



Application

141588 - WIOA Local Service Plan

165590 - Region 8 Local Service Plan

Workforce Innovation and Opportunity Act

Status: Approved  
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## Primary Contact

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First Name Middle Name Last Name

**Title:**

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**Program Area of Interest** Workforce Innovation and Opportunity Act

**Fax:** 712-792-6605

**Agency**

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## 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**

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## 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.*

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## 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.*

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## 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

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## 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

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## 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

**Administrative Fiscal Agent - responsible for managing administrative funds for the board:**

*Provide contact name as the fiscal agent.*

**Administrative Fiscal Agent Title:**

**Administrative Fiscal Agent Organization:**

*Provide the name of the associated organization.*

**Administrative Fiscal Agent DUNS:**

*By providing the Data Universal Numbering System (DUNS), the agency is assuring that the 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).*

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## Economic Analysis

### Industry Sectors and Occupations

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

As of 2014, Iowa Workforce Development Region 8's largest private industry category was wholesale 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%. Occupations in demand include specialty trade contractors, and professional, scientific and technical services.

*Refer to question B-3.*

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

Iowa Workforce Development (IWD) states that Region 8 Average weekly wage for all industries was \$682 for 2014. This was an increase of 3.2 percent since 2013. The highest average weekly wage for a private sector was in Wholesale Trade averaging \$964 for 2014. Between 2013 and 2014 the Professional and Business services sector reported the largest percentage increase in average weekly wage of 9.2%. Other in-demand sectors are health care, social assistance food and beverage stores, and professional scientific and technical services.

*Refer to question B-3.*

### Knowledge and Skills Needed

Employers report that workers need to possess desired soft skills to meet the employer needs. Many employers report that they will train any worker willing to show up for work at 8 AM, work a full day, and be available for the full week, every week. Some employers have specific desired skills (e.g. CDL), but most major employers in the region will hire unskilled workers if available. Skills that are in demand include:

? Communications Skills (listening, verbal and written)

? Analytical/Research Skills

? Computer/Technical Literacy

? Flexibility/Adaptability/Multi-Tasking

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

? Interpersonal Abilities

? Leadership/Management Skills

? 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 found that 68% of all Iowa jobs (but notable not the region's jobs specifically) 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.

The region will also work with Western Iowa Advantage a consortium of economic development agencies, to become informed of employer-identified workforce concerns raised in the Synchronist visit process conducted in each county.

*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.*

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## Workforce Analysis

### Employment and Unemployment

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

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%. Generally over the past two decades, the region's unemployment rate has been low. Carroll County, with the largest population, is routinely in the bottom five counties (lowest unemployment = lowest rank) in Iowa with rates that approach 2%. None of the counties have exceeded that national unemployment rate for more than 24 months since the mid-1990s. The higher unemployment rate currently experienced is due to several closings in the region, most notably Tyson in 2015. Employment numbers have remained fairly steady. Employers report (Synchronist) that in aggregate they would increase their labor force by several hundred persons if the workforce was available and met their needs.

*Refer to question B-4.*

### Labor Market Trends

The 2015 Annual Profile for Region 8 by Iowa Workforce development shows that jobs with the highest growth in Region 8 Require post-secondary education or a high school diploma combined with on-the-job training. Education demographic studies (EMSI Q3 Data Set of November 2015) in Region 8 show the following population education levels in comparison to the State of Iowa education levels:

? 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%

?Hot Jobs? in Region 8 requiring postsecondary education are Registered Nurses, Heavy & Tractor Trailer Truck Drivers and Licensed Practical and Licensed Vocational Nurses. Jobs requiring a High School Diploma are Insurance Sales Agents, Industrial Machinery Mechanics, Maintenance and Repair Workers, Farm Equipment Mechanics and Service Technicians, Carpenters, and Team Assemblers.

The Region generally 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, and focus WIOA dollars on meeting the skill demands of the Region's employers. The Region will continue to maintain and improve

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

partnerships with Vocational Rehabilitation and the Department of the Blind to consult in areas that improve access to people with barriers, cross training staff and employer accommodations to potential employees with disabilities.

*Refer to question B-4.*

### **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%

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

Associate's Degree: Local 10% State 11%

Bachelor's Degree: Local 12% State 18%

Graduate Degree and Higher: Local 4% State 8%

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**

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

The Workforce Needs Assessment Data reveals that the region has a relatively 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 of industries.

*Refer to question B-4.*

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## Activities Analysis

### Accomplishments in Past Year

Significant Workforce Development activities during the past year:

? Cooperation with regional economic development authorities to host the Western Iowa Advantage Employer-Educator Summit, of which Center staff plays a key planning and staffing role;

? Cooperation with K-12 educational system to discuss career paths with high school students, provide mock interviews, and create the mechanism through which students can interact with regional employers;

? Establishment of a Core Partner Group and ongoing meetings of core partners;

? Core partner development of local plan and ongoing involvement of core partners in training around WIOA;

? Rapid response for business closings, including a significant effort in Denison when Tyson closed that saw to the opening of a full time transition center staffed by WIOA and IWD partners;

? 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; and

? Spotlighting various career fields including manufacturing and customer service which led to interviews and employment for participants.

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

1. Business and community interest in workforce issues as demonstrated by the local chambers of commerce.
2. A strong economy indicated by the regional unemployment rate.
3. Support and input of regional economic developers.
4. Businesses that recognize the issues and are willing to help address them.
5. Responsive and involved training providers.
6. Western Iowa Tech Community College and Des Moines Area Community College each have a campus in the region.
7. Job Corps campus in the region.
8. Strong secondary schools.

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

### Weaknesses

1. High percentage of job vacancies in the Region in Health Care, Wholesale and Retail Trade and Manufacturing.
2. Many workers lack digital literacy skills.
3. Job seekers lack basic literacy and numeracy skills needed for available jobs.



4. Difficult for businesses (especially in rural areas) to recruit skilled workers.
5. Need to do a better job of preparing new lowans (especially those with limited English) for jobs with local businesses.
6. Workers lack soft skills good work ethics and behaviors, as well as communication and interpersonal skills.
7. Applicants lack occupational skills, particularly skills in analytical thinking, business communication and machine operation.

#### Opportunities

1. Community Colleges in the region are receptive to the regions workforce needs and offer training in high demand fields.
2. Job seekers with soft and hard skills have opportunities to advance in their careers.
3. 13.5% of all job vacancies are due to permanent business growth or expansion.
4. The Skilled Iowa Initiative lends state support to local efforts to promote the National Career Readiness Certificate (NCRC) usage.
5. Work with the STEM advisory council to promote tech skills.
6. Strengthen partnerships with Iowa Department for the Blind and Vocational Rehabilitation to consult in areas that improve access to people with barriers, cross training staff and employer accommodations to potential employees with disabilities.

## Threats

1. The talent deficit could cause businesses to leave the region.
2. Businesses have a difficult time filling open positions with qualified applicants.
3. Baby boomers leaving the workforce place additional strain on businesses who struggle to find skilled workers.
4. 11.3% of job vacancies in the region are replacing retiring employees.

*Refer to question E-2.*

## **Current Level of Integration and Alignment**

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

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. 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 an update to the region's Comprehensive Economic Development Strategy (CEDS), a document that gets a full update every five years. This is done with the cooperation of the six county economic development organizations. In addition, Region XII COG through its Region XII Development Corporation is a partner in the eight-county Western Iowa Advantage cooperative marketing partnership. Because of its close working relationship with Western Iowa Advantage, IowaWORKS was able to assist the organization in organizing an annual Employer-Educator Summit. The Summit facilitates communication between employers and educators in an attempt to lead to a better understanding of skills needed for students to become successfully employed in the area. IowaWORKS has a close relationship with the local area chambers of commerce and economic development professionals. IowaWORKS and local chambers work together in coordinating job fairs and promoting business events. Region 8 works with area schools and business to 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;

? 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 opportunities in demand occupations;

? Coordination of GAP/PACE programs throughout the 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 coordinating delivery of services at all levels of education to avoid duplication;

? Multiple partners deliver/proctor NCRC assessment throughout the region

? Core Partner-developed referral and verification forms are utilized to document and enhance coordination; and,

**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:**

? Common participant case management strategies in use within the region.

*Refer to question B-7.*

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## **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.*

#### **Regional Vision Statement:**

To empower those who are unemployed or underemployed to achieve self-sufficiency while 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. The 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 employers; and, provision of 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; addressing the need for improved work readiness and work retention skills (soft skills); targeting the use of WIOA training dollars to high demand /high wage jobs. and increasing 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. This includes: working with the community colleges and secondary schools to better prepare young people for work; developing support services that enable a youth to stay in school and complete their high school diploma; developing vocational exploration training components that guide youth to career

**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:**

opportunities; and, providing training in soft skills that lead to job gains and job retention.

4. Strengthen partnerships with Iowa Department for the Blind and Vocational Rehabilitation to consult in areas that improve access to people with barriers, cross training staff and employer accommodations to potential employees with disabilities.

*Refer to question C-1.*

**Vision Alignment to State Vision and Goals**

Region 8 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 post-secondary 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 contribute to increasing the income levels of 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 businesses and communities. Through implementation of career pathways and the infusing of robust sector strategies across systems, Region 08 is committed to serving the under served citizenry by closing educational and employment gaps to end disparities based on disability, ethnicity, race, class, and geographic location.

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

#### Vision

The state's vision (A Future Ready Iowa) is designed to prepare individuals for dynamic careers and lifelong learning, meet employer needs, grow family incomes, and strengthen communities. Future Ready Iowa seeks to help more Iowans attain a high quality education and training beyond high school by aligning education, workforce, and economic development resources. The region has long strived towards this end and is in line with this vision.

#### Goal

Future Ready Iowa seek to witness 70% of all Iowans will have earned a postsecondary degree or



industry-recognized credential or certification the new minimum that meets employer needs. The region joins the state in this goal, although funding this type of activity is not possible without state and federal assistance. WIOA funding alone is far short of the resources that will be required. Therefore, cooperation between all partners, including economic development and education must be paramount.

### Objectives

Region 08 will identify and meet employer needs by focusing on sector strategies, career pathways, and better aligning state and federal programs and initiatives that include public-private partnerships to support high-skill, high-demand jobs. Region 08, through its state resources, will 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.

*Refer to question B-2.*

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## **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, the core partners and the RWDB and CEO to ensure they are aligned with the goal and vision of the board. The RWDB and CEO provide 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 and 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 and work experiences

? Out-of-area job search

? Foreign language acquisition

? English Language Learner

? Workforce preparation

#### Vocational Rehabilitation

? IVRS staff members are 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, self-advocacy. Job shadowing and part-time work opportunities are encouraged.

? IVRS staff, in collaboration with partner agencies, provide 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 helps lead 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.

#### Iowa Department for the Blind

? IDB provides training for use of assistive technology and dealing with persons with vision loss.

? The IDB library can provide regions with electronic formats for use with individuals with disabilities and can assist with digital literacy skills.

? IDB counselors can assist with PowerPoint presentations and workshop materials into accessible formats.

? IDB can provide technical assistance to programs and classes to ensure the presentations and materials are accessible.

Adult Education & Literacy

The Adult Education and Literacy (AEL) Program at community colleges who serve 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;

? 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.

? Provide ?Works for Work? vocational trainings to

English Learners to better prepare them for success on the job.

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 collect secondary 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.

? Work to develop process that promote common referral and applications and provides seamless access to all core programs and eliminate duplication of service.

? Establish all workforce program access to all core services through any core partner location.

? Conduct regular meetings with core partners to promote education and understanding of partner services, programs and goals.

? Implement regional referral and verification forms to document access to services.

? Core partners will develop processes and procedures that provide regional core assessment

? Orientation to all customers at any partner location within the region.

? Career development and soft skill workshops will be facilitated in the local schools.

? Core partners will do a study on the availability and accessibility of services that benefit English Language Learners.

? IDB, IVRS and the Department of Civil Rights will work with the region to perform an accessibility study to include facilities, materials and workshops to ensure that individuals with barriers to employment have access to services.

**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:**

## 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:

The 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 within the region. Core partners seek input from employers within the region on an ongoing basis to develop opportunities for job seekers to gain skills that are valuable to employers in the region.

Action Steps:

- ? Sector Boards will meet on a regular schedule to identify post-secondary training needs.
- ? Sector Boards will advise the RWDB, including Core Partners of their outcomes and activities

- ? Core Partners will meet on a regular schedule to develop opportunities for job seekers to gain valuable skills to employers in the region. Their activities will be reported back to the RWDB for further improvement and guidance.

*Refer to question C-4, Part B.*

## Additional Regional Board Strategies



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

Additional regional strategies for local workforce development education and training needs are to provide skill building activities at the IowaWORKS Center. The Region provides 6 step workshops to customers who could benefit from learning steps to execute a successful job search and maintain success on the job. 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 with in-demand business sectors. Upon completion, individuals are matched to local employers with potential 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 ensure that the One-stop Center staff are cross-trained as appropriate, to increase staff capacity, expertise and efficiency.

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

? A Skills Development team to help train One-stop Center staff as part of an ongoing learning process that will develop the knowledge, skills, and motivation necessary to provide superior services to workers and job seekers, including those individuals with disabilities and language barriers that are responsive to labor market needs.

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## 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.*

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## Assessment for Continuous Improvement

Tracking Performance Outcomes and CONTINUOUS IMPROVEMENT

## **Performance Summary and Anticipated Performance Goals**

**The WIOA provider will provide the RWDB and 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. WIOA staff has developed and implemented performance tracking documents that help to ensure that the region will meet the negotiated performance standards. WIOA staff regularly produce 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 and In turn, the region is more likely to meet performance goals.**

## **Performance Oversight**

**The WIOA provider 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,**

**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:**

**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.*

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## **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 8 RWDB/CEO Boards will implement identified strategies with regard to Wagner-Peyser In the integrated center in Region 8, the customer flow will be as listed below:**

**? Greet customer and identify purpose of visit;**

**? Determine registration status and/or conduct service triage;**

**? Recommend services;**

**? Registration;**

**? Self-attestation;**

**? Co-enrollment evaluation; and,**

**? Introduce to career services process and/or provide appropriate partner referrals and/or determine eligibility for additional individualized career services and/or training services.**

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

**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 receive a referral to recruitment and placement services (with connections to hiring employers) or a referral to more individualized career services and, if warranted, training services. 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. The outcome of service delivery in the career services area is a relevant pool of talent with skills that are in demand and customers who are armed with 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 8 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 become full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their families;**
- 3. Attain 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; and,**
- 5. An intake process that collects educational needs of customers. Students are referred to Adult Literacy classes.**

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

**IowaWORKS provides funding for educational barriers including daycare, transportation and testing fees. The Adult Education/Literacy program identifies student barriers and refers students to IowaWORKS workshops and Vocational Rehabilitation and Iowa Department for the Blind services.**

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*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.*

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

**The Region 08 RWDB will partner with Vocational Rehabilitation and other agencies to ensure accessibility and service offerings are available and useful to disabled customers. 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 shadowing and part-time work opportunities will be encouraged. Partner agencies will collaborate with IVRS to provide counseling to individuals with disabilities to help them make informed career decisions. Information about in demand careers and career pathways will be provided in addition to assistance with training 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.**

*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 8 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 8 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 as 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 8 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. Job seekers 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 8 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 Bachelor's 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 TANF, 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:**

**1. Increase the number of participants in programs that result in recommendations to address the workforce needs of area participants;**

**2. Increase the number of participants in programs that result in a credential;**

**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; and,**

**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 list of services below will be available to youth participants in Region 8. The Youth Career Development Specialists will work with each participant to determine which elements to provide to a participant based on the participant's 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); and,

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



**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 in demand industry sectors or occupations in the local area involved, if determined by the local board (OJT), (IST), (CUS), (APP), and (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); and,**

**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); and,**

**? 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 8 RWDB and CEO boards will partner with the Iowa Department for the Blind (IDFB) to assist in reaching IDOB's identified vocational goals for the visually impaired. IowaWORKS is committed to providing accessible workforce services to all Iowans who may need accommodations. IDFB 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. IowaWORKS will insure access to blind Iowans to assist in the following:

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

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; and,
4. Increase the independence of blind Iowans and thereby decrease dependence on state services and preserve family income.
5. Consult and collaborate with Workforce Partners to assist individuals with transportation, access, technology and other conditions that may keep blind Iowans from participation in services.

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

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## **Integrated Customer Service**

**In keeping with the vision, goals and priorities set forth in this Customer Service Plan, the Region 8 One Stop 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 WIOA performance measures, and 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;**

**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.**

**? 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, short-term 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); and,**

**? Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment.**

**At the integrated one stop center in Carroll, all eligible (through self-attestation and verification of age) members will have the opportunity to participate in one of two service strategies developed using staff assisted core services. Staff Assisted Core Services offered at the One Stop Center and on itinerant basis in other locations, as needed, include:**

**? Staff-assisted 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, reemployment 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) intensive services as identified and needed. Intensive Services offered at the One Stop 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 in depth 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;**

**? Out of area job search;**

**? Leadership development;**

**? Individual counseling and career planning;**



**? Case management for participants seeking training services;**

**? Short term 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; and,**

**? Work experience.**

**Training services offered at the one stop center and on an itinerant, as needed, basis 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,**

**? Training services.**

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

**? Customized Training (CUS);**

**? Entrepreneurial Training (ENT);**

**? Institutional Skill Training (IST);**

**? On-the-job 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);**

**? Worksite employee development programs (such as team building); and,**

**? 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 follow-up contact will be made with the customer to ensure service was provided. 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; and,**

**? 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 One Stop 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 Conduct Service Triage;**
- 3. Recommend Services;**
- 4. Membership Application;**
- 5. Self-attestation;**
- 6. Co enrollment evaluation; and,**
- 7. Introduce to Skills Development Team and/or Provide Appropriate Partner Referrals and/or Determine WIA eligibility for intensive/training services.**

**When services beyond those available inside the One Stop 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 one stop 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 co enrolled 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 or 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 job search 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**

**The WIOA Administrative Entity will maintain responsibility for conducting eligibility determinations for adults and dislocated workers, who will be eligible for these services:**

**? Core Services;**

**? Staff Assisted Core Services;**

**? Intensive and Training Services;**

**? Youth Services and Activities including 14 WIA Youth Elements; and,**

**? The fourteen required youth services as identified in the WIOA rules.**

**The Region 8 Needs Assessment evaluated the extent which these services are available in the six counties and has identified gaps in existing services. The Region 8 Youth Committee will review the implementation of the 14 youth elements annually to ensure goals and strategic action steps reflect the most current needs and local employment dynamics in the region.**

**Follow-up services may include: leader ship development, regular contact with the youth?s employer, assistance in securing a better job,**

**work registered peer support groups, adult mentoring and tracking the progress of youth in employment, postsecondary training, or advanced training. All information regarding a participant's results will be collected and entered into the IWorks Management Information System so that outcomes may be analyzed and reported to the Youth Committee and the Regional Workforce Development Board. Performance data will be used to refine program design so that the desired results can be achieved.**

*Refer to question D-14.*

## **RVeterans 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 combat-related areas, is considered to be a military spouse. Eligibility for the WIOA Adult and Dislocated Worker program is not affected by the veteran's priority. The Jobs for Veterans Act provides priority service only to veterans or military spouses who meet the programs eligibility requirements.**

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

**Region 8 will give priority for enrollment into WIOA for all levels of services to veterans and military spouses who seek assistance in the WIOA Adult and Dislocated Worker programs. 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 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.

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 veterans? preference, the referral process of veterans to obtain case management from DVOPS, and sources for community service referrals for veterans. The WIOA 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 or her DD214, which shows a discharge of Honorable and meet the eligibility criteria for the respective program.

#### **Outreach Efforts and Services for Targeted Populations**

All populations are offered the same menu of services from the One Stop. 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 One Stop. A benefit of the integrated model is that partnerships are better understood by all One Stop staff so that all members can be served by a single model, with partner referrals used to fill out needed services that the One Stop cannot provide. A

**book of regional services is provided to each member upon completion of membership referrals as appropriate.**

#### **Veterans**

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

**? Partnership with community entities for special events**

**? Relationship with ESGR so recruiting efforts include Guard members**

**? Relationship with ESGR employers**

**? Relationship with businesses who have hired veterans**

#### **Low Income population**

**? A majority of the adults who are served in Intensive and Training services in the Adult program are low-income by WIOA definition**

**? Assessment of TANF individuals occurs in the One Stop so offers of other services can be recommended as needed**

#### **Non-English speaking population**

**? Region 8 non-English populations are included in outreach efforts through bilingual posters for recruiting events that are posted in location where they are most likely to see them (specialty grocery stores, gas stations, etc.)**

**? Language Link is available for translation services**

**? ELL classes are held at Western Iowa Tech Community College in Denison and Des Moines Area Community College in Carroll in this region and referrals are made to those services**

### **Older Workers**

**? Offer digital literacy training to older workers to encourage them to attend classes in order to grasp basic elements they can use to job search in the technology age**

**? Refer older workers to ABE classes at WITCC and DMACC when OneStop center classes are not appropriate to get them the skills needed to reach their employment goals**

**? Partnership with Experience Works (SCSEP)  
?workshops that target older workers needs**

### **TANF recipients**

**? All DHS referrals to the Promise Jobs program may become members of the One Stop 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: WIOA Adult or Youth services). Outside referrals will be made as appropriate to support individual goals to reach success.**

### **Disconnected and Disadvantaged Youth**

**? Ongoing outreach to all high schools in the region**

**? Meet with youth in locations they can reach**

**? Regional 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 enrollments with PROTEUS**

### **Ex-Offenders**

**? Relationships with businesses who will**

**consider ex-offenders for hire**

**? Federal bonding offered to help secure hires**

**? Testimonials from successful hires**

**? Testimonials from employers who have had good results with hires**

**? Use on-the-job training funds when available to advance a chance for an individual**

**Disabled**

**? Outreach to all high schools in the region is ongoing**

**? 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**

**? Ticket to Work is part of One Stop programming**

**Homeless population**

**? One Stop 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**

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## Coordination, Alignment and Provision of Services

Employer Focus

## **Services to Employers**

**Services for employers in Region 8 include:**

**Recruiting.** IWD staff seeks to match jobseekers 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 provides area employers assistance with recruitment needs, coordination of large-scale 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 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 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

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

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

**The National Career Readiness Certificate.** NCRC is the work-related 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 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 are available for state and federal required employer posters. These posters are available at no cost to the public from IWD.



**Business Closings/Downsizing.** Should business experience closing or restructuring, IWD staff and its partners are ready to help employees make the transition to other employment. Laid off 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 online.

**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 IowaWORKS to submit job openings electronically, find the average wage paid for Iowa occupations, print posters required for Iowa workplaces, and link their website to the IWD business directory.

**Skilled Iowa.** Links job seekers with firms looking to hire and who are willing to provide job skills training. All workers are pre-screened

**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 various services. The small business development center (SBDC) at Western Iowa Tech Community College provides on going entrepreneurial training and assistance in Crawford County for anyone interested in starting or expanding their business. The region is also served by the SBDC in Fort Dodge; that agency has scheduled hours at the Carroll Chamber of Commerce. IVRS promotes self-employment for eligible participants through the Iowa Self Employment program. 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.**

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

*Refer to question C-6.*

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

**? Partner DMACC, WITCC, ICCC, and economic development organizations 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.**

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

**? IowaWORKS provides pre-screening of participants for the specific occupation(s) the employer needs. 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.**

**? 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 Region 8 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 Winquist**

**IowaWORKS - Region XII COG**

**619 N Carroll Street**

**Carroll IA 51401**

**712-792-2685 X32**

**Beth.Winquist@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 IA 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 notice of layoff or closure. Region 8 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 reemployment 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. As appropriate, or after layoffs occur, the joint TAA/WIOA applications are completed. Afterwards, customers begin to engage in further orientation and intake sessions.

Since January 1, 2012, Iowa's WIOA program mandates co-enrollment for all Trade-certified and NEG dislocated workers so that all customers 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 (IEPs) that are shared and agreed upon among all partners/counselors involved. Leveraging of resources is utilized by having WIOA take their 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 TAA training is necessary to secure employment, any possible barriers to employment/training success, and how those barriers will be addressed. Both WIOA and Wagner-Peyser staff conduct re-employment workshops for customers needing additional assistance in job search resources, resume writing, interviewing skills, etc. Furthermore, all TAA customers have access to any other resources provided by Wagner-Peyser and WIOA.

Because specific Wagner-Peyser or WIOA 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 WIOA counselors and Wagner-Peyser representatives. Because WIOA and Wagner-Peyser have a shared computer system and all partners/staff have access to the TAA 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 on going progress toward goals with no issues, the contact will satisfy all programs requirements. Ongoing communication is stressed among all partners WIOA, Wagner-Peyser, and the State TAA office. One example of this communication includes 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, WIOA takes the lead in development of the training plans in accordance with the six criteria for TAA-approved training. Thereby, the training plans are developed and justified based on test assessments, labor market information, assessment of the customer's personal qualifications and financial ability, and training information. The State TAA office then reviews all training requests and issues determinations. While TAA will be the primary funding source for an individual's training, WIOA may offer assistance with supportive services (e.g. childcare, counseling, utility and rent 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 customer's needs. Once a customer enters approved training, there is additional coordination with Wagner-Peyser and Unemployment Insurance for an individual's ongoing income support.**

**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**

**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 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:**

**WIOA will work with local economic development groups in the establishment of employer-driven sectors that will aid education in its design of services needed to support workers and employers. The WIAD employer-educator summit is one strategy, working with information derived from economic development efforts, such as information derived from Synchronist visits, is another.**

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

**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:**

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 postsecondary credentials include 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 as clients work to complete their credential. 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 local economic development entities to develop career pathways systems that are demand-driven, preparing workers for jobs that are available in the region. There are a variety of ways employer partners contribute: identifying labor market need, aiding in curriculum design, and establishing formal or industry skill standard industry certifications. Much of the collaboration of the IowaWORKS Center will be with Western Iowa Advantage (WIAD), the multi-county economic development partnership with which the workforce partners have worked before. WIAD sponsors the employer-educator summit, provides regional Synchronist data, completes the biennial Laborshed Study, and completes other complimentary work such as Skilled Iowa advocacy and Home Base Iowa implementation.**

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## **Regional Workforce Development Board Functions**

## **Chief Elected Official (CEO) Board Roles and Responsibilities**

**The CEO structure follows state guidelines. A chairperson and vice chairperson are elected each year. There are no standing committees of the board. The board meets jointly with the RWDB once per year (traditionally in May) 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 CEO generally meets on the second Thursday of months when they have business to conduct. The CEO's primary responsibilities are:**

**? Select a fiscal agent from proposals received from eligible entities as a result of a procurement process;**

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

**? Appoint members of the RDWB, soliciting nominations from required sectors upon notice of an RWDB vacancy (all RWDB positions are jointly selected with the Governor whereby the CEO submits a list of nominees for board vacancies to the Governor and members are selected only after both the CEO and Governor are in agreement on the list of acceptable nominees); and,**

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

## **Regional Workforce Development Board Roles and Responsibilities**

**The RWDB plays a leading role in establishing policy for the region's workforce system. The RWDB jointly selects the WIOA service**

providers, directs the activities of the Youth Committee, and shares responsibility for a variety of duties with the CEO board, including selection of the Coordinating Service Provider and overseeing the regional workforce center service delivery. The RWDB structure adheres to federal guidelines. The Chairperson and vice chairperson are elected annually; other officers may be selected per RWDB bylaws. The RWDB will meet quarterly in the months of February, May, August, and November on the fourth Thursday of the month. 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 RWDB and CEO are responsible for the development and oversight of the Local Plan. The workforce partners mentioned in this document participate in the process in an advisory capacity.

At each RWDB 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 Development Board Responsibilities**

The RWDB and CEO jointly share power in a variety of ways:

- 1. Select the One Stop Operator(s) for the region**

in a process stipulated in the WIOA Handbook;

**2. Identify 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 Committee. 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 WIOA Handbook.**

**4. Select the Adult and Dislocated Worker service provider 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;**

**6. Negotiate and reach agreement on the region's performance measures with IWD (IWD will establish a minimum acceptable level of performance for each measure, based upon levels established through negotiation between the state and the DOL and historical data. Negotiation will focus on the adjusted level of performance, which will serve as the regional objective.); and,**

**7. Coordinate workforce investment activities with economic development strategies and developing employer linkages.**

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



## **Monitoring**

**The WIOA Grantee(s) in Region 8 will perform financial and compliance monitoring for all sub-recipients. The monitoring procedure will provide review, oversight, and evaluation of whether or not 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 WIOA Grantee will monitor each contract written for \$25,000 or more.**

**The WIOA Grantee will also monitor the following:**

**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 percent (10%) of all non-OJT financial contracts under \$25,000 which started 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 the Adult program;**

**? A random sample of ten (10%) of all participant files of participants enrolled or transferred into the Dislocated Worker program;**

**? A random sample of ten (10%) of all participant files of participants enrolled or transferred into youth programs during the quarter; and**

**? All on-the-job training contracts during the**

**second thirty day 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 WIOA Handbook.**

### **Sampling Procedures for Clients**

**For participants, the WIOA 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 WIOA Management Information System. From this list, a research randomizer will be used to select files for the items which are subject to the 10% monitoring. Other sampling 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;**

## **Sampling Procedures for Contracts**

**For contracts, the WIOA Director will maintain a list of financial and nonfinancial contracts (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; and,**

**? All contracts will be included in the sample for the quarter within which their effective date falls;**

**? The ten percent (10%) monitoring sample of all non OJT 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; and**

**? Compliance with Federal and State regulations and the customer training plan.**

## **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 Customer Service Plan;**

**? Compliance with equal opportunity regulations; and,**

**? 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 contractor's name, the monitor's 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 WIOA 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 WIOA staff neglect or error, a staff meeting will be held to explain the problem and possible consequences.

If the WIOA Grantee's policies and procedures are the problem, a meeting with the Grantee management 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 RWDB. If the finding is a result of sub-recipient records or transactions, a meeting will be held between the sub-recipient, the WIOA Director, and the person responsible for negotiating the contract to correct the situation, and report detailing any findings and corrective action will be sent to the sub-recipient. If the finding involves a question of financial operations, a meeting will be held between the Grantee management, possibly the sub-recipient and the Fiscal Agent.

All corrective actions will be detailed in writing, signed by the parties involved, and placed in the contract file. Follow-up on any such corrective action will be the responsibility of the individual who negotiated the contract.

All sub-recipients 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 sub-recipient 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 sub-recipient's response, if further

corrective action is determined necessary, a second report will be sent to the sub-recipient within twenty (20) days of receiving the sub-recipient's response. The sub-recipient 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 sub-recipient's final response.

If required corrective action is not taken by the sub-recipient, the Grantee reserves the right to refuse utilizing the sub-recipient in future contracts. If the corrective action involves payment of monies, the Grantee 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 maybe 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 non-OJT contracts (financial and non-financial) for less than \$25,000 with effective dates that fall within the quarter;

6. A list of all non-OJT contracts that were monitored during the quarter; and,

7. A list of OJT contracts that were monitored including the dates monitored.

The completed reports will be maintained in the participant's file and a copy provided to the WIOA Director/RWDB/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 above required lists may be included in one document or can be separate documents.

The RWDB and CEO will use all of the above information to evaluate the service delivery process and service provider's 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 RWDB will conduct a dialogue and work with the Coordinating Service Provider 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 Youth Committee will meet quarterly in the months of February, May, August, and November on the third Thursday of the month. The 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 RWDB with:**

- 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.**

**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:**

**The Region 8 Youth Committee performs the following duties and other functions as necessary and proper to 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 Youth Committee will carry out its primary responsibilities as follows:**

- 1. The Youth Grantee will provide reports to the Youth Committee updating the council on the regions youth performance and progress towards meeting performance standards.**
- 2. The Youth Committee will review and evaluate the youth performance and, if necessary, determine actions to be taken to improve performance;**
- 3. The Youth Committee will review and make a recommendation to the RWDB on the selection of the Region 8 Youth Service Provider.**

**er.**

*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;**

**? 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; and,**

**? Partners develop common application processes to ensure co-enrollment opportunities are streamlined.**

**? Partners will collaborate with IVRS and IDB to insure that access to strategize and insure accessibility to those with disabilities**

**? Partners will collaborate with IVRS and IDB insure people with disabilities have access to materials, technologies and workshops.**

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

*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.*

**The Region 8 IowaWORKS One-Stop system will comply with all provisions of the ADA to ensure the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities. The Disability Resource Coordinator and IVRS 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.**

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 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.*

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## **Regional Workforce Development Board Policies**

**The Region 8 RWDB will conduct ongoing analysis of the region's 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 board's 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 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;**

**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:**

**? 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 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.*

**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:**

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

*Refer to question F-5.*

## **LOCAL PLAN REGION 8 PRIORITY OF SERVICE.docx**

**Region 8 defines self-sufficiency as a wage determined adequate to the individual's situation and is negotiated between the participant and case manager. The case manager will document the negotiation and the wage determined as self-sufficient into a case note.**

## **Local Plan Region 8 ITA chart.xlsx**

## **LOCAL PLAN REGION 8 SUPPORT SERVICES.docx**

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## **Regional Workforce Development Board Fiscal Policies**

## **Selection of Adult & Dislocated Worker Service Providers**

**WIOA 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 WIOA programs, may be provided by one entity or a number of different entities. If the role of the Local Plan 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 Local Plan. The RWDB and CEO must therefore determine the most effective and efficient manner to provide these services in the region.**

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

**The RWDB and CEO must also determine which service providers will be responsible for ensuring that WIOA 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 RWDB and CEO may use in selecting service providers.**

### **Designation Procedure**

**At a minimum, the procedure to designate the Adult and Dislocated Worker service providers must include the following items:**

**Public Notice. A public notice must be published. The public notice must indicate that the RWDB/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 Innovation and Opportunities 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 RWDB/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).

**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 RWDB/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 agencies 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 Provider(s)**

**WIOA requires that Youth Service Providers be selected via a competitive process, and based on recommendations of the Standing Youth Committee. Since the delivery of the youth services could be accomplished through a number of different service providers, the RWDB should initially designate the Youth Committee 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.**

#### **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 RWDB/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 RWDB/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 selections.**

**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 RWDB/CEO, 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 region's youth program to serve individuals with the most barriers. The WIOA youth staff has a reputation of serving those youth who others have ceased to serve. 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 8 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 will meet together regularly to staff referrals and to determine which program(s) would best meet the needs of each individual youth. WIOA will partner with the Promise Jobs program to serve youth, and emphasize youth between the ages of 16 and 24 who have not yet built their plan for the future.

? Partner with the Independent Living Aftercare

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:

**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 of their degree.**

**? The One-Stop will partner with Area Education Agencies and other partners to deliver work experience to youth.**

**? The region offers work-based learning opportunities throughout the year through both the WIOA youth program and various partner programs.**

**? IVRS 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.*

Provide a brief overview of the regional board's fiscal oversight and monitoring procedures:

The Administrative Entity/Fiscal Agent for the region will perform financial and compliance monitoring of funds received by programs operators 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 Administrative Entity will monitor each contract written for \$25,000 or more and will review all monitoring records of Grantees and sub-recipients.

The Administrative Entity will be required to submit an annual audit.

*Refer to question F-1.*

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## Additional Documentation

Attach a spreadsheet of all Board Members:

1463150453173\_Local plan Region 8 RWDB List 3-7-2016.docx

Attach a copy of the current Regional by-laws:

1463157504635\_Local Plan Region 8 RWDB Bylaws.docx

Attach a copy of the current Priority of Services policy:

1463150453158\_LOCAL PLAN REGON 8 PRIORITY OF SERVICE.docx

Attach a copy of the current Oversight and Monitoring policy:

1463150453049\_LOCAL PLAN REGION 8 MONITORING ACTIVITIES.docx

Attach a copy of the current Supportive Services policy:

1463150453251\_LOCAL PLAN REGION 8 SUPPORT SERVICES.docx

Attach a copy of the current EEO Grievance procedure:

1463157504651\_LOCAL PLAN Region 8 COMPLAINT PROCEDURE.docx

Attach a signed copy of the Certificate Regarding Debarment: **1463150453220\_Local Plan Debarment Rick.pdf**

Attach a spreadsheet of all public and State partner comments with the Board's response: **1463150453095\_local plan Region 8 WIOA Public Comments Response Document.docx**

Attach a signed copy of the Signatory Page: **1463160803651\_Local plan Waigand Richardson.pdf**

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## Regional Workforce Development Board General Assurances

The Board and CEO agree to the General Assurances: **Yes**

Title: **RWDB Acting Chair**

Name: **Elizabeth Waigand**

Date: **05/12/2016**

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## Local Board Member - Point of Contact

Point of Contact Name: **Barb Kraft**

Title: **Director of Compensation and Benefits, Landus Cooperative**

*Provide current business title.*

Phone:\* **712-667-3353** extension:

Point of Contact Email: **Barb.Kraft@landuscooperative.com**

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## Review Committee Selection



**WIOA mandates local boards to coordinate activities with education and training providers within the Regional Workforce Development Board (RWDB) area. The Adult Education and Family Literacy Act (AEFLA) requires local boards to review all AEFLA applications submitted to the Iowa Department of Education (IDOE) from eligible providers within the local area to determine whether the applications are consistent with their local plans. Upon completing this review, the local board must submit a recommendation to the IDOE that promotes alignment with the local plan.**

**Describe the process that the Local Workforce Development Board will follow in selecting knowledgeable reviewers to conduct an alignment review of adult basic education and English language acquisition services with one-stop center activities and services as described in the local plan:**

**To meet this standard in SDR08, AEFLA grant applications will be reviewed by an RWDB committee. The committee's mission will be to recommend AEFLA applications that best promote alignment with the local plan and regional workforce goals. This committee will be selected by nomination and approved by the RWDB. The committee should include one from each of the following:**

- 1) Iowa Department for the Blind**
- 2) Iowa Vocational Rehabilitation Services**
- 3) Iowa Workforce Development**
- 4) Business representative**
- 5) Registered Apprenticeship Program**

**The RWDB may include additional representatives and knowledgeable representatives outside of the RWDB as appropriate for the region.**

*Does the process represent a fair and equitable method of including reviewers that are representative of the local area? Does the process include board members or community members? Is there an application process to be a reviewer?*

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## **Conflict of Interest**

**The Regional Workforce Development Board (RWDB) will require all service providers and vendors selected to receive RWDB approval if anyone employed by the service provider or vendor, in an administrative capacity, is 1) a member of the immediate family of anyone employed in an administrative capacity with the RWDB or 2) is a member of the immediate family of a board member overseeing a certain program. An individual in a decision-making capacity, including staff, RWDB members, and committee members, must not engage in any activity including the selection, award or administration of a purchase agreement or contract supported by program funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when any of the following has a financial or other interest in the firm or organization selected for award:**

**Describe the process that the Local Workforce Development Board will follow in screening reviewers for conflict of interest:**

- 1. The individual;**
- 2. Any member of the individual's immediate family;**
- 3. The individual's partner; or**
- 4. An organization which employs or is about to employ any of the above, or has a financial or other interest in the firm or organization selected for award.**

**A conflict of interest may be personal or organizational. A personal conflict exists when any of the following stands to benefit directly or indirectly from a procurement decision:**

- 1. An officer of the RWDB;**

- 2. An individual on the RWDB staff;**
- 3. Any board member including advisory boards; or**
- 4. A member of the immediate family of any of the above.**

**An organizational conflict occurs when an organization represented by one or more individuals involved in the procurement process stands to benefit financially, directly or indirectly, from the award of a contract.**

**At any time during the procurement process that an individual becomes aware of the fact that he or she has an actual or potential conflict of interest, that individual must immediately withdraw from the procurement process but is not restricted from submitting a bid. Conflicts of interest should be reported to an appropriate body at the earliest possible moment. Methods of acceptable conveyance of a conflict could be a board meeting where the conflict may arise, the procurement officer conducting business for the RWDB, or the chairperson of the SDR08 Chief Elected Officials.**

**Failure to adhere to these policies concerning conflicts of interest may result in expulsion from the RWDB, or in the case of employees, disciplinary measures outlined in the personnel policies of the partner agencies, up to and including termination.**

**Confidentiality and Non-Disclosure**

**Information must not be disclosed to anyone who is not directly involved in the procurement process relating to the intent to implement a procurement action, the amount of funds available, or any related data, until that information is made known to all offerors through a notification of the intent to solicit or dissemination of an RFP or RFQ. Technical and cost/price information from any proposal must not be disclosed to anyone not officially involved in the procurement process while the procurement is still in progress.**

**Certain technical or proposal information that an offeror has designated as proprietary or trade secret, and with which the RWDB concurs, must not be disclosed to other offerors, even after the award is made and publicized.**

**The number of names of offerors must not be disclosed to anyone not officially involved in the procurement process until the contract is awarded and the decision is made public.**

#### **Disclosure**

**The announcements of solicitation requirements, including proposal evaluation factors that will be used to assess bids or proposals must be released to all offerors at the same time. Information given in response to a question from one offeror must be shared with all known potential offerors.**

#### **Prohibited Actions of Staff or Board Members**

**Individuals involved in the procurement process that are predisposed either for or against any potential sub recipient, service provider, or vendor must withdraw from the procurement process.**

**Individuals involved in a procurement process must not solicit nor accept any payment, gratuity, favor, offer of employment, kickback, or anything of monetary value from grantees, sub recipients, service providers, or vendors, or potential sub recipients, service providers, or vendors.**

**Staff and board members not involved in the procurement process must not attempt to influence procurement decisions of individuals involved in the procurement process.**

**Any individual involved in a procurement process must not be employed by any offeror for that same procurement.**

#### **Penalties, Sanctions and Disciplinary Actions**

**Any attempt by a potential sub-recipient, service provider, or vendor to make any payment, gratuity, or offer of employment or kickbacks to any individual involved in a procurement process will result in the disqualification of that entity's proposal.**

*Describe in detail the process to disclose, manage, reduce or eliminate conflict of interest from reviewers of the Title II applications for the local area. Does the reviewer or a member of his/her immediate family serve as a director, trustee, officer or other key employee for the current or eligible providers for Title II funds?*

## **Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions**

1. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
  - b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission n of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.


## **Certification Regarding Debarment, Suspension, and Other Responsibility Matters Instructions for Certification – Primary Covered Transactions**

1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause title "A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transaction", provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48CFR Part 9, Subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it know that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9 Subpart 9.4, suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

RICHARD T. HUNSAKER, EXECUTIVE DIRECTOR

Printed Name and Title of Authorized Administrative Entity Signatory Official

  
Signature

5-12-2016  
Date





# Workforce Innovation and Opportunity Act

Region 8

Local Area Plan  
July 1, 2016- June 30, 2020

We affirm that the Region Workforce Development Board (WDB) and the Chief Elected Official(s) of the Local Area, in partnership, have developed and now submit this comprehensive, strategic Local Area Plan in compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014 and instructions issued by the Governor under authority of the Act.

\_\_\_\_\_  
May 12, 2016

Submission Date

Workforce Development Board Chair

Chief Elected Official

Elizabeth Waigand

\_\_\_\_\_  
Typed or Printed Name

Guy Richardson

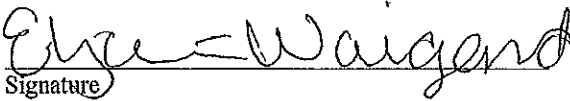
\_\_\_\_\_  
Typed or Printed Name

Acting Board Chair

\_\_\_\_\_  
Typed or Printed Title

Chief Elected Official

\_\_\_\_\_  
Typed or Printed Title

  
Signature

\_\_\_\_\_  
Signature

May 12, 2016

\_\_\_\_\_  
Date

May 12, 2016

\_\_\_\_\_  
Date