



Application

141588 - WIOA Local Service Plan

154584 - Region 2 WIOA Local Service Plan
Workforce Innovation and Opportunity Act

Status: Submitted
Signature: Marla Loecke
Submitted Date: 2016-03-09 04:07:29
Submitted By: Marla M Loecke

Applicant Information

Project Officer

AnA User Id SANDRA.LEAKE@IOWAID
First Name* Sandra Elaine Leake
First Name Middle Name Last Name

Title:
Email*: leakesan@niacc.edu
Address*: 500 College Drive

City* Mason City Iowa 50401
City State/Province Postal Code/Zip
Phone*: 641-422-4176
Phone Ext.

Program Area of Interest* Adult Literacy
Fax:

Organization Information

Organization Name*: WIOA Regional Planning Consortium
Region 02

Organization Type*: Regional Planning Commission

DUNS:
Organization Website:
Address:

Phone: Iowa
City State/Province Postal Code/Zip
Ext.

Fax:

Board Details

Board Chair Name*: Paul Fitzgerald
Title*: Vice President, Investment Representative
Provide current business title.
Business Name*: Titonka Savings Bank
Provide current business organization name.
Business address*: 101 Highway 69 North, Forest City, IA 50436
Provide current business address.
Business phone*: 641-585-3247

extension:

Board Chair business email*: paul.fitzgerald@tsbbank.com

Identify counties served by Region*: Cerro Gordo County, Floyd County, Franklin County, Hancock County, Mitchell County, Winnebago County, Worth County
Indicate each county currently served by the proposed plan. Use CTRL to multi-select.

Local Area's Chief Elected Official Chair

Local Area's Chief Elected Official Chair Name:* Jay Urdahl
Provide current Local Area's Chief Elected Official Chair.

Elected Title:* Cerro Gordo County Supervisor
Provide current title.

Local Government Affiliation:* Cerro Gordo County Courthouse
Provide local area's chief elected chair current government affiliation.

Address:* 220 North Washington Ave. Mason City, IA 50401
Provide local area elected official's current government affiliation address.

Phone:* 641-421-3021
Provide local area elected official's current government affiliation phone number. extension:

Email:* jurdahl@co.cerro-gordo.ia.us
Provide local area elected official's current government affiliation email.

Core Partners

Workforce Development

WIOA (Title I) Director - Adult and Dislocated Worker Services:* Chris Hannan

Organization Name:* IowaWORKS North Iowa

Address:* 600 South Pierce Ave. Mason City, IA 50401

Phone:* 641-422-1524 44536
extension:

Email:* chris.hannan@iwd.iowa.gov

WIOA (Title I) Director - Youth Services:* Chris Hannan

Organization Name:* IowaWORKS North Iowa

Phone:* 641-422-1524 44536
extension:

Email:* chris.hannan@iwd.iowa.gov

Wagner-Peyser Manager:* Marla Loecke

Address:* 600 South Pierce Ave. Mason City, IA 50401

Phone:* 641-422-1524 44520
extension:

Email:* marla.loecke@iwd.iowa.gov

Rehabilitation Services

Vocational Rehabilitation Supervisor:* Steven Faulkner

Address:* 600 South Pierce Ave. Mason City, IA 50401

Phone:* 641-422-1551 44546
 extension:

Email:* steven.faulkner@iowa.gov
Department for the Blind Supervisor:* Joe Weigel
Address:* 524 4th Street, Des Moines, IA 50309
Phone:* 515-971-7049
 extension:
Email:* joe.weigel@blind.state.ia.us

Adult Education and Literacy

Adult Education and Literacy Services Coordinator:* Sandra Leake
Title:* Adult Education and Literacy Coordinator
Organization:* North Iowa Area Community College
Address:* 500 College Drive
Phone:* 641-422-4176
 extension:
Email:* leakesan@niacc.edu

One-Stop System

One-Stop System Center Name:* IowaWORKS North Iowa
Street Address:* 600 South Pierce Ave.
City:* Mason City, IA 50401
Zip Code:* 50401
Phone:* 641-422-1524
Fax:* 641-422-1505
Office Hours:* 8:30 a.m.–4:30 p.m. M, T, Th, F 9:00–4:30 W

One-Stop Center Operator

One-Stop Center Operator Name:* Chris Hannan
One-Stop Center Operator Title:* WIOA Director
One-Stop Center Operator Organization:* North Iowa Area Community College
Attach a spreadsheet of all one-stop service locations:* Region 2 ServiceLocationOne-StopSystem(Jan2016).xlsx

Fiscal Agent

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

Mindy Eastman
Provide contact name as the fiscal agent.

Fiscal Agent Title:*

Accountant/Business Office Manager

Fiscal Agent Organization:*

North Iowa Area Community College
Provide the name of the associated organization.

Fiscal Agent DUNS:*

879324960
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).

Does the board have a separate Fiscal Agent for Administrative funds?*

No

Economic Analysis

Industry Sectors and Occupations

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

As of 2014, Region 2's largest private industry was Manufacturing, representing 19.7 percent (9,936) of the region's total covered employment of 50,536. Wholesale and retail trade represents 16.6% (8,402) of the total employment while Education and Health Services represents 16.1 percent (8,112) of the total employment. In addition, local labor exchange data indicate that leisure and hospitality; transportation and utilities; finance, insurance, and real estate; and construction are also in-demand industries.

Top 10 In-Demand Occupations in Region 2

1. Heavy and Tractor-Trailer Truck Drivers
2. Registered Nurses
3. Retail Salespersons
4. First-Line Supervisors of Retail Sales Workers
5. Insurance Sales Agents
6. First-Line Supervisors of Production and Operating Workers
7. Cashiers
8. Laborers and Freight, Stock, and Material Movers, Hand
9. Customer Service Representatives
10. Merchandise Displayers and Window Trimmers

Refer to question B-3.

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

Top 10 Emerging In-Demand Industries

1. Nursing and Residential Care Facilities
2. Self Employed and Unpaid Family Workers
3. Ambulatory Health Care Services
4. Transportation Equipment Manufacturing
5. Specialty Trade Contractors
6. Hospitals
7. Food Services and Drinking Places
8. Construction of Buildings
9. Administrative and Support Services
10. Educational Services

Refer to question B-3.

Knowledge and Skills Needed

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

Region 2 Workforce Development Board will work with employers and the local community college for Career Pathways in emerging industries to align with the labor market information addressed in the attached Region 2 analysis. Career Pathway examples are: health care/nursing along with ambulatory healthcare services.

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:

2015 LMI data.pdf

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

Workforce Analysis

Employment and Unemployment

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

Region 2 Unemployment Rate Trends			
County	Dec. 2014	Dec. 2015	
Cerro Gordo	4.8	3.7	
Floyd	4.5	3.8	
Franklin	3.9	3.4	
Hancock	3.1	2.5	
Mitchell	3.1	2.5	
Winnebago	4.2	3.4	
Worth	4.3	3.7	

Region average 3.99 3.29

Region 2 Employment trends in 2014

Total Employment: 50,536

Average Weekly Wage:
\$732

Largest Private Sector:
Manufacturing 9,936

Refer to question B-4.

Labor Market Trends

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

Region 2's top twelve occupations expected to have the most annual openings for 2012-2022 will account for 590 (or 29%) of the projected 2,025 openings. The major occupational groups of management; healthcare; food prep and serving; sales; and transportation and material moving will account for 475 (or 81%) of the 590 openings as shown below.

Cashiers - 90
 Food Prep Workers - 75
 Farmers/Ag Managers - 65
 Retail Salespersons - 65
 Team Assemblers - 45
 Registered Nurses - 45
 Truck Drivers - 40
 Construction Laborers - 40
 Waiters/Waitresses - 35
 Office Clerks, General - 30
 Laborers, Hand - 30
 Nursing - 30

Region 2's top eleven occupations expected to have the largest employment growth for 2012-2022 will account for 1,655 (or 31%) of the projected 5,315 new jobs. The major occupational groups of healthcare; construction, production; food prep and serving; and transportation and material moving will account for 1,210 (or 73%) of the 1,655 new jobs as shown below.

Construction Laborers - 230
 Team Assemblers - 205
 Food Prep Workers - 190
 Registered Nurses - 185
 Truck Drivers - 165
 Carpenters - 125
 Secretaries/Admin Assistants - 120
 Personal Care Aides - 115
 Nursing Assistants - 110
 Home Health Aides - 105
 Maids - 105

Refer to question B-4.

Educational Skill Levels of the Workforce

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

2014 data for Region 2 indicated the following breakdown for educational skill levels within the region's population (76,906 total population)

Less than 9th grade:

3010 (4% of total. This compares to 4% statewide and 7% nationally)

9th to 12th grade:

3878 (5% of total. This compares to 5% statewide and 8% nationally)

High school diploma:

27,570 (36% of total. This compares to 33% statewide and 28% nationally)

Some college:

17,815 (23% of total. This compares to 21% statewide and 21% nationally.)

Associate's degree:

10,149 (13% of total. This compares to 11% statewide and 8% nationally.)

Bachelor's degree:

10,717 (14% of total. This compares to 18% statewide and 18% nationally.)

Graduate degree and higher:

3767 (5% of total. This compares to 8% statewide and 11% nationally.)

2015 educational level data showed a similar breakdown. (Total region population was slightly lower: 76,808.)

Less than 9th grade: 3099
 9th to 12th grade: 3695
 High school diploma: 27,548
 Some college: 17,892
 Associate's degree: 10,112
 Bachelor's degree: 10,717
 Graduate or higher: 3745

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 following is captured from FY15 data collection specific to the Mason City region of IVRS: Lack of educational or occupational skills attainment at application: barrier count – 98; caseload count – 910 and percent is 10.77%; homelessness at application: barrier count – 5; caseload count – 910 and 0.55%; offender status at application – barrier count – 7; caseload count – 910 and 0.77%; welfare dependency at application: barrier count – 221; caseload count – 910–24.29%
 low income at application: barrier count – 8; caseload count – 910 and 0.88%.

Employer feedback reflects: 23.1% of the applicants lack the basic skills of literacy, numeracy, basic computer skills and organization; 38.2% of applicants lack the soft skills of timeliness, responsibility, teamwork, integrity and self-esteem; 38.2% lack the hard skills of analytical skills, physical ability, knowledge and experience

Refer to question B-4.

Activities Analysis

Accomplishments in Past Year

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

Region 2's core partner representatives began meeting as a team within the last year to plan for WIOA implementation. The team has continued to meet biweekly since then. A nonexhaustive list of regional accomplishments follows:

- Core partner frontline staff cross-training on all WIOA programs
- Development of local service plan
- Shared data management access for core partners
- Development of a collaborative service plan for secondary schools in the region
- AEL program orientation sessions held at One-Stop Center
- Process for co-enrollment between Ticket to Work and IVRS implemented
- Sector partnerships for Advanced Manufacturing and Healthcare established in Region 2

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.*

RegionalOne-StopContactList.docx

Strengths and Weaknesses of Workforce Development Activities

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

Region 2's employers, since 2008-2009, have witnessed an increased need for recruitment and retention initiatives to fill their middle skilled jobs. As the available labor force shrinks, due to higher and higher employment numbers, this need drastically increases. The Region 2 labor force has steady decreased and local employers cannot find qualified skilled workers to fill their job announcements. According to a recent Needs Assessment Region 2 reports concerning data related to basic skills, soft skills, and hard skills of our labor pool as reported by regional employers and businesses.

The following is a quick review of the data:

- 23.1% of the labor population lack Basic skills (include literacy, numeracy, basic computer skills and organization skills)
- 38.2% of the labor population lack soft skills (includes timeliness, responsibility, teamwork, integrity and self-esteem) necessary to be successful. lacking.
- 38.2% of the labor population lack hard or occupational skills (includes analytical skills, physical ability, knowledge and experience) required for middle-skill occupations in the area.

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

1. Work in partnership with regional economic developers within in Region 2 to expand the knowledge of training opportunities available to new and expanding businesses.
2. Facilitate improved relationships between training providers and employers
3. Identify and expand training opportunities to entry-level workers especially 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. Engage Region 2 employers regarding our services that can prepare them in employing people in under-utilized populations.
5. Increase the availability soft skills training.
6. Encourage and expand ways to identify businesses that can be assisted by the workforce system.

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.*

Region 2 has developed numerous strategies and service plans to coordinate workforce and economic development partnerships. Below is a non-exhaustive list:

- North Iowa Corridor Economic Development Corporation accepted an ex-officio membership on the RWDB.
- Core and MOU Partners have accepted ex-officio membership on the RWDB to continue progressing toward WIOA board alignment.
- Coordinate regional job fairs, STEM/STEAM festival, veteran panels, and other events through partnership teams.
- Core and MOU partners work together to promote North Iowa Manufacturing Day, middle-skill job openings, and apprenticeship opportunities.
- Partner to promote Skilled Iowa, NCRC testing, and Home Base Iowa.
- Aligning local and regional plans for business development, high school services, and out-of-school youth programming.

Refer to question B-5.

Describe how

Region 2 Core Partners are involved at all levels of education to enhance service delivery

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

and avoid duplication. They meet regularly as part of various groups to cross inform and explore opportunities for additional funding and collaboration. These partners, along with staff from Iowa Workforce Development, proctor the National Career Readiness Certificate (NCRC) testing in the high schools. Regionally, Core Partners, North Iowa Area Community College, and other community organizations will continue to assess workforce development strategies and gaps in service within secondary education institutions. As a result of these assessments, this team is working directly with each high school in North Iowa to provide continuous and seamless services to transitioning young adults.

Core Partners participate in Rapid Response and Worker Information Meetings to inform affected workers on how to access activities and services throughout the region. During these meetings, the emphasis is how the partner-agency staff will be working together as a team to offer the customer individualized comprehensive re-employment services.

Core Partner staff participate in Career Fairs at post-secondary educational institutions throughout the region to create an awareness of services provided by the WIOA System.

Region 2 is developing a referral form to enhance the process and document follow-up. WIOA Core Partners will be creating a PowerPoint presentation that can be utilized at all entry points throughout the region along with common marketing materials. Region 2 continues to develop short-term training options that align with established career pathways. In addition, Sector Boards are currently being established.

Region 2 workforce and education partners have collaborated on a variety of grants including Information Technology, Healthcare, Utilities, and Manufacturing (IHUM) Network, Iowa Advanced Manufacturing (IAM), Career Link, and Career Connections.

Refer to question B-7.

Regional Strategic Vision and Goals

Regional Vision Statement

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

Regional Vision Statement:* Region 2's Regional Workforce Development Board will deliver a demand driven system that focuses on building a workforce of high skilled, high wage, and high demand careers that will enable area employers to remain competitive in a global economy.

Description of Regional Strategic Vision

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

The One Stop system within our region is a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers we serve and incorporates the products and services of our partners in order to assure customer needs are met without duplication of services and are delivered efficiently and cost-effectively.

Region 2's governing values for serving our community and neighbors including youth and individuals with barriers to employment are below:

- Will strive to increase the number of all Iowans who, through Core Partner programs, will obtain a credential or skill upgrading necessary to obtain employment
- Will strive to increase the number of all Iowans who, through Core Partner Programs, will attain employment after obtaining a credential
- Will strive to increase the number of all Iowans who, through Core Partner programs, will retain employment.
- Will improve access to work readiness skills development opportunities

The longer term business objectives for Region 2 are summarized as:

·We are committed to partnering with business and education to ensure we have workers who possess the needed skill sets within the region.

·We are committed to expanding the Future Ready Iowa initiative.

The skills that new workers (youth) are lacking, including basic work ethics, interviewing skills, basic academic skills, responsibility, organizational skills, and self-esteem, can be addressed in paid or unpaid work experiences. Additional service providers, including area schools, expand the ability to provide needed training for youth through the referral process. Those referrals will be made on an individual basis, meeting the needs of each person. Individuals, include youth and young adults, needing English as a Second Language services will be referred to the Adult Education and Literacy program as well as other community partners.

The Workforce Development Board will review WIOA performance on an ongoing basis in order to support regional economic development growth. The RWDB will review performance and fiscal data on a quarterly basis and as requested. The boards will use that information and public comment to evaluate performance and to determine the need for continuous improvement activities.

Region 2 has a long history of working collaboratively with various partners within the region. Ongoing partner meetings have been held with multiple providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. In turn, the region is more likely to meet performance goals.

The Region 2 One-Stop system partners will report on the progress of the WIOA performance measures and all partners agree to discuss ways of mutually attaining these performance measures to reach shared outcomes. All partners also agree to work collaboratively on attaining the DOL Common Performance Measures and involve a number of partners. This collaboration includes strategizing on approaches to attain these measures and providing data to the performance reporting system

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.

Refer to question C-1.

Vision Alignment to State Vision and Goals

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

In 2015, the Governor's Office launched Future Ready Iowa, an initiative which calls for 70% of Iowans to have education or training beyond a high school education by 2025. In a report conducted by the Branstad-Reynolds administration and the Georgetown University Center on Education and the Workforce (Georgetown Center) it is estimated that Iowa will add more than 600,000 jobs to its economy by 2025. Region 2's Regional Workforce Development Board will collaborate with business, industry, education, economic development, and community partners to build a Future Ready Iowa – a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries. In alignment with the National Governor's Association Talent Pipeline vision and goals, Region 2 will ensure individuals are prepared for dynamic careers through an emphasis on lifelong learning while meeting the needs of local employers.

Refer to question B-2.

Regional Strategies

Strategic Alignment of Resources

<p>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.*</p>	<p>Will strive to increase the number of Iowans who, through Core Partner programs, will obtain a credential or skill upgrading necessary to obtain employment</p>
	<p>Region 2's RWDB will continuously work to improve the quality and labor market relevance of workforce investment, education, and economic development efforts within North Iowa. Region 2 Core Partners will motivate job seekers to obtain the skills and credentials necessary to secure and advance in employment for family-sustaining wages. Region 2 will also promote credentialing, skills upgrading, and apprenticeship opportunities to regional employers to develop the skilled workforce they need to succeed in a global economy. Core Partners will share financial and staff resources to assist and encourage clients to obtain industry recognized credentials.</p>
	<p>Will strive to increase the number of Iowans who, through Core Partner Programs, will attain employment after obtaining a credential</p>
	<p>Region 2's core partners will improve and solidify the relationship between the One-Stop Center and the educational institutions in the region so that there is a seamless transition between the completion of a training program or credential and client access to job seeking services.</p>
	<p>Will strive to increase the number of Iowans who, through Core Partner programs, will retain employment.</p>
	<p>Region 2's RWDB will encourage and support the development of strategies and career pathways to lower barriers to employment for individuals hoping to enter the workforce and retain family-sustaining wages. Career Pathways are continuously being developed to assist job seekers find their career match and "not just a job." Front line staff work daily to assist community members, their neighbors, job seekers, and those currently employed to obtain the soft skills necessary to retain employment.</p>
	<p>Will improve access to work readiness skills development opportunities</p>
	<p>Core Partners will market and refer individuals requesting work readiness skills development. Region 2 will also utilize a common orientation process to promote and market the work readiness and skill development services being provided by all Core Partners. Through community partnerships, including economic development, K-12, public</p>

service agencies, and non-traditional partners, Region 2 will actively promote these services whenever possible.

Refer to question C-2.

Expanded Access

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.*

The workforce development system can be accessed through any core partner program within the region. Multiple points of access will be established, both physical and through electronic means, throughout the region. Region-developed referral and verification forms will assist to document access to services. Orientation sessions that describe the workforce development system will be developed and available at any partner location within the region at a future date. All core partners are focused on ensuring services are delivered and available to all eligible individuals, including eligible individuals with barriers to employment.

Refer to question C-4.

Facilitate Career Pathways and Co-Enrollment

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

Region 2's Workforce Development Board is involved in the establishment of region-wide sector partnerships that will coordinate the development of career pathways based on industry need. Several board members serve as education/training partners or business leaders on both of the region's currently operating sector partnerships: advanced manufacturing and healthcare. Each of the two partnerships have developed "pathway maps" that indicate "on and off-ramps" where an individual can enter the pathway based on skills and education. Each pathway map also includes industry-recognized credentials required for successive levels along the pathway. These maps are being shared with various agencies and stakeholders as career-counseling tools to assist job-seekers. Some of the stakeholders include Iowa Workforce Development, post-secondary education admissions and counseling staff, secondary administrators and counselors, adult education staff, local chambers of commerce, economic development leaders, and community organizations like United Way and North Iowa Community Action.

Core partners participating on regional sector partnerships will ensure a consistent message as to employer needs within the region. Region 2's Board will facilitate the expansion of these partnerships into other sectors based on employer needs.

Co-enrollment opportunities are continually developed and will be expanded among all partners within the region whenever feasible. Core partner staff is integrating services both within the physical center and throughout the region. Core partners seek input from employers within the region on an ongoing basis to develop opportunities for job seekers to achieve industry recognized certifications.

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:

Strategy Alignment to State Strategies

Describe how Accessibility:

the regional board's strategies align with the State's Strategies in the Unified Plan:*

All Region 2 core partner programs will work to expand services to underserved populations and those clients with barriers to employment.

Potential clients will have access to all core partner programs at the Region 2 One-Stop Center, as well as other non-mandatory community agency partners. In addition, all core partner frontline staff will be trained on the basic eligibility requirements of other core partner programs and be able to make timely referrals to other partner services. Core partner staff members are also available at satellite centers throughout the 7-county area.

Clients will also have online access to iWorks in order to search for employment at home, at the One-Stop Center, and at any of the virtual access points throughout the region.

Sector Partnerships:

Region 2's Workforce Development Board is closely involved with the development of the sector partnerships currently in operation. Regional sector boards will operate in an advisory role to Region 2's Workforce Development Board (RWDB.) Several business leaders and education/training partners on the Board currently also serve on the existing sector partnerships. The Board will ensure that their development is employer-driven and focused on those sectors with the highest demand within the region. Determination of high-demand sectors will be data-driven.

Career Pathways:

Through the efforts of the employer-driven sector partnerships, secondary and post-secondary education representatives, and Iowa Workforce Development staff, curricula and training opportunities are being aligned along high-demand career pathways in Region 2. Each pathway has the opportunity for individuals to earn credentials and obtain a career with a sustainable wage. Individuals can enter the pathways at various levels according to their existing experience and training. Local employers have contributed crucial information about the necessary credentials at each point of entry along the pathway as well as the expected wages for each level.

Integration:

Region 2 will align services in order to benefit all system beneficiaries. The Board views employers as customers of the One-Stop system as well as those seeking employment and training.

Integration among Region 2 core partner programs will be achieved through ongoing cross-training of staff, establishment of common referral processes among partners, and the use of common data management systems to improve tracking of co-enrolled clients. Frontline staff from all core partner agencies will have access to a common data management system, which will enable each partner program to more effectively track client participation and enrollment in other programs.

Integrated Education and Training:

Integrated education and training opportunities in Region 2 will be developed with input from local business leaders regarding the jobs most in demand within the region (especially middle-skill jobs) and skills and education needed to prepare for these jobs.

Sector partnerships in Region 2 will connect education and training experts with local businesses in order to quantify employers' education, training, and workforce needs. These needs, as well as the career pathway maps developed by each sector partnership, will be shared with the public on websites developed specifically for each high-demand sector.

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:*

All partner programs will collaborate to increase the number of individuals who gain employment, obtain a credential, and show skill gains within the reporting period. Region 2 core partners will ensure that all programs are tracking the common performance measures and sharing participant employment attainment/retention and earnings data with other partner programs, either through a common tracking system or by communication among program staff. AEL staff will share secondary diploma attainment data with core partners as well as the results of any basic skills assessments (in order to contribute to the "measureable skill gains" category). Other core partners whose clients are not co-enrolled in AEL may use additional assessments to record measureable skill gains, such as the NCRC exam.

Refer to question E-10.

Assessment for Continuous Improvement

Tracking Performance Outcomes and CONTINUOUS IMPROVEMENT

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:*

Region 2 staff has developed and implemented internal performance tracking processes that helps to ensure the region will meet the negotiated performance standards. In addition, Region 2 conducts ongoing in-house training for staff relative quality referrals, training opportunities, and core partner program performance. Region 2 Core Partner staff regularly analyze performance reports to monitor progress toward meeting the negotiated standards.

Region 2 Core Partners will provide the RWDB and CEO with performance and fiscal data on a quarterly basis and as requested. The RWDB and CEO will evaluate performance and to determine the need for continuous improvement activities.

Region 2 has a long history of working collaboratively with various partners within the region. Ongoing partner meetings have been held with multiple providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. In turn, the region is more likely to meet performance goals.

The Performance Oversight policies of the CEO and RWDB include:
Core Partners will provide quarterly reports to the CEO and RWDB, updating the boards on the region's performance and progress towards meeting performance standards.

The RWDB and CEO boards will evaluate the performance and, if necessary, determine actions to be taken to improve performance. If a significant problem with WIOA performance is identified, the RWDB/CEO will conduct an evaluation of the service provider.

The RWDB and CEO will review and if appropriate make comment on all federal and state monitoring reports as provided by those monitoring/auditing entities.

Refer to question C-13.

Implementation of Strategies

Regional Workforce Development Board

Describe how the regional board will implement its identified strategies:*

Region 2 has adopted an integrated customer flow model that is functional and customer driven and not demarcated by program. In terms of utilizing an integrated, technology driven, and readily available MIS, Region 2's Core Partners will utilize iWorks or related software when available as the nerve center for career services provided under WIOA. Co-located Vocational Rehabilitation staff at the One-Stop Center have been given access to Wage information to look up for clients for employment status. Vocational Rehabilitation and Adult Education and Literacy staff have access to iWorks.

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

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

Region 2 RWDB will monitor and emphasize the importance of following the policy and process for customers in the IowaWORKS system as listed below:

In the integrated center in Region 2 the customer flow will be as listed below:

- * Greet/Identify Purpose of Visit
- * Determine Registration Status and/or
- * Conduct Service Triage
- * Recommend Services
- * Registration
- * Self-attestation
- * Co-enrollment evaluation
- * Introduce to Career Services Process and/or
- * Provide Appropriate Partner Referrals and/or
- * Determine eligibility for additional individualized career services and/or training services

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

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

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

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

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

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

Through the fully integrated process which includes co-enrollment, duplication of services will be avoided as partners work together to provide service management for customers. Every effort will be made to blend and braid services and funding on behalf of the customer.

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

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

Region 2's Board will ensure that the Adult Education and Literacy program continues to provide services that focus on the following outcomes:

- Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
- Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family;
- Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and
- Assist immigrants and other individuals who are English language learners in improving their reading, writing, speaking, and comprehension skills in English; mathematics skills; and acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.

AEL serves English Language Learners, those lacking a High School Equivalency Diploma, and those in need of basic reading and math skills.

These services are offered in locations that are accessible to Workforce clients throughout Region 2.

Course curricula are being aligned to the College and Career Readiness Standards and the Iowa Core Employability Skills standards and focus on those skills most needed for success in the workplace and in post-secondary education.

- WIOA core partner programs will establish a common intake process which collects educational needs of clients. Students are referred to Adult Literacy classes on a regular basis and core partners have developed a common referral form and release of information form to be used among WIOA partners. AEL frontline staff also have access to IWorks and can share and view information about coenrolled services with other IWD/WIOA staff. WIOA, IWD, and Promise Jobs staff advise and assist coenrolled AEL clients as needed with securing funding for removing barriers to AEL program attendance and completion, including daycare, transportation, and testing fees.

- AEL students are also referred to PACE and GAP for additional assistance with credit and non-credit tuition, testing fees, and transportation assistance.

- The Adult Education/Literacy program regularly provides student progress and diploma completion information to WIOA, IWD, and PROMISE Jobs staff regarding co-enrolled clients.

- Career Ready 101 online study is offered to Adult Education and Literacy students (as well as other IowaWORKS clients) in preparation for the National Career Readiness Certificate assessment at IowaWORKS. The assessment is at no cost to students within Region 2 and is administered at the Region 2 IowaWORKS One-Stop.

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

Region 2's Board will provide oversight to ensure that, as a partner of the One-Stop delivery system, IVRS will carry out the following functions:

1. Provide assistance to IWD to identify accessibility opportunities for their participants with

identified strategies with regard to Vocational Rehabilitation:*

disabilities, and in so doing invite participants to apply for IVRS services when it appears they require more intensive services than what is available to all participants. Follow the methods of referral as described and agreed to in the Memorandum of Understanding.

2.Participate in the operation of the One-Stop service delivery system, providing expanded services to individuals with disabilities that require intensive service, while providing expertise to the system as a whole on strategies and accommodations to enhance accessibility. This includes collaborative efforts with our community employers through communication of applicable services with business teams.

3.Provide representation and expertise on disability issues, best practices, and collaborative opportunities on the Regional Workforce Investment and Opportunity Board, as well as on the various sector boards.

4.Provide information, training, and technical assistance regarding:

a. The availability and benefits of, and information on eligibility standards for, vocational rehabilitation services.

b.Promote meaningful and effective participation by individuals with disabilities in the One-Stop service delivery system and other workforce partner activities through the promotion of accessibility consistent with the requirements of the Americans with Disabilities Act, and section 504 of the Act, the use of nondiscriminatory policies and procedures, and the provision of reasonable accommodations, auxiliary aids and services, and rehabilitation technology for individuals with disabilities.

c.The use of information systems that link all of the partners of the One-Stop service delivery system to one another and to other electronic networks specifically as it pertains to employment statistics and labor market information, job vacancies, career planning, and workforce partnership activities.

d.The use of customer service features such as common intake and referral procedures, customer databases, resource information, etc.

e.Establishment of cooperative efforts with employers to facilitate job placement and carry out other activities that employers determine to be useful.

f.Establishment of a collaborative plan to deliver pre-employment services like career exploration, job readiness, personal assistance for NCRC programming and assessment, real-life work experiences, and a connection to presentations and tours of local businesses, and provision of linkages to appropriate community resources by graduation for potentially eligible high school students with disabilities in each of our regional school districts.

g.Develop pathways of collaboration in the areas of delivery of employment services to adults with disabilities in the counties surrounding Cerro Gordo that are specific to the needs of businesses and individuals in those counties, including co-sponsoring community and business focus groups, job fairs, identification of OJT and apprenticeship opportunities, and making appropriate linkages with local service providers to help solve the various barriers to success that impact Iowans with disabilities.

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.

Describe how Today's increasingly competitive, fast paced, and globalized economy places a greater

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

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

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

1. Increase the number of participants in programs that result in a credential.
2. Increase credential attainment of these participants.
3. Develop and refer job seekers to industry lead retraining opportunities in an effort to maximum workforce reentry.
4. Encourage the creation of industry-recognized training programs by local approved training providers which lead to credentials.
5. Build the capacity of frontline workforce staff to help customers seeking training to invest their time in programs that will lead to industry-recognized credentials for jobs in demand in the regional labor force.
6. Continue linkages among WIOA Titles (I, II, III, and IV), Promise Jobs, Trade Adjustment Assistance, 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.

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

Region 2 Youth Standing Committee, upon direction of the Regional Workforce Development Board, identified goals that align with the required youth activities and performance measure as outlined in the Workforce Innovation and Opportunity Act.

The identified goals are the following:

- Increase the number participants who obtain a recognized credential or secondary diploma.
- Increase the percentage of participants who are in employment, education, or training.
- Increase median average earning of participants who enter sustainable employment.
- Increase percentage of participants who achieve measurable skills gain.
- Increased customer satisfaction.

The local workforce system structure lends itself to a coordinated process for partnering with various community partners (not limited to Iowa Vocational Rehabilitation, Adult Education and Literacy, and Wagner-Peyser.) The 14 required youth elements serve as strategies to meet the above identified goals.

The following 14 youth elements are made available to youth within Region 2:

1. Tutoring, study skills training, dropout prevention strategies (RBS) (SEC)
2. Alternative secondary school services or dropout recovery services (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 school year (WEP)
 - (ii) Pre-apprenticeship programs (PRE)
 - (iii) Internships and job shadowing (INT), (SHW)
 - (iv) On-the-Job Training (OJT)
4. Institutional/Occupational skill training shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations (OJT) (IST) (CUS) (APP) (ENT)
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (PRE) (APP) (IST)
6. Leadership development opportunities (LDS)
7. Supportive services
8. Adult mentoring for a duration of at least 12 months (MEN)
9. Follow-Up Services (PPS)
10. Comprehensive guidance and counseling (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 within the local area (JSP)
14. Activities that help youth prepare for and transition to postsecondary education and training (WEP), (MEN) (SEC)

The following is a list of additional activities and services that are available in Region 2 to support the required youth services available:

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

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 2 or youth.

- Clothing (occupationally required or required for interview)
- Dependent Care
- Miscellaneous services
- Residential/Meals support
- Stipends (STI) youth only
- Transportation

Given limited WIOA funding, not all support services allowable through the Workforce Innovation and Opportunity Act will be made available regionally. When a support service is not available through WIOA in Region 2, every effort will be made to partner with various service providers in the region and appropriate referrals will be provided to participants with services being delivered jointly.

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.

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

Iowa Department of the Blind is a Core Partner of the workforce development system. Core Partner frontline staff have access to Iowa Department of the Blind (IDB) contact information. Individuals and frontline staff also have access to electronic contact information. Core Partner staff will provide warm hand offs to IDB services. Furthermore, IDB staff are consulted on accessibility issues and will provide expertise to system staff upon request. IDB staff are part of the statewide and local WIOA implementation planning.

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

Integrated Customer Service

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

The one-stop delivery system is the foundation of the workforce system. The system provides collective access to career services to meet the diverse needs of job seekers. Career and training services, tailored to the individual needs of jobseekers, form the backbone of the one-stop delivery system. While some jobseekers may only need self-service or other basic career services like job listings, labor market information, labor exchange services or information about other services, some jobseekers will need services that are more comprehensive and tailored to their individual career needs. These services may include comprehensive skills assessments, career planning, and development of an individual employment plan that outlines the needs and goal of successful employment. Basic career services will be made available to all job seekers and include services such as labor exchange services, labor market information, job listings, and information on core and other partner programs. Individualized career services identified in WIOA will be provided by local areas, as appropriate, to help individuals obtain or retain employment. Region 2's One-stop system aims to respond to business demand for workforce improvement by up-skilling individuals and equipping them with current, in-demand skills to help them compete in today's job market. One-Stop center teams ensure all customers are welcomed to the center and made eligible for as many services as necessary to meet their employment objective by:

1. Recommending services customized to customer needs
2. Providing immediate access to multiple services at the time of the first visit
3. Encouraging continuous customer engagement through the ongoing delivery of quality

services.

Region 2's One-Stop and integrated workforce development system will strive to offer, promote, and deliver a comprehensive series of services:

1. Design and continuously improve services to respond to the local economy and business demand.
2. Recognize all center customers may need both skills and employment while ensuring concurrent delivery of both services to all customers.
3. Increase the quantity, quality, and use of skill advancement for employment services.
4. Provide and emphasize more value-added, staff-assisted services.

One-Stop center teams will ensure that every center visit and service adds value for each and every customer and contributes to positive individual outcomes.

Individuals receiving services in the one-stop centers must receive the career service(s) that best meets the needs of the individual to meet his or her career pathway goals. Services do not need to follow a fixed sequence. The one-stop system is the foundational system through which all program services are provided. Training is made available to individuals after an interview, assessment or evaluation determines that the individual requires training to obtain employment, remain employed or for career advancement.

Registration and participation are two separate functions in the process by which individuals seek direct, one-on-one staff assistance from the one-stop system. The distinction is important for recordkeeping and program evaluation purposes. Individuals who are primarily seeking information are not treated as participants and their self-service or informational search requires no registration. When an individual seeks more than minimal assistance from staff in taking the next step towards self-sufficient employment, the person must be registered and eligibility must be determined.

One-stop teams will conduct an initial basic assessment of individual's needs and career goals. Customers will have immediate access to employment and skill advancement services in basic career services, with connection of the customer to additional individualized career services, when determined appropriate in order for a customer to achieve their career goal and obtain or retain employment.

Staff will ensure all center customers have seamless access to all IowaWORKS services. Customers receive services through Wagner-Peyser (WP) and will automatically be co-enrolled into WIOA Title I Adult and WIOA Dislocated Worker if date of birth and selective service requirements are met. Co-enrollment into all other programs to include WIOA Title I Youth, Promise Jobs, Veteran's programs, Ticket to Work, etc. may be provided as appropriate.

One-Stop centers must engage Unemployment Insurance (UI) claimants, to ensure maximum availability of employment and skill advancement services to help claimants return to work as quickly as possible.

Region 2 staff will encourage and facilitate access for center customers to all appropriate career services at each and every center visit to continuously engage them in the service delivery process until employed in self-sufficient employment. Customers will have continued access to services until their career or employment goal is achieved.

WIOA provides career services to include basic career services, individualized career services, training services and follow-up services. All center customers will have access to any of the basic career services immediately and continuously without further eligibility or documentation requirements. Individuals receiving services in the one-stop centers must receive the service(s) that is needed to assist the individual to meet his or her career goals, and does not need to follow a fixed sequence of services.

Career services are provided in the One-Stop and can also be accessed online. An individual must be 18 years of age or older to receive career services in the adult program. Priority for individualized career services and training services funded with Title I Adult funds must be given to veterans, low-income adults and public assistance recipients and individuals who are basic skills deficient.

Basic career services will be made available to all job seekers and include services such as

labor exchange services, labor market information, job listings, and information on partner programs.

- A. Staff-assisted job search and placement assistance, including career counseling (JSP), (G&C);
- B. Staff-assisted job development (working with an employer and job seeker) (SJD); and
- C. Staff-assisted workshops, pre-employment training (PET).

Basic career services will be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:

- A. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- B. Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- C. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- D. Labor exchange services, including—
 - I. Job search and placement assistance, and, when needed by an individual, career counseling, including—
 - 1. Provision of information on in demand industry sectors and occupations; and
 - 2. Provision of information on nontraditional employment; and
 - II. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- E. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;
- F. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
 - I. Job vacancy listings in labor market areas;
 - II. Information on job skills necessary to obtain the vacant jobs listed; and
 - III. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- G. Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- H. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system;
 - I. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- J. Provision of information and assistance regarding filing claims for unemployment compensation, by which the One-Stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - I. "Meaningful assistance" means:
 - I. Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - II. Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - III. The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- K. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
Individualized career services identified in WIOA will be provided, as appropriate, to help individuals to obtain or retain employment. Individualized career services include: comprehensive skills assessments, career planning, and development of an individual employment plan.
 - I. Skill upgrading (SUG) is a short-term prevocational service, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance

skills, personal maintenance skills, professional conduct and English Language Learning to prepare individuals for unsubsidized employment or training;

- II. Out-of-area job search expenses;
- III. Internships (INT); and
- IV. Work Experience (WEP)

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

A. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—

- I. Diagnostic testing and use of other assessment tools; and
- II. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

B. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers;

C. Career pathways to attain career objectives;

D. Group counseling;

E. Individual counseling;

F. Career planning;

G. Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;

H. Internships and work experiences that are linked to careers ;

I. Workforce preparation activities;

J. Financial literacy services;

K. Out-of-area job search assistance and relocation assistance; and

L. English language acquisition and integrated education and training programs

Training services are provided to equip individuals to enter the workforce, retain employment or for career advancement. Training services may include, for example, occupational skills training, OJT, registered apprenticeship which incorporates both OJT and classroom training, incumbent worker training, pre-apprenticeship training, workplace training with related instruction, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, and transitional jobs.

Training services are available for individuals who, after interview and evaluation or assessment through the development of an Individual Employment Plan (IEP), are determined to be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. The participant must be determined to be in need of training services and to possess the skills and qualifications to successfully participate in the selected program. Some participants may need additional services to assist their vocational training, such as job readiness training, literacy activities including English language training, and customized training. Training is made available to individuals after an interview, assessment or evaluation determines that the individual requires training to obtain employment or remain employed.

A. On-the-Job Training (OJT);

B. Entrepreneurial Training (ENT);

C. Customized Training (CUS);

D. Institutional/Occupational Skill Training (IST);

E. Registered Apprenticeship (APP); f) Remedial and Basic Skill Training (RBS)*; *(for individuals enrolled in A/DW, must be in conjunction with another Training activity); or

F. Secondary Education Certificate (SEC);

G. Incumbent Worker Training;

H. Transitional Jobs

Post-program services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Refer to question D-14.

Describe how the core partners and regional board connects

Region 2 utilizes a customer service approach in which an initial needs assessment is made of any client who enters the One-Stop or another core partner service site. Referrals are made to the appropriate program/staff member to facilitate access to specialized services as needed to promote the best employment outcome possible.

services to special populations:*

Special populations:

- Individuals with disabilities: IVRS staff serve as specialists to assist and advise other core partners to serve clients with disabilities
- All Core Partner program staff assist returning veterans and skilled military retirees with employment and training needs
- Temporary Assistance to Need Families (PROMISE JOBS) recipients: PROMISE JOBS staff are co-located at the Region 2 One-Stop to assist recipients with case-management and job search assistance
- Individuals who are basic skills deficient or limited English proficient are referred to Adult Education and Literacy program services to improve their reading, writing, mathematics, speaking, and listening abilities. Anyone 16 or older whose basic skills fall below the 9th grade level are eligible for AEL services. (Anyone without a high school diploma is also eligible for AEL services, regardless of skill level.)
- Limited English proficient individuals also have the benefit of Spanish-and French-speaking staff at the Region 2 One-Stop. One-Stop Center staff also utilize the Language Line to assist with serving native speakers of other languages besides Spanish. Staff also provide individuals with contact information for official translator services as needed. Rosetta Stone® software is also available at the One-Stop Center for individual study.

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:*

AIWP Flow Chart.pdf

Coordination, Alignment and Provision of Services

Employer Focus

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

The Regional Workforce Development Board will lead efforts to engage with a diverse range of employers, regardless of business size. The Board will promote business representation and support employer utilization of the local workforce development system and to support local workforce development activities. The Board will ensure the workforce investment activities meet the needs of employers and support economic growth within the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers. The Regional Workforce Development Board will also encourage the development and implementation of proven strategies for meeting the employment and skill needs of workers and employers in demand industries.

To the extent feasible, based on employer need and regional budget, the region may utilize incumbent worker training, On-the-Job-Training, and customized training. The regional sector boards will serve in as advisory capacity to the RWDB to establish sector strategies, career pathways, and post-secondary intermediary initiatives for the region. Region 2 will develop and implement an integrated business services model, and related integrated team, to provide employer services. Employer services within the region are:

- Recruiting: Core Partner staff will seek to match job seekers against the employment needs of prospective employers, and to make appropriate referrals. No fees are charged and job listings are posted on several internet sites.

- Outreach: Core Partner staff will provide area employers assistance with recruitment needs, coordination of large-scale recruitment such as career and employment fairs, and marketing workforce products and services.
- Testing Services: Core Partner staff will administer, at no charge to the employer or job seeker employment and basic skills assessments and tests.
- Reverse Referrals: Core Partner staff will, when necessary and possible, referrals.
- National Career Readiness Certificate (NCRC): A system developed by American College Testing (ACT) for documenting and improving work place skills. The certificate provides fair and objective measurement of workplace skills that can be accepted nationwide.
- Skilled Iowa: Core Partners will support and market this public-private initiative supported by the Governor's Office, Iowa Workforce Development, ACT, the Iowa STEM Advisory Council, and countless Iowa businesses.
- Tax Credits: Core Partners will provide access and information related to The Work Opportunity Tax Credit (WOTC) and Welfare to Work Tax Credit (WtWTC) which offers federal income tax credit if they hire persons from certain qualified groups, such as the low income or disabled.
- Labor Market Information: Core Partners will provide and make available current Labor Market Information (LMI) on various economic trends and occupations, including data on prevailing wage rates and projected job outlooks.
- Free Space: IowaWORKS offers free meeting rooms to employers for job interviews and space for employers to display and distribute job information.
- Employers' Council of Iowa: This group of local employers holds regular meetings to discuss common concerns and to sponsor seminars on topics of interest.
- Required Posters: Core Partners, in partnership with Wegner-Peyser will make available state and federal employer posters. These posters are available at no cost to the public, when available.
- Business Closings/Downsizing: Should a business experience closing or restructuring, Core Partner staff will provide assistance to through Rapid Response or related events.
- Unemployment Insurance Tax Forms and Publications: A number of commonly required or requested forms are available on-line.
- Unemployment Insurance Fraud: Iowa Workforce Development's 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.

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)

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

The Regional Board coordinates and promotes entrepreneurial skills training and micro-enterprise services through a collaborative approach with two primary organizations:

- North Iowa Area Community College John Pappajohn Entrepreneurial Center
- North Iowa Small Business Development Centers

The need for entrepreneurial resources and assistance is met through a collaborative approach by providing ongoing entrepreneurial training and assistance throughout Region 2. Specifically:

- WIOA Title I and Title IV provide tuition assistance for customers to obtain necessary business building skills for small business operation, as deemed appropriate.
- Iowa Vocational Rehabilitation provides ongoing entrepreneurial training through Iowa Self Employment program.
- North Iowa Small Business Development Centers will partner with IowaWORKS and the Core Partnership to provide foundation level entrepreneurial workshops within the One-Stop.
- Core Partnership front-line staff will assess and provide appropriate referrals to both organizations list above when client needs arise.

Refer to question C-6.

Describe how the regional board enhances the use of Registered

- Businesses within the region are encouraged 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.

Apprenticeships to support the regional economy.*

- 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. Region 2 has been chosen to be one of the grant recipient areas in Iowa for the JD-NEG (IA-55) Department of Labor Registered Apprenticeship program.
- IowaWORKS provides pre-Screening of participants for the specific occupation(s) the employer is needing
- IowaWORKS may provide Skills-Upgrading of participants through Safety Training, Skills Development, ESL, 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 has participated in 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 individual's career advancement.

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

Region 2 Core Partners will continue to provide information sessions to the people of the region impacted by plant closing layoffs and other Rapid Response events. The following people will be the primary contacts 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 2.

Marla Loecke
Operations Manager Regions 1&2
IowaWORKS
680 Main Street, 2nd Floor
Dubuque, IA 52001-6818
563-556-5800 ext 48129
marla.loecke@iwd.iowa.gov

The following individual will serve as an alternate contact:

Chris Hannan
WIOA Director Region 2
IowaWORKS
600 South Pierce Ave.
Mason City, Iowa 50401
Office: 641-422-1524 Ext. 44536
Fax: 641-422-1505
Chris.hannan@iwd.iowa.gov

Rapid Response is a proactive, business-focused, and flexible strategy designed for two major purposes: to help growing companies access an available pool of skilled workers from other companies that are downsizing or who have been trained in the skills Iowa companies need to be competitive, and to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and the affected workers.

Rapid Response provides early intervention to worker groups who have received a notice of layoff or closure. Region 2 has a Rapid Response Team consisting of staff from various partners within the region. Whenever possible, the team conducts on-site to those affected. Every effort is made to provide information sessions prior to the commencement of the layoffs 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 partner agency staff will be working together as a team to offer the individualized and comprehensive re-employment services. Following initial contact with

those affected, customers on an individual basis for co-enrollment into Core Programs, where needed.

Workforce Innovation and Opportunity Act Title I programs are mandated to co-enroll all Trade-certified and National Emergency Grant dislocated workers to provide seamless and integrated services. Additionally, co-enrollment with Title I programs as well as Core Partners allows regional resources to be leveraged without duplication of services. All customers receive assessments, review labor market information, establish employment goals, and develop Individual Employment Plans that are shared. Job seekers have access to electronic and in-person career services for industry exploration, resume preparation, skill assessment and testing, job search, work registration and unemployment insurance claim filing, skill building workshops, job search assistance and individualized career services.

Trade Adjustment Assistance (TAA) provides early intervention to worker groups on whose behalf a Trade Adjustment Act petition has been filed: Region 2 has a Rapid Response Team consisting of staff from all Workforce Innovation and Opportunity Act Title programs (I, II, III, IV), community organizations, and Trade Adjustment Assistance (once the petition has been certified). Whenever possible, the team conducts on-site presentations at the business location. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how the partner agency staff will be working together as a team to offer the customer individualized comprehensive re-employment benefits and services. Furthermore, as appropriate at such sessions or after layoffs occur, the joint Trade Adjustment Act/Workforce Innovation and Opportunity Act applications are completed. Afterwards, customers begin to engage in further orientation and intake sessions.

Case Management is shared between WIOA Title I and Title III representatives because those staff has access to a shared data management system. During WIOA implementation Region 2 hopes to expand data management access to all Core Partner staff, where deemed necessary. If customer contact has been made and the documentation shows ongoing progress toward goals with no issues, the contact will satisfy all programs' requirements. Ongoing communication is stressed among all partners is stressed at all times. Examples include: periodic combined staff meetings to reinforce open communication, multi-program co-enrollment meetings, and individual response teams.

When it is determined that a customer needs retraining to be more competitive in the job market, Workforce Innovation and Opportunity Act Title I staff takes the lead in development of the training plans in accordance with the six criteria for Trade Adjustment Act approved training. Thereby, the training plans are developed and justified based on test assessments, labor market information, assessment of the customer's personal qualifications and financial ability, and training information. The State Trade Adjustment Act office then reviews all training requests and issues determinations. While Trade Adjustment Act will be the primary funding source for an individual's training, Title I and Core Partner programs, may offer assistance with supportive services as needed. 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.

Re-Employment Services and Re-employment Services Eligibility Assessment Worker profiling, Reemployment Services and Re-employment Services Eligibility Assessment are offered within Region 2 and are designed to help persons identified as being at risk for long-term unemployment insurance eligibility to return to the workforce as quickly as possible. A variety of services are available, including but not limited to: career assessment, job search workshops and job search/job placement assistance.

Refer to question C-8.

Education and Training Focus

Describe how the regional board will engage local education and training

Region 2's Regional Workforce Development Board will engage secondary and post-secondary education institutions and training providers as partners in the local workforce system.

Engaging Education and Training Providers

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.*

The Region 2 Regional Workforce Development Board will work with local education and training providers to ensure the educational programming available meets the needs and demands of the area labor market. Engagement will occur through:

- Outreach to Pre-K through 12
- Community College Advisory Committees
- Serves as an intermediary between local business community and education
- Support post-secondary education connection initiatives

Creating a job-driven education and training system

During the 2013 legislative session, the Iowa Legislature made an historic investment in statewide workforce development initiatives. This investment commitment created the Iowa Skilled Worker and Job Creation Fund which allocates millions of dollars per year in a portfolio for education, workforce development, job training and adult literacy programs designed to address Iowa's growing shortage of skilled workers and to increase the capacity of the workforce delivery system within the state.

As a result of some of the funded programs within the Iowa Skilled Worker and Job Creation fund has allowed for the development of industry lead sector boards, educational pathways within a growing number of sectors, increased education opportunities, and career exploration opportunities for Iowans. Locally, Region 2 is aligning its job driven and education system with the initiatives and activities of the Iowa Skilled Worker and Job Creation Fund.

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

The Regional Workforce Development Board will leverage other federal, state, and local investments, when available, to enhance workforce development access through the following strategies:

- Increasing access and promotion of the Non-Competitive Hiring Program for Disabled Veterans
- Encouraging Ticket-to-Work assignments from clients receiving SSI and SSDI.
- Facilitating warm-hand offs between individuals case managed by IVRS who are at or near substantial and gainful employment through the Partnership Plus Agreement to improve employment outcomes for targeted populations.
- Improve access to Iowa Skilled Worker and Job Creation fund programs.
- Promotion and development of privately held post-secondary education scholarships and other investments.

Describe how the region's strategies will improve access to activities leading to recognized post-secondary credentials including Registered Apprenticeship certificates.*

Region 2 has several strategies that will continue improving access to activities leading to post-secondary certificates and credentials in demand occupations:

- Job Driven Apprenticeship National Emergency Grant offers dislocated workers an opportunity for On-the-Job Training and Apprenticeships.
- GAP Tuition Assistance provides need-based tuition assistance to enable completion of continuing education certificate training programs for in-demand occupations.
- Targeted Workforce Strategies will develop support, activities, and services for individuals that have significant barriers to employment.
- VA Vocational Rehabilitation services will be promoted to encourage returning veterans to engage in services related to registered apprenticeships.

In addition, Region 2 plans to learn more about the Governor's 2016 Future Ready Iowa Initiative which is focused on strengthening Iowa's talent pipeline for the careers of today and tomorrow. We want to ensure that students and workers have the career opportunities they deserve and business and industry can hire the skilled workers they need to grow. This initiative was created to develop a shared vision and strategies to improve the educational and training attainment of its citizens and the alignment of those degrees and credentials with employer demand.

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:*

With the use of economic development as ex-officio members of RWDB, they will provide input and guidance related to sector partnerships and career pathway development. Economic development and workforce development organizations will partner on mutually beneficial projects such as:

- Career fairs
- Plant tours
- New employer connections
- Transitional youth and young adult experiential learning initiatives

Regional Workforce Development Board Functions

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

Roles and Responsibilities of the Chief Elected Officials include:

- Providing input to the Governor, through IWD, on designation of local workforce development regions.
- Securing nominations for RWDB vacancies in accordance with Iowa Administrative Rules 877 - Chapter 6, and making final selection for appointment.
- Accepting liability for any misuse of WIOA funds expended under the contract.
- Serving as Local Grant Recipient under WIOA, including designating an entity to serve as local sub-recipient.

Roles and Responsibilities of the Regional Workforce Development Board include:

- Selection of service providers
- Establishing policy for the region's integrated workforce development system
- Developing a budget to carry out the duties of the local board, subject to the approval of the CEOs.
- Coordinating WIOA Core Partner activities with economic development strategies and developing other employer linkages with these activities.
- Promoting the participation of private sector employers in the workforce development system and ensuring the availability of services to assist such employers in meeting workforce development needs.
- Certifying eligible training providers.
- Use of discretionary funds
- Submitting an Annual Report to the State Workforce Development Board
- Establishing cooperative relationships with other local boards.
- Directing the activities of the Youth Standing Committee

Joint Chief Elected Official and Region Workforce Responsibilities in partnership with the RWIB, the CEOs are responsible for:

- Negotiating and reaching agreement with IWD on local performance standards.
- Appointing a Youth Standing Committee
- Developing a Chief Elected Official - Regional Workforce Development Board Agreement, outlining how the two boards will cooperate and collaborate in establishing and overseeing the region's workforce development system.
- Developing and entering into a Memorandum of Understanding with the Workforce Development System Partners.
- Conducting oversight of the local WIOA programs, the workforce development One-Stop, and related system; evaluating service delivery to determine if local needs and priorities are being met; determining whether regional needs have changed and if so, whether a plan modification is necessary; ensuring quality improvement is ongoing, and ensuring that performance standards are met.
- The RWIB/CEO's meet quarterly and all meetings are open to the public. Notices about meetings are published on the IWD Region 2 website. During those meetings quarterly performance reports, placement and retention data, fiscal and performance monitoring reports are reviewed. Questions arising from these reports are discussed. Follow up is then warranted in subsequent meetings. Success stories are shared with the board. Quarterly internal monitoring takes place to ensure process and policy is followed within our programs.
- Developing and submitting the Regional Workforce Development Customer Service Plan based on the Regional Assessment and Analysis.
- Reviewing information on all programs to evaluate service delivery and provider performance.
- Review monitoring procedures and monitoring reports of fiscal agent contracted monitors and state staff reviews.

RWIB EX-OFFICIO/PUBLIC INPUT POLICY

Public Input will be posted in all area newspapers, webpage and agency calendar notifying interested residents in our seven county region that we are developing a new Local Service Plan. Every RWDB meeting is posted for public input/invitation on the website. The draft

copy is made available along with a 30 day public comment period. The new plan will incorporate services from the WIOA Core Partner programs, Promise Jobs, Trade Adjustment Assistance, and other employment and training programs within the workforce development system. The plan also includes the Memorandums of Understanding with Core Partners and other community agencies.

A draft Plan may be obtained from the IowaWORKS North Iowa center by calling 641-422-1513. Comments on the Plan must be submitted to:

Chris Hannan
IowaWORKS North Iowa
600 South Pierce
Mason City, IA 50401
Phone: 641-422-1524 Ext: 44536
Email: chris.hannan@iwd.iowa.gov

Public Hearings are put on the agenda to receive comments on the Local Service Plan that will be held at the IowaWORKS North Iowa Center, 600 South Pierce, Mason City, Iowa.

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

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

The Regional Workforce Development Board (RWDB), appointed by the Governor in consultation with the Chief Elected Official (CEO) board, plays a leading role in establishing policy for the region's Workforce Development Center system. The RWDB also selects the WIOA service providers, directs the activities of the board standing committees, and shares responsibility for many other duties with the CEO board, including oversight of the regional Workforce Development Center system's service delivery.

This responsibility extends to oversight of the One-Stop Center system and ensuring quality customer service. The RWDB structure follows state guidelines. The board meets quarterly, at a minimum, with the CEO Board, and all meetings are open to the public.

The Region 2 Workforce Development Board and Chief Elected Officials are responsible for the development and oversight of the Local plan. The WIOA core partners participate in the process and provide input to the RWDB/CEO in the development of the plan. Through this process, the board is involved in the planning and oversight of the one-stop system within the region. Many of the strategies described in the plan are in place to ensure quality customer service throughout the region.

At each RWDB/CEO meeting the boards review the employment and training activities within the region and hears reports on performance, new initiatives, regional issues, and program specific expenditures. All partners participate and provide information related to their specific areas of expertise. This review process occurs at each meeting and is ongoing.

Board members are encouraged to make on-site visits as often as possible to their local center and to various regional affiliated sites to ensure services are carried out as described in the local plan.

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.**

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

Youth Standing Committee Roles and Responsibilities:

The Youth Standing Committee for Region 2 will replace Youth Advisory Committees and any/all related youth groups or teams approved by Regional Workforce Development Board/CEO in the past. The Youth Standing Committee is a subcommittee of the RWDB. Each standing committee must have at least one RWDB member. Additionally, a RWDB member must serve as the chairperson of every standing committee.

The Youth Standing Committee will provide meeting minutes, monitoring reports, membership nominations, and any amendment requests to the RWDB. The Youth Standing Committee will also continue to keep an open line of communication with the RWDB. A Youth Standing Committee representative will attend RWIB meetings semiannually. The intent of this committee is to convey ongoing youth activities and present any upcoming youth related projects, workshops, and related news to RWDB.

services to youth:*

Composition of the Committee shall include but not be limited to the following:

- Shall be chaired by a member of the Regional Workforce Development Board and may include other members of the regional board.
- Shall include other individuals appointed by RWDB who are not members of the regional board and who the regional board determines to have appropriate experience and expertise, such as WIOA Core Partners.
- Will also include community-based organizations and community-based organizations with a demonstrated record of success in serving eligible youth.

The Youth Standing Committee may consist of a maximum of 20 members, appointed to terms of 3 years each. Youth Standing Committee applications for nomination will be done on an as needed basis and will follow common statewide processes.

The Youth Standing Committee meets at least quarterly at the IowaWORKS office.

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

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

Regionally, the RWDB facilitates access to services in a "bricks" and "clicks" service delivery model. Bricks, physical locations, allow services to be provided through a One-Stop Center and regional affiliated sites. Clicks, services available through technology and software, allow job seekers to access employment related activities and services by electronic means.

Core Partner staff provide "brick" services in all outlying counties, and within all school districts of our seven county area, on an itinerant basis. This is done consistent with a special collaboration plan developed between Core Partners. Additionally, Virtual Access Points (VAPs) are also available throughout the region for customer access in remote locations.

Core Partner staff provide "click" services through IowaJobs.org and related skills development websites. The following is a non-exclusive list of electronic services that are available to individuals in Region 2:

- Accessing and apply for job openings
- Labor Market Information (LMI)
- Filing Unemployment Claims
- Basic Computer Skills Development
- Rosetta Stone
- Business Services (reviewing, editing, posting new jobs, etc.)

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

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

Region 2's Regional Workforce Development Board will work directly with Core Partners and the One-Stop system to ensure compliance with provisions of the Americans with Disabilities Act of 1990. The Americans with Disabilities Act, from here on known as A.D.A., prohibits discrimination against individuals on the basis of age, disability, sex, race, color or national origin. The system promotes accessibility for all customers and is fully compliant with accessibility requirements. The EEO processes are reviewed quarterly, at a minimum, by local management, staff and EEO State staff. The Regional Workforce Development Board will also ensure the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities. The Disability Resource Coordinator and Iowa Vocational Rehabilitation Services will ensure compliance with these efforts on an ongoing basis. The accessibility is reviewed quarterly and in a more comprehensive manner on an annual basis.

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

Regional Workforce Development Board Policies

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

The Region 2 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 RWDB'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 local area or region.

All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the Region 1 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 2 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 2 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.*

Priority of Service Policy.pdf
Refer to question F-9.

Provide the regional board's definition of self-sufficiency. Describe the process used to define self-sufficiency.*

A self-sufficiency wage is defined as employment which when combined with the wages of all other family members, brings the entire family income to at least 150% of the United States Department of Labor's Lower Level Standard Income Level (LLSIL.) The board also reserves the right to allow case managers or related staff to work directly with participants and agree on an individualized family definition of self-sufficient. This determination will be made with the participant's case manager and will be documented in their case notes.

Refer to question F-10.

Attach the regional board's Individual Training Account Policy.*

Individual Training Accounts.pdf

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

Regional Support Services Policy.pdf
Refer to question F-5.

Regional Workforce Development Board Fiscal Policies

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

The Regional Workforce Development Board will be governed by the procurement policy as developed in accordance with Federal, State and local policies and approved by Iowa Workforce Development and the State Board. Iowa Workforce Development is the administrative/fiscal agent for this RWDB and in this capacity administers and oversees all phases of the RWDB's operations. The RWDB has the responsibility to provide policy guidelines for the workforce region.

Requests for proposals (RFPs) will be requested for WIOA Title I services and will be publicized to identify all evaluation factors and their relative importance for WIOA activities. All responses to publicized requests for proposals will be reviewed by the policy set forth.

Technical evaluations of the proposals received and for selecting contractors will be conducted. RWDB review committee will review all proposals that meet the submission requirements and may submit summary reports of all proposals received to the Regional Workforce Development Board if requested by the RWDB.

After evaluation and recommendation of the RFPs by the RWDB review committee, the Regional Workforce Development Board will make the final selection of service providers. The Regional Workforce Development Board will have final authority for selection of service providers.

Final selections will primarily be based on, yet not limited to, effectiveness, demonstrated performance, potential for meeting performance goals, costs, quality of training, participant characteristics, past workforce development experience and performance of the bidder and non-duplication of services. The proposals will be weighed against established criteria and the RWDB will then select the winning proposal based upon this scoring

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.

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:*

Over the years, Region 2's Workforce Force Development Board has supported and encouraged youth programs that serve individuals with barriers to employment. The WIOA Title I youth program has a reputation of serving youth who others have given up on. This approach will likely continue in the youth program design both for in-school and out-of-school youth.

As a result of the 75% minimum youth expenditure requirement under WIOA, Region 2 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 Title I services while in high school, the enrollment will be done as an in-school youth.
- IowaWORKS Partner programs meet regularly to discuss referrals and to determine which program(s) would best meet the needs of each individual youth.
- Partner with the Promise Jobs program to serve youth, and emphasize youth between the ages of 16 and 24 who have not yet built a stable career path.
- Partner with the aftercare programs which provides services to young adults transitioning from foster care
- Partner with the Juvenile Justice System to serve more youth who have made mistakes and encourage them to overcome their past.

Core Partners and core partner front line staff will continue to work closely to provide an integrated approach to youth services. The region will ensure that at least 20% of the Title I youth funds are expended on experiential learning.

Refer to question E-6.

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

Regional Oversight and Monitoring

1) WIOA Title 1 Service Providers will ensure that participant and contract monitoring activities are conducted annually.

- A random sample of ten percent (10%) of all non-OJT financial contracts under \$25,000 that start during the quarter.
- A random sample of ten percent (10%) of all non-financial activity of service contracts which start during the quarter; and
- A random sample of ten percent (10%), of all participant files of participants enrolled or transferred into adult, dislocated worker and youth programs during the quarter.
- All On-the-Job (OJT) training contracts will be monitored during the second thirty-day period of activity under the contract and at least every 90 days thereafter.

2) WIOA Title 1 Service Providers will report to the Regional Workforce Development Board (RWDB), year to date and annual information on budget status, performance status, and regional activities within the programs.

3) Process for system evaluation by the RWDB and CEO Board

On a quarterly basis, the RWDB will review attainment of performance standards for the Adult, Dislocated Worker, and Youth programs of the WIOA Title 1 Service Providers, if available from the state in a timely manner. In addition, the MOU Partners will report on the attainment of system goals. The RWDB will review bi-annually the local service plan and modify as necessary.

As priorities are met, new ones will be negotiated with the WIOA Core Partners to continue to improve the system. In the event that goals and/or standards are not being met, the RWDB will conduct a dialogue and work with the WIOA Core Partners to offer ideas on how to resolve the issues.

WIOA Title 1 Service Providers will prepare an initial budget each year for review and approval by the RWDB and CEO Board. At a minimum the budget will include a separate budget for administrative expenses and program expenses.

Administrative expenses will include a budget estimate for the Regional Workforce Development Board for travel, meals, lodging, and miscellaneous expenses (e.g. registration, out-of-state travel, speakers, etc.) associated with the continued education and support of the boards.

A quarterly report will be provided to the RWDB and CEO Board by WIOA Title 1 Service Providers clearly demonstrating how funds were used for administrative and program functions.

State Oversight and Monitoring

1) Financial Monitoring

- Iowa Workforce Development (IWD) will conduct financial monitoring twice a fiscal year for the fiscal agent and the WIOA Title 1 Service Providers.

2) Program Monitoring

- Iowa Workforce Development (IWD) will conduct a quality assurance review of programs annually.
- The United States Department of Labor (DOL) in collaboration with Iowa Workforce Development (IWD) staff will conduct program reviews of all National Emergency Grants (NEG), as required by DOL.

Refer to question F-1.