

# IOWA PLAINS COMMITTEE

**Date:** January 9, 2026

**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  
Nicolas “Omar” Valentine – Iowa Workforce Development  
Tammi Erlbacher – Iowa Workforce Development  
Faith Miller – Iowa Workforce Development  
Andi Mann – Iowa Workforce Development  
Brittney Gutzmann – Iowa Workforce Development  
Sara Blair – Country Maid  
Randall McQueeney – Iowa Workforce Development  
Andi Barnes – Iowa Workforce Development  
Kathy Leggett – Iowa Workforce Development  
Tone Davis – Iowa Workforce Development  
Holly Espenhover – UnityPoint Health  
Andrew Sheffield – CJ Bio America  
Kristin Russell – American Athletic Inc (Fruit of the Loom Inc)  
Kent Heronimus – Interstates

## AGENDA

### One-Stop Operator (OSO) Update (Tammi Erlbacher)

- \*Report attached\*
- We get more local area surveys than statewide. Overall, very positive.
- The staff in the center are the ones giving the majority of referrals within Iowa Plains.
- We get a lot of referrals and sometimes they don't qualify or answer. We are enrolling people from the referral sheet.
- 2<sup>nd</sup> Tuesday of the month collaboration with Business Engagement Consultant (BEC) team. Working together more on strategies for tracking. Developing a training plan. Core partner meeting.
- One question from Kent: wanted to make sure we have systems easy to use and understand for both employers and clients. If we received negative comments on the system and the process. What were those? Are we doing process improvements from the feedback?
  - Tammi: Negative comments consisted of more IT related things. Those are out of the hands of staff or management
  - Linda: IWD is in a contract with Geographic Solutions (GSI). UI just got added into GSI. The majority of the complaints you hear are about unemployment. Those complaints are ongoing. This is a workforce system that follows federal regulations that must

follow recording requirements. Participant Individual Record Layout (PIRL) report follows federal regulations. GSI follows federal regulations and recording standards. The standards are met with staff training and staff taking the time so that customers understand.

#### **Business Engagement Partnership (Tammi Erlbacher and Elizabeth Waigand) (Kathy Leggett)**

- Working with career planners and BECs on collaboration within our areas for work based learning opportunities. OJT and work experience or transitional jobs are the focus/push.
- Work experience and transitional jobs: if there are employers who are willing to work with.
- OJT: benefit is when they hire the customer, we reimburse 50% to the employer.
- If a business is interested, we can work with them and help find them candidates. Or, we have a way for a business to have customers fill a sheet out (reverse referral from the business).
- 5 participants in the Spencer area are interested, enrolled, and eligible. Just needing to connect them with a business.
- Spencer has the most people waiting. Spencer and Fort Dodge has increased enrollments significantly in the last month. Overall about 20 more people than the previous month. Really good progress.
- We are continuing to focus on this each month.
- Collaboration meeting: this month we came together and discussed significant barriers on a client the BEC brought to everyone's attention. It was great to have everyone discuss and come up with some solutions to try. We were able to help move the individual forward because we had the collaboration meeting.

#### **Creston American Job Center Update (Elizabeth Waigand)**

- We officially transitioned out of the Creston office. The mobile unit is present once a week at the community college. Tracking the numbers on the usage and trends. Have not done lots of marketing, so they are finding us.
- Wanting to increase and send the mobile unit to the other areas the Creston area was covering. Bi-weekly mobile unit to Red Oak and Osceola. Complaints from employers in the Osceola area about lack of resume skills from applicants. Discussing in person resume and interview workshops to help customers build a resume on the alternate weeks we do not have the mobile unit. We can then turn them into a hiring event and invite the employers who were complaining about lack of resume skills.
- More team members active on the Facebook pages. More posts = more traffic. Team is going to reach out to radio stations for public service announcements. Wanting the public to know we closed the office but are still here for you. Hopefully more traction.
- Outreach with iJAG in Red Oak, Atlantic, and Creston. Flyers created, sharing them on Facebook & website. No one has requested 1:1 service, but we are hopeful that it can start to happen.
- Holly: Do you partner directly inside the high schools? – Randall: we do a lot with iJAG because a lot of those students have the barriers that qualify. Council bluffs schools offer a lot of blue collar classes (HVAC/Mechanics), Lewis-Central also starting to offer those classes.
- Holly: been working directly with the SPED teacher in the community districts for how to partner differently than we have.
- Brittney: VR is doing this pretty consistently. We are in all the high schools and setting up work based learning with employers for volunteer. Yearly events that kids get to do hands on experience.
- Let Randall know if you have additional ideas.

#### **Annual Monitoring Update (Teresa Larson-White and N. Omar Valentine)**

- We get monitored by the state once a year. Monitoring looks at policies, how we pay individuals, how the structure is. 28 files that were reviewed in October.
- Highlights from monitoring:
  - No disallowed costs, we didn't have to pay any money back.
  - Promising practices were noted. This was about all of us working together in a comprehensive center.
  - Language services available.
  - Dashboard, good info and being able to report it out.
  - Strong commitment to staff development in the area. Structured training – Wednesdays for staff with the state or Iowa Plains. Lots of 1:1 training. Structured trainings for new staff.
  - Monthly manager report
- Issues identified in monitoring:
  - Minor system issues.
  - Case notes when there were no services entered.
  - Each individual has a goal (IEP) – benchmarks and career planning goals that weren't updated and closed out
  - Rapid response. They want to see more dislocated workers getting into Title 1. Lots of info on our services, we need to follow up with them about 2 weeks after events.
- Areas of recommendation:
  - Us capturing the things we are doing: outreach, service delivery, case management.
  - Explore new and better ways to do outreach. More efficiently.
  - Case management. Make sure the system is reporting the work we are doing. Performance measures showing the work we are doing.
  - Fiscal: making sure we are using the funding we are provided. Spend the resources we have for participants.
  - Compliance. Always changes, things that came from the top level so that Iowa Plains can update our policies and procedures can reflect updates.
- Working on our local plan. It was good to receive feedback to continue to provide better quality service.

#### **Committee Membership Update (Holly Espenhover)**

- Had 1 individual respond about new expectation to attend 75% of meetings.
- Going forward, remove anyone who has not responded or attended a meeting in the last 9 months or so. That will give us a better idea for what we need to recruit for.
- Linda, Holly, and Omar to look at list and clean it up. Rediscuss in February with a clean list on what is needed for recruiting for this group.

## **ACTION PLAN**

Committee membership clean up and assess recruitment needs for this group.

**Next meeting – February 13<sup>th</sup>, 2026 / 8:30am – 9:30am**



# IOWA PLAINS LWDA

Iowa Plains  
LWDA

## ONE STOP OPERATOR REPORT

PY2025-26

**One Stop Operator Report**  
**October 2025-December 2025**

**Prepared By:**  
Tammi Erlbacher

**Prepared For:**  
Iowa Plains Executive Committee



# IowaWORKS One- Stop Center Traffic

Center	October	November	December
Spencer	456	464	1086
Fort Dodge	701	629	859
Sioux City	1841	1675	2665
Denison	258	259	473
Council Bluffs	971	739	1336
<b>TOTAL</b>	<b>4227</b>	<b>3766</b>	<b>6419</b>

## Customer Satisfaction Surveys

Center	# Surveys October	# Surveys November	# Surveys December	Average Satisfaction Rating Q2 (1-4 Range)
Spencer	41	11	13	3.8
Fort Dodge	48	29	28	3.7
Sioux City	73	24	69	3.9
Denison	7	4	11	4
Council Bluffs	4	3	6	3.5
<b>TOTAL</b>	<b>173</b>	<b>71</b>	<b>127</b>	<b>3.78</b>

*The survey results presented are derived from the Iowa Plains Local Area Customer Survey, which is made accessible to customers through QR codes and/or printed copies.*

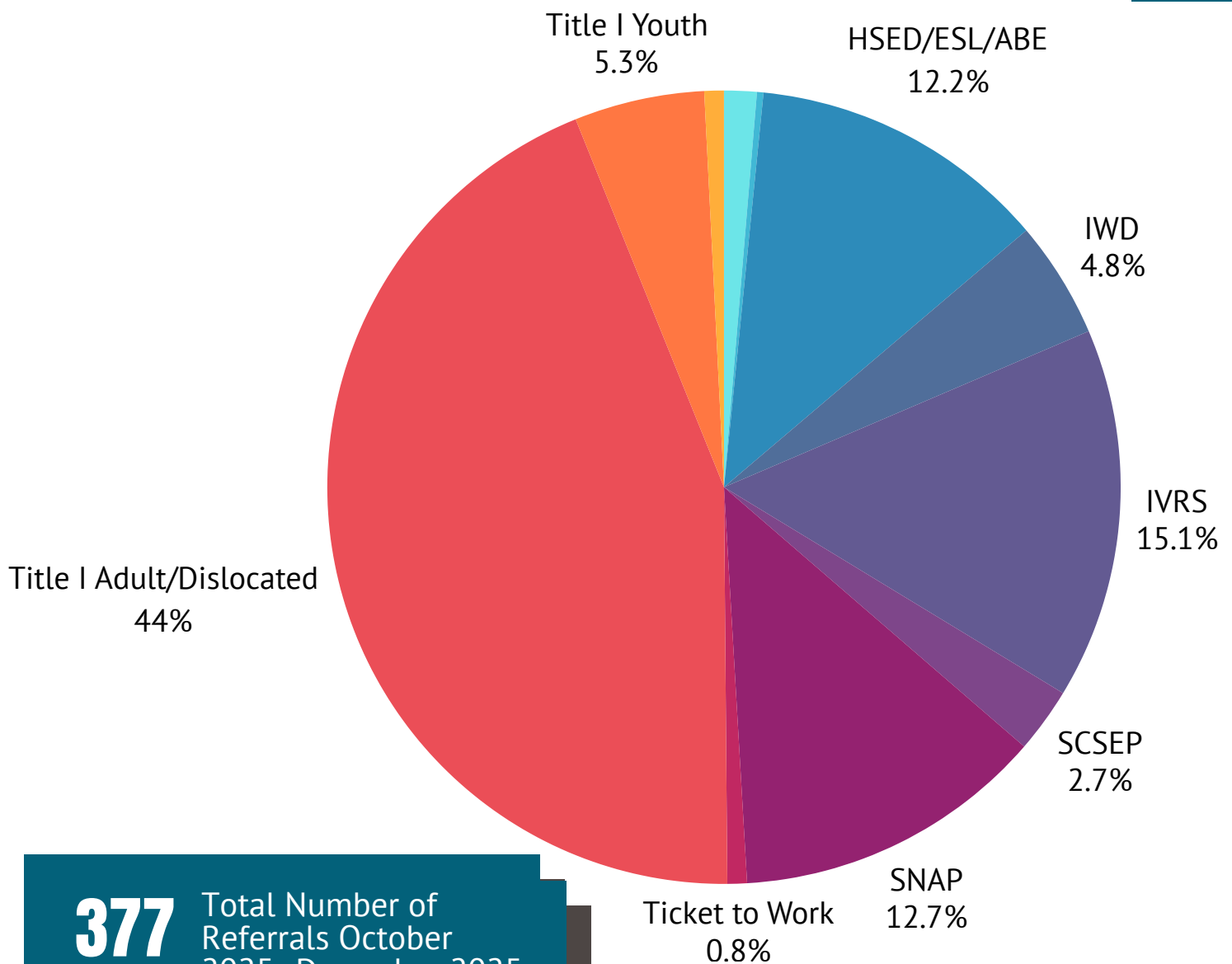
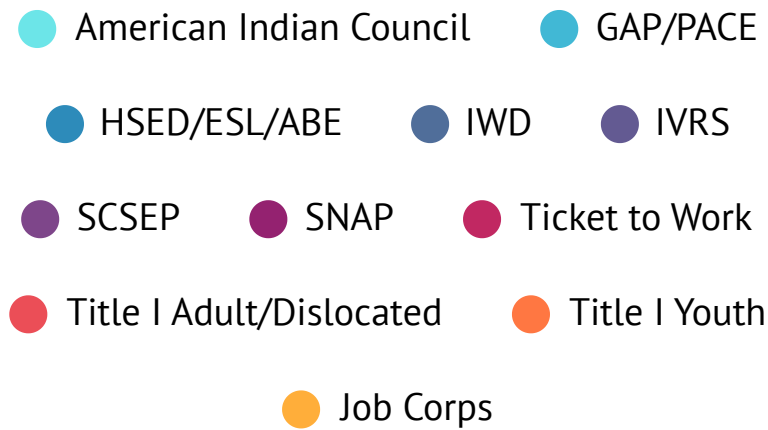
# Outreach Contacts

Center	# Events October	# Events November	# Events December
Fort Dodge	58	29	32
Sioux City	20	23	16
Denison	5	2	2
Council Bluffs	11	5	5
Spencer	7	12	11
<b>TOTAL # Contacts</b>	<b>101</b>	<b>71</b>	<b>66</b>

*This chart illustrates the comprehensive outreach efforts conducted across Iowa Plains. The outreach activities encompass a variety of initiatives, including community presentations, newsletters, one-on-one meetings, rapid response efforts, community events, mobile unit events, and additional engagement strategies.*

# Partner Referrals

Who is receiving referrals?



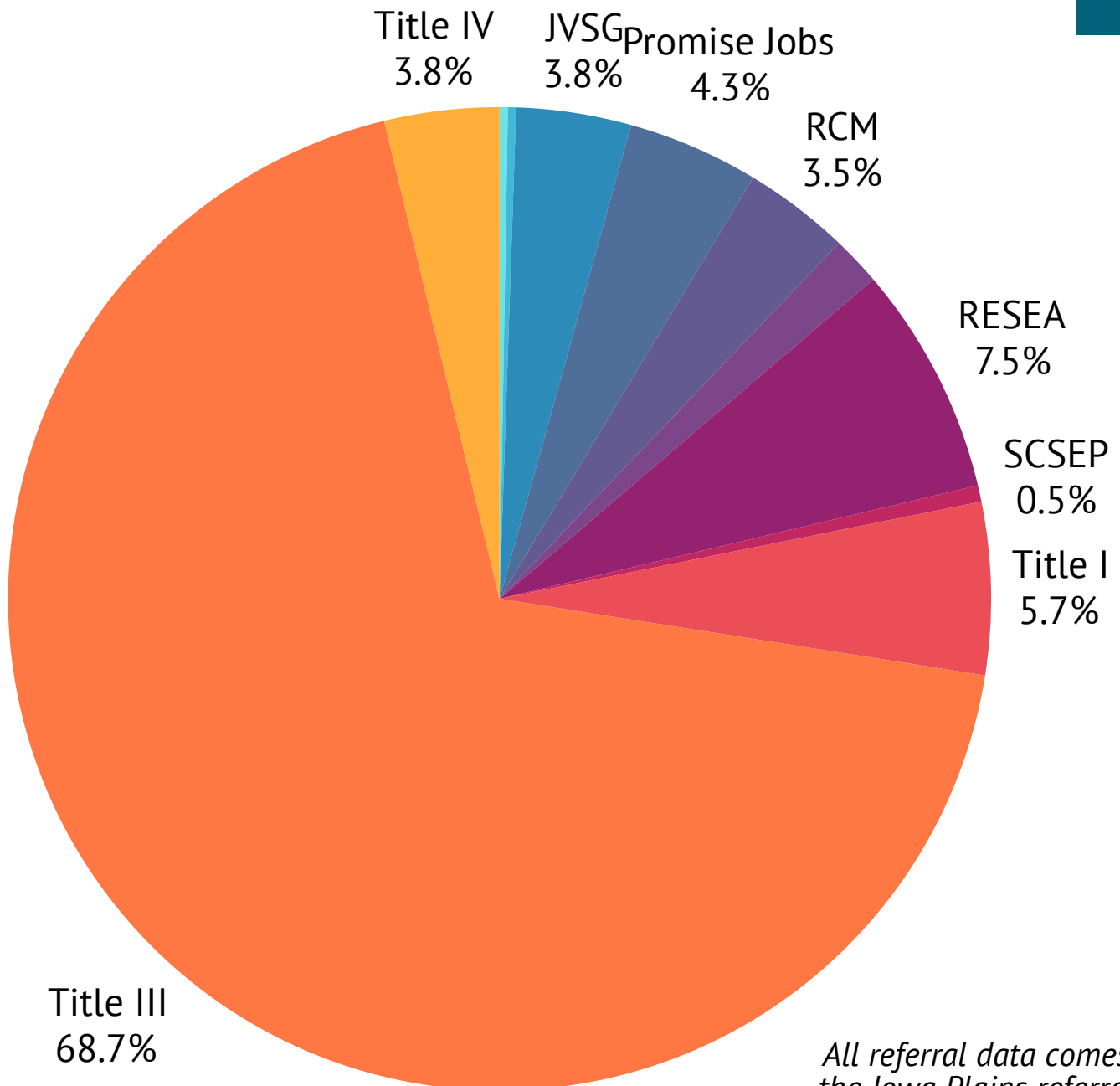
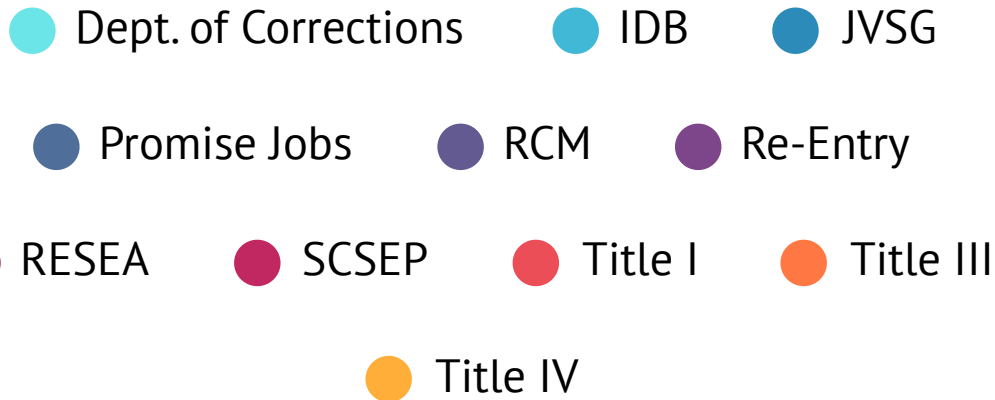
**377**

Total Number of  
Referrals October  
2025- December 2025

*All referral data comes from  
the Iowa Plains referral form*

# Partner Referrals

*Who is giving referrals?*



*All referral data comes from the Iowa Plains referral form*



# Partner Referrals

## *Title 1 Referral Outcomes*

Center	# Referrals October	% Referrals Enrolled October	# Referrals November	% Referrals Enrolled November	# Referrals December	% Referrals Enrolled December
Fort Dodge	21	29%	16	31%	12	In Process
Sioux City	23	13%	19	5%	15	In Process
Denison	3	0%	1	0%	6	In Process
Council Bluffs/Creston	14	21%	7	0%	10	In Process
Spencer	17	35%	13	38%	8	In Process
IOWA PLAINS	78	20%	56	15%	51	In Process

*This data does not reflect the actual monthly enrollment totals; rather, it represents the number of referrals received through the Iowa Plains referral form, along with the percentage of those referrals that resulted in enrollment.*

## OSO Service Delivery Report

	October	November	December
# Center Visits	10	6	7
BEC/Title I Collaboration Meeting	1	1	1
Staff Training Topics	Job Corps, Title II, Co-Enrollments	DV, Title III	Training Plan Tutorial, IVRS
Partner Meetings	1- Core Partners	No Meeting	1- Core Partners

