

IOWA PLAINS COMMITTEE

Date: October 9, 2026

Time: 8:30 AM

Facilitator: Kent Heronimus – Interstates

AGENDA

- Vocational Rehabilitation Overview (Britteny Guzman & Amy Markham)
- Disability Access Committee (Gloria Graves)
- Rehabilitation Career Planner (Maggie Vogt)
- National Disability Employment Awareness Month (Amy Markham)
- Employer Spotlight: Essentia Protein Solutions (Dara Svendsen)
- One-Stop (OSO) Updates (Andrea Pohlsander)
- Negotiated Performance Rates (Linda Rouse & Kent Heronimus)

Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

IOWA PLAINS LWDA

One Stop Operator Report

Presented Date:

Oct 9,
2026



Presented By:

Andrea
Pohlsander



PY2026-2027

Q1: July –
September



QUARTER AT A GLANCE



89% Customer satisfaction, against an 85% target

560 Partner referrals

13 Training Sessions Offered to Iowa Plains Staff

268 Outreach contacts, across 30 events

10 Local core partner meetings held



CUSTOMER SATISFACTION

Customer Satisfaction Rate by Month

MONTH	# OF SURVEYS	SATISFACTION RATE
July	113	89.4%
August	108	88.9%
September	125	88.8%
Quarter	346	89.0%

16%
Increase

Survey responses up 16% from August to September after new collection strategies launched.

Satisfaction is the share of ratings in the top two categories. Responses combine the paper/QR survey and the State survey.

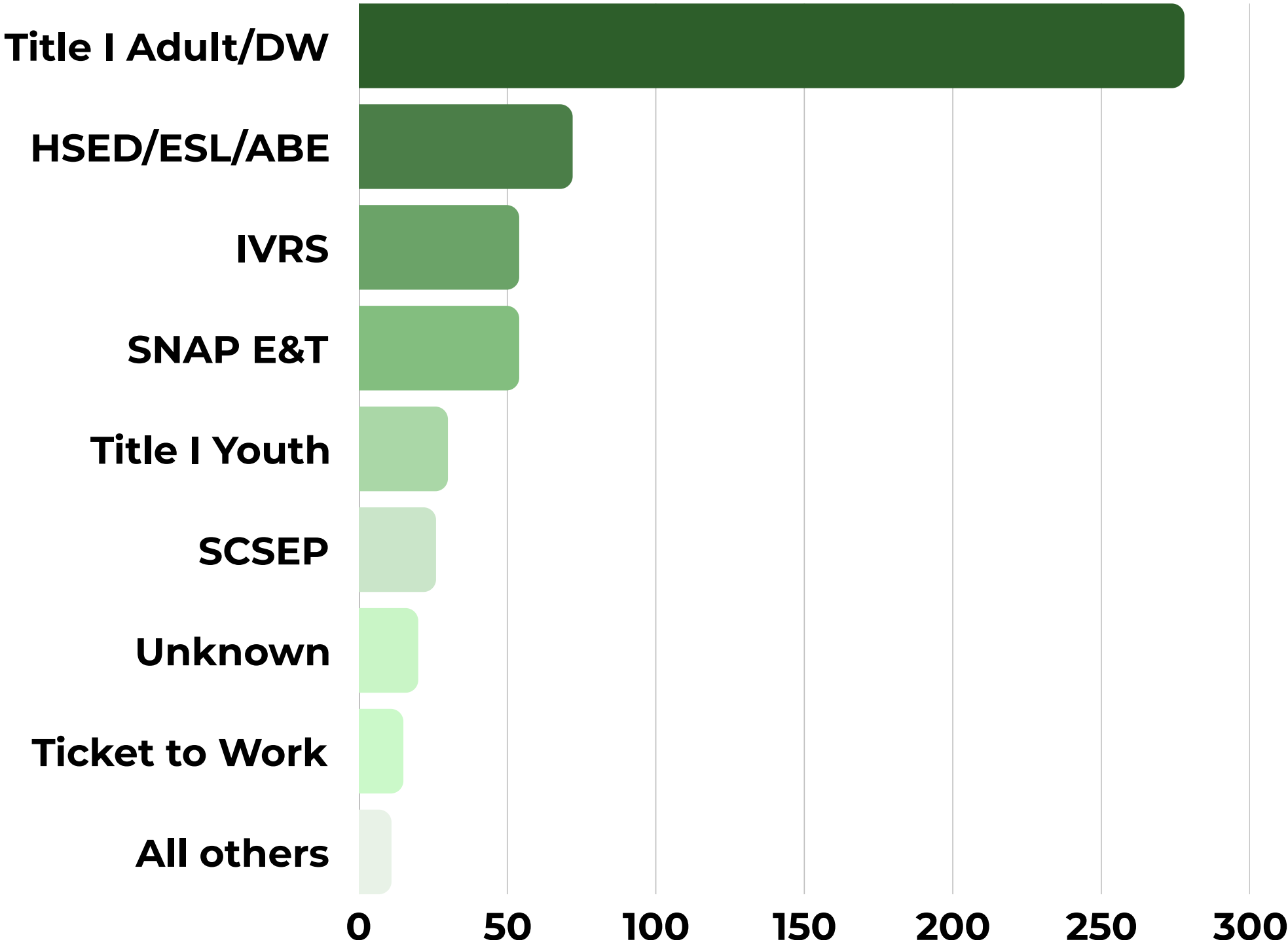


PARTNER REFERRALS



560 total referrals
this quarter.

July: 182
August: 181
September: 197

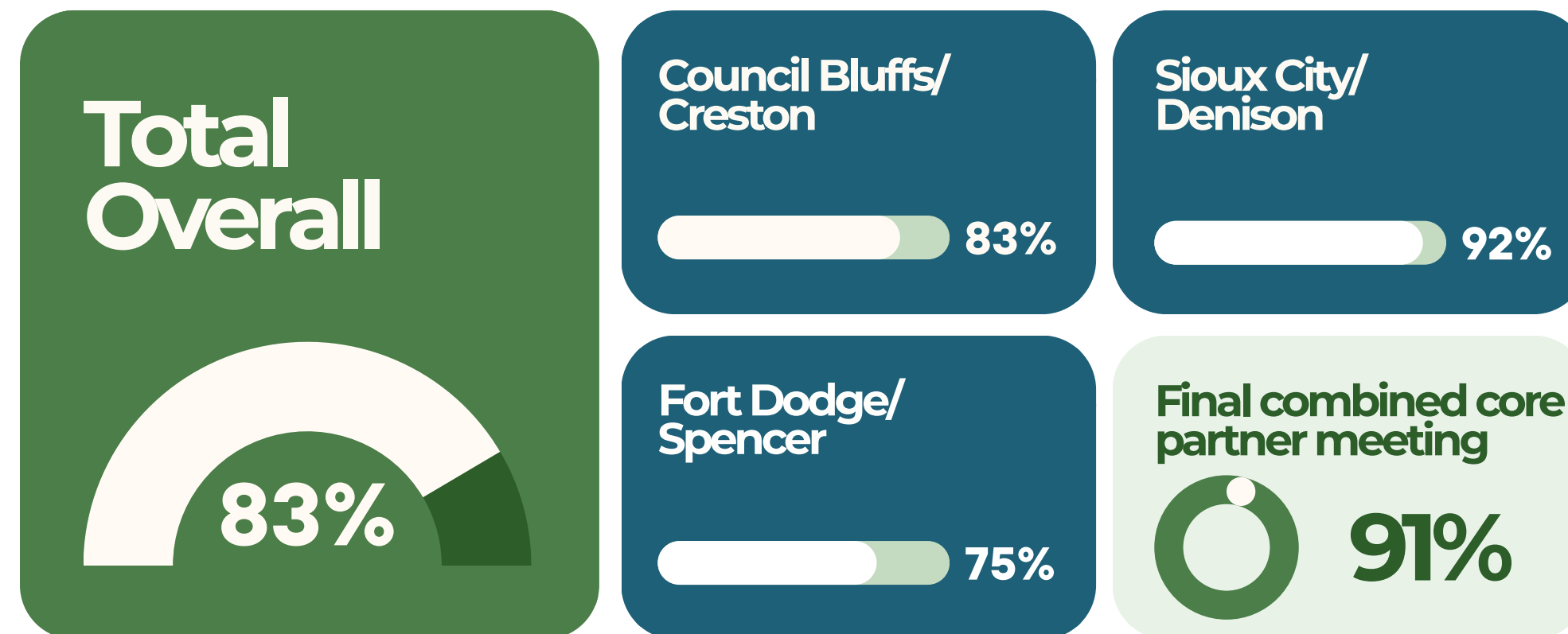


*Baseline quarter. Comparisons to prior
quarters begin next report. Counts are
form submissions, not unique customers.*



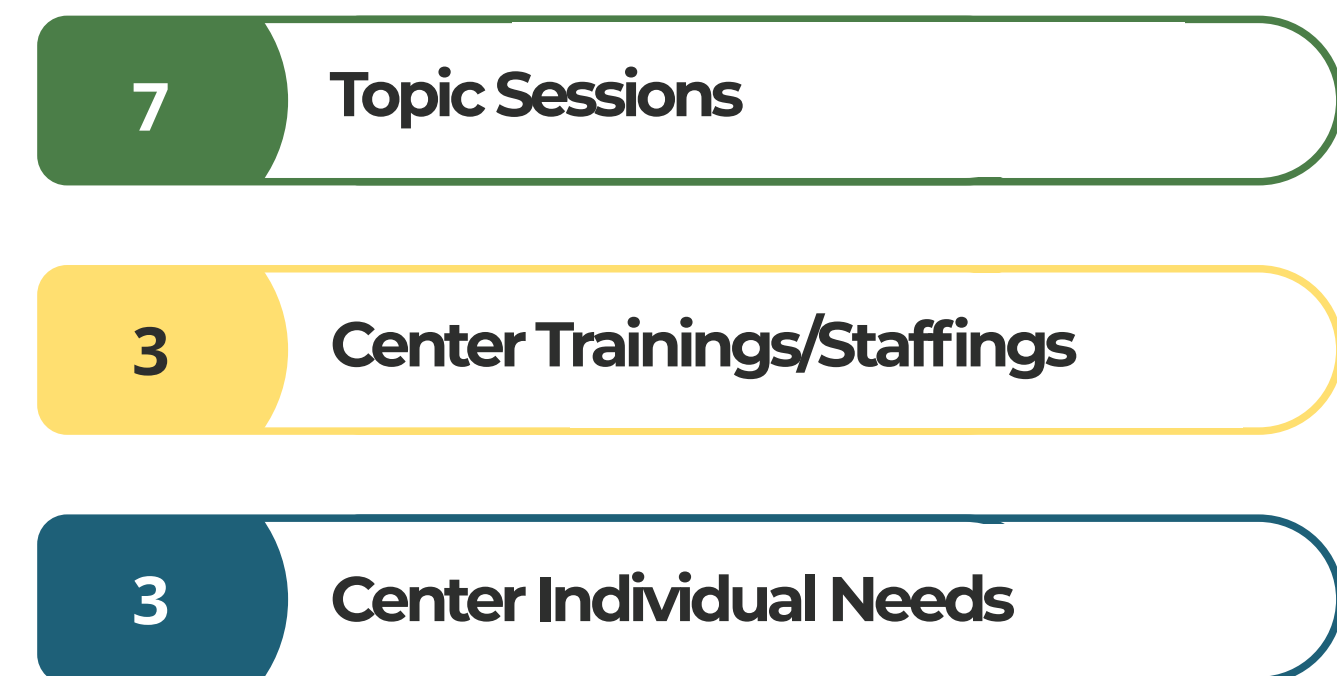
PARTNER COORDINATION AND TRAINING

The partner meeting structure changed this quarter: monthly local core partner meetings, plus quarterly all-partner meetings. Below shows the partner representation percentage by area across 10 meetings.



Partner representation means at least one partner attended; any staff level counts, and either center's meeting counts for combined groups. Local data covers August–September, since the structure began in August.

Training: 13 sessions offered to Iowa Plains staff



OUTREACH



Center	Contacts	Events
Council Bluffs	52	11
Denison	52	6
Fort Dodge	65	4
Sioux City	54	2
Spencer	45	7
Quarter Total	268	30

A contact is one logged entry per organization or person reached. Multi-day fairs count as one event. Council Bluffs includes Creston. Youth outreach is included in center totals.



Above: IowaWORKS table at the Adair County Veterans Resource Fair on September 3.



Left: Todd Jacobus, Commandant of the Iowa Department of Veterans Affairs, speaking at the same event.

EFFICIENCIES

Completed or Launched this Quarter

- Partner 1:1s
- Updated Partner Directory
- Self Referral Flyer
- Partner Meeting Restructuring
- Program Desk Aid
- Partner Newsletter Design
- Updated Rapid Response Deck
- Title I Referral Analytics Report
- ADA Assessment - Fort Dodge
- Referral Contact Audit

Ongoing & Coming Up

- Referral review and feedback process development
- Partner referral one-pagers
- Referral training
- 2027 Training Schedule
- Programs as services customer flyer
- Newsletter Implementation
- Referral contact audit implementation



APPENDIX



Referrals by Program and Month

Program	Jul	Aug	Sep	Quarter
American Indian Council	2	0	0	2
GAP/PACE	0	2	4	6
HSED/ESL/ABE	16	24	32	72
Iowa Dept. for the Blind	0	0	1	1
IVRS	25	22	7	54
Job Corps	0	0	2	2
SCSEP	8	9	9	26
SNAP E&T	15	17	22	54
Ticket to Work	4	7	4	15
Title I Adult/DW	97	85	96	278
Title I Youth	7	8	15	30
Title III	0	0	0	0
Unknown	8	7	5	20
Total	182	181	197	560

July restated to match the August and September counting method.
Originally reported as Title I Adult/DW 84 and Unknown 21.

Self-referral form submissions were 15 in July, 9 in August, and 18 in September,
42 for the quarter. These are included in the program counts above.

APPENDIX



Methods and Sources

Measure	Definition	Source
Satisfaction	Google ratings of 4 or 5, and State service ratings of 3 or 4, counted as satisfied. Rate is total satisfied divided by total responses.	Survey dashboard, data through 9/30/2026
Referrals	Counted by form completion date	Iowa Plains partner referral form
Partner meetings	Representation means at least one person from the partner attended	Partner meeting attendance tracker
Training	Sessions offered to Iowa Plains staff, including statewide sessions	Wednesday session schedule
Outreach	One entry per organization or person reached. Multi-day fairs count as one event.	Monthly outreach and events tracker, plus youth outreach logs

Numbers that changed from earlier reporting

July satisfaction was reported as 89% on 100 surveys and August as 87.6% on 97. The dashboard now shows 113 and 108, because Fort Dodge paper surveys from February to September were added later. Survey volume: 346 this quarter, 345 last quarter, 202 in the same quarter last year, and a 96 per month average across PY2025-2026. The year-over-year gain is real; the quarter-over-quarter figure is flat. Two July responses labeled Creston are counted under Council Bluffs throughout.

Iowa Plains WIOA Negotiated Levels of Performance for PY26 and PY27

Adult	PY26	PY27
Employment Rate 2 nd Quarter After Exit	78.0%	79.0%
Employment Rate 4 th Quarter After Exit	76.0%	76.0%
Median Earnings 2 nd Quarter After Exit	\$8,000	\$8,100
Credential Attainment Rate 4 th Quarter After Exit	75.0%	75.5%
Measurable Skill Gains	69.0%	70.0%

Dislocated Worker	PY26	PY27
Employment Rate 2 nd Quarter After Exit	83.0%	83.5%
Employment Rate 4 th Quarter After Exit	85.0%	85.5%
Median Earnings 2 nd Quarter After Exit	\$10,500	\$10,600
Credential Attainment Rate 4 th Quarter After Exit	74.5%	75.0%
Measurable Skill Gains	70.0%	71.0%

Youth	PY26	PY27
Employment Rate 2 nd Quarter After Exit	75.5%	76.0%
Employment Rate 4 th Quarter After Exit	75.5%	76.0%
Median Earnings 2 nd Quarter After Exit	\$5,000	\$5,100
Credential Attainment Rate 4 th Quarter After Exit	57.0%	58.0%
Measurable Skill Gains	53.0%	53.5%

Wagner Peyser (Not Negotiated with LWDBs)	PY26	PY27
Employment Rate 2 nd Quarter After Exit	71%	71%
Employment Rate 4 th Quarter After Exit	70%	70%
Median Earnings 2 nd Quarter After Exit	\$9,200	\$9,200