcare
 - Education/Support Services
 - Locations
 - Crawford County
 - Woodbury County
 - Pottawattamie County
 - Sioux County
 - Webster County
 - 2. Create a marketing piece that provides data to support identification of target areas and careers with viable solutions.
 - 3. Engage with community partners in identified areas for conversations and meetings.
 - Collaborate with Business Engagement Consultants to engage with employers and community partners in identified areas.
 - 4. Partner with Economic Development and host sessions to learn more about partnering with Iowa Plains within the partnership categories.

One-Stop Operator Updates

- Creation of a Iowa Plains Partner Directory to start the distribution of information and coordination of meetings.
- Developing goals for the One-Stop. Currently reviewing and interpreting the data from the October 2024 survey.
- Next Steps: Review One-Stop Operator Goals and Progress Reports

• Next Meeting

December 13, 2024 / 8:30am – 9:30am

2024 Work-Based Learning Survey **Summary Results**

The 2024 Work-Based Learning (WBL) Survey was distributed to Iowa employers on June 13, 2024. The purpose of the survey was to gauge employer interest in WBL and to create a connection with employers who indicated interest in learning more or engaging in a WBL program. The survey closed July 17, 2024. A total of 3,450 surveys were collected. The summary results of the survey are provide below and on the following pages.

KEY: Green highlighted cells indicate the highest percentage(s) in a column or category

	Count	Percent		the respondent	A:		Count	Percent	
1 Yes	617	17.9%		ers 'No' to Q1,	1 Yes		1013	37.3%	
2 No	2833	82.1%		are asked Q2.	2 No		1704	62.7%	
Total	3450	100.0%					2717	100.0%	
Totat	0400	100.070		spondent answers 'Yo hey are asked Q3.			2/1/	100.075	
				,					
: Would you li	ke more information	on about work-be	ased learning	programs?	15.11	,			
	Count	Percent <				•	nt answers 'Yes' to	o Q2, they are asked Q3.	
1 Yes	1205	74.8%	If the respond	dent answers 'Yes' to	Q3, they are asked C	Q4.			
2 No	407	25.2%	If the respond	lent answers 'No' to	Q3, they are skipped	to Q8. Hov	wever, if they answ	ver 'Yes', respondents will also be asked Q8, ju	ust after Q
Total	1612	100.0%	-						
Totat	1012	100.070							
Which of the	following work-bo	ased learning pro	arams would	you like more ir	formation on? ←			ondent answers	
	selections could be	• • •	-	Count	Percent of Cases	1		ney are skipped	
1 Registered Ap				272	27.3%			of the survey, to survey, to	
2 Quality Pre-A				227	22.8%			f this document.	
· · ·	/ork Experiences/Loo	cally Designed App	enticeships	716	71.9%				
	thentic Project-Base		•	186	18.7%				
5 School-Based	Enterprises			365	36.6%				
6 Teacher Exter	nships			147	14.8%				
	Job Training (verbati	m, 'write-in' allowe	d, Q5-Q7)	301	30.2%				
7 Other On-the-		had the later of				_			
		ne industry of vo				Count	Percent		
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KEY: Green highlighted cells indicate the highest percentage(s) in a column or category

Q9: In which of the following job categories does your company <u>currently offer</u> work-based learning programs, if any?
 A: <u>Multiple selections are allowed</u> Count

Multiple selections are allowed	Count	Percent of Cases
1 Architecture and Engineering	60	5.2%
2 Arts, Design, Entertainment, Sports, and Media	32	2.8%
3 Building and Grounds Cleaning and Maintenance	39	3.4%
4 Business and Financial Operations	102	8.8%
5 Community and Social Service	30	2.6%
6 Computer and Mathematical	49	4.2%
7 Construction and Extraction	130	11.2%
8 Education, Training, and Library	72	6.2%
9 Farming, Fishing, and Forestry	45	3.9%
10 Food Preparation and Serving Related	62	5.3%
11 Healthcare Practitioners and Technical	63	5.4%
12 Healthcare Support	75	6.5%
13 Installation, Maintenance, and Repair	143	12.3%
14 Legal	12	1.0%
15 Life, Physical, and Social Science	11	0.9%
16 Management	61	5.3%
17 Military Specific	1	0.1%
18 Office and Administrative Support	100	8.6%
19 Personal Care and Service	19	1.6%
20 Production	82	7.1%
21 Protective Service	3	0.3%
22 Sales and Related	85	7.3%
23 Transportation and Material Moving	37	3.2%
24 None	493	42.5%

Q10: In which of the following job categories would your company <u>be able to offer</u> work-based learning programs, if any?

Multiple selections are allowed	Count	Percent of Cases
1 Architecture and Engineering	94	7.5%
2 Arts, Design, Entertainment, Sports, and Media	54	4.3%
3 Building and Grounds Cleaning and Maintenance	131	10.4%
4 Business and Financial Operations	172	13.7%
5 Community and Social Service	75	6.0%
6 Computer and Mathematical	68	5.4%
7 Construction and Extraction	204	16.3%
8 Education, Training, and Library	113	9.0%
9 Farming, Fishing, and Forestry	64	5.1%
10 Food Preparation and Serving Related	134	10.7%
11 Healthcare Practitioners and Technical	95	7.6%
12 Healthcare Support	126	10.0%
13 Installation, Maintenance, and Repair	259	20.7%
14 Legal	21	1.7%
15 Life, Physical, and Social Science	17	1.4%
16 Management	106	8.5%
17 Military Specific	1	0.1%
18 Office and Administrative Support	241	19.2%
19 Personal Care and Service	52	4.1%
20 Production	200	15.9%
21 Protective Service	5	0.4%
22 Sales and Related	180	14.4%
23 Transportation and Material Moving	99	7.9%
24 None	118	9.4%

Q11-17: Is your company currently participating in/providing, or would your company be willing to participate in/provide, any of the following?

Currently	Willing to	Not Willing to
Participating	Participate	Participate
15.6%	35.3%	49.1%
3.8%	42.5%	53.7%
27.2%	58.7%	14.1%
5.0%	45.2%	49.8%
13.5%	50.5%	36.0%
16.7%	64.4%	18.9%
2.5%	29.6%	67.9%
	Participating 15.6% 3.8% 27.2% 5.0% 13.5% 16.7%	Participating Participate 15.6% 35.3% 3.8% 42.5% 27.2% 58.7% 5.0% 45.2% 13.5% 50.5% 16.7% 64.4%



KEY: Green highlighted cells indicate the highest percentage(s) in a column or category

A :	Multiple selections are allowed	Count	Percent of Cases
	1 High School Students	991	83.1%
	2 Adults	999	83.7%
	3 Individuals with Disabilities	307	25.7%
	4 Returning Citizens, Formerly Incarcerated	260	21.8%
	5 Veterans	683	57.3%

Q21: Which groups do you currently/would you be willing to work with?

Q22: What time of year do you/are you available to provide work-based learning programs?

A :	Multiple selections are allowed	Count	Percent of Cases
	1 Spring	242	20.5%
	2 Summer	282	23.8%
	3 Fall	247	20.9%
	4 Winter	150	12.7%
	5 Year-round	909	76.8%

Q23: In the interest of better preparing students for success in the workforce, which of the following does lowa need to improve upon?

-		-	
A:	Multiple selections are allowed	Count	Percent of Cases
	1 Better information to parents and students as to the employment opportunities available to them	672	59.5%
	2 Develop hard skills (writing, mathematics, computer/IT, machine operation)	517	45.8%
	3 Develop soft skills (teamwork, problem solving, communication, adaptability)	850	75.3%
	4 Develop subject mastery/expertise	275	24.4%
	5 Provide work-based learning opportunities in partnership with employers	756	67.0%
	6 Other (verbatim, 'write-in' allowed)	81	7.2%

Q24: Why is your company not participating in work-based learning programs?

A :	Multiple selections could be chosen by the respondent.	Count	Percent of Cases	
	1 Legal/insurance liability concerns	338	19.9%	
	2 Not enough staff to participate	653	38.4%	If the respondent answers
	3 Need more information about work-based learning programs	273	16.1%	'No' to Q2, they are skipped
	4 Too busy/not enough time to participate	522	30.7%	to the end of the survey, to
	5 Not interested in work-based learning program participation	500	29.4%	this question, Q24.
	6 Other (verbatim, 'write-in' allowed)	190	11.2%	

Q39: Would you be interested in meeting with a member of the IWD team to discuss how IWD could support work-based learning for your company?

A:		Count	Percent
1 Yes	;	805	33.3%
2 No		1616	66.7%
Total		2421	100.0%





One Stop Operator (OSO) Monthly Summary

Iowa Plains October Summary Written: 11/8/2024

Survey Results

October's complete summary results have not been provided to the OSO. This update will be provided in December's monthly summary.

Partner Meetings

In October, partners met to discuss the MOU. OSO has been working to identify all required and core partner contact information with the goal of creating a partner directory and scheduling regular partner meetings. OSO has scheduled a Core Partner Meeting for 12/11/2024 at 10:00 AM via Teams. The following agenda has been created (subject to change):

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ppics: Speakers, Trainings, Breakouts
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scussion of a day/time for ongoing meetings
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eting Agenda:
nyone have topics they would like added to the next agenda?



Workforce Development Staff Trainings

Regional Managers and OSO are collaborating to create staff training every Wednesday from 8:00 AM-9:00 AM. Each month the weekly training will consist of a statewide training, an Iowa Plains-Wide training, a Customer Service training and an Individual Center (individualized topics/team building) training. OSO and Regional Managers will collaborate to determine the organizer(s) and topic(s) of each week's meeting for all 6 centers.

> In November, the following training courses are planned: **Statewide**- Registered Apprenticeship Training **Individual Centers**- Team Building Game/Ted Talk "Lollypop Moments" **Customer Service**- My Career Plan (No training in the last week of November due to Thanksgiving)

> > Community Outreach/Business Contacts

Currently, OSO is working through a partner list to meet with partners and area business contacts in 1-1 introduction meetings. Two of these meetings were conducted in October.

Efficiencies

OSO revamped and printed a laminated desk aid for all the Iowa Plains Centers. These have been distributed to most centers or will in the upcoming weeks. In October, the OSO started creating an Iowa Plains Partner Directory. This will be completed and distributed in November.

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Iowa Plains Survey Summary

Date: October 2024

Number of Customer in the Center:

CENTER	# CUSTOMERS
Spencer	614
Creston	142
Fort Dodge	720
Denison	376
Council Bluffs	818
Sioux City	2368
Iowa Plains	5038

Percentage of Customers Completing Surveys: 1%

Overall Customer Service Satisfaction Average: 3.3

Scale: 1-Very Dissatisfied 2-Somewhat Dissatisfied 3-Somewhat Satisfied 4-Very Satisfied

Customer Comment Summary:

Many customers expressed frustration with the **technology** and the systems used for Iowa Workforce. They describe the app and website as clunky, difficult to navigate and complicated. This topic was the most stated topic in the surveys submitted.

Customer service comments were mixed. Some people expressed that the staff were friendly and helpful. Some customers expressed frustration with having too many different people helping them and not getting call backs from staff. One comment also described a staff member as rude. The most common word seen throughout the customer service comments was "helpful".

In the comments, some **suggestions for change** were made, such as ensuring that the required classes do not overlap, shortening the workshops, providing a paper instruction sheet for navigating the website and ensuring Workforce Centers are not so far away from different towns/cities.

OSO Recommendations:

- Developing strategies to increase survey completion.
 - Paper copies of surveys in centers
 - QR codes that would lead people directly to online surveys
 - o Training staff to encourage customers to fill out surveys
- Reviewing the **website** and app and discuss possible improvements.
- Complete customer service training with staff.
- Develop a **paper instruction sheet** for navigating the app/website
- Discuss and/or train **time management strategies** with staff to ensure calls/emails are being answered promptly.