

## IOWA PLAINS COMMITTEE

**Date:** December 13, 2024

**Time:** 8:30 AM

**Facilitator:** Holly Espenhover-Chair

### IN ATTENDANCE

- Brittney Gutzmann (Vocational Rehabilitation)
- Cassy Bennett (Lunchtime Solutions)
- Chelsie Dobney (UnityPoint Health)
- Elizabeth Waigand (Iowa Workforce Development)
- Holly Espenhover, Chair (UnityPoint Health)
- Jason Anderson (Northwest Iowa Community College)
- Kathy Leggett (Iowa Workforce Development)
- Kent Heronimus (Interstates)
- Linda Rouse (Iowa Workforce Development)
- Melissa Haukap (Iowa Lakes Community College)
- N. Omar Valentine (Iowa Workforce Development)
- Pamela Woolridge (Western Iowa Tech Community College)
- Randall McQueeney (Iowa Workforce Development)
- Ryan Spreatt (Spratt Media)
- Sara Blair (Country Maid)
- Tammi Erlbacher (Life Skills Connections)
- Teresa Larson-White (Iowa Workforce Development)
- Wayne Pantini (Southwestern Community College)

### AGENDA

- **One-Stop Operator Overview (Tammi Erlbacher)**
  - Core Responsibility: Ensure the core and required partners are coming together to discuss everything workforce related in Iowa Plains.
  - WIOA consists of four core programs, or “Titles.” Titles I-IV, administered by Iowa Workforce Development are:
    - **Title I** Adult, Dislocated Worker, and Youth programs
    - **Title II** Adult Education and Family Literacy Act (AEFLA) program
    - **Title III** Employment Service program under the Wagner-Peyser Act
    - **Title IV** Vocational Rehabilitation (VR) program under the Rehabilitation Act of 1973
  - Provide updates on programs and initiatives that cross over among programs.
  - Serves as the Employer On Record for work-based learning efforts, such as Work-Experience (WEP) and On-The-Job Training (OJT) in Iowa Plains.

- **One-Stop Operator Update (Tammi Erlbacher)**
  - 4,700 people entered centers in Iowa Plains, 44 completed surveys (less than 1%).
  - Efficiency posters to promote survey completion for centers
  - Partner meetings are scheduled for 2025 for required partners:
    - Job Corps
    - Native American Programs
    - Community Services Block Grant
    - Jobs for Veterans State Grant
    - Senior Community Services Employment Program
    - RESEA
    - National Farmworker Jobs Program
    - Temporary Assistance for Needy Families (TANF)
    - ReEntry Employment Opportunity Programs
  - Trainings provided in November 2024 included:
    - November 6, 2024: Registered Apprenticeship
    - November 13, 2024: Inspirational TED Talk (“Lollypop Moments”) and Team Building Game
    - November 20, 2024: Customer Service
  - Iowa Workforce Development staff trainings are planned for January 2025 – March 2025.
  - One-Stop Operator is in the centers Tuesdays and Wednesday, schedule is available in SharePoint.
- **Iowa Plains Work-Based Learning Efforts (Kathy Leggett)**
  - Currently working with potential employers in Spencer and Denison for work-based learning opportunities.
  - Meeting with Iowa Plains Title I Program team to discuss work-experience onboarding program and employer recruitment.
  - In conversation with the City of Murray for a potential On-The-Job Training (OJT) opportunity. Awaiting approval from the city council.
- **Iowa Plains Title I Program Updates (Teresa Larson-White)**
  - **IGNITE Pathways Partnership in Woodbine, Iowa**
    - Collaboration efforts to include short-term training opportunities, internships and work-based learning opportunities.
- **State of Iowa Workforce Development Board (Holly Espenhover)**
  - Approved Iowa Plains Title I Program policies and local plan on December 4, 2024.
- **Open Discussion**
  - Dashboard System
    - State of Iowa Labor Market Information division is currently working on various dashboards that the Executive Committee can utilize.
  - Program Metrics
    - Executive Committee will be creating a template for metrics to be reported on at future meetings.
- **Next Meeting**
  - January 10, 2024 / 8:30am – 9:30am / Virtual



DECEMBER 2024

# *IOWA PLAINS* COMMITTEE UPDATE

A map of the state of Iowa, showing its county boundaries. The map is rendered in a dark blue color with white lines for the county lines. The text "Iowa Plains LWDA" is overlaid on the map in the central region.

**Iowa Plains  
LWDA**

# NOVEMBER 2024 SURVEY RESULTS

## # Customer Surveys Submitted in Iowa Plains

44 (40 From Email, 4 from IWD Website)

## # of Customers Who Visited a Iowa Plains One Stop Centers in November 2024

Information not provided to OSO

## Average Rating of Question “Overall, please rate your satisfaction with IowaWORKS services/assistance”

3.675 (Rating Scale 1-4)

### Most Repeated Complaint

Website/Technology  
Unemployment Application Process

### Most Repeated Compliment

Staff are helpful and knowledgeable

### Staff Name Shout Outs

“Piper”  
Shawn Connelly  
Amy Holiday  
Jason Wichman

### OSO Comments

Customer surveys rate One Stop Services as average or above average, but the low survey completion rate limits insights. Common complaints include technology issues and staff responsiveness, although feedback about individual staff members is generally positive, highlighting their helpfulness and friendliness.

### OSO Recommendations:

- Increase Survey Completion-train staff to encourage customers to complete surveys, provide paper surveys, market surveys with flyers.
- Provide recommendations to the State Board about changing the technology and simplifying.
- Reward or recognizing staff that are mentioned in surveys.

# PARTNER MEETINGS

A core partner meeting occurred on 12/10/2024 and a 2025 schedule was established for 2025.

## 2025 Partner Meeting Schedule

Partner Meetings- 2nd Tuesday of the Month at 10:00 AM-11:00 AM via Microsoft Teams

[MEETING LINK](#)

### Required Partner Meetings- January and August Core Partner Meetings- All other months

#### Core Partners Meeting Attendees:

- Title I- Adult, Dislocated and Youth
- Title II- Adult Education and Family Literacy
- Title III- Wagner Peyser (Employment Services)
- Title IV- Vocational Rehabilitation

#### Required Partner Meeting Attendees:

All Core Partners listed in addition to:

- Job Corps
- Native American Programs
- Community Services Block Grant
- Jobs for Veterans State Grant
- Senior Community Services Employment Program
- RESEA
- National Farmworker Jobs Program
- Temporary Assistance for Needy Families (TANF)
- ReEntry Employment Opportunity Programs



### Iowa Plains Workforce Area Partner Meeting



**MEETING VISION:** To collaboratively identify and respond to customer needs within the workforce system in a collective effort to enhance the lives and well-being of Iowans.

**MEETING PURPOSE:** To educate all workforce partners on other partner's resources/services, to collaborate on ways to increase and improve partner referrals and co-enrollments, and to collaborate and develop ways to more efficiently assist customers with their needs.

**TOPIC TYPES:** Planning, Networking, Partner Speaker Presentation, Collaboration, Information Sharing, WIOA Announcements, Iowa Plains Area Committee Updates and Workforce Training

**ATTENDEES:** All Core and Required Partners as identified by the Iowa Plains Local Plan (see page 32). [LINK](#)

**TIME:** 2nd Tuesday of the Month, 10:00 AM, [Microsoft Teams](#)

#### MONTHLY ATTENDEE SCHEDULE:

January and August- ALL Core and Required Partners  
All other Months- Core Partners Only

#### MEETING FACILITATOR:

Tammi Erlbacher, Iowa Plains One Stop Operator (OSO)  
[tammi.erlbacher@lifeskillsconnection.com](mailto:tammi.erlbacher@lifeskillsconnection.com)

# IWD STAFF TRAINING

In November IWD received the following training on Wednesday mornings:

- 11/6/2024- Registered Apprenticeship
- 11/13/2024- Inspirational TED Talk ('Lollypop Moments) and Team Building Game
- 11/20/2024- Customer Service

OSO has coordinated with Center Managers to create a training schedule for January-March of 2025:

Date	Type	Topics	Facilitator
1/1/2025	None	New Years Day	None
1/8/2025	Statewide	Communication and Team Building	Sara Bath
1/15/2025	Customer Service	Surviving Burnout	Andi Mann
1/22/2025	Individual Center	Addressing Center Needs	Andi Mann
1/22/2025	Individual Center	Case Studies/Core Partner Update/Case Scenarios	Faith Miller
1/22/2025	Individual Center	Exploratory and Career Services Training	Randall McQueeney
1/29/2025	Speaker	Job Corps- Christin Divine Speaking	Tammi Erlbacher
2/5/2025	Statewide	ADA Forms/PPT	Sara Bath
2/12/2025	Partners/Services	Voc Rehab	Tammi Erlbacher
2/19/2025	Customer Service	Customer Service	Andi Mann
2/26/2025	Individual Center	Addressing Center Needs	Andi Mann
2/26/2025	Individual Center	Case Studies/Core Partner Update/Case Scenarios	Faith Miller
2/26/2025	Individual Center	Understanding and Following the IowaWORKS SOP	Randall McQueeney
3/5/2025	Statewide	MSFW	Sara Bath
3/12/2025	Partners/Services	OWDS/Federal Bonding/WOTC- Shelly Seitz	Randall McQueeney
3/19/2025	Customer Service	Customer Service	Andi Mann
3/26/2025	Individual Center	Addressing Center Needs	Andi Mann
3/26/2025	Individual Center	Case Studies/Core Partner Update/Case Scenarios	Faith Miller
3/26/2025	Individual Center	Addressing Center Needs	Randall McQueeney

# OSO ONE STOP CENTER PRESENCE

In November, the OSO visited the following centers:

November 4th- Creston

November 6th- Denison

November 12th- Denison and Sioux City

November 20th- Denison

November 21st- Spencer

November 25th- Denison

OSO has created a 2025 calendar of center visits that includes a rotation of all 6 centers every Tuesday and visiting Council Bluffs or Denison every other Wednesday. This schedule has been shared in the Iowa Plains SharePoint.

## EFFICIENCIES

In November, OSO created efficiencies that can be used as marketing material to promote surveys, along with paper surveys. These have not been distributed at this time.



**IowaWORKS**  
A proud partner of the **americanjobcenter** network

**WE VALUE YOUR FEEDBACK**

**SCAN QR CODE TO COMPLETE A SURVEY  
OR ASK A STAFF FOR A PAPER COPY  
(IWD LOGIN REQUIRED FOR ONLINE SURVEY)**

**IowaWORKS**  
A proud partner of the **americanjobcenter** network

Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**CUSTOMER SATISFACTION SURVEY**

Please fill out the survey. For any question with ratings, please rate it using the following scale:  
1-Very Dissatisfied, 2-Somewhat Dissatisfied, 3-Somewhat Satisfied, 4-Very Satisfied

Overall, please rate your satisfaction with IowaWORKS services and assistance? 1 2 3 4

Please select the service you received (circle all that apply).

- Job Search Assistance (job search, resume/cover letter development, labor market information, career counselling, etc.)
- Work Readiness Activities (interviewing skills, financial literacy, communication classes, conflict resolution, punctuality, etc.)
- Education/Training
- Reemployment Assistance (Unemployment)
- Adult Basic Education (High School Completion, English Language Learner)
- Vocational Rehabilitation/Iowa Department for the Blind
- Job Corps
- PROMISE JOBS
- PROTEUS
- Veteran Services
- Other

Were other employment services discussed or offered to you? (circle) Yes No

Overall, please rate your satisfaction with IowaWORKS Staff? 1 2 3 4

Overall, please rate our technology. 1 2 3 4

Please rate the accessibility of our our building. (location, sidewalks, ramps, doorways, classrooms, restrooms, etc.) 1 2 3 4

Please rate the accessibility of our programming. (computer access, materials, teaching styles) 1 2 3 4

Please rate the accessibility of our assistive technology. (large screen monitor, track-ball mouse, variable height desk, etc.) 1 2 3 4

Please provide any additional comments to help us improve or something you appreciated about today's visit.



PROGRAMS	PARTNER	TYPE	NAME	EMAIL
Title I Adult, Youth, Dislocated Worker	IWD	Core	Teresa Larson-White	<a href="mailto:teresa.larson-white@iwd.iowa.gov">teresa.larson-white@iwd.iowa.gov</a>
Title II – Adult Education & Family Literacy	Western Iowa Tech CC	Core	Dedra Hatcher	<a href="mailto:dedra.hatcher@witcc.edu">dedra.hatcher@witcc.edu</a>
Title II – Adult Education & Family Literacy	Western Iowa Tech CC	Core	Pam Woolridge	<a href="mailto:pamela.woolridge@witcc.edu">pamela.woolridge@witcc.edu</a>
Title II – Adult Education & Family Literacy	Southwestern CC	Core	Darla Helm	<a href="mailto:dhelm@swcciowa.edu">dhelm@swcciowa.edu</a>
Title II – Adult Education & Family Literacy	Northwest Iowa CC	Core	Glenda Barrios	<a href="mailto:gbarrios@nwicc.edu">gbarrios@nwicc.edu</a>
Title II – Adult Education & Family Literacy	Iowa Western CC	Core	Michelle Soloth	<a href="mailto:msoloth@iwcc.edu">msoloth@iwcc.edu</a>
Title II – Adult Education & Family Literacy	Iowa Lakes CC	Core	Melissa Haukap	<a href="mailto:mhaukap@iowalakes.edu">mhaukap@iowalakes.edu</a>
Title II – Adult Education & Family Literacy	Iowa Central CC	Core	Susan Doyle	<a href="mailto:doyle@iowacentral.edu">doyle@iowacentral.edu</a>
Title II – Adult Education & Family Literacy	DM Area CC	Core	Jessica Frederickson	<a href="mailto:jafrederickson@dmacc.edu">jafrederickson@dmacc.edu</a>
Title II- Adult Education & Family Literacy	Northwest Iowa CC	Core	Nate Muyskens	<a href="mailto:nmuyskens@nwicc.edu">nmuyskens@nwicc.edu</a>
Title II- Adult Education & Family Literacy	Northwest Iowa CC	Core	Sarah Breems-Diekevers	<a href="mailto:sbreems-diekevers@nwicc.edu">sbreems-diekevers@nwicc.edu</a>
Title II- Adult Education & Family Literacy	Iowa Western CC	Core	Libby Woods	<a href="mailto:lwoods@iwcc.edu">lwoods@iwcc.edu</a>
Title II- Adult Education & Family Literacy	DM Area CC	Core	Connie Hoffman	<a href="mailto:choffman@dmacc.edu">choffman@dmacc.edu</a>
Title III-Wagner Peyser	IWD	Core	Andi Mann	<a href="mailto:andrea.mann@iwd.iowa.gov">andrea.mann@iwd.iowa.gov</a>
Title III-Wagner Peyser	IWD	Core	Faith Miller	<a href="mailto:faith.miller@iwd.iowa.gov">faith.miller@iwd.iowa.gov</a>
Title III-Wagner Peyser	IWD	Core	Randall McQueeney	<a href="mailto:randall.mcqueeney@iwd.iowa.gov">randall.mcqueeney@iwd.iowa.gov</a>
Title IV – Department for the Blind	Iowa Department for the Blind	Core	Gloria Graves	<a href="mailto:gloria.graves@blind.state.ia.us">gloria.graves@blind.state.ia.us</a>
Title IV- Vocational Rehabilitation	IWD	Core	Brittney Gutzman	<a href="mailto:brittney.gutzmann@iowa.gov">brittney.gutzmann@iowa.gov</a>
Title IV- Vocational Rehabilitation	IWD	Core	Melissa Keen	<a href="mailto:melissa.keen@iowa.gov">melissa.keen@iowa.gov</a>
Title IV- Vocational Rehabilitation	IWD	Core	Shayla Stater	<a href="mailto:shayla.stater@iowa.gov">shayla.stater@iowa.gov</a>
Title IV- Vocational Rehabilitation	IWD	Core	Tacey Arens	<a href="mailto:tacey.aren@iowa.gov">tacey.aren@iowa.gov</a>
Community Services Block Grant	West Central Community Action	Required	Sarah Nelson	<a href="mailto:snelson@westcca.org">snelson@westcca.org</a>
Community Services Block Grant	SCICAP - South Central IA Community Action Programs	Required	Jamie Swearingin	<a href="mailto:jswearingin@scicap.org">jswearingin@scicap.org</a>
Community Services Block Grant	North Iowa Community Action Org.	Required	Melissa Nelson	<a href="mailto:mnelson@nicao-online.org">mnelson@nicao-online.org</a>
Community Services Block Grant	Mid Sioux Opportunity	Required	Katie Vis	<a href="mailto:kvis@midsioux.org">kvis@midsioux.org</a>
Job Corps	Job Corps (Denison)	Required	Christin Devine	<a href="mailto:devine.christin@jobcorps.org">devine.christin@jobcorps.org</a>
Community Services Block Grant	Upper DM Opportunity Inc.	Required	Julie Edwards	<a href="mailto:jedwards@udmo.com">jedwards@udmo.com</a>
Community Services Block Grant	South Central Iowa Community Action Programs	Required	Brenda Fry	<a href="mailto:bfry@scicap.org">bfry@scicap.org</a>
Community Services Block Grant	New Opportunities Inc.	Required	Christy Jenkins	<a href="mailto:cjenkins@newopp.org">cjenkins@newopp.org</a>
Community Services Block Grant	Mid Sioux Opportunity	Required	Laura Benson	<a href="mailto:lbenson@midsioux.org">lbenson@midsioux.org</a>
Community Services Block Grant	Matura Action Corporation	Required	Danna Buls	<a href="mailto:dbuls@maturaia.org">dbuls@maturaia.org</a>
Community Services Block Grant	Community Action Agency of Siouxland	Required	Antionette Green	<a href="mailto:agreen@caasiouxland.org">agreen@caasiouxland.org</a>
Jobs for Veterans State Grant (JVSG)	IWD	Required	Brent Camery	<a href="mailto:brent.camery@iwd.iowa.gov">brent.camery@iwd.iowa.gov</a>
Jobs for Veterans State Grant (JVSG)	IWD	Required	Sue Torbaugh	<a href="mailto:sue.torbaugh@iwd.iowa.gov">sue.torbaugh@iwd.iowa.gov</a>
Jobs for Veterans State Grant (JVSG)	IWD	Required	George Koslowski	<a href="mailto:george.kosolowski@iwd.iowa.gov">george.kosolowski@iwd.iowa.gov</a>
Jobs for Veterans State Grant (JVSG)	IWD	Required	Jamie Norton	<a href="mailto:jamie.norton@iwd.iowa.gov">jamie.norton@iwd.iowa.gov</a>
Jobs for Veterans State Grant (JVSG)	IWD	Required	Jason Wickman	<a href="mailto:jason.wickman@iwd.iowa.gov">jason.wickman@iwd.iowa.gov</a>
National Farmworker Jobs Program	Proteus, Inc	Required	Matt Winkel	<a href="mailto:MattW@proteusinc.net">MattW@proteusinc.net</a>
Native American Programs	American Indian Council	Required	Angel Peer	<a href="mailto:admin@indiancouncil.net">admin@indiancouncil.net</a>
ReEntry Employment Opportunity Programs	IWD	Required	Shelley Seitz	<a href="mailto:richelle.seitz@iwd.iowa.gov">richelle.seitz@iwd.iowa.gov</a>
RESEA	IWD	Required	Darlene Lovato	<a href="mailto:darlene.lovato@iwd.iowa.gov">darlene.lovato@iwd.iowa.gov</a>
Senior Community Services Employment Program	National ABLE Network	Required	Kristi Erritt	<a href="mailto:kerritt@nationalable.org">kerritt@nationalable.org</a>
Senior Community Services Employment Program	AARP	Required	Carole Malotte	<a href="mailto:Cmalotte@aarp.org">Cmalotte@aarp.org</a>
Temporary Assistance for Needy Families (TANF)	PROMISE JOBS	Required	Gina Robinson	<a href="mailto:gina.robinson@iwd.iowa.gov">gina.robinson@iwd.iowa.gov</a>
Temporary Assistance for Needy Families (TANF)	PROMISE JOBS	Required	Rebecca Mendez	<a href="mailto:rebecca.mendez@iwd.iowa.gov">rebecca.mendez@iwd.iowa.gov</a>