



Application

141588 - WIOA Local Service Plan

156936 - Region 8 Local Plan

Workforce Innovation and Opportunity Act

Status: Submitted

Submitted Date: 03/10/2016 11:40 AM

Primary Contact

AnA User Id

BETH.WINQUIST@IOWAID

First Name*

Beth

A

Winquist

First Name

Middle Name

Last Name

Title:

Email:

bethwinquist@gmail.com

Address:

619 N Carroll Street

City*

Carroll

Iowa

51461

City

State/Province

Postal Code/Zip

Phone:*

712-269-2685

32

Phone

Ext.

Program Area of Interest

Workforce Innovation and Opportunity Act

Fax:

712-792-6605

Agency

Organization Information

Organization Name:

WIOA Regional Planning Consortium Region 08

Organization Type:

Regional Planning Commission

DUNS:

Organization Website:

Address:

City State/Province Postal Code/Zip
Iowa

Phone:

Ext.

Fax:

Benefactor

Vendor Number

Board Details

Board Chair Name:

Barbara Quandt

Title:

Human Resource Director

Provide current business title.

Business Name:

West Central Coop

Provide current business organization name.

Business address:

406 1st Street, Ralston Iowa, 51459

Provide current business address.

Business phone:*

712-667-3353

extension:

Board Chair business email:

barbq@westcentral.net

Identify counties served by Region:

Audubon County, Carroll County, Crawford County, Greene County, Guthrie County, Sac County

Indicate each county currently served by the proposed plan. Use CTRL to multi-select.

Local Area's Chief Elected Official Chair

Local Area's Chief Elected Official Chair Name:

Guy Richardson

Provide current Local Area's Chief Elected Official Chair.

Elected Title:

County Supervisor

Provide current title.

Local Government Affiliation:

Green County Supervisor

Provide local area's chief elected chair current government affiliation.

Address:

114 N Chestnut Street

Provide local area elected official's current government affiliation address.

Phone:*

515-386-5681

Provide local area elected official's current government affiliation phone number. extension:

Email:

grich@netins.net

Provide local area elected official's current government affiliation email.

Core Partners

Workforce Development

WIOA (Title I) Director - Adult and Dislocated Worker Services: Beth Winqvist
Organization Name: Region XII Council of Governments
Address: 619 N Carroll Street, Carroll IA 51401
Phone:* 712-792-2685 32
extension:
Email: Beth.Winqvist@iwd.iowa.gov

WIOA (Title I) Director - Youth Services: Beth Winqvist
Organization Name: Region XII Council of Governments
Phone:* 712-792-2685 32
extension:
Email: Beth.Winqvist@iwd.iowa.gov

Wagner-Peyser Manager: Elizabeth Waigand
Address: 619 N Carroll Street, Carroll IA 51401
Phone:* 712-792-2685
extension:
Email: Elizabeth.Waigand@iwd.iowa.gov

Rehabilitation Services

Vocational Rehabilitation Supervisor: Kendra Jochimsen
Address: 510 E 12 Street, Des Moines, IA
Phone:* 515-281-4154
extension:
Email: Kendra.Jochimsen@iowa.gov

Department for the Blind Supervisor: Keri Osterhaus
Address: 524 4th Street, Des Moines, IA 50309
Phone:* 515-281-1281
extension:
Email: Keri.Osterhaus@blind.state.ia.us

Adult Education and Literacy

Adult Education and Literacy Services Coordinator: Susanna Lee
Title: Adult Basic Education Specialist
Organization: Western Iowa Tech Community College

Address: 11 North 35th Street, Denison, IA 51442

Phone:* 712-274-8733 2653
extension:

Email: Susanna.Lee@witcc.edu

One-Stop System

One-Stop System Center Name: IowaWORKS Carroll Center

Street Address: 619 N Carroll Street

City: Carroll, IA

Zip Code: 51401

Phone: 712-792-2685

Fax: 712-792-1751

Office Hours: M-T-TH-F 8:30 AM to 4:30 PM, W 9:00 AM to 4:30 PM

One-Stop Center Operator

One-Stop Center Operator Name: Rick Hunsaker

One-Stop Center Operator Title: Executive Director

One-Stop Center Operator Organization: Region XII Council of Governments

Attach a spreadsheet of all one-stop service locations: wg_ServiceLocationOne-StopSystems(Jan2016)(5) (3).xlsx

Fiscal Agent

Fiscal Agent - responsible for disbursing local area WIOA (Title I) grant funds: Kathy Pauli

Provide contact name as the fiscal agent.

Fiscal Agent Title: Fiscal Officer

Fiscal Agent Organization: Region XII Council of Governments

Provide the name of the associated organization.

Fiscal Agent DUNS: 74767179

By providing the Data Universal Numbering System (DUNS), the agency is assuring that it will maintain the correct DUNS number on file with the STATE (2 CFR 200.300) as well as an assurance of a valid and current Central Contractor Registration (CCR) in the System for Award Management (SAM.gov) system (2 CFR 200.300).

Does the board have a separate Fiscal Agent for Administrative funds? No

Economic Analysis

Industry Sectors and Occupations

Describe existing in-demand industries and occupations for the region:

As of 2014, Iowa Workforce Development's Region 8's largest private industry was Trade, representing 19.1% of the region's total covered employment. The region's total employment decreased by 0.9% since 2013, while the average annual wage increased by 3.2% for all industries. The Information industry posted the largest employment percentage increase of 1.7% during 2014. IWD's Region 8 average weekly wage for all industries was \$682 for 2014. This was an increase of 3.2% since 2013. The highest average weekly wage for a private sector was in Wholesale Trade averaging \$964. Between 2013 and 2014, the professional and Business services sector reported the largest percentage increase in average weekly wage of 9.2%

Refer to question B-3.

The 2015 Annual Profile for Region 8 by Iowa Workforce Development identifies the emerging in-demand industries and sectors in Region 8 listed from highest demand to lesser demand are listed below.

- 1) Nursing and Residential Care Facilities
- 2) Social Assistance
- 3) Self Employed and Unpaid Family Workers
- 4) Food Manufacturing
- 5) Ambulatory Health Care Services
- 6) Hospitals
- 7) Educational Services
- 8) Food and Beverage Stores
- 9) Insurance Carriers and Related Activities
- 10) Specialty Trade Contractors.

Describe emerging in-demand industries and sectors in the region:

Refer to question B-3.

Knowledge and Skills Needed

Employers report that workers need to meet desired soft skills to meet the employer needs in the area.

Communications Skills (listening, verbal and written)

Analytical/Research Skills

Computer/Technical Literacy

Flexibility/Adaptability/Multi-Tasking

Interpersonal Abilities

Leadership/Management Skills

Describe knowledge and skills needed to meet employer needs of identified existing and emerging in-demand industry sectors and occupations:

Multicultural Sensitivity/Awareness

Planning/Organizing

Problem Solving/Reasoning/Creativity

Teamwork

In addition to soft skills, a report released in October 2014 by the Branstad-Reynolds Administration in collaboration with the Georgetown University Center on Education and the Workforce finds That 68% of all Iowa jobs are expected to require post secondary education and training beyond high school. The region will develop strategies to improve the educational and training attainment of its citizens and the alignment of those degrees and credentials with employer demand.

Refer to question B-3. With regard to the industry sectors and occupations identified, provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

***OPTIONAL Additional Needs Assessment**

Attach additional documentation for regional needs:

[Local Plan 2016 IWD Region 8.pub](#)

Upload a single PDF that includes all additional materials required to define regional needs.

Workforce Analysis

Employment and Unemployment

Provide an analysis of current employment and unemployment data and trends in the region:

Refer to question B-4.

Unemployment averaged 4.0% in Region 8 for 2014. The region's jobless rate translated into \$1,600 unemployed persons.

The 2014 unemployment rate for Region 8 was lower than the statewide average of 4.3%

Labor Market Trends

Provide an analysis of key labor market trends, including across existing industries and occupations:

Refer to question B-4.

The 2015 Annual Profile for Region 8 by Iowa Workforce development shows that jobs with the highest growth in Region 8 Require a post secondary education or a High School Diploma combined with on the job training. Education Demographic Studies in Region 8 show the following population education levels in comparison to the State of Iowa education levels.

Educational Skill Levels of the Workforce

The education levels of the Region as stated in the EMSI Q3 Data Set of November 2015 are as follows:

Less than 9th Grade: Local 6% State 7%

9th Grade to 12th Grade: Local 6% State 5%

High School Diploma: Local 41% State 33%

Some College: Local 20% State 21%

Associate's Degree: Local 10% State 11%

Bachelor's Degree: Local 12% State 18%

Graduate Degree and Higher: Local 4% State 8%

Provide an analysis of the educational skill levels of the region's workforce, including individuals with barriers to employment:

The Region fairs well in comparison to the State education levels however, to meet the projected needs of employers Region 8 will take a collaborative approach to highlighting the best practices, continue to maintain partnerships and focus WIOA dollars on meeting the skill demands of the Regions employers.

Refer to question B-4.

Skill Gaps

The Workforce Needs Assessment Data reveals that the region has a relative high demand in the healthcare; wholesale and retail trade; and manufacturing industries. By occupational category, the survey shows a relative high demand in the healthcare support; transportation and material moving; and, sales and related occupational categories.

The region has a large number of estimated job vacancies in healthcare related occupations including health diagnosing, treating practitioners, and nursing and home health aide occupations. There is an additional demand for health technicians and technologists. Together, these occupational categories account for 26.1 % of all reported job vacancies, signaling a large number of opportunities for students and workers in related industries.

Almost all of the current job vacancies (91.3%) reportedly require an undergraduate degree or associates degree. Nearly one-tenth (8.7%) of current job vacancies require an undergraduate degree or higher. Slightly more than half (50.2%) of the current job vacancies reportedly require no experience, while 33.4% require experience totaling less than two years.

Vacancies due to upcoming retirements are showing, in total, slightly higher requirements than current job vacancies, where 46.7% of jobs will require a high school education, 20.2 percent will require technical training/certification and 6.7 % will require an undergraduate degree.

Job Vacancies due to retirements will also require slightly more experience than current job vacancies, with 35.7% requiring no experience and 50.0% requiring experience totaling less than two years.

As a result of this survey, Region 8 will be able to identify the gap between the existing workforce and the strengths in the region and the existing needs

Provide an analysis of the skill gaps for the region's workforce, including individuals with barriers to employment:

of industries.

Refer to question B-4.

Activities Analysis

Accomplishments in Past Year

Significant Workforce Development activities during the past year:

Establishment of Core Partner Group

Ongoing meetings of core partners

Core partner development of local plan

Ongoing involvement of core partners in training around WIOA

Core partners leading development of Memorandum of Understanding process

Creation and implementation of First Steps to Success, a week of activities and training is done spotlighting various career fields. Examples include: Manufacturing, and Customer Service.

Provide a brief synopsis of the region's significant workforce development activities during the past year:

Refer to question B-1 and B-5. Provide an analysis of the region's workforce development activities, including education and training activities of the core partners.

Mandatory and Other Partners

Attach a spreadsheet of all mandatory and other partners for the regional workforce development system:

LOCAL PLAN Region 8 One-StopSystemPartnerContactList.docx

Strengths and Weaknesses of Workforce Development Activities

Region 8 has identified strengths in the region and the existing needs of industries.

The strategic plan addresses the following key strengths, weaknesses, opportunities and

threats.

Strengths

Business and community interest in workforce issues as demonstrated by the local

Chambers of Commerce

A strong economy indicated by the low unemployment rate

Support and input of regional economic developers

Businesses that recognize the issues and are willing to help address them

Responsive and involved training providers. Western Iowa Tech Community College and

Des Moines Area Community College each have a campus in the region.

Job Corps campus in the region

Strong secondary schools

Weaknesses

High percentage of job vacancies in the Region in Health Care, Wholesale and Retail

Trade and Manufacturing.

Many workers lack digital literacy skills

Provide an analysis of the strengths and weaknesses of existing workforce development activities of the core partners:

Job seekers lack basic literacy and numeracy skills needed for available jobs

Difficult for businesses (especially in rural areas) to recruit skilled workers.

Need to do a better job of preparing new lowans (especially those with limited English)

for jobs with local businesses

Workers lack soft skills good work ethics and behaviors, as well as communication and

interpersonal skills

Applicants lack occupational Skills. Particularly skills in Analytical thinking, business

communication and machine operation.

Opportunities

Community Colleges in the region are receptive to the regions workforce needs and

offer training in high demand fields.

Job seekers with soft and hard skills have opportunities to advance in their careers.

13.5% of all job vacancies are due to permanent business growth or expansion.

The Skilled Iowa Initiative lends state support to local efforts to promote the National

Career Readiness Certificate (NCRC) usage

Work with the STEM advisory council to promote tech skills

Threats

The talent deficit could cause businesses to leave the region.

Business have a difficult time filling open positions with qualified applicants

Baby boomers leaving the workforce place additional strain on businesses who struggle

to find skilled workers. 11.3% of job vacancies in the region are replacing retiring

employees.

Refer to question E-2.

Current Level of Integration and Alignment

Economic development and workforce development programs have supported and complimented each other for years in the State of Iowa. The Region 8 RWDB/CEO boards feel this is an important linkage for the region. Business has strong membership representation on the RWDB.

Regional Economic Development Partnerships

Region XII COG, the WIOA administrative entity for SDR08, is also the recognized Economic

Development District by the US Department of Commerce Economic Development

Administration. The COG annually prepares the Comprehensive Economic Development Strategy

for the region in cooperation with the six county economic development organizations. In

addition, Region XII COG through its Region XII Development Corporation, is a partner in the 8

county Western Iowa Advantage.

A close working relationship with Western Iowa Advantage, IowaWorks was able to assist the organization in organizing an Annual Employer Educator Summit. The purpose of the Summit was to facilitate communication between employers and educators that leads to a better understanding of skills needed for students to become successful employed in the area

IowaWORKS has a close relationship with the local area Chambers of Commerce and Economic Development. IowaWorks and local Chambers work together in coordinating job fairs and promoting business events.

Region 8 works with area Schools and Business to

Describe strategies and services of the core partners used to coordinate workforce development activities with economic development programs and activities:

coordinate Career Day Events and Employee Panels.

The RWDB will actively work with established economic and business relationships to create employer developed training programs and serve on sector strategies boards.

Refer to question B-5.

Region 8 coordinates with area secondary and post-secondary educational institutions to align strategies, enhance services and avoid duplication of core partner services by the following activities.

WIOA staff on contract with area secondary schools to deliver high school career and technical programming and work-based learning programming

Ongoing Expansion of partnership with Adult Education and Literacy and Vocational Rehabilitation

Sector Boards being established throughout region

Career Pathways coordinated and delivered from secondary through adult learners

Ongoing development of short term training's in demand occupations

Coordination of GAP/PACE programs throughout region

Alignment of Adult Education and Literacy with WIOA local plan

Core Partners involved at secondary level in all schools within region to avoid duplication

Partners are coordinating delivery of services at all levels of education to avoid duplication

Multiple partners deliver/proctor NCRC assessment throughout region

Core Partner-developed Referral and Verification forms are utilized to document and enhance coordination

Common participant case management strategies in use within region

Describe how the region coordinates with area secondary and post-secondary educational institutions to align strategies, enhance services and avoid duplication of core partner services:

Refer to question B-7.

Regional Strategic Vision and Goals

Regional Vision Statement

Provide a vision statement which demonstrates alignment with the Governor's Future Ready Iowa initiative and Iowa's Unified State Plan.

To empower those who are unemployed or underemployed to achieve selfsufficiency while

Regional Vision Statement:

developing and promoting strategic partnerships that contribute to a model workforce and a

vital community.

Description of Regional Strategic Vision

The Region 08 RWDB and CEO boards have the following strategic vision and goals and priorities for preparing an educated and skilled workforce including youth and individuals with barriers to employment:

1. This region must have a system that meets the needs of job seekers and incumbent

workers by offering training that leads to gainful employment; jobs that will enable

them to support their families and encourage them to live in the region. To this aim,

resources will be focused on:

Encouraging job seekers to enroll in training programs that are in demand by

businesses.

Training for both soft skills and hard skills needed by workers.

Provide training in basic skills, including computer literacy and English as a

second language.

2. The system will meet the needs of local businesses by supplying them with a talented

workforce that will help their companies thrive.

These priorities will include:

Regular communication with businesses to understand their needs.

Address the need for improved work readiness and work retention skills (soft

Describe the regional boards strategic vision and goals and priorities for preparing an educated and skilled workforce including youth and individuals with barriers to employment:

skills)

Target the use of WIA training dollars to high demand /high wage jobs.

Increase opportunities for employers to access skilled workers.

3. The system will meet the needs of youth by providing training strategies, particularly

emphasizing educational attainment and productive employment that encourages

youth to work and live in the region.

Work with the community colleges and secondary schools to better prepare

young people for work.

Develop support services that enable a youth to stay in school and complete

their High School Diploma.

Develop vocational exploration training components that guide youth to career

opportunities.

Provide training in soft skills that lead to job gains and job retention

Refer to question C-1.

Vision Alignment to State Vision and Goals

Region 08 RWDB and CEO boards will work to align with the state's strategic vision and goals in the State unified plan.

Future Ready Iowa aims to achieve systemic changes to increase the number of citizens with a postsecondary credential with the intended result of increasing the number of skilled workers available to employers. Igniting economic development with a skilled workforce and the best educated student population in the nation will achieve Governor Branstad's goals, which will increase the income levels of Iowa families.

For the workforce development system this means creating a system that utilizes resources efficiently and aligns government programs in a manner that responds to and supports the needs of private business. Future Ready Iowa was developed by the National Governors Association Policy Academy Developing Iowa's Future Talent Pipeline and list the general membership of the Policy Academy.

Describe how the regional board's vision aligns with the States Strategic Vision and Goals in the Unified Plan:

To achieve the prosperity supported by world-class talent educated with Iowa's values and work ethic, Iowa's government is responding with the workforce development system of the future. Iowa's workforce development systems will build the system of tomorrow to attain the results needed today through skill building focused on the job-driven expectations of business and industry occupational and soft skills.

Through implementation of career pathways and infusing of robust sector strategies across systems, Region 08 is committed to serving the underserved citizenry by closing educational and employment gaps to end disparities based on disability, ethnicity, race, class, and geographic location.

Vision

A Future Ready Iowa that prepares individuals for dynamic careers and lifelong learning, meets employer needs, grows family incomes, and strengthens communities. Future Ready Iowa helps more Iowans attain the new minimum of high-quality education and training beyond high school by aligning education, workforce, and economic development resources.

Goal

By 2025, 70% of all Iowans will have earned a postsecondary degree or industry-recognized credential or certification the new minimum that meets employer needs.

Objectives

Identify and meet employer needs by focusing on sector strategies, career pathways and better aligning state and federal programs and initiatives, including public-private partnerships, to support high-skill, high-demand jobs.

Communicate high-demand career pathways to students, parents, teachers, counselors, workers and community leaders through career planning, including an interactive portal of career opportunities and required credentials and experience.

Improve college and career readiness, increase interest and achievement in science, technology, engineering and math (STEM) study and careers.

Regional Strategies

Strategic Alignment of Resources

All career services offered through the IowaWORKS center are designed to meet the strategic vision and goals of the Regional Workforce Development and CEO Boards. These services are reviewed regularly by the IowaWORKS management and the RWDB and CEO to ensure they are aligned with the goal and vision of the board. The RWDB and CEO provides oversight to ensure the following career services are available at the center:

Eligibility for services

Outreach, intake, orientation

Initial assessment

Labor exchange services

Referrals to programs

Labor market information

Performance, cost information

Supportive services information

UI information and assistance

Financial aid information

Follow-up services

Comprehensive assessment

Individual employment plan

Career planning, counseling

Short-term prevocational services

Taking into account the analyses described in the Regional Strategic Planning section, describe strategies of the core partners to align resources available to the local area to achieve the strategic vision and goals:

Internships, work experiences

Out-of-area job search

Foreign language acquisition

English Language Learner

Workforce preparation

IVRS staff assigned to every high school and providing services to all students with disabilities, including career counseling on employment and training opportunities, training on work readiness and employer expectations, and on self-advocacy. Job shadows and part time work opportunities are encouraged.

IVRS staff, in collaboration with partner agencies, provides counseling to individuals with disabilities to help them make informed career decisions. Information on in demand careers and career pathways is utilized and assistance with training is provided that leads to successful employment.

IVRS provides consultation to partner agencies to ensure programs and areas are accessible. Consultation is provided to employers on disability needs to assist with recruitment and hiring of qualified individuals with disabilities and retaining valued employees.

The Adult Education and Literacy (AEL) Program at Community Colleges in the region provide services that focus on the following outcomes:

Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;

Assist adults who are parents or family members to obtain the education and skills that are necessary

to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family;

Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and

Assist immigrants and other individuals who are English language learners in improving their reading, writing, speaking, and comprehension skills in English; mathematics skills; and acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.

AEL serves English Language Learners, those lacking a High School Equivalency Diploma, and those in need of basic reading and math skills. These services are offered in locations that are accessible to Workforce clients.

The WIOA Title I, Vocational Rehabilitation, and PROMISE JOBS intake process collects educational needs of clients. Students are referred to Adult Literacy classes on a regular basis. WIOA programs provide funding for educational barriers including daycare, transportation, and testing fees.

The Adult Education/Literacy program provides student progress and completion information to Workforce and PROMISE JOB staff.

The Adult Education/Literacy Services assesses student barriers and refers students to Region 08 Workforce classes, Youth Employment services, and Vocational Rehabilitation services.

Career Ready 101 online study is offered to Adult Literacy students in preparation for the National Career Readiness Certificate assessment at the workforce center and Western Iowa Tech Community College. The assessment is at no cost to students who are enrolled in Region 08 workforce and is administered at the Region 08 IowaWORKS One-Stop Center.

Career Pathway classes have been implemented at Community Colleges located in the region through funding sources including GAP funding, and other state funded initiatives. HSED and ELL students are referred to PACE and participate in classes that teach vocational skills that lead to Sector pathways.

Refer to question C-2.

Expanded Access

Strategies of the Region 08 RWDB and CEO boards to work with the core partners to expand access to employment, training, education and support services for eligible individuals including youth and individuals with barriers to employment are listed below.

Region 08 Local Boards will work to develop process that provides seamless access to all core programs and eliminate duplication of service.

The region will establish all workforce program access to all core services through any core partner location.

Regular meetings will be scheduled with core partners to promote education and understanding of partner services, programs and goals.

Regional referral and verification forms will assist to document access to services.

Core partners will develop processes and procedures that provide regional core assessment and orientation to all customers at any partner location with in the region.

Describe strategies the regional board, working with the core partners will expand access to employment, training, education, and support services for eligible individuals including youth and individuals with barriers to employment:

Refer to question C-4.

Facilitate Career Pathways and Co-Enrollment

Describe strategies the regional board will facilitate with the core partners in the development of Career Pathways and co-enrollment, as appropriate, to improve access to activities leading to a recognized post-secondary credential, including a credential that is an industry-recognized certificate, portable and stackable:

Region 08 RWDB and CEO boards will work with the core partners to facilitate the development of Career Pathways and co-enrollment as appropriate to improve access to activities leading to a recognized post secondary credential, including a credential that is an industry-recognized certificate that leads toward a career pathway. Region 08 RWDB and CEO boards will work to establish region-wide sector boards that will coordinate the development of career pathways based on industry need. Core partners participating on regional sector boards will ensure a consistent message of business needs with in the region. Core partners seek input from employers withing the region on an ongoing basis to develop opportunities for job seekers to gain skills that are valuable to employers in the region.

Refer to question C-4, Part B.

Additional Regional Board Strategies

Additional Regional Strategies for local workforce development education adn trainig needs are to provide skill building activities at the Iowa Works Center.

The Region provides 6 steps workshops to customers who could benefit from learning steps to execute a successful job search and maintain success on the job.

Identify any additional regional board's strategies relative to local workforce development, education and training needs not otherwise included:

To assist people as they explore career pathways and to better connect employment ready employees to business, the region provides First Steps to Success workshops. The workshops focus on entry level skills needed to begin employment in in-demand business sectors. Upon completion, individuals are matched to local employers of possible employment opportunities in their chosen field.

Strategy Alignment to State Strategies

Region 8 RWDB will collaborate with core partners to develop:

Policies, procedures, guidance and proven and promising practices to insure that the One-stop Center Local Staff are cross-trained as appropriate, to increase staff capacity, expertise and efficiency. A Skills Development team to help train One-stop Center Local Staff as part of an ongoing learning process that will develop the knowledge, skills, and motivation necessary to provide superior service to workers and job seekers, including those individuals with disabilities and individuals with Language barriers, that is responsive to labor-market needs.

Describe how the regional board's strategies align with the States Strategies in the Unified Plan:

Performance Goals (Joint Goals across Core Programs)

*****State Joint Performance Goals Pending.*****

How will core partners contribute toward the State's expected level of performance based on primary indicators:

Required performance measures are primarily focused on job seeker customers. Iowa Workforce Development and Region 8 WIOA services and its partners are committed to achieve and exceed our negotiated performance indicators. The Partners will meet regularly with one another, Local Partners Boards and Staff regarding workforce system delivery in order to develop policies, procedures and guidance with respect to the best practices to achieve the goals of WIOA and Future Ready Iowa.

Spring of 2016, Iowa will be negotiating performance goals for PY16 (to begin July 1, 2016). New performance standards and joint performance standards will begin PY16 for the Core Partners through WIOA.

Refer to question E-10.

Assessment for Continuous Improvement

Tracking Performance Outcomes and CONTINUOUS IMPROVEMENT

Performance Summary and Anticipated Performance Goals

Region XII COG will provide the RWDB and the CEO boards with performance and fiscal data on

an annual basis and as requested. The boards will use that information and public comment to

evaluate performance and to determine the need for continuous improvement activities.

Region XII COG staff has developed and implemented performance tracking documents that

helps to ensure that the region will meet the negotiated performance standards. Region XII

COG staff regularly produces performance reports to monitor progress toward meeting the negotiated standards.

Region 8 has a long history of working collaboratively with various partners within the region.

Ongoing partner meetings have been held with multiple providers to determine what services

are currently being offered through various programs and identify gaps within the current

service structure. In this way, partners are able to maximize services and funding levels and the

participants benefit by having a more complete, comprehensive service plan to reach self sufficiency. In turn, the region is more likely to

Describe how the regional board will assess the overall effectiveness of the workforce investment system in relation to the strategic vision, goals, and strategies and how it will use the results of this assessment and other feedback to make continuous improvements:

meet performance goals.

Performance Oversight

Region XII COG will provide regular reports to the CEO and RWDB, updating the boards on the

regions performance and progress towards meeting performance standards. The RWDB and

CEO boards will evaluate the performance and, if necessary, determine actions to be taken to

improve performance. If a significant problem with WIOA performance is identified, the

RWDB/CEO will conduct an evaluation of the service provider. The RWDB and CEO will review

and if appropriate make comment on all federal and state monitoring reports as provided by

those monitoring/auditing entities.

Performance Goals

Required performance measures are primarily focused on job seeker customers. IWD and

Region 8 are committed to achieve and exceed our negotiated performance indicators.

Refer to question C-13.

Implementation of Strategies

Regional Workforce Development Board

The Region 08 RWDB\CEO will implement its identified strategies by using the integrated, technology enabled intake and case management information system for programs carried out under WIOA and IowaWORKS center partners. The State of Iowa is developing an updated integrated technology enabled intake and service management information system for core programs carried out under WIOA and by IowaWORKS Center partners. This system will be utilized by the Region 13 IowaWORKS System partners as appropriate.

The Ones-Stop Center partners utilize the common intake/case management system to share information about common customers. The data derived from this system is shared with the customer access and referral is occurring throughout the region.

At a minimum, The following career Services will be provided through the Region 08 IowaWORKS center:

Eligibility for Services

Outreach, intake, orientation

Initial assessment

Labor exchange services

Referrals to programs

Labor market information

Performance, cost information

Supportive services information

Unemployment insurance information

Financial aid information

Follow-up services

Describe how the regional board will implement its identified strategies:

comprehensive assessment

Individual employment plan

Career Planning, counseling

Short-term pre-vocational services

Internships, Work experiences

Out-of-area job search

Foreign language acquisition

Workforce preparation

As part of the Region 08 Memorandum of Understanding (MOU) development, the partners to the Region 08 MOU identified which of the above listed career services are provided through their agency/organization.

Refer to questions D-3 and D-7. Include how the One-Stop centers are using integrated, technology-enabled intake and case management, and how career services are provided.

Core Partners

The Region 08 RWDB/CEO Boards will implement identified strategies with regard to Wagner-Peyser

In the integrated center in Region 08 the customer flow will be as listed below:

Greet/Identify Purpose of Visit

Determine Registration Status and/or

Conduct Service Triage

Recommend Services

Registration

Self-attestation

Co-enrollment evaluation

Introduce to Career Services Process and/or

Provide Appropriate Partner Referrals and/or

Determine eligibility for additional individualized career services and/or training services

Integrated Customer Flow Based on an initial basic assessment, customers will progress through services in a unified, standard flow organized by function rather than program. Customers start with registration services (stream-lined program enrollment and initial triage); advance to career services (to build occupational and job seeking skills), and then either referral to recruitment and placement services (with connections to hiring employers) or referral to more individualized career services and, if warranted, training services.

Describe how the regional board will implement its identified strategies with regard to **Wagner-Peyser**:

All Integrated Center customers will move through a standardized process that co-enrolls them into multiple programs based on eligibility. This unified customer pool will be shared and served by multiple partners within IowaWORKS. When eligibility permits, every customer must be co-enrolled into all qualifying programs for basic career services.

Within this flow, services will continue to be customized to meet individual customer needs.

Career services comprise a hub of employment and training service delivery. Process steps and procedures are designed to meet one of the core missions of the IowaWORKS system: that all individuals have the opportunity to know their skills, grow their skills and get the best job possible with their skills. To that end, an assessment of skills is a universal service delivered. The outcome of service delivery in the career services area is a relevant pool of talent with skills in demand and job-search know-how.

When customers have completed career services, have the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employers to be matched to available job openings.

If additional services are identified as needed, the career services team will make the appropriate referrals to participate in more individualized career services and/or training services.

Through the fully integrated process which includes co-enrollment, duplication of services

will be avoided as partners work together to provide service management for customers. Every effort will be made to blend and braid services and funding on behalf of the customer.

Refer to question C-9. Include how improved service delivery and avoidance of duplication of services will be achieved.

The Region 08 RWDB will partner with Community Colleges and other regional training providers to provide services that focus on the following outcomes:

- 1. Assist adults to increase math and reading skills necessary for successful employment and economic self-sufficiency**
- 2. Assist parents and family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their families.**
- 3. Attaining a secondary school diploma and transition to post secondary education and training, including career pathways and GAP programs.**
- 4. Assist English language learners in improving their literacy skills. these services are offered in locations that are accessible to workforce clients.**
- 5. Intake process collects educational needs of customers. Students are referred to Adult Literacy classes. IowaWORKS provides funding for educational barriers including daycare, transportation and testing fees. The Adult Education/Literacy program provide student barriers and refers students to IowaWORKS workshops and Vocational Rehabilitation services.**

Describe how the regional board will implement its identified strategies with regard to **Adult Education and Literacy:**

Refer to question C-10. Include what efforts are being taken to enhance the provision of services such as cross-training of staff, technical assistance, use and sharing of information, cooperative efforts with employers for improved service delivery and avoidance of duplication.

The Region 08 RWDB will partner with Vocational Rehabilitation and partner agencies to insure accessibility and service offerings are available and useful to disabled customers.

1. Partner agencies will collaborate with IVRS to provide services to students with disabilities including career counseling on employment and training opportunities, training on work readiness and employer expectations, and on self-advocacy. Job shadows and part time work opportunities are encouraged.

2. Partner agencies will collaborate with IVRS to provides counseling to individuals with disabilities to help them make informed career decisions. information on in demand careers and career pathways. in addition to assistance with training that leads to successful employment.

3. IVRS provides consultation to partner agencies to insure programs and areas are accessible . Consultation is provided to employers on disability needs to assist with recruitment and hiring of qualified individuals with disabilities and retaining valued employees.

Describe how the regional board will implement its identified strategies with regard to **Vocational Rehabilitation**:

Refer to question C-11. Include what efforts are taking place to enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.

The Region 08 RWDB and CEO boards will implement identified strategies in regard to Adult and Dislocated worker services by addressing the identified education and skill needs of the workforce and employment needs of employers in the region.

A concern of the employers has been the recruitment of people to live in the area as well as the readiness of the available labor force to enter employment. The Region 08 labor force population is decreasing and local employers cannot find workers to fill open positions. Basic skills which include literacy, numeracy, basic computer skills and organization skills, in addition to many of the soft skills necessary to be successful, are described by employers as lacking. Included in these soft skills needs, employers identified social skills such basic work ethic, dependability and retention as necessary skills. Also noted by employers was a lack occupational skills, including specific occupational knowledge and experience, particularly for middle-skill occupations in the areas of healthcare, welding, information technology, advanced manufacturing, industrial maintenance, transportation/logistics and skilled trades.

Describe how the regional board will implement its identified strategies with regard to **Adult and Dislocated Worker services:**

Strategies to address the workforce needs of area employers and address gaps in services:

1. Work in partnership with economic developers from the counties and cities in Region 1 to expand the knowledge of training opportunities available to new and expanding businesses.

2. Enhance the relationship between training providers and business employers in the

region.

3. Identify and expand means to share information about training opportunities to entry-level workers especially with the preparation for under-utilized populations such as veterans, ex-offenders, disabled, non-English speaking minorities, older workers, youth and families on Temporary Assistance (TANF) in the region.

4. Increase the knowledge of employers in services that can prepare them in employing people in under-utilized populations.

5. Increase the availability of workers trained in soft skills.

6. Increase the availability of workers trained and certified in technical areas, including healthcare, welding, information technology, education, advanced manufacturing, industrial maintenance, transportation/logistics and skilled trades.

7. Encourage and expand ways to identify businesses that can be assisted by the workforce system.

Workforce Development Needs of Job Seekers

Many job seekers are not aware of the products and services of workforce partners within their region. Jobseekers may need additional services beyond what they are able to access themselves.

Local/regional newspapers & media, regional IowaWORKS offices, internet, social media and college/university career centers are the

predominant means for job recruitment. However, a review of the demographics of the population in Region 08 shows the typical job seeker in the region is older than the state average with a larger proportion 60 and older. The entire region is above the state average in persons with less than a high school diploma and below the state average for individuals with a Bachelors degree. These job seekers may need additional services to qualify for and fill the jobs available in the region.

Strategies to address the workforce needs of area job seekers and address gaps in services:

- 1. Continue to expand marketing of available workforce products and services throughout the communities in the region. Adding access through Core partner sites within the region will be an important part of this connectivity.**
- 2. Make a variety of IowaWORKS partner services and information available throughout the region in all partner locations.**
- 3. Continue to work with communities to find ways to address the needs of the ever growing diversity of the workforce, including veterans, ex-offenders, disabled, non-English speaking minorities, older workers, those on Temporary Assistance, and youth.**
- 4. Make HSED/English Language Learner training information more readily available.**
- 5. Make information on citizenship training and the Future Ready Iowa Initiative more readily available to the jobseeker.**

6. Continue to work to develop and market a greater variety and number of skill upgrade and short term training programs with multiple entry and exit opportunities to jobseekers.

7. Promote the use of the National Career Readiness Certificate as an assessment to better define employment skill levels to the employer.

8. Promote Skilled Iowa workers to current and future jobs.

Workforce Development Needs of Low-Income Adults and Dislocated Workers

In today's increasingly competitive, fast paced economy, economic growth and prosperity depend on the education and skills of the local workforce. The number of people who receive training and attain a degree or certificate through the Workforce Innovation & Opportunity Act (WIOA) Adult and Dislocated Programs, National Emergency Grants (NEG), Trade Adjustment Assistance (TAA) and other Department of Labor program initiatives must report the number of program participants with credentials. The goal of these programs shows continued emphasis on job training and attainment of industry-recognized credentials as a strategy for both enhancing earnings and employment for participants in the public workforce system to meet the economy's need for more skilled workers.

Recommendations to address the workforce needs of area low-income adult and Dislocated workers and address gaps in services:

1. Increase the number of participants in programs that result in

Recommendations to address the workforce needs of area low-income adult and

Dislocated workers and address gaps in services:

1. Increase the number of participants in programs that result in a credential.

2. Increase credential attainment of these participants.

3. Develop and refer targeted populations to more retraining opportunities in an effort that will allow them to reenter the workforce.

4. Encourage the creation of industry-recognized training programs by local approved training providers which lead to credentials.

5. Build the capacity of frontline workforce staff to help customers seeking training to invest their time in programs that will lead to industry-recognized credentials for jobs in demand in the regional labor force.

6. Continue linkages among WIOA-Title I, Wagner-Peyser, Vocational Rehabilitation, Adult Education and Literacy, PROMISE JOBS, TAA, and Ticket to Work to facilitate access to workforce services and educational programs.

Refer to question E-2. Include how services are provided and the capacity to address the identified education and skill needs of the workforce and the employment needs of employers.

In order to support young people who face significant barriers in transitioning to self-sufficient adulthood, The Region 08 RWDB/CEO will implement the following identified strategies. The following services are available to youth participants in Region 08. The Youth Career Development Specialists will work with each participant to determine which elements to provide to a participant based on the participants objective assessment and goals established by the participant and included on his or her service strategy. The 14 elements of the WIOA Youth Program are:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential (RBS) (SEC)
2. Alternative secondary school services, or dropout recovery services, as appropriate (SEC)
3. Experiential Learning Paid and unpaid work experiences that have as a component, academic and occupational education, which may include

- i. Summer employment opportunities and other employment opportunities available throughout the school year (WEP)

- ii. Pre-apprenticeship programs (PRE)

- iii. Internships and job shadowing (INT), (SHW)

- iv. On-the-job training opportunities (OJT)

4. Institutional/Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with

Describe how the regional board will implement its identified strategies with regard to **Youth services**:

- in demand industry sectors or occupations in the local area involved, if determined by the local board (OJT), (IST), (CUS), (APP), (ENT)
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (PRE), (APP), (IST)
 6. Leadership development opportunities, which may include community service and peer centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate (LDS)
 7. Supportive services
 8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months (MEN)
 9. Follow-up services for not less than 12 months after the completion of participation, as appropriate (PPS)
 10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate (G&C)
 11. Financial literacy education (FIN)
 12. Entrepreneurial skills training (ENT)
 13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services (JSP)
 14. Activities that help youth prepare for and transition to postsecondary education and Training (WEP), (MEN), etc.; (SEC-when leads to credential)

The above-referenced programs are available through multiple partners within the region and include but not limited to WIOA, Iowa Vocational Rehabilitation, Adult Education and Literacy and other community providers.

The following is a list of additional activities and services that are available in Region 8 to support the required youth elements:

**Job Search and Placement Activities (JSP);
Pre-Employment Training (PET); and
Skill Upgrading (SUG)**

Staff Assisted Job Development (SJD) Support Services are those services that are necessary to enable a youth to participate in activities authorized under WIOA.

The following types of support services are available in Region 8 or youth:

Dependent Care (DPC)

Clothing (CHG)

Miscellaneous services (MSS)

Stipends (STI)

Transportation (TRN)

Counseling (CLG)

Financial Assistance (FAS) Healthcare (HLC)

Residential/Meals Support (RMS)

Services for Individuals with Disabilities (SID)

Supported Employment and Training (SET)

Incentive and Bonus (INB) Given limited WIOA funding every effort will be made to partner with various service providers in the region and appropriate referrals will be provided to participants.

Refer to questions E-5 and E-7. Include identification of successful models of such youth workforce activities being used and/or planned, and describe how each of the required fourteen program elements will be made available to youth.

The Region 08 RWDB and CEO boards will partner with the department of the blind to assist in reaching the Department of the Blind's identified Vocational goals for the visually impaired. IowaWORKS is committed to providing accessible workforce services to all Iowans who may need accommodations. Iowa Department of the Blind provides consultation to partner agencies to insure programs and areas are accessible. Consultation is provided to employers on the needs of blind Iowans to assist with recruitment and hiring of qualified individuals with disabilities and retaining valued employees.

Describe how the regional board will implement its identified strategies with regard to the **Department for the Blind**:

IowaWORKS will insure access to blind Iowans to assist in the following:

1. Increase the family income of blind Iowans by providing the skills and services they need to work competitively in Iowa's economy.
2. Increase the entrepreneurial opportunities for blind Iowans
3. Improve the education of blind Iowans through independent access to information.
4. Increase the independence of blind Iowans and thereby decrease dependence on state services and preserve family income.

Describe efforts that will enhance the provision of services to individuals with vision disabilities.

Integrated Customer Service

Integrated Service Delivery Products and Services Available

In keeping with the vision, goals and priorities set forth in this Customer Service Plan, the

Region 8 OneStop offers a wide array of workforce services for customers.

Core Services will include:

Determination of eligibility for WIOA Title I Programs

Outreach, intake and orientation to the information and services available through the

Workforce Development Center System

Initial assessment of skill levels, aptitudes, abilities, and supportive service needs

Job search and placement assistance, and where appropriate, career counseling

Provision of employment statistics information, including job vacancy listings, the skills

necessary to obtain those jobs, and information relating to local occupations in demand

and the earnings and skill requirements for those occupations

Performance information and program cost information on eligible providers of training

services

Information on how the region is performing on the WIA performance measures, and

Describe how the partners will coordinate activities and resources to provide comprehensive, high-quality customer-centered services, including supportive services to individuals in the workforce system.

the overall Workforce Development Center system measures

Provision of accurate information relating to the availability of support services,

including child care and transportation available in the local region and referral to such

services as appropriate;

Delivery system performance information;

Information on other Workforce Development Center System Partner services and

support services;

Assistance regarding filing claims for unemployment compensation

Assistance in establishing eligibility for programs of financial aid assistance for training

and education programs

Job referrals (informational, e.g. job scouts, referrals in nonexclusive hiring

arrangements, shortterm or seasonal placements);

Internet browsing (job information and training searches);

Internet accounts;

Talent referrals (informational, e.g. talent scouts, staff referrals or resumes without further screening).

Followup services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment

At the integrated onestop center in Carroll, all eligible (through selfattestation and verification of age) members will have the opportunity to participate in one of two service strategies developed using staff assisted core services.

StaffAssisted Core Services offered at the One Stop Center and on itinerant basis in other

locations, as needed, include:

Staffassisted job search and placement assistance, including career counseling (JSP), (G&C);

Screened job referrals (such as testing and background checks) (SJR);

Staff assisted job development (working with an employer and job seeker) (SJD); and

Staff assisted workshops, preemployment training and job clubs (PET, JBC).

If members are not successful at finding employment or the assessments done through these

staff assisted core services indicate a need for more intensive or training services members may

be offered (if additional verifications of eligibility are provided and verified) the following array

of services as identified and needed.

Intensive Services offered at the onestop center and on an itinerant basis, as needed, include:

Comprehensive and specialized assessments of skill levels and service needs, including

diagnostic testing and use of other assessment tools and indepth interviewing and

evaluation to identify employment barriers and appropriate employment goals;

Development of an individual employment plan, to identify the employment goals,

appropriate achievement objectives, and appropriate combination of services for the

participant to achieve the employment goals;

Outofarea Job Search

Leadership Development

Individual counseling and career planning

Case management for participants seeking training services

Shortterm prevocational services, including development of learning skills,

communication skills, interviewing skills, punctuality, personal maintenance skills, and

professional conduct, to prepare individuals for unsubsidized employment or training

Short Term Skill Upgrading

Limited Internships

Mentoring

Vocational Exploration

Work experience

Training services offered at the onestop center and on an itinerant, as needed, basis (these

must be approved by the CSP designee Region XII COG) include the following activities:

Occupational skills training, including training for nontraditional employment;

Programs that combine workplace training with related instruction, which may include

cooperative education programs;

Training programs operated by the private sector;

Retraining;

Entrepreneurial training;

Customized training; and

Adult education and literacy activities are provided in combination with other allowable

training services.

Following is the list of training services offered within the region:

Customized Training (CUS);

Entrepreneurial Training (ENT);

Institutional Skill Training (IST);

OntheJob Training (OJT);

Remedial and Basic Skill Training (RBS); and

Secondary Education Certificate (SEC).

Additional services which may be offered within the region include:

Enhanced resume development

Job Description development

Extensive employee/potential employee testing

Corporate Mentoring

Workshops for employers (such as employee retention)

Work site employee development programs (such as team building)

Expanded employee workshops for individual employers

All Workforce Development Center System Partners agree to develop a common method to

refer customers among the partners. The common intake/case management system will

be

used by those partners providing services using WIOA Title I funding and by some IWD staff. If

the common intake/case management system is not used, referrals will be made between

partners in a timely manner and a followup contact will be made with the customer to ensure

service was provided. The CSP is responsible for conducting the overall case management to

ensure that all customers referred for services are receiving needed services.

Customers, including employers, will be served by IowaWORKS staff and through internet

services. Those services include:

Job search and placement services for job seekers, including counseling, testing, occupational and labor market information, assessment, and referral to employers.

Appropriate recruitment services and special technical services for employers.

Providing services for workers who have received notice of permanent layoff or

impending layoff.

Labor market and occupational information.

Adults, dislocated workers and youth will be

served by WIA Title I service providers and by IWD

service providers. The services will be provided at the primary OneStop Center in Carroll.

Further descriptions of the services available are included later in this plan. WIA Partner

services are further described in the Memorandum of Understanding.

Service Delivery System and Flowchart

In the integrated center in Region 8, the customer flow will be as follows:

- 1. Greet/Identify Purpose of Visit**
- 2. Determine Membership Status and/or**
- 3. Conduct Service Triage**
- 4. Recommend Services**
- 5. Membership Application**
- 6. Selfattestation**
- 7. Coenrollment evaluation**
- 8. Introduce to Skills Development Team and/or**
- 9. Provide Appropriate Partner Referrals and/or**
- 10. Determine WIA eligibility for intensive/training services**

When services beyond those available inside the OneStop are needed, referrals to other

agencies and partners will be offered to ensure adequate services are available to the member

so they can reach their employment goal. This may happen at any point in the above flowchart

as needs are identified.

Integrated Customer Flow

Based on an initial basic assessment, customers will progress through services in a unified,

standard flow organized by function rather than program. Customers start with

membership services (streamlined program enrollment and initial triage); advance to skill

development services (to build occupational and job seeking skills), and then either referral to

recruitment and placement services (with connections to hiring employers) or referral to more

intensive and, if warranted, training services.

All onestop center customers will move through a standardized membership process that co-enrolls

them into multiple programs based on eligibility. This unified customer pool will be

shared and served by multiple partners within the Center. When eligibility permits, every

member must be coenrolled into all qualifying

programs for staff assisted core services.

Within this flow, customers will be recommended to one of two general service cohorts: career advancement for new workers or workers in transition; and employment express to quickly

return skilled workers to the workforce. Services will continue to be customized to meet individual customer needs.

Skill Development comprises a hub of employment and training service delivery. Process steps

and procedures are designed to meet one of the core missions of the workforce development

system: that all individuals have the opportunity to know their skills, grow their skills and get

the best job possible with their skills. To that end, an assessment of skills is a universal service

delivered to each member of Skills Development. The outcome of service delivery in the Skills

Development area is a relevant pool of talent with skills in demand and jobsearch knowhow.

When members have completed Skills Development, have the tools and knowledge for an

effective job search, and meet specific criteria, they are introduced to the Recruitment and

Placement Team/staff.

If additional services are identified as needed, the skills development team will make the

appropriate referrals to participate in WIOA funded intensive and/or training services

Adult and Dislocated Worker Employment and Training Services and Activities

Region XII COG, as the WIOA Administrative Entity, will maintain responsibility for conducting

eligibility determinations for adults and dislocated workers.

Core Services, Staff Assisted Core Services, Intensive and Training Services include all of the

services listed on pages 2729 of this document.

Youth Services and Activities including 10 WIA Youth Elements

Following are the ten required youth services as identified in the WIA. The Region 8 Needs

Assessment has evaluated the extent which these services are available in our seven counties

and has identified gaps in existing services. The Region 8 Youth Advisory Council will review the

implementation of the 10 youth elements annually to insure goals and strategic action

steps

reflect the most current needs and local employment dynamics in the region.

Tutoring and study skills: Secondary and post secondary schools currently offer tutoring

and study skills training at no cost to their students. Region XII COG will refer

participants to these institutions when a need is identified. When these services are not

available or the student needs services beyond the above offerings tutoring services will

be purchased.

Alternative Education: Alternative high schools are available to students in all counties

in the region at no additional cost. Again, Region XII COG will refer students as needed

to these schools.

Summer Employment Opportunities: Region XII COG will continue to facilitate summer

employment opportunities throughout the region. Paid work experiences will be

provided when funding is available and services are appropriate.

**Work Experience: Paid and unpaid work experiences will be made available to students
Paid work experiences will be provided when funding is available and services are**

appropriate. There are currently opportunities through programs at some area high

schools that will help to meet this need.

Occupational Skills Training: Postsecondary vocational training will be offered by both

educational institutions and private employers (through onthejob training).

Leadership Development: Leadership development activities are currently offered by

community colleges, many of the local school districts and community service providers

who are concerned about youth development. WIOA participants will be referred to these

activities WIA funding is available for these when appropriate.

Support Services: The primary supportive services identified by the RWIB are child care

and transportation. Whenever another source of funding for these expenses exists, a

referral will be made. Region XII COG along with other service providers will partner in

providing the needed services to allow participants to take part in training activities.

Mentoring: Some of the local schools have begun offering mentoring programs and

youth will be referred to existing programs whenever possible. When a need is

identified and there is no appropriate program available to a young person, staff or

community volunteers will be contacted to serve as adult mentors.

Followup/Post Program Services: Participants who have been exited from the program

will be contacted quarterly or as many times as needed to assure the youths continued

success, for 12 months after all WIOA activities have ended to determine if further

assistance is required from the program. Cost limit on Followup services that remove

barriers to successfully completing post secondary training or employment is \$500.

Comprehensive Guidance and Counseling: Guidance and Counseling will be provided by

Region XII COG WIOA staff. Referrals to agencies and organizations which offer various

counseling services will be made when appropriate. Many services available are free to

disadvantaged individuals. Eligible youth in need of such counseling will be assisted in

accessing the services.

Once participants have completed WIOA services and are exited from the program, they may still

be eligible for followup services. At a minimum all youth will be contacted within 30 days of

exit. The first contact must be a personal contact (in person or by telephone). The second

contact must occur within 90 days after the first day of exit. Contacts are required quarterly

thereafter for the next three quarters. These contacts will be designed to identify any problems

or needs which might prevent the youth from obtaining employability goals or remaining

employed. Follow up may include: Leadership development, regular contact with the youths

employer, assistance in securing a better job, workregistered peer support groups, adult

mentoring, and tracking the progress of youth in employment, postsecondary training, or

advanced training. All information regarding participants results will be collected and entered

into the IWorks Management Information System so that outcome can be analyzed and

reported to the Youth Council and the Regional Workforce Investment Board. Performance

data will be used to refine program design so that the desired results can be achieved.

Youth service priorities identified for Region 8 are:Paid work experiences will be provided when funding is available and services are

appropriate. There are currently opportunities

through programs at some area high schools that will help to meet this need.

Occupational Skills Training: Postsecondary vocational training will be offered by both educational institutions and private employers (through onthejob training).

Leadership Development: Leadership development activities are currently offered by community colleges, many of the local school districts and community service providers who are concerned about youth development. WIOA participants will be referred to these activities WIA funding is available for these when appropriate.

Support Services: The primary supportive services identified by the RWIB are child care and transportation. Whenever another source of funding for these expenses exists, a referral will be made. Region XII COG along with other service providers will partner in providing the needed services to allow participants to take part in training activities.

Mentoring: Some of the local schools have begun offering mentoring programs and youth will be referred to existing programs whenever possible. When a need is identified and there is no appropriate program

available to a young person, staff or

community volunteers will be contacted to serve as adult mentors.

Followup/Post Program Services: Participants who have been exited from the program

will be contacted quarterly or as many times as needed to assure the youths continued

success, for 12 months after all WIOA activities have ended to determine if further

assistance is required from the program. Cost limit on Followup services that remove

barriers to successfully completing post secondary training or employment is \$500.

Comprehensive Guidance and Counseling: Guidance and Counseling will be provided by

Region XII COG WIA staff. Referrals to agencies and organizations which offer various

counseling services will be made when appropriate. Many services available are free to

disadvantaged individuals. Eligible youth in need of such counseling will be assisted in

accessing the services.

Once participants have completed WIOA services and are exited from the program, they may still

be eligible for followup services. At a minimum all youth will be contacted within 30 days of

exit. The first contact must be a personal contact (in person or by telephone). The second

contact must occur within 90 days after the first day of exit. Contacts are required quarterly

thereafter for the next three quarters. These contacts will be designed to identify any problems

or needs which might prevent the youth from obtaining employability goals or remaining

employed. Follow up may include: Leadership development, regular contact with the youths

employer, assistance in securing a better job, workregistered peer support groups, adult

mentoring, and tracking the progress of youth in employment, postsecondary training, or

advanced training. All information regarding participants results will be collected and entered

into the IWorks Management Information System so that outcome can be analyzed and

reported to the Youth Council and the Regional Workforce Investment Board. Performance

data will be used to refine program design so that the desired results can be achieved.

Youth service priorities identified for Region 8 are: Paid work experiences will be provided when funding is available and services are

appropriate. There are currently opportunities through programs at some area high

schools that will help to meet this need.

Occupational Skills Training: Postsecondary vocational training will be offered by both

educational institutions and private employers (through onthejob training).

Leadership Development: Leadership development activities are currently offered by

community colleges, many of the local school districts and community service providers

who are concerned about youth development. WIOA participants will be referred to these

activities WIOA funding is available for these when appropriate.

Support Services: The primary supportive services identified by the RWIB are child care

and transportation. Whenever another source of funding for these expenses exists, a

referral will be made. Region XII COG along with other service providers will partner in

providing the needed services to allow participants to take part in training activities.

Mentoring: Some of the local schools have begun offering mentoring programs and

youth will be referred to existing programs whenever possible. When a need is

identified and there is no appropriate program available to a young person, staff or

community volunteers will be contacted to serve as adult mentors.

Followup/Post Program Services: Participants who have been exited from the program

will be contacted quarterly or as many times as needed to assure the youths continued

success, for 12 months after all WIOA activities have ended to determine if further

assistance is required from the program. Cost limit on Followup services that remove

barriers to successfully completing post secondary training or employment is \$500.

Comprehensive Guidance and Counseling: Guidance and Counseling will be provided by

Region XII COG WIA staff. Referrals to agencies and organizations which offer various

counseling services will be made when appropriate. Many services available are free to

disadvantaged individuals. Eligible youth in need of such counseling will be assisted in

accessing the services.

Once participants have completed WIOA services and are exited from the program, they may still

be eligible for followup services. At a minimum all youth will be contacted within 30 days of

exit. The first contact must be a personal

contact (in person or by telephone). The second

contact must occur within 90 days after the first day of exit. Contacts are required quarterly

thereafter for the next three quarters. These contacts will be designed to identify any problems

or needs which might prevent the youth from obtaining employability goals or remaining

employed. Follow up may include: Leadership development, regular contact with the youths

employer, assistance in securing a better job, workregistered peer support groups, adult

mentoring, and tracking the progress of youth in employment, postsecondary training, or

advanced training. All information regarding participants results will be collected and entered

into the IWorks Management Information System so that outcome can be analyzed and

reported to the Youth Council and the Regional Workforce Investment Board. Performance

data will be used to refine program design so that the desired results can be achieved.

Youth service priorities identified for Region 8 are: Provide work based learning for youth that leads to increased career opportunities.

Provide activities and support that remove barriers that cause a youth to not be

successful in gaining a high school diploma.

Youth career development activities that lead a youth to participating and completing

Vocational Training and becoming employed in their field of study.

Work readiness skills and independent living skills. Developing softskills that lead to

making good decisions that lead to success on the job and maintaining a productive

lifestyle.

Refer to question D-14.

Region 8 core partners and regional board connects services to special populations as follows:

Veterans Priority

In the Jobs for Veterans Act, a veteran is an individual who served in the active military, naval or air service and was discharged or released from such service under conditions other than dishonorable. This includes National Guard or Reserve personnel called to active duty.

A military spouse is defined in the Act as an individual who is married to an active duty service member, including National Guard or Reserve personnel on active duty. The surviving spouse of an active duty service member that lost his or her life while on active duty service in

Afghanistan, Iraq or other combatrelated areas, is considered to be a military spouse.

Eligibility for the WIA Adult and Dislocated Worker program is not affected by the veterans priority. The Jobs for Veterans Act provides priority service only to veterans or military spouses who meet the programs eligibility requirements.

Region 8 will give priority for enrollment into WIOA for all levels of services to veterans and military spouses who seek assistance in WIA Adult and Dislocated Worker program. Veterans will be informed through verbal and written notice of this priority of service. If a person meets the eligibility and selection criteria for services and there are insufficient resources to

Describe how the core partners and regional board connects services to special populations:

cover all requests for assistance, Region 8 will give priority for services to eligible veterans and military spouses. If there is insufficient money for training or other services and activities eligible veterans and military spouses will be given preference for the remaining funds. When there are no funds for services a waiting list will be maintained. The eligible veterans and military spouses will be placed at the top of the waiting list in order of their application date.

In the Jobs for Veterans Act, a veteran is an individual who served in the active military, naval or air service and was discharged or released from such service under conditions other than dishonorable. This includes National Guard or Reserve personnel called to active duty.

A military spouse is defined in the Act as an individual who is married to an active duty service member, including National Guard or Reserve personnel on active duty. The surviving spouse of an active duty service member that lost his or her life while on active duty service in

Afghanistan, Iraq or other combatrelated areas, is considered to be a military spouse.

One Stop Center Partnerships are included as part of the training curriculum on veteran issues for the center. Topics covered in the training include topics dealing with VET preference, the referral process of veterans to obtain case management from DVOPS and sources for community service referrals for veterans. The WIA staff has access to the same information as the IWD staff in terms of serving our veteran clients. Each partner organization

will serve as a

gateway to workforce services, such as cross referral, outreach, capacity building and cross training of staff.

In order to qualify for veterans preference a person must provide a copy of his/her DD214, which shows a discharge of Honorable and meet the eligibility criteria for the respective program.

OUTREACH EFFORTS AND SERVICES FOR TARGETED POPULATIONS

NOTE: All populations are offered the same menu of services from the OneStop. Many local

Employers embrace these populations as they seek out the candidates who can fill their jobs.

Recommendations are made to employers based on skills and abilities as well as capacity to learn without regard to these demographics. Partners who also serve these populations are referral sources for the OneStop. A benefit of the Integrated model is that partnerships are better understood by all OneStop staff so that all members can be served by a single model, with partner referrals used to fill out needed services that the OneStop cannot provide. Book of regional services is provided to each member upon completion of membership as well as referrals as appropriate.

Veterans:

Priority of Service to Veterans (when funds for intensive & training services are limited)

Partnership with community entities for special events (ex. Veterans Day breakfast)

Relationship with ESGR so recruiting efforts include Guard members

Relationship with ESGR employers

Relationship with businesses who have hired veterans

LowIncome population:

A majority of the Adults who are served in Intensive and Training services in the Adult program are lowincome by WIA definition

Assessment of TANF individuals occurs in the OneStop so offers of other services can be recommended as needed

NonEnglish speaking population:

Region 08 nonEnglish populations are included in outreach efforts through bilingual posters for recruiting events that are posted in locations where they are most likely to see them (specialty grocery stores, gas stations, etc.)

Language Link is available for translation services

ESL classes are held at Western Iowa Tech Community College in Denison and DesMoines Area Community College in Carroll in this region and referrals are made to those services

Older Workers:

TANF recipients:

All DHS referrals to the Promise Jobs program may become members of the OneStop when

they attend orientation so they are fully aware that services from this office are intended to help them reach employment

The full menu of services and workshops are offered to recipients so that they are able to learn alongside other job seekers which in itself can be a learning experience

When Promise Jobs and DHS services are incomplete in assisting a recipient in reaching their goals, the other programs within the One Stop may be offered as appropriate to provide the necessary resources that will result in employment. (example: WIA Adult or Youth services). Outside referrals will be made as appropriate to support individual goals to reach success.

Disconnected and Disadvantaged Youth:

Outreach to all high schools in the region is on going

Meet with youth in locations they can reach

Region Relationships with special education teachers and guidance counselors

Relationship with Juvenile Justice system

Relationship with IVRS

Relationship with community college programs that serve this population (TRIO and Disability

Support Services)

Relationship with businesses who have hired these youth in summer work experiences

Migrant and Seasonal Farm workers:

Relationship with MSFW IWD staff who meet these workers where they work

Partnership and coenrollments with PROTEUS

ExFelons:

Relationship with businesses who will consider exfelons for hire

Federal Bonding offered to help secure hires

Testimonials from successful hires

Testimonials from employers who have had good results with hires

Use OntheJob training funds when available to advance a chance for an individual

Disabled:

Outreach to all high schools in the region is on going

Relationships with special education teachers and guidance counselors

Relationship with Juvenile Justice system

Relationship with IVRS to partner

Relationship with community college programs that serve this population (TRIO and Disability

Support Services)

Relationship with businesses who have hired

TickettoWork is part of OneStop programming

Homeless population:

OneStop services can be offered, including employment services

Additional outreach to other agencies in the region

Refer to question D-12. Special populations include: persons with disabilities, returning veterans and skilled military retirees, Temporary Assistance to Need Families (PROMISE JOBS) recipients, Trade Adjustment Act and Rapid Response activities, individuals with other barriers to employment (including those that are basic skills deficient), additional specific populations.

Attach the core partner's area flow chart of services to individuals, including service to youth and those with barriers to employment:

Local Plan Flow Chart.docx

Coordination, Alignment and Provision of Services

Employer Focus

Services to Employers

Services for employers in Region 8 include:

Recruiting IWD staff seeks to match job seekers against the employment needs of

prospective employers, and to make appropriate referrals. No fees are charged and job

listings are posted on several internet sites.

Outreach Region 8 provide area employers assistance with recruitment needs,

coordination of largescale recruitment such as career and employment fairs, and

marketing of IWD products and services. Career and Employment Fairs offer employers

and job seekers the opportunity to interact at a single location.

Testing Services IWD staff can administer, at no charge to the employer or job seeker,

proficiency tests for typing, 10 key and spelling. OPAC the Office Proficiency

Assessment and Certification System is an office skills testing suite. With an array of

over 30 tests the OPAC System is the perfect tool to measure job applicant PC and office

skills. Reverse Referrals This service directs all interested job seekers to apply for openings at

the IWD offices, freeing the employers time for

Describe the use of initiatives, designed to meet the strategic needs of employers in the region:

other tasks.

Work Keys & NCRC A system developed by American College Testing (ACT) for

documenting and improving work place skills. Work Keys is implemented in three steps:

Job Profiling, Assessments, and Training Targets. Work Keys allows employers to screen

employees with needed skills, determine training needs of entry level and current

employees, and provide schools with information on how to prepare students for the

workplace. The National Career Readiness Certificate (NCRC) is the workrelated skills

credential. The certificate provides fair and objective measurement of workplace skills

that can be accepted nationwide. Region 8 will work to further the Skilled Iowa

Initiative, a partnership between the state, businesses, and economic development that

works to see that workers in the state have the skills necessary to help businesses

advance and remain competitive.

Tax Credits The Work Opportunity Tax Credit (WOTC) and Welfare to Work Tax Credit

(WtWTC) offers employers federal income tax credit if they hire persons from certain

qualified groups, such as the low income or

disabled.

Labor Market Information Current Labor Market Information is available on various

economic trends and occupations, including data on prevailing wage rates and projected

job outlooks.

Child Labor Forms IWD staff authorizes Work Permits/Certificates of Age to young

people seeking to enter the job market. Anyone who is less than age 18 and planning to

go to work must secure this verification that they are old enough for the job in question,

and that the job is safe for them to perform.

Required Posters General requirements and ordering information is available for state

and federal required employer posters. These posters are available at no cost to the

public from IWD.

Business Closings/Downsizing Should a business experience closing or restructuring,

IWD staff and its partners are ready to help employees make the transition to other

employment. Laidoff workers are provided access to services, including financial

support and training.

Unemployment Insurance Tax Forms and

Publications A number of commonly

required or requested forms are available on line.

Unemployment Insurance Fraud IWDs fraud detection program attempts to prevent

and detect unemployment benefits paid to claimants through willful misrepresentation

or error by the claimant, through IWD error, or misrepresentation by others. Better

detection and prevention of improper unemployment insurance benefit payments

results in a decrease in benefits payouts, which in turn decreases employer taxes.

Six Step Workshops This series of workshops is available for job seekers, dislocated

workers, students, and other customers interested in updating their job seeking skills,

deciding on a career, going back to school, budgeting, etc. There is no cost to attend any

of these workshops.

Iowa Works Businesses can use Iowa Works to submit job openings electronically, find

the average wage paid for Iowa occupations, print posters required for Iowa

workplaces, link their website to our Business Directory.

Skilled Iowa Links job seekers with firms

looking to hire and who are willing to provide

jobsills training. All workers are prescreened and matched with employer needs.

Refer to question C-5.Examples: incumbent worker programs, OJTs, customized training programs, sector strategies, career pathways, business services strategies (including integrated business services teams)

To promote entrepreneurial skills training and micro-enterprise services Region 8 utilizes the following services.

The small business development center at Iowa Western Community College provides ongoing entrepreneurial training and assistance throughout the region for anyone interested in starting or expanding their own business.

Iowa Vocational Rehabilitation promotes self-employment for eligible participants through the Iowa Self Employment program

Describe how the regional board coordinates and promotes entrepreneurial skills training and micro-enterprise services:

IowaWORKS promotes and explores opportunities for center customers to establish self-employment

WIOA offers tuition assistance for customers to obtain necessary business building skills for small business operation.

Referrals to and engagement of the Small Business Development Center for one-stop customers

Small Business Development Staff participate in Rapid Response Employee Meetings

Refer to question C-6.

The region will enhance the use of registered apprenticeships to support the regional economy as described below:

Partner with Iowa Western Community College Economic and Workforce Development to encourage businesses within the region to become certified and registered by the Federal Office of Apprenticeship in an effort to attract potential long-term employees.

Apprenticeships provide an opportunity for an individual's career advancement and an opportunity for employers to add skilled employees to their workforce.

Low unemployment rates within the region require employers to be pro-active and innovative in their recruitment and retention of employees. Apprenticeships are a solution for area employers.

IowaWORKS provides pre-Screening of participants for the specific occupation(s) the employer is needing

IowaWORKS provides Skills-Upgrading of participants through Safety Training, Skills Development, ESL, ELL, and other short-term skills development as may be needed by the employer and/or the participant to be successful in an apprenticeship.

WIOA may be able to provide support services for individuals in apprenticeships to be successful.

Co-enrollment of participants in core programs as appropriate to ensure participants receive all needed services to be successful in an apprenticeship.

IowaWORKS in partnership with community colleges and local employers are expanding and developing local apprenticeship opportunities

Describe how the regional board enhances the use of Registered Apprenticeships to support the regional economy:

IowaWORKS held an apprenticeship open house for area job seekers and employers to promote and discuss expansion of apprenticeship opportunities in the region

Refer to question C-7. Include how Registered Apprenticeships will support an individuals career advancement.

To coordinate workforce activities carried out in the Local Area with State wide rapid response activities The following individual will be the primary contact who will work with the State Dislocated Worker Unit and the State Trade Adjustment Act Unit to provide Layoff Aversion and Rapid Response services in Region 8.

Beth Winqvist

IowaWORKS - Region XII COG

619 N Carroll Street

Carroll, Iowa 51401

712-792-2685 X32

beth.Winqvist@iwd.iowa.gov

Provide a description of how the regional board coordinates workforce activities carried out in the Local Area with statewide rapid response activities:

The following individual will serve as an alternate contact:

Elizabeth Waigand

619 N Carroll Street

Carroll, Iowa 51401

712-792-2685

Elizabeth.Waigand@iwd.iowa.gov

Rapid Response is a proactive, business-focused, and flexible strategy designed for two major purposes: to help growing companies access an available pool of skilled workers from other companies that are downsizing or who

have been trained in the skills Iowa companies need to be competitive, and to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and the affected workers.

Rapid Response provides early intervention to worker groups who have received a notice of layoff or closure. Region 13 has a Rapid Response Team consisting of staff from various partners within the region. Whenever possible, the team conducts on-site presentations at the business location. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how the partner agency staff will be working together as a team to offer the customer individualized comprehensive re-employment benefits and services. Afterwards, customers begin to engage in further orientation and intake sessions.

The Dislocated Worker program provides retraining and re-employment services to individuals who have been dislocated from their jobs. Job seekers have access to computerized resources centers for career exploration, resume preparation, skill assessment and testing, job search, on-line work registration and on-line unemployment insurance claim filing. Job seekers also have access to a variety of skill building workshops, job search assistance and individualized career services.

Trade Adjustment Assistance (TAA) provides early intervention to worker groups on whose behalf a Trade Adjustment Act petition has

been filed: Region 13 has a Rapid Response Team consisting of staff from Workforce Innovation and Opportunity Act, Wagner-Peyser, and Trade Adjustment Assistance (once the petition has been certified). Whenever possible, the team conducts on-site presentations at the business location. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how the partner agency staff will be working together as a team to offer the customer individualized comprehensive re-employment benefits and services. Furthermore, as appropriate at such sessions or after layoffs occur, the joint Trade Adjustment Act/Workforce Innovation and Opportunity Act applications are completed. Afterwards, customers begin to engage in further orientation and intake sessions.

Effective January 1, 2012, Governor Branstad changed the participant enrollment policy under Iowa Workforce Innovation and Opportunity Act program to mandate co-enrollment for all Trade-certified and National Emergency Grant dislocated workers so that all customers would benefit from the service integration, functional alignment, and resources among these programs. All customers receive assessments, review labor market information, establish employment goals, and develop Individual Employment Plans that are shared and agreed upon among all partners/counselors involved. Leveraging of resources is utilized by having Workforce Innovation and Opportunity Act take the in conducting assessments (i.e., basic education levels, aptitudes, interests, financial

situation, barriers to employment success) from which the results guide all partners/ counselors in developing re-employment plans with the customers. These plans identify whether Trade Adjustment Act training is necessary to secure employment, any possible barriers to employment/training success, and how those barriers will be addressed. Both Workforce Innovation and Opportunity Act and Wagner-Peyser staff conduct re-employment workshops for customers needing additional assistance in job search resources, resume writing, interviewing skills, etc. Furthermore, all Trade Adjustment Act customers have access to any other resources provided by Wagner-Peyser and Workforce Innovation and Opportunity Act. Because specific Wagner-Peyser or Workforce Innovation and Opportunity Act staff may have on-going direct connection to local and statewide employers and job openings, customers may be assigned to additional staff persons for assistance with intensive job search activities.

Case Management is shared between Workforce Innovation and Opportunity Act counselors and Wagner-Peyser representatives. Because Workforce Innovation and Opportunity Act and Wagner-Peyser have a shared computer system and all partners/staff have access to the Trade Adjustment Act computer system, case notes are accessible by either program, allowing staff to determine if monthly contact has been made. If contact has been made and the documentation shows ongoing progress toward goals with no issues, the contact will satisfy all programs requirements. Ongoing communication is stressed among all partners Workforce Innovation and Opportunity Act, Wagner-Peyser, and the State Trade Adjustment Act office. Examples include:

periodic combined staff meetings to reinforce the open communication and staffing between a customer and relevant program representatives as needed to address customer needs or issues while working toward an integrated approach to address such needs and issues.

When it is determined that a customer needs retraining to be more competitive in the job market, Workforce Innovation and Opportunity Act takes the lead in development of the training plans in accordance with the six criteria for Trade Adjustment Act-approved training. Thereby, the training plans are developed and justified based on test assessments, labor market information, assessment of the customers personal qualifications and financial ability, and training information. The State Trade Adjustment Act office then reviews all training requests and issues determinations. While Trade Adjustment Act will be the primary funding source for an individuals training, Workforce Innovation and Opportunity Act may offer assistance with supportive services (e.g., childcare, counseling, utility and rental assistance) as needed for a customer to be able to be successful in the chosen training program. Co-funding of training also may occur, if it is necessary to meet a customers needs. Once a customer enters approved training, there is additional coordination with Wagner-Peyser and Unemployment Insurance for an individuals ongoing income support.

Re-Employment Services

Worker profiling and Reemployment Services are offered within the region and are designed to help persons identified as being at risk for

long-term unemployment insurance eligibility to return to the workforce as quickly as possible. A variety of services are available, including but not limited to: career assessment, job search workshops and job search/job placement assistance.

Refer to question C-8.

Education and Training Focus

Describe how the regional board will engage local education and training providers, including community colleges and area career and technical education schools as partners in the workforce development system to create a job-driven education and training system:

An effort is under way in Region 8 since the initiation of the integrated service model to concentrate on accurate and valuable assessments to fit the customers needs to skills upgrading services provided in workshop format within the One-Stop or with either the Community College or Adult Education. This effort in the WIOA Adult, Dislocated Worker, TAA and Wagner Peyser program has shown to be an effective way to meet customer and employer needs.

Describe how the regions strategies will enable the board and core partners to leverage other federal, state and local investments that have enhanced access to workforce development programs at the institutions listed above:

The Partners agree that increased access to the State's workforce services particularly for individuals with barriers to employment. this is a priority as we work together to deliver workforce services under WIOA. This includes outreach to individuals with barriers to employment, the Partners will leverage the expert knowledge of its membership and collaborate o maximize access to workforce services for individuals, particularly those with barriers to employment.

Describe how the regions strategies will improve access to activities leading to recognized post-secondary credentials including Registered Apprenticeship certificates:

The Region 8 RWDB strategies to improve access to activities leading to recognized post-secondary credentials including Registered Apprenticeship certificates focuses on continuous improvement of collaboration with core partners. Creating an atmosphere that dedicates and combines resources to support common goals and reduces duplication of service.

Many individuals need career guidance, case management, and support services to participate successfully in career pathways programs. The Region works to develop comprehensive screening and assessment practices to identify transportation, childcare, and other support service needs. Core Partner data sharing systems, referral processes and seamless access processes are in place and reviewed periodically for continuous improvement.

Include a description of credentials that are industry recognized certificates and licenses that are portable and stackable.

Economic Development Focus

Describe how the activities identified will be coordinated with economic development entities, strategies, and activities in the region:

The Region works closely with Economic Development entities to develop employer/sector partnerships help ensure that career pathways systems are demand-driven, preparing workers for jobs that are available in their local or regional areas. A variety of ways employer partners contribute: identifying labor market need, aiding in curriculum design, and establishing formal or industry skill standards and industry certifications.

Regional Workforce Development Board Functions

Regional Governance

Chief Elected Official (CEO) Board Roles and Responsibilities

The CEO structure follows state guidelines. A chairperson and vicechairperson are elected each

year. There are no standing committees of the board. The board meets jointly with the RWIB

once per year and all meetings are open to the public. Meeting notices are sent to interested

parties (including the media), posted at Region XII COG and the Carroll Workforce Center, and

will be posted on the COG and Region 8 websites.

The CEO will meet the second Thursday of every month. The RWIB will meet Quarterly in the

months of February, May, August, and November on the fourth Thursday of the month.

The CEOs primary responsibilities are:

Select a fiscal agent from proposals received from eligible entities as a result of a

procurement process.

Appoint members of the Regional Workforce Investment Board, soliciting nominations

from required sectors upon notice of an RWIB vacancy.

Describe the regional board's operational structure and decision making process under WIOA to ensure such functions are carried out:

For RWIB positions that are jointly selected by the Governor, the CEO submits a list of

nominees for board vacancies to IWD in accordance with stipulated guidelines. RWIB

members are selected only after both the CEO and Governor are in agreement on the

list of acceptable nominees.

Notifying persons selected to fill vacancies on behalf of the CEO and the Governor.

Regional Workforce Investment Board Roles and Responsibilities

The Regional Workforce Investment Board (RWIB) plays a leading role in establishing policy for

the regions Workforce Development Center system. The RWIB jointly selects the WIA service

providers, directs the activities of the Youth Advisory Council, and shares responsibility for a

variety of duties with the CEO board, including selection of the Coordinating Service Provider

and overseeing the regional Workforce Development Center systems service delivery.

The RWIB structure follows state guidelines. A chairperson and vicechairperson are elected

annually. There are no standing committees of the board, but committees are periodically

appointed to address issues as they arise. The board meets at least one per year with the CEO

and all meetings are open to the public. Meeting notices are sent to interested parties

(including the media), posted at Region XII COG and the Carroll Workforce Center, and may be

posted on the COG and Region 8 websites.

The RWIB and CEO are responsible for the development and oversight of the Regional

Customer Service Plan (RCSP). The workforce partners mentioned in this document participate

in the process in an advisory capacity.

At each RWIB meeting, the board reviews the employment and training activities within the region and hears reports on enrollments, success stories and WIA performance. All partners

have the opportunity to participate and provide information relative to the employment and

training activities within the region.

Joint Chief Elected Official and Regional Workforce Investment Board Responsibilities

The RWIB and CEO jointly share power in a variety of ways.

1. Select the onestop operator(s) for the region in a process stipulated in the WIA

Handbook. (The RWIB and CEO appointed

Region XII COG to be the coordinating service provider.)

2. Select the eligible youth service providers based on the recommendations of the youth council, and identifying eligible providers of adult and dislocated worker intensive services and training services.

3. Select the Region 8 youth service provider after receiving a recommendation from the Youth Advisory Council (YAC). The Region 8 youth service provider has been selected to perform outreach and intake services, conduct eligibility determinations and operate the Youth program in accordance with the process stipulated in the WIA Handbook.

(Region XII COG has been selected as the youth service provider effective March 31, 2012).

4. Select the Adult and Dislocated Worker service provider. (The RWIB and CEO Board selected Region XII COG to continue as the Adult and Dislocated Worker service provider.) The service provider was selected to continue to perform outreach and intake services, conduct eligibility determinations and operate the Adult and Dislocated

Worker program.

5. Develop an annual budget for the purpose of carrying out the duties of the local board.

Region XII COG will submit annual budget figures provided by the state entity to the

RWIB and CEO. Region XII COG will prepare an operation and program budget using the

providers budget and fiscal system. This budget will be submitted to the RWIB for their

review.

6. Negotiate and reach agreement on the regions performance measures with Iowa

Workforce Development. IWD, the RWIB and CEO will evaluate regional performance

and the appropriateness of the negotiated standards. Formal negotiation will be

conducted for twoyear periods after regional planning has been completed. IWD will

establish a minimum acceptable level of performance for each measure, based upon

levels established through negotiation between the state and the Department of Labor

and historical data. Negotiation will focus on the adjusted level of performance, which

will serve as the regional objective

7. Coordinate workforce investment activities with economic development strategies

and developing employer linkages.

Region Workforce ExOfficio and Public Input

Currently, there are no exofficio members of the RWIB. However, representatives from partner

organizations that represent older workers, economic development, individuals with

disabilities, veterans, and youth serve advisors to the RWIB & CEO and are invited to attend

meetings. These representatives present relevant information to the boards on an as needed

basis.

Public input is encouraged by notifying the public of meetings. The notification is published via

agency websites and/or through local media

Include any standing committees which are currently in existence or planned which will support this effort.

Region XII COG, as Grant Recipient and Administrative Entity for Service Delivery Region 8, will

perform financial and compliance monitoring of funds received by the COG and their sub

recipients. The monitoring procedure will provide review, oversight, and evaluation of whether

or not the entity or their sub recipients have complied with all applicable laws and regulations

as set forth in WIOA. A monitoring report on each entity monitored will be prepared and

maintained along with documentation of corrective action.

Once during each program year, the COG will monitor each contract written for \$25,000 or

more. The COG will also monitor the following:

A random sample of ten percent (10%) of all nonOJT financial contracts under \$25,000

which start during the quarter;

A random sample of ten percent (10%) of non financial activity of service contracts

which start during the quarter,

A random sample of ten (10%) of all participant files of participants enrolled or

transferred into adult program,

Provide a brief overview of the regional board's oversight and monitoring procedures, include oversight of the One-Stop Center:

A random sample of ten (10%) of all participant files of participants enrolled or

transferred into dislocated worker program and,

A random sample of ten (10%) of all participant files of participants enrolled or

transferred into youth programs during the quarter, and

All onthejob training contracts during the second thirtyday period of activity under

the contract and at least every 90 days thereafter.

Contract monitoring and participant file monitoring will be the responsibility of the WIOA

Director or their designee. Monitoring will be conducted on a quarterly basis and will conform

to the guidelines established in this document and the Iowa Workforce Investment Handbook.

Sampling Procedures

For participants, the WIA director will maintain a list of participants files which will be selected

by drawing a list by title from the participant file universe generated from the WIA Information

system. From this list a research randomizer will be used to select files for the 10% monitoring.

Other monitoring criteria for participant files

are:

The monitoring sample must be drawn after the end of the quarter being sample and

monitored no later than thirty days (30) after the last day of the quarter being sampled;

A participant concurrently enrolled in more than one program must be included in the

universe for each program in which the participant is enrolled;

A participant must be included in the sample only in the quarter the participant is

enrolled; and

A participant who has been transferred must be included in the sample for the quarter

during which the transfer occurred.

For contracts, the WIA Director will maintain a list of financial and nonfinancial contracts

Region 8 RCSP 57

(other than the Administrative Entity contract) and contracts over \$25,000 as they are

approved. From this list, a random sample will be drawn to select the required ten (10)

percent. All contracts will be included in the sample for the quarter within which their effective

date falls.

Other monitoring criteria for contracts are:

The ten percent (10%) monitoring sample of all nonOJT contracts below \$25,000 must

be drawn after the end of the quarter being sampled and monitored but no later than

thirty (30) days after the quarter being sampled; and

A contract must be included in the sample for the quarter within which its effective date

falls.

Compliance Review

For participant file monitoring, there will be a review of:

The participant record;

A sample of direct payments to the participant;

A sample of time and attendance records;

Compliance with Federal and State regulations and the customer training plan; and

Required documents

For contract monitoring and OJT contracts, there will be a review of:

The service provider record;

A sample of fiscal transactions;

Payroll and time and attendance records, as appropriate;

Compliance with the Federal and State regulations and the RCSP;

Compliance with equal opportunity regulations;

Compliance with the work statement, training outline, and all other contract provisions

contained in the contract.

Monitoring Reports

Once the contracts have been selected and the monitoring completed, a monitoring report will

be prepared. The report will indicate the date the contract was monitored, the contractors

name, the monitors name, the type of contract, the contract number, the contract dates, and

names of the participants engaged in services provided by the contract. The report will also list

each of the monitoring findings along with recommendations for the resolution of any

problems.

In the event findings are identified, the following corrective action will be implemented:

The WIA Director and the individual who negotiated the contract will meet to review the

situation and determine corrective actions.

If the finding is the result of the COGs staff

neglect or error, a staff meeting will be held to explain the problem and possible consequences.

If the COGs policies and procedures are the problem, a meeting with the Executive

Region 8 RCSP 58

Director and the WIOA Director will be held to correct the situation. If the problem is a

serious nature, suggestions and policy direction will be requested of the RWIB.

If the finding is a result of subrecipient records or transactions, a meeting will be held

between the subrecipient, the WIOA Director, and the person responsible for negotiating

the contract to correct the situation, and a report detailing any findings and corrective

action will be sent to the subrecipient.

If the finding involves a question of financial operations, a meeting will be held between

the Executive Director, possibly the sub recipient and the COG Fiscal Officer.

All corrective action will be detailed in writing, signed by the parties involved, and placed in the

contract file. Followup on any such corrective action will be the responsibility of the individual

who negotiated the contract.

All subrecipients monitored will receive a verbal or written notice of monitoring findings and

any corrective action required if applicable within fifteen (15) days after the initial report is

reviewed. In the event of finding requiring corrective action, the subrecipient will receive

written notice and be required to respond to the findings within twenty (20) days of

notification. There is a maximum of fifteen (15) days to respond to financial findings.

Upon receiving the subrecipients response, if further corrective action is determined

necessary, a second report will be sent to the subrecipient within twenty (20) days of receiving

the subrecipients response. The subrecipient shall have fifteen (15) days to respond to the

second report. A final determination will be issued within twenty (20) days of receipt of the

subrecipients final response.

If required corrective action is not taken by the subrecipient, the COG reserves the right to

refuse utilizing the subrecipient in future contracts. If the corrective action involves repayment

of monies, the COG will utilize the debt collection procedure.

If a concurrently enrolled participant is drawn in the sample for more than one program for the same quarter, only one monitoring report may be completed as long as it includes both activities.

Summary of Monitoring Reports

A summary report will be completed for each program monitored for each quarter by the end of the subsequent quarter and will include:

- 1. A list of all participants enrolled or transferred into a program during the quarter;**
- 2. A list of all participants that were monitored during the quarter;**
- 3. A list of all contracts for \$25,000 or more with effective dates that fall within the quarter;**
- 4. A list of all OJT contracts that were active during the program year with effective dates;**
- 5. A list of all nonOJT contracts (financial and nonfinancial) for less than \$25,000 with effective dates that fall within the quarter;**
- 6. A list of all nonOJT contracts that were monitored during the quarter; and**
- 7. A list of OJT contracts that were monitored including the dates monitored**
- 8. The completed reports will be maintained in**

**the participants file and a copy provided to
the Program Director/RWIB/CEO upon request.**

**In place of the lists in items 1, 2, and 4 above, a
computer generated list derived from the
program provided by IWD may be used. The
aboverequired lists may be included in one
document or can be separate documents.**

**The RWIB and CEO will use all of the above
information to evaluate the service delivery
process**

**and service providers performance. As
priorities are met, new ones will be negotiated
with the**

**service providers to continue to improve the
system. In the event, goals and /or standards
are**

**not being met; the RWIB will conduct a dialogue
and work with the CSP to offer ideas on how to
resolve the issues.**

Refer to questions F-1 and D-6. Include processes for ensuring quality customer service and frequency of such reviews. Only provide a summary of procedures here as you will need to upload your actual Oversight and Monitoring Policies in a separate attachment.

A Standing Youth Committee will be appointed by the RWDB.

The Region 8 Youth Committee will meet Quarterly in the months of February, May,

August, and November on the third Thursday of the month.

The Region 8 Youth Committee provides guidance for, and exercises oversight of, local youth

programs operated under WIOA. In addition the Council provides expertise in youth policy and

assists the RWIB:

1. Developing and recommending local youth employment and training policy and

practice;

2. Broadening the youth employment and training focus in the community to incorporate a

youth development perspective;

3. Establishing linkages with other organizations serving youth in the local area; and

4. Taking into account a range of issues that can have an impact on the success of youth in

the labor market.

The Region 8 Youth Committee performs the following duties and other functions as necessary and proper to

Describe how the regional board will provide services to youth and whether a standing committee or Youth Council will be used to assist with planning, operational, and other issues relating to the provision of services to youth:

carry out its responsibilities.

- 1. Identify youth employment and training needs;**
- 2. Coordinate youth activities in the Region;**
- 3. Assist in developing the Youth section of the Regional Customer Service Plan;**
- 4. Make recommendations for funding of WIOA youth programs; and**
- 5. Conduct oversight of selected service providers of youth activities.**

The Region 8 Youth committee will consist of 3-6 individuals that are a combination of RWDB members and individuals who represent organizations that serve youth. The Region 8 Youth Committee will carry out its primary responsibilities as

follows:

Region XII COG will provide reports to the Region 8 Youth Committee updating the council on the regions youth performance and progress towards meeting performance standards.

The Region 8 Youth Committee will review and evaluate the youth performance and, if necessary,

determine actions to be taken to improve performance;

The Region 8 Youth Committee will review and make a recommendation to the RWDB on the selection of the Region 8 Youth Service

Provider.

Refer to question E-4. Be sure to provide the purpose/vision statement, and any other pertinent information.

The Region 8 RWDB facilitates access to services provided through the One-stop Center through the following venues:

Multiple points of access are available through partner affiliated sites within the region

IowaWORKS staff provides outreach and enrollment in all outlying counties within the region on an itinerant basis

Virtual Access Points are established throughout the region for customer access through technology

Describe how the regional board facilitates access to services provided through the One-Stop Center:

Partners provide services through the One-Stop physical center on an as needed basis

Partners provide one-stop system services ongoing through various partner affiliated locations

Partners participate in ongoing referral, co-enrollment and performance management through the state-developed profile system

Partners developing common application processes to ensure co-enrollment opportunities are streamlined

Refer to question D-8. Include how services are provided to remote areas, how technology is used and describe any other methods used to ensure full access to the entire service area and populations.

Describe how the regional board will work with core partners to ensure compliance with provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities:

The Region 8 IowaWORKS One-Stop system will comply with all provisions of the Americans with Disabilities Act of 1990 to ensure the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities. The Disability Resource Coordinator and Iowa Vocational Rehabilitation Services will ensure compliance with this effort on an ongoing basis. The accessibility is reviewed quarterly and in a more comprehensive manner on an annual basis.

The Region 8 One-Stop system prohibits discrimination against individuals on the basis of age, disability, sex, race, color or national origin. The system promotes accessibility for all customers of the center and program services and is fully compliant with accessibility requirements. The EEO processes are reviewed quarterly, at a minimum, by local management, staff and EEO State staff. Adjustments are made as necessary to ensure compliance.

Refer to questions' D-13 and F-3. Be sure to include information on how the center will ensure that lowans are not discriminated against on the basis of age, sexual orientation, gender, disability, sex, race, color, national origin or religion.

Regional Workforce Development Board Policies

The Region 8 RWDB will conduct ongoing analysis of the regions economy and workforce needs to ensure continuous improvement of eligible providers of services and to ensure that such providers meet the employment needs of local employers, workers and job seekers.

This analysis will be completed as part of the RWDBs regularly scheduled meetings with needs assessments being completed as necessary. Regional labor market information will be utilized with this review.

Elements potentially included in the analysis:

A review of the local area data gathered from customers of the One-Stop

An assessment of the current economic situation and projected trends of the local area economy, industries and occupations, including major economic regions and industrial and occupational sectors as determined through LMI data;

An assessment of the required workforce skills and knowledge individuals need in order to find employment.

An analysis of the skill and education gaps for individuals within the local area or region.

All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the Region 8 one-stop center procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review

Describe how the regional board will ensure the continuous improvement of eligible training providers and ensure that such providers meet the employment needs of local employers, workers, and job seekers:

the needs of the Region 8 workforce and business community and refine the services of the one-stop system based upon those needs.

In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the Region 8 One-Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

Refer to question F-2.

Attach the regional board's process to meet priority of service requirements:

Refer to question F-9.

LOCAL PLAN REGION 8 PRIORITY OF SERVICE.docx

Region 8 local definition for selfsufficiency:

The Region defines selfsufficiency as a wage determined adequate to the individuals

situation and is negotiated between the participant and case manager. The case manager

will document the negotiation and the wage determined as selfsufficient into a case note.

Provide the regional boards definition of self-sufficiency. Describe the process used to define self-sufficiency:

Refer to question F-10.

Attach the regional board's Individual Training Account Policy:

Local Plan Region 8 ITA chart.xlsx

Attach the regional board's policy(ies) on supportive services for core partners:

LOCAL PLAN REGION 8 SUPPORT SERVICES.docx

Refer to question F-5.

Regional Workforce Development Board Fiscal Policies

SELECTION OF ADULT AND DISLOCATED WORKER SERVICE PROVIDERS

WIA requires that core and intensive services for the Adult program and the Dislocated Worker

program be provided through the Workforce Development Center. The Act also indicates that

these services, for the two separate WIA programs, may be provided by one entity or a number

of different entities. If the role of the CSP includes the provision of core and intensive services

for adults and dislocated workers, then the selection of adult and youth service providers may

be combined with the selection of the CSP. The RWIB and CEO must therefore determine the

most effective and efficient manner to provide these services in the region. The RWIB and CEO

must also determine which service providers will be responsible for ensuring that WIA

performance standards are met, and that the service providers responsible for performance

have the authority to make enrollment decisions for the participants for whom they are

responsible for performance. Below is an example of the procedure that the RWIB and

Describe the regional board's process for awarding service provider contracts for activities carried out under WIOA Title I:

CEO

may use the in selecting service providers.

Designation Procedure

At a minimum, the procedure to designate the Adult/Dislocated Worker service providers must

include the following items.

Public Notice. A public notice must be published. The public notice must indicate that the

RWIB/CEO will hold a meeting to select the service provider(s) to provide core and intensive

services for the Adult and Dislocated Worker programs under Title I of the Workforce

Investment Act. The notice must list the criteria that will be used in the selection of the

service provider(s), and must also invite interested entities to give presentations and

answer questions relating to the selection criteria listed below. Notices should also be

mailed to potentially interested entities within the local region.

Public Meeting. The RWIB/CEO must conduct a public meeting to obtain information from

entities interested in providing core and intensive services in the local region and to reach

an agreement as to the selection of the service provider(s).

Region 8 RCSP 60

Criteria for Selecting Service Providers. Criteria should be established to help select the

service provider(s). This may include, in addition to others chosen by the RWIB/CEO:

The effectiveness of the agency or organization in delivering comparable or related

services based on documentation of: achievement of performance and service level

requirements, previous audit and monitoring reports and capability of the agency's

fiscal unit to manage a similar type of program or project;

The likelihood of meeting performance goals based upon factors such as past

performance, staff commitment, and availability of staff; and

The effectiveness of the agency or organization in minimizing the duplication of

services, while at the same time maximizing the coordination with other agencies

and organizations to provide the highest quality activities and services to the

participants in the program.

SELECTION OF YOUTH SERVICES PROVIDERS

WIA requires that Youth service providers be selected via a competitive process, and based on

recommendations of the Youth Advisory Council. Since the delivery of the youth services could

be accomplished through a number of different Service Providers, the RWIB should initially

designate a Youth service provider to coordinate the operation of the Youth Program and to

provide eligibility, enrollment, objective assessment and individual service strategy services for

youth. Additional Youth service providers could be designated at a later date.

After following Request for Proposal (RFP) procedures The Region 8 Chief Elected Officials (CEO)

designated Region XII Council of Governments as the regional WIA Youth provider at a meeting

on February 16, 2012. The Region 8 Regional Workforce Investment Board (RWIB) designated

Region XII Council of Governments as the WIA Youth Provider for the region at a meeting

following the CEO meeting on February 16, 2012.

Designation Procedure

At a minimum, the procedure to designate the Youth service provider(s) must include the

following items:

Public Notice. A public notice must be published. The public notice must indicate that the

RWIB/CEO will hold a public meeting to select a Youth service provider to coordinate the

operation of the Youth Program, and to provide eligibility, enrollment, objective assessment

and individual service strategy services for youth. The notice must list the criteria to be used

in the selection of the Youth service provider(s) and must require that written proposals be

submitted by a specific date. The notice must also invite interested entities that have

submitted written proposals to give presentations and answer questions relating to the

selection criteria at the public meeting. Notices must also be mailed to potentially

interested entities within the local region.

Public Meeting. The RWIB/CEO must conduct a public meeting to review the written

proposals received, to obtain any additional information from entities submitting written

proposals, and reach an agreement as to the selection(s).

Criteria for Selecting Youth Service Providers.
Criteria should be established to help select

the service provider(s). This may include, in addition to others chosen by the RWIB/CEO:

The effectiveness of the agency or organization in delivering comparable or related

services based on documentation of:
achievement of performance and service level

requirements, previous audit and monitoring reports and capability of the agency's

fiscal unit to manage a similar type of program or project;

The likelihood of meeting performance goals based upon factors such as past

performance, staff commitment, and availability of staff; and

The effectiveness of the agency or organization in minimizing the duplication of

services, while at the same time maximizing the coordination with other agencies

and organizations to provide the highest quality activities and services to the

participants in the program.

Refer to question C-12. Include the notice of availability, where and for how long notice is published, the evaluation methodology for selection and what specific considerations were used for making awards. Include process for contract review.

It has always been a priority of the Regions youth program to serve individuals with the most barriers. The WIOA youth staff has a reputation of serving those youth who others have given up on. This approach will likely continue in the youth program design both for in-school and out-of-school youth.

As a result of the 75% minimum youth expenditure requirement under WIOA, Region 3-4 will utilize the following strategies to increase out-of-school youth enrollments:

Continue commitment to offer services to in-school youth while expanding out-of-school youth services

Continue conversations and communication with area school districts about the WIOA Out-of-School requirement.

In the past, all youth that may qualify for services were referred to the program and typically enrolled. Moving forward, each youth referral will be reviewed individually. If a youth seems to have the necessary supports in place while they are in high school, but could benefit more from post high school services, enrollment will be delayed until after graduation. If a youth is struggling and could benefit from WIOA services while in high school, the enrollment will be done as an in-school youth.

IowaWORKS Partner programs meet together regularly to staff referrals and to determine which program(s) would best meet the needs of each individual youth.

Partner with the Promise Jobs program to serve youth, and emphasize youth between the ages

Provide the regional board's plan to meet the required 75% minimum youth expenditures for out-of-school youth, as well as the plan to meet the required 20% minimum for work experience:

of 16 and 24 who have not yet built their plan for the future.

Partner with the Independent Living Aftercare program which provides services to former foster care youth as they age out of the system at the age of 19.

Partner with the Juvenile Justice System to serve more youth who have dropped from the education system prior to completion.

Youth Work Experience programs have always been a strong component of youth services within the region. For many years, the One-Stop has partnered with Area Education Agencies to deliver work experience to in-school youth. In addition, the One-Stop has been heavily involved in the school-to-work initiative to deliver work experience opportunities.

All of this resulted in heavy involvement with youth over the years; the region established a contract with area school districts to coordinate their high school career and technical programs, including a summer work experience program that provides work experience for roughly 100 youth each year. This allowed work experience opportunities in the region each summer even if there was no federal funding for summer youth employment programs.

The region offers work-based learning opportunities throughout the year through both the WIOA youth program and various partner programs. Iowa Vocational Rehabilitation will partner with IowaWORKS to deliver work experience opportunities for disabled youth.

The region will ensure that at least 20% of the WIOA youth funds are expended on work experience.

Refer to question E-6.

Region XII COG, as Grant Recipient and Administrative Entity for Service Delivery Region 8, will perform financial and compliance monitoring of funds received by the COG and their sub

recipients. The monitoring procedure will provide review, oversight, and evaluation of whether

or not the entity or their sub recipients have complied with all applicable laws and regulations

as set forth in WIA. A monitoring report on each entity monitored will be prepared and

maintained along with documentation of corrective action.

Provide a brief overview of the regional board's fiscal oversight and monitoring procedures:

Once during each program year, the COG will monitor each contract written for \$25,000 or

more. The COG will also monitor the following:

A random sample of ten percent (10%) of all nonOJT financial contracts under \$25,000

which start during the quarter;

A random sample of ten percent (10%) of non financial activity of service contracts

which start during the quarter,

A random sample of ten (10%) of all participant files of participants enrolled or

transferred into adult program,

A random sample of ten (10%) of all participant

files of participants enrolled or

transferred into dislocated worker program and,

A random sample of ten (10%) of all participant files of participants enrolled or

transferred into youth programs during the quarter, and

All onthejob training contracts during the second thirtyday period of activity under

the contract and at least every 90 days thereafter.

Contract monitoring and participant file monitoring will be the responsibility of the WIOA

Director or their designee. Monitoring will be conducted on a quarterly basis and will conform

to the guidelines established in this document and the Iowa Workforce Investment Handbook.

Refer to question F-1.