

IOWA PLAINS COMMITTEE

Date: 11/14/2025

Time: 8:30 AM

Facilitator: Holly Espenhover-Chair

IN ATTENDANCE

Linda Rouse-Iowa Workforce Development
Elizabeth Waigand – Iowa Workforce Development
Teresa Larson-White – Iowa Workforce Development
Holly Espenhover – UnityPoint Health
Kent Heronimus – Interstates
Pam Woolridge – WIT
Tammi Erlbacher – OSO – LifeSkills Connection, Inc.
Brittney Gutzmann – Iowa Workforce Development (VR)
Andrea Mann – Iowa Workforce Development
Randall McQueeney – Iowa Workforce Development
Melissa Haukap – Iowa Lakes Community College
Renea Anderson – Harrison County Development

AGENDA

- One Stop Operator Report (Tammi Erlbacher)
 - See below
 - New report format to a monthly update and then full report that will be done quarterly
- One Stop Certification (Tammi Erlbacher)
 - Tammi sent One Stop Certification Process Guidance for the committee
 - Provided information regarding the process to certify the different types of centers mentioned in the guide
 - Walked through the Self-Assessment that was completed and noted that the Center Evaluation will need to be done by March and the requirement for the teams to complete the Certification including one business member from the committee
- Training with Cassandra Hall (Teresa Larson-White)
 - Title I Career Planners and BEC's attended training focused on working and building relationships with customers
 - Career Planners and BEC's worked a project focusing on what it is like for a participant to come through our program, determine eligibility and how BEC's work with an employer
 - Eye opening for both parties to see everything that happens in this process and work on collaborating with each other to better serve our customers
- Monitoring Report (Teresa Larson-White)
 - A few files to fix but there were no disallowed costs
 - Received technical assistance on Training Justification
 - We have to justify any need for training if they already have skills in another field
 - Career Planners now have a better understanding of what to look for

- Awaiting final report
- Reemployment Services and Eligibility Assessment (RESEA) Project (Elizabeth Waigand)
 - Partnership with RESEA and Title I
 - The week of Thanksgiving, appointments will kick off for RESEA customers receiving unemployment benefits to meet with Title I Career Planners who will try to help Dislocated Workers access more services
- Outreach Plans (Elizabeth Waigand)
 - Defining with our teams what outreach is, how it can be done, and leveraging the other programs in the One Stop who have customers who qualify for Title I services
 - PROMISE JOBS is an example of customers who all qualify for Title I
 - Meeting with all Operations Managers to help team members conduct outreach in a targeted approach and not just “go out”
 - Ex. Where are the Out of School Youth? We can go to places we know exist to find these folks who qualify
 - Also reviewing referrals who were not enrolled and evaluating why they were not enrolled and training our teams to more efficiently and effectively use a process to assist customers, so they are not waiting

ACTION PLAN

- Tammi will be reaching out to managers and other members of the committee to start forming the teams to complete the One Stop Certifications
- Outreach to existing and possibly new committee members to consistently participate as Iowa Plains Executive Committee Members

IOWA PLAINS ONE STOP OPERATOR (OSO) UPDATE

October 2025 Updates

Provided to Committee: 11/13/2025

OSO: Tammi Erlbacher, LifeSkills Connection, Inc.

New Report Format

Committee will begin receiving a monthly One Stop Operator update and a full report quarterly (January, April, July and October).

Certification Requirements

- OSO will provide an overview of One Stop Certification requirements and Iowa Plains' progress and needs in 11/14 Committee Meeting.

Monthly Survey Results

- 175 Paper/QR Code Surveys
- 23 Statewide Surveys
- 198 Total Surveys
- Overall Satisfaction Average (Scale 1-4): 3.85

October Staff/Partner Trainings

- 10/8 Job Corps
- 10/15 Title II
- 10/29 Co-Enrollments

Core Partner Meeting

- 10/14

Business Engagement Consultant (BEC)/Title I Collaboration Meeting

- 10/7

OSO Center Presence

- 10/2 Council Bluffs
- 10/3 Denison
- 10/7 Denison (Title I On-Site Monitoring)
- 10/8 Denison
- 10/15 Atlantic (IowaWORKS Event at the Library)
- 10/17 Council Bluffs
- 10/21 Council Bluffs
- 10/22 Denison
- 10/28 Sioux City
- 10/29 Denison