

**2016**

# **REGION 2 LOCAL SERVICE PLAN**

Regional Policies and Procedures for WIOA Core Partners

Updated August 4, 2016

## Contents

Board Details .....	5
Local Area's Chief Elected Official Chair .....	5
Region 2 Core Partners .....	5
Region 2 Service Locations .....	7
Fiscal Agent .....	9
Title I Fiscal Agent .....	9
Economic Analysis and Labor Market Information .....	9
Industry Sectors and Occupations.....	9
Workforce Analysis .....	10
Employment and Unemployment .....	10
Labor Market Trends .....	10
Educational Skill Level of the Regional Workforce.....	12
Skills Gaps .....	12
Employer feedback reflects: .....	13
Activities Analysis .....	13
Strengths and Weaknesses .....	13
Current Integration Strategies in Region 2 .....	14
K-12 and Post-Secondary Service Delivery Alignment .....	14
Regional Strategic Vision and Goals .....	15
Alignment with State Vision.....	17
Regional Strategies .....	17
Strategic Alignment of Resources .....	17
Expanded Access .....	18
Facilitate Career Pathways and Co-enrollment.....	18
Strategy Alignment with State Strategies .....	19
Performance Goals (Joint Goals across Core Programs) .....	20
State Joint Performance Goals (Pending) .....	20
Core Partner Statement .....	20
Assessment for Continuous Improvement .....	20
Tracking Performance Outcomes and Continuous Improvement.....	20
Implementation of Strategies .....	21
Regional Workforce Development Board .....	21
Core Partners.....	22

Integrated Customer Service.....	28
Connecting with Special Populations .....	33
Special populations .....	33
Coordination, Alignment and Provision of Services .....	34
Employer Focus .....	34
Entrepreneurial Skills Training and Microenterprise Services .....	35
Board Support for Regional Expansion of Registered Apprenticeships.....	36
Rapid Response Coordination.....	36
Career/Technical Education Training Focus .....	38
Leveraging Resources .....	39
Improving Access to Post-Secondary Credentials .....	39
Coordination with Economic Development.....	40
Regional Workforce Development Board Functions.....	40
Board Structure and Decision Making Process .....	40
Oversight and Monitoring.....	42
Youth Standing Committee Roles and Responsibilities: .....	43
One-Stop Center Access .....	44
Compliance with the ADA of 1990 .....	44
Regional Workforce Development Board Policies.....	45
Ensuring Continuous Improvement .....	45
Regional Self-Sufficiency Definition .....	45
Regional Workforce Development Board Fiscal Policies .....	46
Awarding WIOA Title I Service Provider Contracts Process .....	46
Out-of-School Expenditure Requirement .....	46
Regional Oversight and Monitoring Policy .....	47
Attachments .....	50
Mandatory and Core Partners List .....	50
AIWP Customer Flow Chart.....	51
Individual Training Accounts Policy .....	52
Regional Support Services Policy.....	55
Local Board List .....	58
Regional Board by-laws.....	60
Priority of Services policy .....	67
EEO Grievance Procedure .....	70

Certificate Regarding Debarment/Assurances .....	71
Certificate Regarding Assurances .....	71
Certification Regarding Debarment .....	76
WIOA Public Comments Response Document .....	79
Labor Market Data - Regional Needs Assessment .....	84
Signature Page .....	92

## **Board Details**

Board Chair Name: Kelly Hansen  
Title: General Manager  
Business Name: POET Biorefining  
Business address: 3638 Fir Avenue Hanlontown, IA 50444  
Business phone: 641-896-6801  
Board Chair business email: kelly.hansen@poet.com

## **Local Area's Chief Elected Official Chair**

Local Area's Chief Elected Official Chair  
Jay Urdahl  
Elected Title: Cerro Gordo County Supervisor  
Local Government Affiliation: Cerro Gordo County Courthouse  
Address: 220 North Washington Ave. Mason City, IA 50401  
Phone: 641-421-3021  
Email: jurdahl@co.cerro-gordo.ia.us

## **Region 2 Core Partners**

Title I  
WIOA (Title I) Director - Adult and Dislocated Worker Services  
Organization Name: IowaWORKS North Iowa  
Address: 600 South Pierce Ave. Mason City, IA 50401  
Phone: 641-422-1524 extension: 44536  
Email: chris.hannan@iwd.iowa.gov

WIOA (Title I) Director - Youth Services  
Organization Name: IowaWORKS North Iowa  
Address: 600 South Pierce Ave. Mason City, IA 50401  
Phone: 641-422-1524 extension: 44536  
Email: chris.hannan@iwd.iowa.gov

Title II  
Adult Education and Literacy Services Coordinator:  
Title: Adult Education and Literacy Coordinator  
Organization: \*North Iowa Area Community College  
Address: 500 College Drive, Mason City, IA 50401  
Phone: 641-422-4176  
Email: leakesan@niacc.edu

Title III  
Wagner-Peyser  
Manager: Marla Loecke

Address: 600 South Pierce Ave. Mason City, IA 50401  
Phone: 641-422-1524 extension: 44520  
Email: marla.loecke@iwd.iowa.gov

Title VI  
Rehabilitation Services  
Vocational Rehabilitation Supervisor: Steven Faulkner  
Address: 600 South Pierce Ave. Mason City, IA 50401  
Phone: 41-422-1551  
Email: steven.faulkner@iowa.gov

Department for the Blind Supervisor: Keri Osterhaus  
Address: 524 4th Street, Des Moines, IA 50309  
Phone: 515-242-5746  
Email: keri.osterhaus@blind.state.ia.us

## Region 2 Service Locations

Service Location	Core Partner	Address	City	County	Phone	Office Hours	Point of Contact	Email
IowaWORKS of North Iowa	Adult	600 South Pierce Ave.	Mason City	Cerro Gordo	641-422-1524	M,T,Th, F 8:30-4:30, W 9-4:30	Chris Hannan	<a href="mailto:chris.hannan@iwd.iowa.gov">chris.hannan@iwd.iowa.gov</a>
IowaWORKS of North Iowa	Dislocated Worker	600 South Pierce Ave.	Mason City	Cerro Gordo	641-422-1524	M,T,Th, F 8:30-4:30, W 9-4:30	Chris Hannan	chris.hannan@iwd.iowa.gov
IowaWORKS of North Iowa	Youth	600 South Pierce Ave.	Mason City	Cerro Gordo	641-422-1524	M,T,Th, F 8:30-4:30, W 9-4:30	Chris Hannan	chris.hannan@iwd.iowa.gov
IowaWORKS of North Iowa	IVRS	600 South Pierce Ave.	Mason City	Cerro Gordo	641-422-1551	M,T,Th, F 8:30-4:30, W 9-4:30	Steven Faulkner	<a href="mailto:steven.faulkner@iowa.gov">steven.faulkner@iowa.gov</a>
North Iowa Area Community College	IVRS	Admin. Building Rm. 106, 500 College Dr.	Mason City	Cerro Gordo	641-422-4227	M-F 8-4:30	Colleen Dahle	<a href="mailto:colleen.dahle@iowa.gov">colleen.dahle@iowa.gov</a>
Mitchell Co. Service Building	IVRS	415 Pleasant Street	Osage	Mitchell	641-422-4227	M-F 8-4:30	Danielle Maloy	<a href="mailto:danielle.maloy@iowa.gov">danielle.maloy@iowa.gov</a>
Charles City NIACC Center	IVRS	203 Brantingham St.	Charles City	Floyd	641-228-4634	by appointment	Lisa Worden	<a href="mailto:lisa.worden@iowa.gov">lisa.worden@iowa.gov</a>
Garner Law Enforcement Center	IVRS	875 State St.	Garner	Hancock	641-530-4279	by appointment	Brian Warner	<a href="mailto:brian.warner@iowa.gov">brian.warner@iowa.gov</a>
Community Services of Franklin County	IVRS	123 1st Ave. SW	Hampton	Franklin	641-530-4444	by appointment	Kirsten Just	<a href="mailto:kirsten.just@iowa.gov">kirsten.just@iowa.gov</a>
Worth County Public	IVRS	95 9th Street North	Northwood	Worth	641-530-0006	by appointment	Katrina Webbeking	<a href="mailto:katrina.webbeking@iowa.gov">katrina.webbeking@iowa.gov</a>

Health Department								
Forest City Public Library	IVRS	115 East L Street	Forest City	Winnebago	641-530-4392	by appointment	Amy Markham	<a href="mailto:amy.markham@iowa.gov">amy.markham@iowa.gov</a>
Waldorf College	IVRS	Salveson Hall, Room 210	Forest City	Winnebago	641-530-4392	by appointment	Amy Markham	<a href="mailto:amy.markham@iowa.gov">amy.markham@iowa.gov</a>
North Iowa Area Community College	AEL	McAllister Hall 211A (HSED/ABE) and 113C (ESL)	Mason City	Cerro Gordo	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
Charles City NIACC Center	AEL	203 Brantingham St. Rm.	Charles City	Floyd	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
Hampton Center One	AEL	5 First Street SW	Hampton	Franklin	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
La Luz Hispana Center	AEL	116 1st Ave NW	Hampton	Franklin	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
Garner Education Center	AEL	325 8th Street	Garner	Hancock	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
Forest City High School	AEL	206 W School Street, Rm. 303	Forest City	Winnebago	641-422-4176	class hours vary	Sandra Leake	<a href="mailto:leakesan@niacc.edu">leakesan@niacc.edu</a>
IowaWORKS of North Iowa	Iowa Department for Blind	600 South Pierce Ave.	Mason City	Region 2	515-242-5746	by appointment	Keri Osterhaus	<a href="mailto:keri.osterhaus@blind.state.ia.us">keri.osterhaus@blind.state.ia.us</a>



## **Fiscal Agent**

### **Title I Fiscal Agent**

Fiscal Agent Organization: North Iowa Area Community College

Fiscal Agent - Mindy Eastman

Fiscal Agent Title: Accountant/Business Office Manager North Iowa Area Community College

Fiscal Agent DUNS: 879324960

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

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).

## **Economic Analysis and Labor Market Information**

### **Industry Sectors and Occupations**

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

#### **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

Region 2's Regional 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 Advanced Manufacturing. The Board will encourage the development of basic employability skills (critical thinking, time management, organization, self-motivation, etc.), interpersonal skills, and industry recognized credentials for individuals in Region 2 who have barriers to employment (lacking high school diploma, disability, etc.) The Board will oversee expanded access for employment by working directly with employers to decrease disability barriers through expertise regarding assistive technology solutions and accommodations.

## **Workforce Analysis**

### **Employment and Unemployment**

See below analysis of current employment and unemployment data and trends in the region:  
Region 2 Unemployment Rate Trends per County between December 2014 - Dec. 2015

County	December 2014	December 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 2 average	3.99	3.29

Region 2 Employment trends in 2014

Total Employment: 50,536

Average Weekly Wage: \$732.00

Largest Private Sector: Manufacturing; 9,936

### **Labor Market Trends**

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. These openings will be in the following major occupational groups:

- Management
- Healthcare
- Food prep and serving
- Sales
- Transportation and material moving

Of these groups the following job titles 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:

- Healthcare
- Construction
- Production
- Food prep and serving
- transportation and material moving

Of these groups the following job titles 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

## Educational Skill Level of the Regional Workforce

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

Skills Level	Statewide Percent	National Percent	State Avg. %	National Avg. %
	Total in Region 2	Percent of Total		
Less than 9th grade	3,010	4	4	7
9th to 12th grade	3,878	5	5	8
High school diploma	27,570	36	33	28
Some college	17,815	23	21	21
Associate's degree	10,149	13	11	8
Bachelor's degree	10,717	14	18	18
Graduate or higher	3,767	5	8	11
Total	76,906	100	100	101

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

Skills Level	Total in Region 2
Less than 9th grade	3,099
9th to 12th grade	3,695
High school diploma	27,548
Some college	17,892
Associate's degree	10,112
Bachelor's degree	10,717
Graduate or higher	3,745
Total	76,808

## Skills Gaps

The following is captured from FY15 data collection specific to the Mason City region of IVRS:

At Application Assessment	Barrier Count	Caseload Count	Percent
Lack of educational or occupational skills attainment	98	910	10.77%;
homelessness	5	910	0.55%;
offender	7	910	0.77%;
welfare dependency	221	910	24.29%
low income	8	910	0.88%

### **Employer feedback reflects:**

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

### **Activities Analysis**

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 non-exhaustive list of regional accomplishments follows:

- Core partner frontline staff cross training on all WIOA programs
- Weekly staff meetings with Core Partners include cross training focused on education and training activities to better serve individuals with barriers to employment
- 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

### **Strengths and Weaknesses**

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.

Local strengths and strategies to address the workforce needs of area employers and address gaps in services are listed below:

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, families on Temporary Assistance (TANF), and others with barriers to employment 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.
7. Region 2 has a long history of Core Partner co-location.

## **Current Integration Strategies in Region 2**

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.

## **K-12 and Post-Secondary Service Delivery Alignment**

Region 2 Core Partners are involved at all levels of education to enhance service delivery 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. Each Region 2 high school will have a young adult transition plan tailored to their specific community needs. Through this planning initiative Core Partners have established a pathway for referral and co-enrollment, for each partner program. Additionally job fairs, lunch and learns, and other experiential learning opportunities are being developed.

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.

## **Regional Strategic Vision and Goals**

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.

### **Strategic Vision**

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.
- Commit to providing programs and services in a readily accessible format and delivery method.
- Will collaborate with local education agencies, schools, and business/industry to improve access and outcomes for youth and young adults who have significant barriers to employment.

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, including 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.

## **Alignment with State Vision**

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.

## **Regional Strategies**

### **Strategic Alignment of Resources**

*Will strive to increase the number of Iowans who, through Core Partner programs, will obtain a credential or skill upgrading necessary to obtain employment*

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.

*Will strive to increase the number of Iowans who, through Core Partner Programs, will attain employment after obtaining a credential*

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.

*Will strive to increase the number of Iowans who, through Core Partner programs, will retain employment.*

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.

*Will improve access to work readiness skills development opportunities*

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

### **Expanded Access**

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. In addition, outreach is conducted to rural communities, high schools, and adult education centers to provide systematic workforce development information and orientations. Plans are in place for experiential learning opportunities for targeted populations, specifically youth and young adults with significant barriers to employment, throughout Region 2. Partner representatives provide on-site services in outlying areas upon request or appointment.

### **Facilitate Career Pathways and Co-enrollment**

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 stackable 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.

Each entry point into the One-Stop system co-enrollment into Core Partner programs is assessed upon initial basic assessment. Through the Membership process additional referrals are made according to policies established in Region 2. During this process accessibility and accommodations to information and service will be made available. 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.

### **Strategy Alignment with State Strategies**

#### Accessibility:

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)**

### **Core Partner Statement**

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.

### **Assessment for Continuous Improvement**

### **Tracking Performance Outcomes and Continuous Improvement**

Region 2 staff have 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 analyzes 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
- 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.

## **Implementation of Strategies**

### **Regional Workforce Development Board**

Region 2 has adopted an integrated customer flow model that is functional and customer driven and not demarcated by program. An example of this is each entry point into the One-Stop system co-enrollment into Core Partner programs is assessed upon initial basic assessment. Through the Membership process co-enrollment and referrals will be made when deemed appropriate per local policy. During this process accessibility and accommodations to information and services will be made available. 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 OneStop Center has obtained access to Wage information to research employment status of clients. Vocational Rehabilitation and Adult Education and Literacy staff have access to iWorks.

## Core Partners

### Title I: Adult and Dislocated Worker

Today's increasingly competitive, fast paced, and globalized economy places a greater 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. Adult and Dislocated Worker services will be provided to individual with barriers to employment in Region 2 while avoiding duplication of services.

Recommendations to address regional workforce needs of area low-income adult and dislocated workers are outlined below:

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.

### Title I: Youth and Young Adult

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 and young adults 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:
  - a. Summer employment opportunities and other employment opportunities available throughout school year (WEP)
  - b. Pre-apprenticeship programs (PRE)
  - c. Internships and job shadowing (INT), (SHW)
  - d. 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)

Operationally, Region 2 will continue to emphasis program services to youth and young adults (whether designated as in-school or out-of-school) to meet the requirements of serving them under WIOA. Specifically, Region 2 will develop partnerships with:

- K-12 Education
- Alternative Schools
- Adult Education and Literacy
- Area Education Agencies
- Correction Institutions
- Drug Courts
- Disability Services (IVRS and community rehabilitation programs)

Not all 14 Youth Elements will be provided by Title I Youth staff but will be made available within Region 2 through partnerships with Core and community partners. 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)
- Skill Upgrading (SUG)

Support Services are those services that are necessary to enable a youth to participate in activities authorized under WIOA. A non-exhaustive list of support services are available in Region 2 for 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 Title I services 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.

## Title II: 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
- 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 co-enrolled services with other WIOA staff. Core Partner programs and PROMISE JOBS staff advise and assist co-enrolled AEL clients as needed with securing funding for removing barriers to AEL program attendance and completion, including daycare, transportation, and testing fees to avoid duplication of services. 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.

### Title III: 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 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 are the 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, the career services team will make the appropriate referrals for 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. To avoid duplication of services a tiered approach will be utilized to use the skills and expertise of the appropriate agencies through referral and co-enrollment to meet individual needs. Every effort will be made to blend and braid services and funding on behalf of the customer.

#### Title IV: Iowa Vocational Rehabilitation Services

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 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.

#### Title IV: Iowa Department for the Blind

Iowa Department for the Blind is a Core Partner of the workforce development system. Core Partner frontline staff have access to Iowa Department for 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 is 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.

IVRS hosted community conversations within Region 2 with partners, service agencies, and employers. These conversations were held in 2015. Gaps in services were identified and

solutions were suggested including the coordination of efforts in providing services to individuals with disabilities to address barriers to employment (transportation, access to technology, etc.) Region 2's IDB counselor is Joe Weigel and holds office hours by appointment. Cross training takes place between all Core Partner front-line staff during staff training days and during daily morning meetings on topics such as assistive technology, job development efforts, etc. related directly to individuals who are blind and deaf/blind. Referrals are coordinated by any Core Partner. Through IVRS service provision is shared with the Older Worker Employment Program and Self-Employment Program such that some visually impaired individuals are co-enrolled.

## **Integrated Customer Service**

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 job seekers, form the backbone of the One-Stop delivery system. While some job seekers 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 job seekers 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 record keeping 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 WIOA services. Customers receive services through Wagner-Peyser (WP) and will automatically be co-enrolled into WIOA Title I Adult and WIOA Dislocated Worker (if dates of birth and selective service requirements are met.) Co-enrollment into all other programs to include WIOA Title I Youth, Promise Jobs, Veterans programs, Ticket to Work, IVRS, IDB, and AEL 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 divides 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 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.

- Staff assisted job search and placement assistance, including career counseling (JSP), (G&C);
- Staff assisted job development (working with an employer and job seeker) (SJD);
- 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
    - i. Provision of information on in demand industry sectors and occupations; and
    - ii. 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. 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.

- A. Skill upgrading (SUG) is a short-term pre-vocational service, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct and English Language Learning to prepare individuals for unsubsidized employment or training;
- B. Out-of-area job search expenses;
- C. Internships (INT); and
- D. 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 Title A/DW, must be in conjunction with another Training activity);
- G. Secondary Education Certificate (SEC);



- H. Incumbent Worker Training;
- I. 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.

## **Connecting with Special Populations**

### **Special populations**

Region 2 utilizes an integrated customer service approach in which an initial needs assessment is made of any client who enters the One-Stop or another core partner service sites. Referrals are made, between all Core Partner Programs when deemed appropriate, to the related program/staff member to facilitate access to specialized services as needed to promote the best employment outcome possible. Through this process consultation between front-line staff is ongoing.

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.

IBD provides services to individuals who are blind and visually impaired. IDB connects individuals to other core and community partners through information and service referrals.

Above Needs editing but can't do so without Core Partners and RWDB approval

## **Coordination, Alignment and Provision of Services**

### **Employer Focus**

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 in demand industries. The RWDB will seek to enhance access for individuals with barriers to employment (disabilities, visually impaired, criminal records, etc.) The RWDB will also seek to meet the labor market needs of local employers through education and consultation related to accommodations and assistive technology solutions related to special skills training for individuals with barriers to employment.

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) 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 Wagner-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.

## **Entrepreneurial Skills Training and Microenterprise 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 and Iowa Department for the Blind 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 Start Smart classes which are foundation level entrepreneurial workshops within the One-Stop beginning May 2016.
- Core Partnership front-line staff will assess and provide appropriate referrals to both organizations list above when client needs arise.

North Iowa Area Community College John Pappajohn Entrepreneurial Center, North Iowa Small Business Development Centers, and Core Partners work jointly to share resources to serve individuals who seek entrepreneurial skills development.

## **Board Support for Regional Expansion of Registered Apprenticeships**

The RWDB will work to enhance the use of Registered Apprenticeships to support the regional economy: To do so:

- 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.
- 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 prescreening 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.
- IDB/IVRS will be consulted for accommodations and assistive technology solutions as appropriate.

We are currently in the process of developing apprenticeships. As we move towards enrollments in a certified apprenticeship program, pre-screening services and implementation of best practices, will be implemented into the Integrated Workforce Delivery Model for Region 2.

## **Rapid Response Coordination**

Core Partners will continue to provide information sessions Region 2 individuals 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:

1. 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
2. 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 visits to those affected. 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 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 training services 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.

### **Career/Technical Education Training Focus**

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. 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 education systems
- Community College Advisory Committees
- Serve 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 a 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, 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 education system with the initiatives and activities of the Iowa Skilled Worker and Job Creation Fund.

### **Leveraging Resources**

The Regional Workforce Development Board will leverage other federal, state, and local investments, between the WIOA Core Partners as new opportunities become available, to enhance workforce development access through the following strategies:

- Increasing access and promotion of the Noncompetitive 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

### **Improving Access to Post-Secondary Credentials**

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

- WIOA Title I Discretionary grants (SP NEG, JD NEG, etc.) provide an opportunity for Registered Apprenticeship placement, industry recognized credentialing, etc.
- 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.

### **Coordination with Economic Development**

Regional economic development representatives have been appointed to the RWDB as ex-officio members where 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**

#### **Board Structure and Decision Making Process**

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 RWDB, 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 RWDB/CEO's meet quarterly and all meetings are open to the public. Notices about meetings are published on the 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. They will also:

- Develop and submit the Regional Workforce Development Customer Service Plan based on the Regional Assessment and Analysis.
- Review 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.

RWDB 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 641-422-1524 extension 44536. 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](mailto:chris.hannan@iwd.iowa.gov)

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

## **Oversight and Monitoring**

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. At each quarterly meeting, and more often such as monthly, if determined by the RWDB/CEO board, the boards reviews the employment and training activities along with the Local Service Plan to ensure goals and strategies are being met.

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.

### **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 RWDB 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.

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 25 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.

Youth Services are provided by all Core Partners in the WIOA workforce system for Region 2. Each partner has their own set of eligibility requirements, but work together as a team to ensure needed services are being provided to address all barriers to employment. These services are often provided through one on one sessions, group workshops, or via electronic access. The Youth Standing Committee oversees the services provided to youth through the Core Partners but also other service providers in the North Iowa region.

## **One-Stop Center Access**

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

Core Partner staff provide "bricks" 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 "clicks" 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.)

The use of assistive technology and need for accommodations is integrated in the services provided at throughout the system. Through consultation with IVRS/IDB we are continuing to assess the needs of additional accessibility that is needed for our workforce services.

## **Compliance with the ADA of 1990**

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.

Through assistance and consultation with IVRS/IDB the current services provided through our WIOA workforce system are being evaluated and changes will be made as encouraged by our partners. For example: providing audio recordings for the Local Service Plan and tip sheets that are offered in our centers.

## **Regional Workforce Development Board Policies**

### **Ensuring Continuous Improvement**

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 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 2 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.

As issues, concerns or strengths arise for the ongoing analysis, these will be addressed with the WIOA Core Partners to give input and determine next steps in correcting the issues. The RWDB will also comment on the strengths of the Region and how this is assisting the workforce in North Iowa.

### **Regional Self-Sufficiency Definition**

A self-sufficient 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-sufficiency. This determination will be made with the participant's case manager and will be documented in their case notes.

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

### **Awarding WIOA Title I Service Provider Contracts Process**

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.

### **Out-of-School Expenditure Requirement**

Over the years, Region 2's Workforce 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. Enrollment decision will be made in a variety of ways:

- 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.

## **Regional Oversight and Monitoring Policy**

1. WIOA Title I Service Providers will ensure that participant and contract monitoring activities are conducted annually.
  - a. A random sample of ten percent (10%) of all non-OJT financial contracts under \$25,000 that start during the quarter.
  - b. A random sample of ten percent (10%) of all non-financial activity of service contracts which start during the quarter; and
  - c. 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.
  - d. 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 I 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 I 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 I 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, if requested, to the RWDB and CEO Board by WIOA Title I 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.

#### Internal Eligibility Monitoring

Each new WIOA enrollee file is reviewed by a WIOA staff member other than the enrollee's case manager, to validate the enrollee's eligibility. The reviewer completes a Participant File Checklist form, or subsequent document, and the form is maintained in the case file. WIOA staff



will also present new enrollee file and completed Participant File Checklist to WIOA Director for review.

### Internal Quarterly Monitoring

Region 2 internal monitoring of the WIOA program will be conducted on a quarterly basis by the Director or designee by the following method:

- A random sample of 10% of all non-OJT financial contracts under \$25,000;
- A random sample of 10% of non-financial activity of service contracts which start during the quarter
- A random sample of 10% of all participant files of participants enrolled or transferred into adult, dislocated worker and youth programs during the quarter.
- All OJT training contracts will be monitored during the second thirty-day period of activity under the contract and at least every 90 days thereafter.
- Once during each program year, the WIA Service Provider will monitor each contract written for \$25,000 or more.

A computer-generated randomizer list will be used to select samples. Applicable monitoring form will be completed and signed by the internal monitor, the Employment Training Specialist of the participant, and the Manager/Director and maintained.

In the event that an eligibility determination was made erroneously, the WIA case manager will pursue all feasible methods in order to recoup funds. The Coordinating Service Provider's Chair (Region 2 Director) will attend the quarterly RWDB/CEO meetings to give updates. The RWDB/CEO will annually review the CSP performance. The RWDB/CEO will review the quarterly performance reports, if issues are found the board will discuss with the One Stop Operator (Region 2 Director) and will seek technical assistance if needed.

## Attachments

### Mandatory and Core Partners List

Mandatory Partners	Local Area	Entity	Name	Telephone Number	Email Address
Career/ Technical Education	2	North Iowa Area Community College	Terry Schumaker	641-422-4170	<a href="mailto:schumter@niacc.edu">schumter@niacc.edu</a>
SCSEP (Older Worker)	2	AARP Foundation Experience Works  Senior Service America Inc. (SSAI) Community Action Agency of Siouxland	Cynthia Cannavo Tracey Dormady-Ketcham  Ivy Nielsen  Antoinette Green	515.287.1555 515.243.2430  712.755.5135 ext. 230	<a href="mailto:ccannavo@aarp.org">ccannavo@aarp.org</a> <a href="mailto:tracey_dormady-ketcham@experienceworks.org">tracey_dormady-ketcham@experienceworks.org</a>  <a href="mailto:inielsen@westcca.org">inielsen@westcca.org</a>  <a href="mailto:agreen@caasiouxland.org">agreen@caasiouxland.org</a>
Job Corps	2	Denison Job Corps  Ottumwa Job Corps	Jim Whitmire  Mark Douglas	712.265.2300  641.682.2000	<a href="mailto:Whitmire.jim@jobcorps.org">Whitmire.jim@jobcorps.org</a>  <a href="mailto:Douglas.mark@jobcorps.org">Douglas.mark@jobcorps.org</a>
Native American		N/A			
Migrant/Seasonal Farm Worker	2	Proteus	Matthew Winkel	515-269-7461	<a href="mailto:mattw@proteusinc.net">mattw@proteusinc.net</a>
Veterans		Iowa Workforce Development	Linda Rouse	641.680.3591	<a href="mailto:Linda.rouse@iwd.iowa.gov">Linda.rouse@iwd.iowa.gov</a>
YouthBuild		N/A			
Trade Act	2	Iowa Workforce Development	Kristi Judkins	515.281.5364	<a href="mailto:Kristi.judkins@iwd.iowa.gov">Kristi.judkins@iwd.iowa.gov</a>
Community Action (E/T)	2	FaDSS/Community Action	Wendy Martinez	641-423-7766	<a href="mailto:wmartinez@nicao-online.org">wmartinez@nicao-online.org</a>
Housing Authority (E/T)		N/A			
Unemployment	X	Iowa Workforce Development	Ryan West	515.725.1086	<a href="mailto:Ryan.west@iwd.iowa.gov">Ryan.west@iwd.iowa.gov</a>
TANF(PROMISE JOBS)	X	Iowa Workforce Development Hawkeye Community College	Heidi Wicks Christy Mason	515.281.2810 319-235-2123	<a href="mailto:Heidi.wicks@iwd.iowa.gov">Heidi.wicks@iwd.iowa.gov</a> <a href="mailto:Christina.Mason@iwd.iowa.gov">Christina.Mason@iwd.iowa.gov</a>

# AIWP Customer Flow Chart



## Individual Training Accounts Policy

Payment of WIOA Title I approved/authorized costs will be accomplished through an Individual Training Account (ITA). Once a provider has been selected and the maximum amount necessary to purchase the training and support services has been determined, that amount will be assigned to the participant's ITA.

The following are maximums for ITAs for the respective services – exceptions to maximum amounts listed may be allowed with Regional Manager/Director approval:

- Intensive services – up to a maximum of \$2,500 for all intensive services or up to 520 hours at prevailing wage for WEPs per WIOA Title I participant.
- Training services – up to a maximum of \$5,000 for all training services or up to 1040 hours at prevailing wage for OJT per WIOA Title I participant.
- Support Services – up to a maximum of \$2,500 per fiscal year per WIOA Title I participant. See Local Service Plan sections for specific limits on each type of supportive service.

- 

The following are maximums for Experiential Learning opportunities – exceptions to maximum amounts listed may be allowed with Regional Manager/Director approval:

- Work Experiences (WEP)
  - A WEP agreement at one worksite can be written for a maximum of 13 calendar weeks unless the agreement is for a part-time WEP of less than 520 hours, then WEP activity period can be extended to a maximum of 26 weeks.
  - WEP wages shall be no less than minimum wages.
  - Prevailing wage per industry is allowable.
  - Service Provider is employer of record.
- Internships (INT)
  - Compensation can be in the form of incentive and bonus payments or wages for youth.
  - INT wages shall be no less than minimum wage.
  - Prevailing wage per industry is allowable.
  - Service Provider is employer of record.
  - Participants must be covered by adequate on-site medical and accident insurance even if they are not receiving wages.
  - Total participation must not exceed 500 hours per enrollment.
  - For in-school youth, INT participation must be limited to twenty (20) hours per week during the school year. In-school youth may participate in INT full-time during summer vacation and holidays.
- Job Shadowing (SHW)
  - The participant must not receive wages for the time spent in SHW.
  - The participant is not necessarily entitled to a job at the end of the Job Shadow period.
  - The total participation in the SHW activity for any participant in any one occupation must not exceed 160 hours per enrollment.
  - The length of a participant's enrollment in SHW is limited to a maximum of 640 hours, regardless of the number of SHWs conducted for the participant.

- Participants enrolled in a Job Shadow activity must be covered by adequate on-site medical and accident insurance.
- On-The-Job Training
  - Participants in an OJT must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of job.
  - Each participant in an OJT must be covered by Worker's Compensation in accordance with State law.
  - Payment for overtime hours and holidays (non-working days) is not allowable.
  - An OJT contract with an employer can be written for a maximum of 1040 hours.
  - Training hours will be reduced by 1 week for every 1 month of related experience.
  - Training hours can be increased for a participant based upon the individual circumstances of the participant, such as disability. This process will not exceed limits established above or in related policy and must be approved by local Director or his/her designee. This process must be documented on ISS/IEP and in case notes.
  - The appropriate payment by WIOA is 50 percent of the wages paid by the employer to the participant during the period of the training agreement. In limited circumstances, the reimbursement may be up to 75 percent of the wage rate of the participant when the following conditions are considered:
    - The characteristics of the participants
    - The size of the employer
    - The quality of employer-provided training and advancement opportunities
    - Any additional factors the local board determines to be appropriate, which may include, the number of employees participating in the training, wage and benefit levels of those employees (at present and anticipated upon completion of the training), and relation of the training to the competitiveness of a participant

The maximum amount allowed for services will be discussed with each participant and divided per term or expense as appropriate. An ITA will be issued to each vendor showing the amount authorized by WIOA Title I for each time period. The maximum allowed for Adult and Dislocated Worker participants will be determined by the unmet need demonstrated on the Financial Need Determination form.

In cases when an ITA form (or book/supply authorization form) is not accepted by a vendor and the participant needs to purchase authorized items (examples may include required books, supplies, background check, physical/drug test, etc.) and then seek reimbursement, the following practice must be followed:

- Payment or reimbursement for service or service-related items must be approved prior to the purchase of the item
- Participant must submit original, itemized receipt to be reimbursed. If the receipt only lists costs, the participant must identify each item. All receipts are to include the participant's name, last four digits of social security number and the participant's signature.

- If tools, exams or testing are required for training, the required tool list or syllabi showing these required items must be provided. Tools will be delivered to the office at 600 South Pierce Avenue to the attention of the Employment Specialist (E.S) and then a meeting will be arranged for participant and E.S. to go through the packing list together, and signature attained by participant at that time. This procedure will minimize the chance of tools being given to a student other than the person listed on the ITA.
- Software is not reimbursable unless it is listed in the syllabus as required by all students in the class. Needing access to software does not imply a requirement to purchase.
- All receipts (must be itemized) for reimbursement of approved/authorized services are to be turned in with any or all other required documentation within 30-days of purchase and must have the participant's signature on it.

## **Regional Support Services Policy**

Support Services are available to regional job seekers receiving individualized career services or training services, but only as determined necessary and documented in case notes that the participant required such support to participate and complete the activity. Also, services are provided based on current budget circumstances. Support Services expenditures over the maximum allowable per fiscal year are allowable through WIOA Title I Director's approval.

Following are the allowable types of support service payments:

### **A. Clothing (CHG)**

The costs of items such as clothes and shoes that are necessary for participation in WIOA activities are allowable. Items such as uniforms and protective eye wear are included. WIOA Title I Maximum Expenditure per fiscal year: \$250.00

### **B. Counseling (CLG)**

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIOA services. WIOA Title I Maximum Expenditure per fiscal year: \$500.00

### **C. Dependent Care (DPC)**

The cost of dependent care from licensed daycare providers or from private sources agreed upon by the participant and WIOA Service Provider staff are allowable. Dependent care payments may not be made to individuals living in the same household. Dependent care includes child or adult care. Higher rates may be allowed in special cases, including, but not limited to, care of an infant, sick child, or person with a disability. Participants must apply for available dependent care resources for which a participant may be eligible. WIOA Title I Max Expenditure per fiscal year: \$4.00 per hour per dependent. Max \$100.00 per week

### **D. Financial Assistance (FAS)**

The purpose of a Financial Assistance Payment is to make a payment to a Service Provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as housing assistance, auto repair, eyeglasses repair, etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, State, local law or statute. WIOA Title I Maximum Expenditure per fiscal year: \$1,000.00

### **E. Health Care (HLC)**

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This support service would be used only when

there are no other resources available to the participant. WIOA Title I Maximum Expenditure per fiscal year: \$500.00

F. Incentive and Bonus Payments (INB) – Youth only

Incentive payments to youth participants are allowed for recognition and achievement directly tied to training activities and experiential learning activities. The INB payment policy is based on attendance or achievement of basic education skills, pre-employment/work maturity skills or occupational skills as identified in the ISS for the participant.

Federal funds may not be spent on entertainment costs. Therefore, incentives will not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Internal controls are in place to safeguard cash which also apply to safeguarding of gift cards, which are essentially cash. Benchmarks are listed below:

Benchmark	INB Payment
High School Diploma Attainment	\$100.00
HiSED Attainment	\$100.00
Achievement of Academic or Career goal	\$75.00
Perfect Attendance for Subsidized or Unsubsidized	
A. Work in a Month	\$50.00
B. Maximum Perfect Attendance	\$200.00
National Career Readiness Certificate	
A. Bronze NCRC Level	\$25.00
B. Silver NCRC Level	\$50.00
C. Gold NCRC Level	\$75.00
D. Platinum NCRC Level	\$100.00
Achievement of In Demand Credential/s	\$100.00
Completion of 30 hour Leadership Activity	\$100.00
Employed for Both the 2nd and 4th Quarter After Exit	\$50.00

G. Miscellaneous Services (MSS)

Bonding is an allowable cost unless funds are available from other resources. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation. The cost of required tools is allowed. All policies and procedures set forth in the property section of this handbook apply to property purchased with WIOA funds. The cost of licenses or application fees is allowable if required for employment. WIOA Title I Maximum Expenditure per fiscal year: \$2,000.00

H. Needs-Related Payments (NRP)

Needs-Related Payments are financial assistance payments made directly to participants to provide for the purpose of enabling them to participate in training activities. Needs-Related Payments for Adults, Dislocated Workers and Youth will not be utilized in Region 2.



#### I. Residential/Meals Support (RMS)

The cost of lodging for each night away from the participant's permanent home required for continued program participation is allowable. The cost for meals while the participant is away from home or in travel status for required training is allowable. This support service is not intended to cover living expenses for long term activities, such as dormitory expenses while in training. WIOA Title I Maximum Expenditure per fiscal year: \$30.00 per day in meals & \$75.00 per day for lodging.

#### J. Services for Individuals With Disabilities (SID)

The cost of special services, supplies, equipment and tools necessary to enable a participant with a disability to participate in training is allowable. It is not an allowable use of WIOA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements. WIOA Title I Maximum Expenditure per fiscal year: \$500.00

#### K. Stipends (STI) - Youth Only

Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the fourteen (14) youth services provided the provision of a stipend is included in the participant's individual assessment and service strategy. WIOA Title I Maximum Expenditure per fiscal year: \$500.00

#### L. Supported Employment and Training (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment. SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with Experiential Learning activities such as: INT, OJT, SHW, PRE and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment. WIOA Title I Maximum Expenditure per fiscal year: \$1,000.00

#### M. Transportation (TRN)

The cost of transportation necessary to participate in WIOA activities and services, including job interviews, is allowable. If transportation is by personal vehicle, costs will be reimbursed at the current mileage rate allowed by the PROMISE JOBS program. If rates are updated, participants will receive the updated rate. If transportation is by public transit, actual cost will be reimbursed. Reimbursement is for only one round trip per scheduled day.

## Local Board List

Category	Name	Business Name and Address	Phone Number	Website	Term
Business, Chair	Paul Fitzgerald	Titonka Savings Bank 101 Highway 69 North Forest City, IA 50436	641.585.3247	<a href="https://www.tsbbank.com/">https://www.tsbbank.com/</a>	2016
Business, Vice Chair	Cindy Harris	Valent Biosciences 1000 Wallace Road Osages, IA 50461	641.832.2207	<a href="http://www.valentbiosciences.com/valent-biosciences-corporation-home/about/osage-plant">http://www.valentbiosciences.com/valent-biosciences-corporation-home/about/osage-plant</a>	2018
Business	Kelly Hansen	POET Biorefining 3638 Fir Avenue Hanlontown, IA 50444	641.896.6801	<a href="http://poet.com/hanlontown">http://poet.com/hanlontown</a>	2018
Business	James “JR” Ackley	Independent Insurance Agent 320 N Main St Marble Rock, IA 50653	641.315.2654	N/A	2018
Business	Renee Diemer	Diemer Realty 78 Main Ave. Britt, IA 50423	641.843.4000	<a href="http://www.diemerrealty.net/">http://www.diemerrealty.net/</a>	2016
Labor	Julie Pralle	Franklin County Auditor’s Office PO Box 26 Hampton, IA 50441	641.456.5622	<a href="http://www.co.franklin.ia.us/pages/auditor">www.co.franklin.ia.us/pages/auditor</a>	2018
Labor	Arthur Jones	Teamsters Local 238 5000 J Street SW Cedar Rapids, IA 52404	319.365.1461	<a href="http://teamsterslocal238.com/">http://teamsterslocal238.com/</a>	2018
Labor	Craig La Kose	Cerro Gordo County Sheriff 17262 Lark Ave. Mason City, IA 50401	641.421.3000	<a href="http://www.co.cerro-gordo.ia.us/departments/sheriff/">http://www.co.cerro-gordo.ia.us/departments/sheriff/</a>	2016
Labor	Patsy “Denise” Largent	Cerro Gordo County Sheriff 17262 Lark Ave. Mason City, IA 50401	641.421.3001	<a href="http://www.co.cerro-gordo.ia.us/departments/sheriff/">http://www.co.cerro-gordo.ia.us/departments/sheriff/</a>	2016
Labor	Gerald Miller	Canadian Pacific Railroad 1100 South Pennsylvania Ave. Mason City, IA 50401	641.421.1513	<a href="http://www.cpr.ca/en">http://www.cpr.ca/en</a>	2016
City Elected	Mayor James Erb	City of Charles City 105 Milwaukee Mall Charles City, IA 50616	641.228.3727	<a href="http://www.cityofcharlescitiy.org/">http://www.cityofcharlescitiy.org/</a>	2018
School District	Nancy Prohaska	Forest City School District	641.585.2670	<a href="http://www.forestcity.k12.ia.us/">http://www.forestcity.k12.ia.us/</a>	2016

		1405 West I Street Forest City, IA 50436			
County Elected	Sis Grieman	Hancock County Courthouse 875 State Street Garner, IA 50438	641.923.3421	<a href="http://www.hancockcountyia.org/">http://www.hancockcountyia.org/</a>	2018
Community College	Teri Ewers	North Iowa Area Community College 500 College Drive Mason City, IA 50401	641.422.4106	<a href="http://www.niacc.edu/">http://www.niacc.edu/</a>	2016

**Notes:**

Identify category represented: Labor, Apprenticeship, or Community Based, etc.

If Local Workforce Development Board has more than 14 members, please change chart accordingly.

Category	Name and Business Title	Business Name and Address	Phone Number	Website	Term
Adult Education/ Literacy	Sandra Leake	North Iowa Area Community College 500 College Drive Mason City, IA 50401	641.422.4176	<a href="http://www.niacc.edu/">http://www.niacc.edu/</a>	N/A
Higher Education	Terry Schumaker	North Iowa Area Community College 500 College Drive Mason City, IA 50401	641.422.4170	<a href="http://www.niacc.edu/">http://www.niacc.edu/</a>	N/A
Vocational Rehabilitation Agency	Steven J. Faulkner	Iowa Vocational Rehabilitation Services Mason City Area Office 600 S. Pierce Mason City, IA 50401	641.422.1551 Ext. 44546	<a href="http://www.ivrs.iowa.gov/">http://www.ivrs.iowa.gov/</a>	N/A
Economic Development	Hunter Callanan	North Iowa Corridor 9 North Federal Mason City, Iowa 50401	641.423.0315	<a href="http://www.northiowacorridor.com/">http://www.northiowacorridor.com/</a>	N/A
Wagner-Peyser	Marla Loecke	IowaWORKS 600 S. Pierce Mason City, IA 50401	641.422.1524 ext.44520	<a href="https://www.iowaworkforcedevelopment.gov/">https://www.iowaworkforcedevelopment.gov/</a>	N/A
Iowa Department for the Blind*	Joe Weigel	524 Fourth Street Des Moines, IA 50309	515-971-7049	<a href="http://www.blind.state.ia.us/">http://www.blind.state.ia.us/</a>	N/A

## **Regional Board by-laws**

Established 4/22/1998

Revised 05/2012

The following By-Laws are in accordance with the Iowa Code sections 84 A.1B (9) and 96.11 Iowa Workforce Development (IWD), Regional Workforce Investment Board.

### **1. Organizational Name**

The following procedures represent the operating procedures and By-Laws for Region 2's Workforce Investment Board. Hereinafter this organization will be referred to as the "Board". The Board represents and meets the requirements of the federal Workforce Investment Act and The State of Iowa Workforce Development law.

### **2. Area Served**

The area to be served by the Board is the geographical and political jurisdiction of Service Delivery Area 2 consisting of Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago, and Worth counties.

### **3. Official Location**

The official location and mailing address of the Regional Board shall be:

Regional Workforce Investment Board  
c/o Regional Director  
600 South Pierce, Mason City, IA 50401

Phone: 641/422-1524 Extension 44536 or 44513

Fax: 641/422-1505

**Records**, agendas, minutes, and materials presented to the Board will be available from the Workforce Services Division of IWD, 430 East Grand, Des Moines, Iowa, 50309, except those records concerning closed sessions which are exempt from disclosure under Iowa code subsection 321.5(4) or which are otherwise confidential by law. Board records contain information about persons who participate in meetings. This information is collected pursuant to Iowa Code section 21.3 and subsection 96.11(6). These records are not stored in an automated data processing system and may not be retrieved by a personal identifier.

### **4. Purpose**

The Regional Workforce Board will provide guidance for, and exercise oversight of, the local Workforce Development programs & services. Information & official duties of the Board will be coordinated with the Chief Elected Officials as needed.

## 5. Authority

The Board derives its authority from Chapter 84.A of the Code of Iowa and the Federal Workforce Investment Act.

## 6. Duties

The Board shall perform the following duties and other functions as necessary and proper to carry out its responsibilities.

- Conduct regional needs assessments to identify workforce development needs.
- Provide strategic planning and leadership in the development of the regional plan.
- Select grant recipients for the various programs and services.
- Select, approve or recommend as appropriate administrative entities to provide services.
- Monitor the performance of grants and contracts awarded in the region.
- Recommend to the State Workforce Development Board and Department of Workforce Development the services to be delivered.
- Advocate for the region in ways which will assist in obtaining the necessary resources to carry out and deliver services.
  
- Submit an annual report to the Department and Governor's Office.
- Submit plan modifications as appropriate.  
Submit a budget for its operations.
- Selection of the Coordinating Service Provider (One Stop Operator)
- Evaluate the effectiveness of the Coordinating Service Provider (One Stop Operator)
- Other duties as deemed necessary and appropriate.

## 7. General Membership

### **A. The membership will meet the minimum criteria for representation under State and Federal requirements.**

Board members will represent the following sectors as outlined in Workforce Investment Act and Iowa Code Chapter 84.A.1C Workforce Development.

Representation will come from the following groups:

- Business
- Community college trustee
- County official
- Economic development agencies.
- Labor
- Municipal elected official
- Representative of a school district

The Board will review and ensure input from other agencies which have an impact and/or interest into the system as appropriate. This may include appointment of non-voting ex-officio's, surveys, guests to the board, public forums or other means of input.

- B. **Appointments to the Board to fill vacancies or expansions of membership** will be filled in the same manner as original appointments.
- C. **Membership Lists:** The Regional Director will provide an annual membership list with term expiration dates. Unless otherwise requested by the Chair, the list will generally be submitted in January of each year.
- D. **Removal from office:** The Chair will counsel members, on a timely basis, who are not carrying out their agreed-upon responsibilities or who are violating Board By-Laws, policies and practices. The Chair may, after such consultation, recommend the member's resignation.
- E. **Resignations:** Resignations may occur in one of two ways:

A member of the Board may resign at any time by providing written resignation notice to the Chair and the Governor's office. The resignation will become effective upon official notice at the next regular meeting.

A member will be considered to resign if either of the following events occurs:

- 1. The member does not attend three or more consecutive regular meetings of such board. This paragraph does not apply unless the first and last of the consecutive meetings counted for this purpose are at least thirty days apart.
  - 2. The member attends less than one-half of the regular meetings of such board within any period of twelve calendar months beginning on July 1 or January 1. This paragraph does not apply unless such board holds at least four regular meetings during such period. This paragraph applies only to such a period beginning on or after the date when the person takes office as a member of such board.
- F. **Conflict of Interest:** If a member of the RWDB has an interest, either direct or indirect, in a purchase agreement, contract or award, the interest shall be disclosed to the RWDB and shall be set forth in the minutes of the meeting. The member having the interest shall not participate in any action by the RWDB.
- 1. The provision does not limit the right of a member of the RWDB to acquire an interest in bonds, or limit the right of a member to have an interest in a bank or other financial institution in which the funds of Iowa Workforce Development are deposited or which is acting as a trustee or paying agent under a trust indenture to which Iowa Workforce Development is a party.
  - 2. If the chair, or any other RWDB Member, serves on any board that deals with workforce development issues, to avoid the appearance of conflict of interest the process shall be as follows:

- a. The Chair would step down for the motion and abstain from voting on any issue pertaining to any and all boards on which he/she serves.
- b. Any Board Member would have to abstain his/her vote on any issue pertaining to any and all boards on which he/she serves.

## **8. Board Officers**

- A. The officers of the Board are the Chairperson and Vice-Chairperson.
- B. The Chairperson and Vice-Chairperson shall be elected for a one year term.
- C. Elections will be held in May of each year.
- D. The term of office shall commence upon election.
- E. The Chair and Vice-Chair shall not be from the same political party.
- F. If the position of Chairperson or Vice-Chairperson becomes vacant, the vacancy shall be filled by Board action.

## **9. Chairperson: The Chair duties shall include the following:**

- A. To preside at all meetings of the Board in an efficient and effective manner and set the general tone for each meeting through positive leadership.
- B. To participate jointly with other members of the Board in the conduct of appropriate organizational affairs, yet being careful to mediate and not dominate the Board by virtue of the position of the chair.
- C. To provide leadership in causing the Board to deliberate appropriate Board topics as opposed to matters which should be delegated, or receive recommendations from, the administration and faculty.
- D. To expedite decision making and voting of the Board after due deliberation and persuade them to abide by the majority rule principle.
- E. To appoint Board committees as appropriate and necessary.
- F. To stimulate the Board and extract the opinion of each individual, where appropriate, and serve as a catalyst for encouraging the members to ask discerning questions.
- G. To advise and consult with the Regional Director and Consultant on major issues.
- H. To consult with the Regional Director and Consultant on the content and order of the meeting.
- I. To establish and maintain, on behalf of the Board, good relationships with the press, governmental unit, and the public.
- J. To carry out special assignments on behalf of the board and act as spokesman for the Board.
- K. To channel, to the administration, requests made by citizens and other Board members for special information about the Workforce Development system.
- L. To provide leadership and recommend appropriate in-service training such as attendance at conferences, the utilization of outside resource consultants, and the planning of special programs.
- M. To initiate, on a regular basis, the evaluation of the performance of the board as a whole.
- N. The Board shall meet at the call of the Chairperson or when a majority of the members file a written request with the Chairperson for a meeting. Written notice of the time and place of each meeting shall be given to each member of the Board.

**10. Vice-Chairperson: The Vice-Chair duties shall include the following:**

- A. Support the Chair and assist in duties as assigned.
- B. Act on the Chair's behalf during times of absence, or as requested by the Chair, all of the duties and responsibilities assigned to the Chair.

**11. Executive Committee**

The Executive Committee shall be composed of the Chairperson, Vice-Chairperson and 2 additional members elected annually by the membership. The Executive Committee shall have the power to exercise authority in emergency situations, over issues or approvals that are documented to be so critical that waiting for approval (or denial) by the Board at the next scheduled meeting would not be in the best interest of the Region. Meetings of the Executive Committee shall be called by the Chairperson. 75% of the members of the Executive Committee shall constitute a quorum. Minutes of the Executive Committee shall be provided at the next scheduled meeting of the Board and the Board may overturn decisions made by the Executive Committee.

**12. Absence of Officers:**

In the event both the Chair and Vice-chair are absent, the Regional Director shall serve as temporary Chair for the purpose of selecting a Chair protempore.

**13. Meetings – Procedure**

- A. **“Meeting” Defined:** “Meeting” is defined as a gathering in person or by electronic means, formal or informal, of a majority of the members of a governmental body where there is deliberation or action upon any matter within the scope of the governmental body's policy-making duties.
- B. **Rules of Order:** Robert's Rules of Order, newly revised, shall govern conduct of the Board and its committees on all of their deliberations except as modified by statute, rule or these By-Laws.
- C. **Regular meetings of the Board:** The Board shall meet quarterly. Meetings of the Board are open to the public.
- D. **Location:** All meetings shall be held in a place designated by the Board, which normally, shall be IowaWORKS North Iowa, 600 South Pierce, Mason City, Iowa. Regular meetings shall commence at 5:00 p.m.
- E. **Prerequisites to Transact Business:** In order to transact business which is binding, the Board must meet in official session, keep minutes, and have a quorum of 50% of total of members active on the Board during the month the meeting is being held (excluding vacancies).
- F. **Special Meetings:** The Board shall meet at the call of the Chairperson or when a majority of the members file a written request with the Chairperson for a meeting.



Written notice of the time and place of each meeting shall be given to each member of the Board.

G. **Adjournments:** Adjournments of the Board may be called as the business of the Board requires. At the time of adjournment, the time, date, and place of continuation of the meeting shall be determined and announced.

H. **Notice of meetings.** The Board shall give notice of the date, time, place and tentative agenda for all meetings by posting on the agency's calendar online which is easily accessible to the public and clearly designated. <http://www.iowaworkforce.org/calendar/>

I. **Agenda:** It shall be the responsibility of the Regional Director and Workforce Development Liaison, in consultation with the Chair, to plan and prepare the agenda for each Board meeting.

The Workforce Development Liaison will submit the agenda to the agency's calendar online.

The Regional Director shall submit the agenda to the Board for consideration at least two days before a regular meeting.

J. **Voting:** Each member of the Board shall have one vote. All elections shall be held and all questions decided by a simple majority vote of the voting members present. The Chair will vote.

- No votes shall be taken by secret ballot other than office selection.
- Any voting member of the Board may call for a roll-call vote other than for officer selection. A request for a roll-call vote shall be noted in the Board minutes.
- Any voting member with a possible "conflict of interest" may abstain from voting on a particular issue and such abstention shall be recorded in the minutes.

K. **Citizen participation:** The Board encourages its citizens to offer their advice and counsel on matters of policy, administration, and other items of public concern affecting the Region.

In order that the business of the Region may be conducted in an orderly and deliberative fashion, the Board sets forth the following procedures for citizens desiring to appear before it. Such procedures are intended to preserve the constitutionally guaranteed rights of free speech and petition and to avoid unfair discrimination among views of persons seeking expression. The Board reserves the right to amend and/or waive any or all of these procedures by majority vote of its members.

1. Citizens desiring to be heard by the Board should make their intentions known to the Chair prior to the beginning of the meeting.
2. Individuals who have notified the Chair of their desire to address the Board on an agenda item will be recognized before the Chair calls for a vote on the item. Speakers must limit their remarks to the agenda item.
3. Persons who have notified the Chair of their desire to address the Board on non-agenda items will be recognized at the appropriate time. In the case where several citizens of the same persuasion wish to speak

on a particular issue, the Board may require the designation of a spokesperson. Each non-agenda speaker coming before the Board is limited to one appearance per meeting.

4. The Board may limit to five (5) minutes the time of appearance before it of any person.
5. The Board shall not be required to hear complaints or charges against employees of the Region unless such employees request a public hearing. Such charges or complaints should be submitted in writing to the Board whereupon they may be reviewed in executive session by the Board.
6. Only individuals officially recognized by the Chair will be allowed to speak.
7. The use of profanity, obscenity and/or other offensive language and/or behavior shall be sufficient cause for the Chair to withdraw a citizen's permission to address the Board.

#### **14. Administrative Support for the Board**

- A. The Board will receive Administrative Support from the Workforce Development Regional Office and the Workforce Services Division of IWD.
- B. The Regional Office will ensure that meetings, agendas, minutes and other information are arranged in an efficient, organized manner. The Regional office will perform other administrative duties as requested by the Board.
- C. The State Liaison and Regional Director will work in partnership to ensure that the goals of the board and Workforce Development are met.

#### **15. Adoption and Amendments**

- A. **Adoption:** These By-Laws shall become effective immediately following approval by a two-thirds majority of the vote of the membership voting thereon after due notice to the membership.
- B. **Amendments:** These By-Laws may be amended, altered, or replaced by the affirmative vote of two-thirds majority of the voting membership of the Board present at any regular or special meeting, provided notice of the intention to amend has been included in the notice of the meeting and the membership have received such notice three (3) days prior to said meeting with a copy of the proposed change(s).

## Priority of Services policy

References: Workforce Innovation and Opportunity Act (WIOA) NPRM  
Workforce Development Field Information Memo 15-07, dtd August 31, 2015

Purpose: This policy discusses priority of service requirements for Workforce Innovation and Opportunity Act (WIOA) Title I Adult program for both Basic Career Services and Individualized Career Services.

Background: Under the Workforce Investment Act, Priority of Service was only applied if funding was limited, under the Workforce Innovation and Opportunity Act (WIOA) that provision was removed.

Proposed rule 680.650 re-affirms that Veterans and eligible spouses continue to receive priority of service for all DOL funded programs amongst all participants. A Veteran must still meet program eligibility criteria. Program eligibility and priority considerations must be made first and then the veteran's priority is applied.

These requirements were not affected by the passage of WIOA and must still be applied in accordance with guidance previously issued by DOL. WIOA Title I Section 134(c) (3) (E) requires that priority of service be given to "recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services...and training services." Section 194(1) requires that services be provided to those who can benefit from "and who are most in need of such opportunities."

"Priority of Service" status is established at the time of eligibility determination for WIOA Title I Adult registrants and does not change during the period of participation. Priority does not apply to the dislocated worker population. For purposes of this policy guidance, Priority of Service applies to Adults. Youth priority of service will be addressed separately.

All individuals must meet eligibility requirements. Priority of Service must be given to participants that fall into one of the below priority categories. During circumstances of limited funding, participants will be funded by category.

### Veterans and Eligible Spouses

For the purpose of providing Priority of Service in the WIOA Adult Program, Veteran means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or Reserve component, other than full time duty for training purposes.

Eligible spouses who meet one of the criteria below are eligible for priority of services in WIOA Adult programs:

- Any veteran who died of a service-connected disability;

- Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
- Missing in action;
- Captured in line of duty by a hostile force; or
- Forcibly detained or interned in line of duty by a foreign government or power;
- Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;
- Any veteran who died while a disability, as indicated in the 3rd bullet above, was in existence.

#### Recipients of Public Assistance

- Federal, State or local government cash payments for which eligibility is determined by a needs or income test.

#### Other Low-Income Individuals.

The term "low income individuals" is defined as an individual who:

- Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), TANF, Supplemental Security Income (SSI) under Title XVI of the Social Security Act, or state or local income-based public assistance program; or
- Receives an income or is a member of a family receiving an income that in relation to family size, is not in excess of the current U.S. DOL 70 percent Lower Living Standard Income Level and U.S. Department of Health and Human Services Poverty Guidelines or
- Is a homeless individual, or
- Is an individual with a disability whose own income meets the income requirements above, but who is a member of a family whose income does not meet this requirement.

#### Individuals who are Basic Skills Deficient.

The term "Basic Skills Deficient" is defined in Section 3(5) to mean an adult who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.

Must meet one of the following requirements:

- Lacks a high school diploma or equivalency and is not enrolled in secondary education; or Scores below 9.0 grade level (8.9 or below) on the TABE; CASAS or other allowable assessments as per National Reporting System (NRS) developed by the U.S. Department of Education's Division of Adult Education and Literacy, or

- Is enrolled in Title II adult education (including enrolled for ESL); or
- Has poor English language skills (and would be appropriate for ESL even if the individual isn't enrolled at the time of WIOA entry into participation).

Individuals (non-covered persons)

Individuals who do not meet the above priorities may be enrolled on a case by case basis with documented managerial approval. The WIOA eligible adult must meet one or more of the following categories of an individual with a barrier to employment:

- Displaced Homemakers
- Individuals with disabilities
- Older individuals
- Ex-Offenders
- Eligible migrant and seasonal farm workers
- Single parents (including single pregnant women)

## **EEO Grievance Procedure**

Each person who receives a staff service should have a signed EEO form on file. These must be maintained for three years.

### **If you are meeting with an individual:**

- If they are registering for job search, they will see the attached EEO Statement and are to sign this after reading it.
- Those filing for unemployment also must be registered for job search, so they will read and sign the attached EEO Statement.
- Resource Room customers read and accept the EEO Statement when they log on the system.
- Give the signed copies to the front desk for filing.
- Spanish versions are available through Rita.

### **If you are meeting with a group (workshops, orientations, etc.)**

- Framed copies of the policy will be posted in classrooms or copies may be included in participant packets.
- Ask participants if they have read the EEO Policy, ask if they have questions regarding it and then sign the policy.  
(Remember some may have reading difficulties, provide an opportunity to read the policy if needed.)
- If yes, proceed with other business.
- If no, provide a copy for their signature and a copy for them to keep if they wish.
- Give the signed copies to the front desk and they will have them filed.

### **Filing a complaint**

- Complaint forms are found on the Mason City Common Drive in the Equal Opportunity folder accessible to all Region 2 staff.
- Customers, partners and/or staff may file complaints.
- Completed complaint forms are forwarded to the Regional Equal Opportunity Liaison, Sheila Stoeckel.
- EO Liaison logs complaints and forwards to state level EO Representative, Ramona Kintz.

It is my understanding that PJ & WIA maintain copies of signed EEO forms in customer case folders.

## **Certificate Regarding Debarment/Assurances**

### **Certificate Regarding Assurances**

The following section delineates the formal assurances related to statutory compliance, program integration, universal access, customer choice, reporting, veterans' priority of service, performance, quality assurance and other program and administrative elements to which each Regional Workforce Development Board agrees, ensuring the systemic foundation of the Iowa One-Stop Center delivery system. By signing the assurances the Board and CEO certify that the operators and partners of the One-Stop Center delivery system will adhere to these assurances and comply with all Federal, State, County and local statutes, regulations and policies relevant to the delivery of services within the context and meaning of the regional plan:

1. **GOVERNANCE** The Board agrees to perform in accordance with governing federal and state law; any and all requirements set forth in the Grantee-Sub-grantee Agreement (and relevant attachments); policies, and other agreements in which the Board has received.
2. **DISABILITY ACT** The certifies compliance with the section 504 of Rehabilitation Act of 1973 and the American Disabilities Act of 1990.
3. **CUSTOMER CHOICE** The Board assures that local One-Stop Center System Operators and partners will adhere to the principles of customer choice as outlined in provisions of the WIOA.
4. **SUNSHINE PROVISIONS** The Board certifies, that it will adhere to provisions of the Sunshine Act as described in the WIOA and Iowa Statute.
5. **FINANCIAL RECORD KEEPING, COST PRINCIPLES AND COST ALLOCATION** The Board agrees to maintain all financial records, and to develop and follow cost allocation procedures that are in compliance with GAAP, Federal Cost Principles, all applicable OMB Circulars, and policies issued by the State of Iowa. These include, but are not limited to, the following OMB Guidance.
6. **FOREIGN LABOR CERTIFICATION - AGRICULTURAL & NON-AGRICULTURAL** The Board assures that the local One-Stop Center Operators (in accordance with all relevant state policies and procedures, and the requirements set forth at 20 CFR Parts 655 and 656) will assist the IWD to determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of foreign workers might have on similarly employed U.S. workers. With regards to H-2B Program activities under the Foreign Labor Certification Program, the Board assures that OSCCs will facilitate the referral of qualified and eligible (meaning that the individual is not an unauthorized 36 alien with respect to that employment) job seekers and to assist employers throughout the recruitment process. For both visa programs, the Board also agrees that One-Stop Centers may be required to generate, process and conduct follow-up activities on H-2A / B related job orders in accordance with the requirements set forth at 20 CFR 655 & 656 of federal regulations.
7. **FUNCTIONAL GUIDANCE OF IWD STAFF** The Board assures that One-Stop Center Operators and their management and supervisory employees will provide a level of functional guidance to IWD staff assigned to the local area's One-Stop Center(s) sufficient to assure an integrated and seamless delivery of services. Non-state agency managers and supervisors may provide functional guidance to IWD staff assigned to

provide services in the local center with the exercise of supervisory authority for all personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability, retained by IWD supervision and guidance of IWD staff assigned to the One-Stop Center(s) will be carried out by the respective parties with an expectation of mutual cooperation by the Operator, IWD and all partner organizations, and a focus on achieving the performance goals established for the One-Stop Center System.

8. **FUNDS OF LAST RESORT** The Board assures that One-Stop Center System Operators shall take sufficient actions to assure that WIOA programs will not be charged when other assistance is available. Local operators shall be responsible for ensuring the filing of applications for Pell Grant or Supplemental Education Opportunity Grant (SEOG) assistance or any other assistance available for each participant enrolled in a Pell Grant or SEOG approved course and upon receipt of such grant the portion received by a training participant for the cost of tuition, fees and books shall be applied to replace the WIOA funds used to cover such costs. If the Pell Grant is received after the termination of training paid with WIOA funds, the portion to be applied for the cost of tuition, fees and books shall be remitted to the Center operator. No compensation shall be earned or deemed payable for services provided to a WIOA program participant to the extent that any such services are paid for, directly or indirectly, through a Pell Grant (or Supplemental Education Opportunity Grant (SEOG)) by Trade, or by any other source.
9. **GRIEVANCE PROCEDURE POLICY** The Board assures that the local One-Stop Center Operators will implement and maintain a formal complaint system consistent with State policy and Federal regulations promulgated at 20CFR §658.400-418 and 658.500-504 and §667.600-667.640 relevant to the Workforce Innovation and Opportunity Act and the Wagner-Peyser Act, as amended.
10. **HEALTH AND SAFETY** The Board agrees all services provided to participants under the programs covered under this plan will take place in an environment where appropriate standards for health, safety and comfort are maintained. Participants in on-the-job training operated with WIOA funds as defined in 20 CFR Part 663.700, are subject to the same health and safety standards established under State and Federal law which are applicable to similarly employed employees, of the same employer, who are not participants in programs under WIOA. Facilities will be adequately heated and ventilated; with adequate toilet, rest and lunch areas; easy access to potable water; and separate and clearly delineated smoking areas.
11. **MIGRANT AND SEASONAL FARMWORKERS** The Board assures that the local One-Stop Center Operators will ensure (in accordance with all relevant state policies and procedures and as required under 20 CFR Parts 651, 653 and 658) that Migrant and Seasonal Farm Workers receive the full array of workforce development services, benefits and protections in a non-discriminatory manner and the services provided are “qualitatively equivalent and quantitatively proportionate” to the services provided to other jobseekers. One-Stop Centers will identify Migrant and Seasonal Farmworkers; refer such identified customers to appropriate job openings, training opportunities, career guidance and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through One-Stop Centers will continue to provide service to agricultural



- employers and implement systems and strategies to enhance and integrate service delivery to both Migrant and Seasonal Farm Workers and agricultural employers.
12. **NEPOTISM** The Board assures that no recipient of funds covered under this plan will hire a person in an On-The-Job Training position, administrative capacity or consultant position funded under WIOA if the individual or a member of his/her immediate family is employed in an administrative capacity of the USDOL, IWD, the State of Iowa or the recipient. The Board agrees to inform IWD of potential violation of the nepotism restriction. Additionally, no individual may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.
  13. **NONDISCRIMINATION EMPLOYMENT & EQUAL OPPORTUNITY** The Board assures that the local One-Stop Center Operator will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIOA Title I financially assisted program or activity, and to all agreements made to carry out the WIOA Title I financially assisted program or activity. The Board understands that the United States, the State of Iowa and the IWD have the right to seek judicial enforcement of this assurance. The Board also assures that the local One-Stop Center Operator will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.
  14. **NONPARTICIPATION IN SECTARIAN ACTIVITIES** The Board assures that WIOA Title I funds will not be expended on the employment or training of participants in sectarian activities. Participants must not be employed under Title I of WIOA to carry out the construction, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place of religious worship. However, WIOA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIOA participants.
  15. **PERFORMANCE** The Board agrees that for purposes of this plan, performance will be measured in a manner that is consistent with all appropriate federal and/or state statutes, regulations, and policies.
  16. **POLITICAL ACTIVITIES, LOBBYING PROHIBITION** The Board assures that WIOA Title I funds and none of the services provided with said funds may be used for any partisan or non-partisan political activity or to further the election or defeat of any

candidate for public office. The Board also agrees to comply, where applicable, with the provisions of the Hatch Act, which limits the political activity of certain State and Local government employees, along with contractors, subcontractors and participants funded through the use of WIOA funds. The Board shall comply with 29 CFR 93 regarding the restrictions on lobbying and the Certification and Disclosure requirements.

17. **PROGRAM INTEGRATION** The Board assures that the One-Stop Center delivery system will fully integrate as appropriate all programs covered under this local plan into the full range of available workforce development services. The Board agrees that DVOP staff will be responsible for case management of veterans' service delivery, and where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veteran customers. The Board assures that One-Stop Center System Operators will coordinate with local Rapid Response staff related to outreach, intake and registration of workers covered by a certification under the Trade Adjustment Assistance Act.
18. **QUALITY ASSURANCE (GENERAL)** The Board assures the local One-Stop Center Operator will carry out all activities relevant to the provision of each program covered under this plan in accordance with all Federal/State policies and procedures. The Board further assures that a schedule for the monitoring of local One-Stop Center activities will be developed and agreed upon in concert with the Core Partners. Additionally, the Board assures that IWD shall have full access to all One-Stop Center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized by statute and/or regulation. The Board also agrees that the Core Partners, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The Board also assures that local staff training relevant to the delivery of services covered under this plan will be developed and agreed upon in concert with the Core Partners.
19. **RAPID RESPONSE SERVICES** The Board assures that local One-Stop Center Operators and other workforce development staff will coordinate/support Rapid Response service delivery in accordance with all established Federal and State policies and procedures.
20. **REPORTING** The Board assures that the local One-Stop Center delivery system (in accordance with all relevant Federal and State policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the State's management information system so as to ensure the integrity of all federal and state reporting requirements.
21. **TAA PROGRAM COORDINATION** The Board assures the local TAA Coordinator at the regional level is a merit employee and that local One-Stop Center Operators will provide timely and appropriate services for any customer wishing to apply for benefits under TAA. The Board also assures that local One-Stop Career Center Operators will conform to all policies and regulations of the program. The Board also assures that local One-Stop Center Operators will cooperate with any hearings requirements related to TAA services.
22. **STATUTORY COMPLIANCE** The Board agrees to comply with the Workforce Innovation and Opportunity Act, the Wagner-Peyser Act, as amended, the Trade Act of 1974, as amended, the Trade Reform Act of 2002, the Trade and Globalization Adjustment Assistance Act of 2009, the Jobs for Veterans Act and all related statutory

requirements and implementing regulations. The Board also agrees to comply with policies issued by the Core Partners related to the administration, delivery, and performance of all programs covered by this local plan.

23. **UI INFORMATION (ACCESS TO)** The Board assures that local One-Stop Center Operators will use any information received from the UI system related to claimants solely for the purpose of providing reemployment services to UI claimants. The Board further assures that all information on UI claimants received by the One-Stop Center Operators will be used in a manner that is consistent with state and federal confidentiality statutes and policies.
24. **UNIONIZATION AND ANTI-UNIONIZATION** The Board assures that no funds covered by this plan shall in any way be used to either promote or oppose unionization.
25. **UNIVERSAL ACCESS** The Board assures that the local One-Stop Center delivery system [as described in 20 CFR 662.100(b) of the Workforce Innovation and Opportunity Act and in accordance with all relevant state policies and procedures] will provide services to all customers consistent with the principles of universal access. The Board also assures that applicable services, including staff-assisted services, will be provided in at least one physical center in the regional workforce development area. The Board assures that DVOP staff assigned to the local One-Stop Centers, consistent with the principle of universal access, will also provide outreach services to veterans at Service Delivery Points, such as Veterans Administration Hospitals, veterans' shelters and military installations for which no DVOP is assigned. The Board also assures that DVOP staff will also conduct outreach to employers, community agencies, veterans' organizations, etc. and that they will share information gained from these contacts with staff of the One-Stop Centers.
26. **VETERANS PRIORITY OF SERVICE** The Board agrees that One-Stop Center Operators will assure priority of services for veterans and other eligible persons (under the Federal umbrella designation of "covered persons" 20 CFR Part 1010.110 RIN 1293-AA15) for all employment and training services funded with Federal resources. The Board also assures that it will encourage and promote the provision of maximum employment and training opportunities to veterans by all service program providers participating in the local workforce investment system. To promote informed choice for veteran customers, the Board agrees that One-Stop Center System Operators will provide information at the point of program access that advises covered persons of the priority of service and the advantages of registration to access special programs and services for veterans and the availability of DVOP staff to assist with these veteran services and with employment issues. Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans' preference requirements pursuant to 38 U.S.C., Chapter 42. The Board agrees that DVOP staff will provide training and technical assistance to One-Stop Center staff relative to Federal employment opportunities for veterans, the Federal Contractor Job Listing Program and the customer complaint process as it relates to veterans. The Board agrees that under this plan DVOP staff can receive functional guidance from the One-Stop Operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of the state agency. The Board will demonstrate through policy, procedure and action that veterans receive priority of service

for all programs funded by DOL sources; and that no local policy shall restrict services to veterans regardless of residency or other local constraints.

27. **WORK OPPORTUNITY TAX CREDIT** The Board assures that the local One-Stop Center Operators will assist in determining the eligibility of interested customers as members of targeted groups; and assist interested customers and employers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9061 (Individual Characteristics Form) or DOL Form ETA-9062 (Conditional Certification). Issuance of final certifications will remain a central administrative responsibility of IWD.
28. **WORKER PROFILING PROGRAM and REEMPLOYMENT SERVICES** The Board assures that local One-Stop Center Operators will continue to provide reemployment services to a sub-set of individuals who are enrolled in reemployment services to assist in accelerating their return to work. Board further assures that the local One-Stop Center operator(s) will collect data on claimant service/activity participation, outcomes and results, including conformance with the work search plan activities.

## **Certification Regarding Debarment**

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

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

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

1. By signing and submitting the certification signature page with this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participants, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR Part 9, Subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause title "A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transaction", provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not proposed for debarment under 48CFR Part 9, Subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it know that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a

person who is proposed for debarment under 48 CFR Part 9 Subpart 9.4, suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

---

Printed Name and Title of Authorized Administrative Entity Signatory Official

---

Signature

Date

## WIOA Public Comments Response Document

#	Commenter	Section/Topic	Comment Summary	Response
2	AEL	Activities Analysis	Ex-Officio voting status	Iowa Code does not allow ex-officio board members to vote
5	AEL	Activities Analysis	Increased coordination of services is needed	The Board agrees and additional language has been provided
4	AEL	Regional Strategies	AEL coordination is needed	The Board agrees and we have added language related to stackable credentialing
7	AEL	Performance Goals	Common tracking system	The Board agrees however due to the lack of technology/software available Region 2 will use processes and policies that work and are available
3	AEL	Implementation of Strategies	Integration	The Board disagrees with this assessment please see Region 2 and the statewide integrated customer flow model for more information on initial basic assessments and integration policy
12	AEL	Coordination, Alignment and Provision...	Registered Apprenticeships	The Board agrees however WIOA implementation and RA's are "new" which forces us to develop policies and best practices as we operate
2	IDB	Regional Information	IDB was not included as a Core Partner and additional information was required.	The Board agrees with the comment and has provided additional language to reflect this error.
4	IDB	Regional Information	IDB was not included as a Core Partner and additional information was required.	The Board agrees with the comment and has provided additional language to reflect this error.
0	IDB	Strategic Elements	Individuals with barriers was not mentioned	Additional information was added regarding individuals with barriers to employment
1	IDB	Strategic Elements	Individuals with barriers was not mentioned	The Board agrees and language has been added to reflect the concerns
2	IDB	Strategic Elements	Education and training activities not referenced	Added additional accomplishments regarding cross-training staff
4	IDB	Strategic Elements	Strengths and Weaknesses	The Board agrees and language has been added to reflect the strengths of current activities
5	IDB	Strategic Elements	Core Partners and program/service accessibility	The Board agrees and language has been added to reflect the concerns
1	IDB	Regional Strategic Vision and Goals	Question not answered	The Board agrees and language has been added to reflect the concerns
3	IDB	Regional Strategies	Question not answered related	The Board agrees and language has been

			to barriers to employment	added to reflect the concerns
4	IDB	Regional Strategies	Improving access to credentials not stated	The Board agrees and additional information was added to reflect career pathway development and co-enrollment strategies
0	IDB	Implementation of Strategies	Cohesive Plan not provided	The Board disagrees an integrated customer flow and cohesive plan have been described within LSP
1	IDB	Implementation of Strategies	Strategies not outlined	The Board agrees and additional language has been added to address these concerns
2	IDB	Implementation of Strategies	Strategies not outlined	The Board agrees and additional language has been added to address duplication of services issues
4	IDB	Implementation of Strategies	Duplication of services	Clarification has been provided
5	IDB	Implementation of Strategies	Successful youth models	The Board agrees and has provided operational models to provide youth services within Region 2
6	IDB	Implementation of Strategies	Local efforts related to IDB and workforce partnerships	The Board agrees and extensive language has been provided
7	IDB	Integrated Customer Service	Core Partnership is not thoroughly defined	The Board agrees and additional information has been outlined.
8	IDB	Integrated Customer Service	IDB was not referenced in this section	The Board agrees and additional information has been provided to reflect IDB workforce services
10	IDB	Coordination, Alignment, and Provision...	Integrated Employer Services	The Board agrees and IDB services to employers have been added
11	IDB	Coordination, Alignment, and Provision...	IDB partnerships within the region were not included	The Board agrees and IDB services have been included in this section
12	IDB	Coordination, Alignment, and Provision...	Apprenticeship requirements	The Board agrees that IDB/IVRS can be consulted for accommodations as appropriate.
15	IDB	Coordination, Alignment, and Provision...	Leveraging Funds	The Board agrees and additional language has been added to reflect these concerns
1	IDB	Regional Workforce Development Board	Oversight and Monitoring	The Board agrees and additional language has been added
2	IDB	Regional Workforce Development Board	Selection Committee	The Board agrees with your assessment and we have elaborated on the selection of committees
3	IDB	Regional Workforce Development Board	Remote Areas	The Board agrees and has added information related to accessibility
4	IDB	Regional Workforce Development Board	EOE	The Board agrees and will partner with IVRS/IDB to address these concerns
5	IDB	Regional Workforce Development Board	Continuous Improvement	The Board agrees and as issues/concerns arise that require ongoing analysis WIOA



				Core Partners will develop corrective action strategies
5	IVRS	Regional Strategies	THE RWDB/CEO boards will review and if appropriate make on all federal and state monitoring reports as provided by monitoring/auditing entities.	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
6	IVRS	Regional Strategies	Sector partnerships, Career Pathways, Integration, Integrated Education and Training Straining strategies are all referenced.	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
2	IVRS	Operational Planning Elements	Common intake form, cross referrals/training	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
11	IVRS	Coordination, Alignment and Provision of Services	Through NIACC Pappajohn Center and North Iowa Small Business Development Center	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
14	IVRS	Coordination, Alignment and Provision of Services	Outreach, support to educational initiatives, committee work, create a job driven and educational training system.	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
17	IVRS	Coordination, Alignment and Provision of Services	Career Fairs, Plant tours, New Employer Connections, Transitional Youth and Young Adult experiential learning initiatives	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
3	IVRS	Regional Workforce Development Board Functions	Analysis and assessment of current economic situation and projected trends, skill and education gaps, LMI data.	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
0	IWD	Strategic Elements Form 2	Answer describes the industry sectors, but does not describe the knowledge and skills needed	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
4	IWD	Activities Analysis	Strategies to address workforces needs are included, however strengths were not present.	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
5	IWD	Activities Analysis	Are there any additional information that can be included on how and what you are doing to provide	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.

			“continuous and seamless services to transitioning young adults”?	
1	IWD	Regional Strategic Vision and Goals -Form 3	Answer only references the Future Ready Iowa initiative, which does align, what about the other goals?	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
3	IWD	Regional Strategies	Description was fairly short; anything else happening that can be added?	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
4	IWD	Regional Strategies	Career Pathways, Co - Enrollment very brief, additional details/strategies can be added?	The Board agrees with the comment and have provided additional language and data related to workforce skill needs.
0	IWD	Operational Planning Elements Form 4 Implementation of Strategies	Wasn't a cohesive plan, would be helpful to include more information than just IWORKS	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
4	IWD	Implementation of Strategies	Strategies identified are good but how do you plan to address the gaps?	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
5	IWD	Implementation of Strategies	How do you plan to provide these services and implement these activities?	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
6	IWD	Implementation of Strategies	Having contact information of partners isn't an effort that will enhance services to customers. Consultation on accessibility is good, but only upon request? Accessibility is a major state goal and should be happening outside of “upon request”	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
7	IWD	Integrated Customer Service	Besides the information included from the handbook, how will the region and Partners coordinate activities?	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
8	IWD	Integrated Customer Service	Plan touches on IVRS,AEL< PJ, Vets; what about other core program partner staff? Title 1 Adult/DW Youth	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.
10	IWD	Coordination, Alignment and Provision of Services	Good list of initiatives. Can you describe how you are implementing them in your region?	We removed WiWTC as it no longer exists, we added additional language and data related to address the concern.
11	IWD	Coordination, Alignment and Provision of Services	Any examples of such	The Board agrees with the comment and

			collaboration to include?	has provided additional language and data related to workforce skill needs.
12	IWD	Coordination, Alignment and Provision of Services	Any examples of implementation of Registered Apprenticeships?	The Board agrees however WIOA and RA's are "new" which forces us to develop policies and best practices as we operate.
15	IWD	Coordination, Alignment and Provision of Services- (leverage funds)	Please include more detail on how partnerships will happen with these funding opportunities to enhance access to workforce development participants, and are there any additional opportunities besides the ones included?	The Board agrees with the comment and has provided additional language regarding WIOA Core Partnership related to workforce skill needs.
16	IWD	Coordination, Alignment and Provision of Services	Does not mention Registered Apprenticeships; Says "Targeted workforce strategies will" what are the targeted Strategies?	The Board agrees however WIOA and Registered Apprenticeships's are "new" which forces us to develop policies and best practices as we operate.
17	IWD	Coordination, Alignment and Provision of Services	Can you list and details about these types of activities.	Comment regarding this question has been answered fully in the plan.
2	IWD	Regional Operating System and Policies Form 5 Regional Workforce Development Board functions	What else is happening regarding youth programming?	The Board agrees with the comment and has provided additional language and data related to workforce skill needs.

# Labor Market Data - Regional Needs Assessment

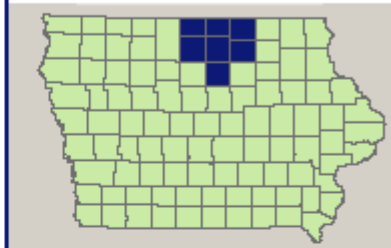
## 2015 ANNUAL PROFILE REGION 2 IOWA WORKFORCE DEVELOPMENT

### Executive Summary

As of 2014, Iowa Workforce Development's (IWD) Region 2's largest private industry was Manufacturing, representing 19.7 percent (9,936) of the region's total covered employment of 50,536. The region's total employment decreased by 0.22 percent since 2013, while the average annual wage increased by 4.0 percent to \$38,085 for all industries. The Agriculture and Natural Resources industry posted the largest employment percentage increase of 3.6 percent during 2014.

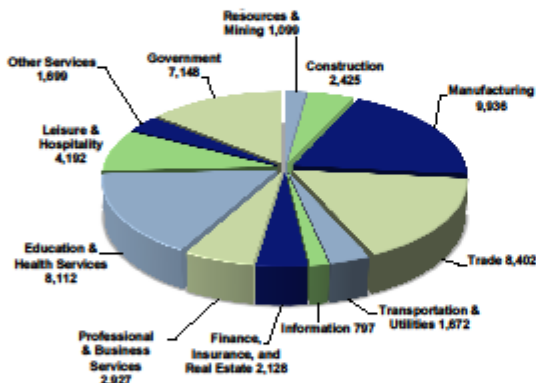
IWD's Region 2 average weekly wage for all industries was \$732 for 2014. This was an increase of 4.0 percent since 2013. The highest average weekly wage for a private sector was in Information averaging \$963. Between 2013 and 2014, the Professional and Business Services sector reported the largest percentage increase in average weekly wage of 8.2 percent.

### STATE OF IOWA



IWD Region 2

### 2014 Industry Breakout by Employment



Source: Quarterly Census of Employment and Wages

### Ten Major Private Industry Employers Listed alphabetically

Name of Company	Industry
Winnebago Industries Inc	Manufacturing
Graham Manufacturing Corp	Manufacturing
Cummins	Manufacturing
Mercy Medical Ctr-North Iowa	Health Services
Principal Life Insurance Co	Finance and Insurance
Opportunity Village	Education
Cummins Filtration	Retail Trade
Principal Financial Group	Finance and Insurance
Comprehensive Systems Inc	Other Services
Iowa Mold Tooling Co Inc	Manufacturing

Source: Infogroup®

### QUICK FACTS

#### Counties Included in Iowa Workforce Development's Region 2

Cerro Gordo      Hancock  
Floyd              Mitchell  
Franklin           Winnebago  
Worth

#### 2014 Covered Employment (QCEW)

		%
Total Employment	50,536	3.3 <sup>1</sup>
Average Weekly Wage	\$732	89.5 <sup>2</sup>
Largest Private Sector: Manufacturing	9,936	4.6 <sup>3</sup>

<sup>1</sup> Percent is based on statewide covered employment of 1,515,887

<sup>2</sup> Percent is based on statewide average weekly wage of \$818

<sup>3</sup> Percent is based on statewide covered employment in specified sector

#### Census Statistics

IWD Region 2 Population (2015)	109,756
--------------------------------	---------

<http://www.iowalmi.gov>

## 2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

### 2013 - 2014 Covered Employment and Reporting Units by Industry

Reporting Units				Employment		
2013	2014	% Change		2013	2014	% Change
3,921	3,922	0.03%	Total All Industries	50,645	50,536	-0.22%
3,584	3,585	0.03%	Private Business	43,472	43,388	-0.19%
148	150	1.35%	Ag/Natural Resources & Mining	1,061	1,099	3.58%
361	359	-0.55%	Construction	2,352	2,425	3.10%
187	199	6.42%	Manufacturing	9,739	9,938	2.02%
813	802	-1.35%	Trade	8,495	8,402	-1.09%
297	294	-1.01%	<i>Wholesale Trade</i>	2,392	2,405	0.54%
516	509	-1.36%	<i>Retail Trade</i>	6,104	5,997	-1.75%
177	174	-1.69%	Transportation & Utilities	1,681	1,672	-0.54%
63	65	3.17%	Information	826	797	-3.51%
351	349	-0.57%	Finance, Insurance, and Real Estate	2,143	2,128	-0.70%
424	424	0.00%	Professional & Business Services	2,841	2,927	3.03%
338	347	2.66%	Education & Health Services	8,282	8,112	-2.05%
326	315	-3.37%	Leisure & Hospitality	4,274	4,192	-1.92%
399	402	0.75%	Other Services	1,778	1,699	-4.44%
337	337	0.00%	Government	7,173	7,148	-0.35%
71	73	2.82%	<i>State</i>	435	431	-0.92%
190	190	0.00%	<i>Local</i>	6,338	6,328	-0.16%
76	74	-2.63%	<i>Federal</i>	399	390	-2.26%

### Reporting Units by Industry in 2014

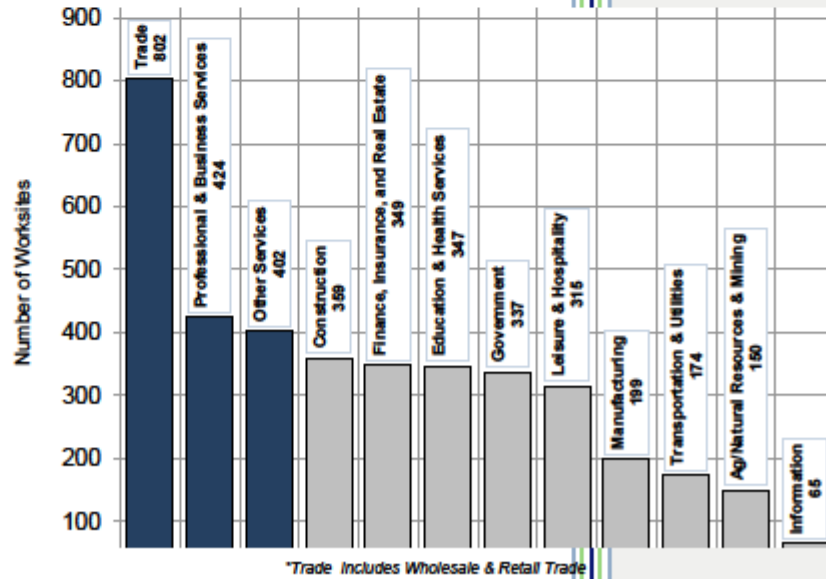
#### QUICK FACTS

IWD Region 2  
Greatest Number of  
Worksites

\*Trade  
802

Professional &  
Business Services  
424

Other Services  
402



\*Trade Includes Wholesale & Retail Trade

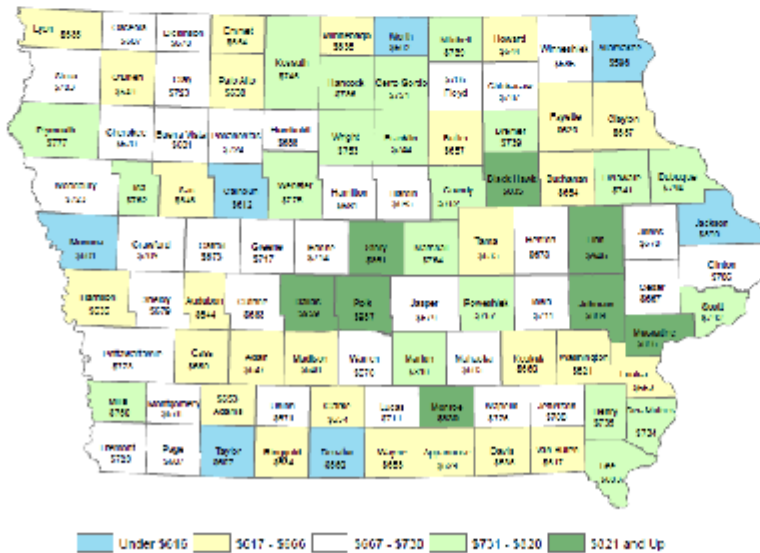
<http://www.iowalmi.gov>

## 2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

**2013 - 2014 Average Annual and Weekly Wage by Industry**

Average Annual Wage				Average Weekly Wage		
2013	2014	% Change		2013	2014	% Change
\$ 38,619	\$ 38,085	4.00%	Total All Industries	\$ 704	\$ 732	3.98%
\$ 38,613	\$ 38,158	4.22%	Private Business	\$ 704	\$ 734	4.26%
\$ 35,032	\$ 38,542	4.31%	Ag/Natural Resources & Mining	\$ 674	\$ 703	4.30%
\$ 45,910	\$ 48,960	6.64%	Construction	\$ 883	\$ 942	6.68%
\$ 46,441	\$ 47,885	3.07%	Manufacturing	\$ 893	\$ 920	3.02%
\$ 29,731	\$ 30,337	2.04%	Trade	\$ 572	\$ 583	1.92%
\$ 49,039	\$ 48,737	-0.62%	Wholesale Trade	\$ 943	\$ 937	-0.64%
\$ 22,166	\$ 22,960	3.58%	Retail Trade	\$ 426	\$ 442	3.76%
\$ 46,908	\$ 48,952	4.36%	Transportation & Utilities	\$ 902	\$ 941	4.32%
\$ 50,234	\$ 50,063	-0.34%	Information	\$ 966	\$ 963	-0.31%
\$ 45,895	\$ 47,406	3.29%	Finance, Insurance, Real Estate	\$ 883	\$ 912	3.28%
\$ 36,588	\$ 39,606	8.25%	Professional & Business Services	\$ 704	\$ 762	8.24%
\$ 39,239	\$ 41,030	4.56%	Education & Health Services	\$ 755	\$ 789	4.50%
\$ 12,375	\$ 12,755	3.07%	Leisure & Hospitality	\$ 238	\$ 245	2.94%
\$ 23,135	\$ 24,359	5.29%	Other Services	\$ 445	\$ 468	5.17%
\$ 36,650	\$ 37,647	2.72%	Government	\$ 705	\$ 724	2.70%
\$ 56,577	\$ 56,858	0.49%	State	\$ 1,088	\$ 1,093	0.46%
\$ 34,607	\$ 35,779	3.36%	Local	\$ 666	\$ 688	3.30%
\$ 47,352	\$ 46,766	-1.24%	Federal	\$ 911	\$ 899	-1.32%

**Average Weekly Wage for All Industries by County  
Annual 2014**



### QUICK FACTS

#### Average Weekly Wage Comparisons

IWD Region 2  
\$732

Rank  
Among All 15  
IWD Regions  
9

Statewide  
\$818

<http://www.iowalmi.gov>

## 2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

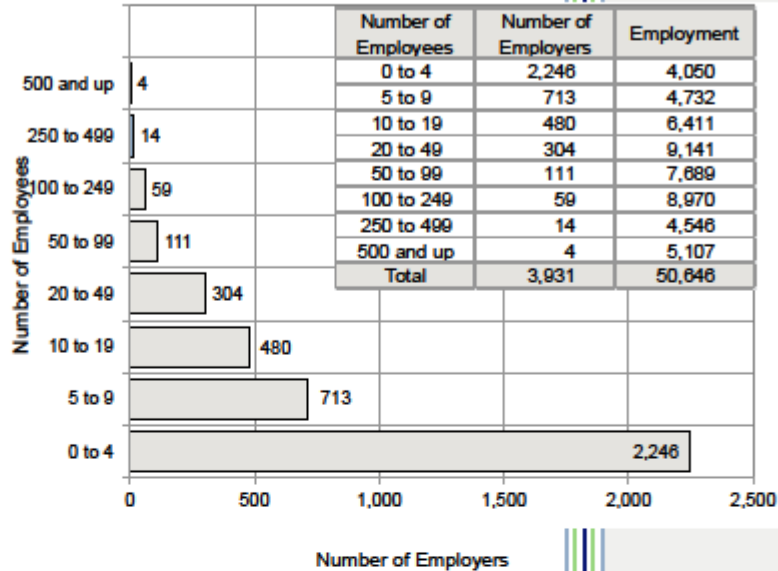
### QUICK FACTS

#### Size of Firm

Four firms in Region 2 employ 500 or more workers, totaling 5,107 workers, which accounts for 10.1 percent of total employment in the region.

Firms that employ less than 50 workers represent 95.2 percent of all establishments region-wide.

**Size of Firm Based on Employment**  
December 2014



### QUICK FACTS

#### Quarterly Workforce Indicators Definitions

**Total Employment**  
Number of workers who are employed by the same employer in both the current and previous quarter

**New Hires**  
Total number of hires that were also not employed by that employer during the previous four quarters

For additional definitions see source information below the LED tables

**2014 Local Employment Dynamics (LED) - Quarterly Workforce Indicators**  
Comparison of 3rd Qtr 2013 to 3rd Qtr 2014

Quarterly Workforce Indicators	Region 2 (2013)	Region 2 (2014)
Total Employment	49,395	49,700
New Hires	6,156	6,363
Separations	8,435	8,365
Turnover Rate %	0.088	0.089
Average Monthly Earnings	\$3,134	\$3,264
Average New Hire Earnings	\$1,827	\$2,012

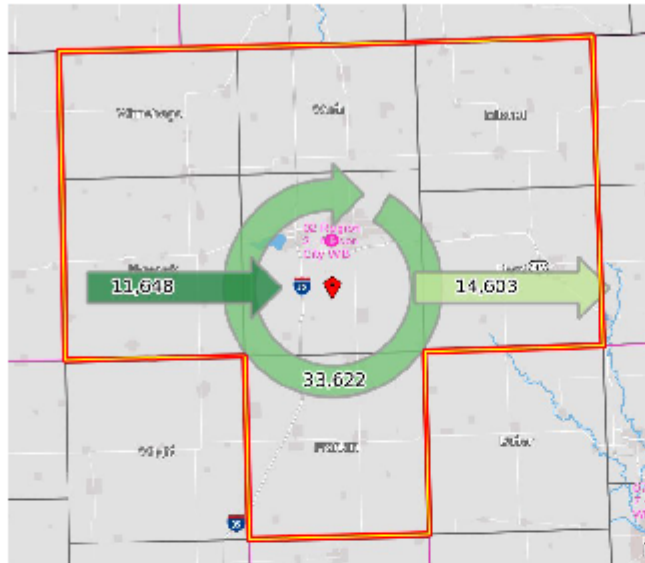
Quarterly Workforce Indicators	Iowa (2013)	Iowa (2014)
Total Employment	1,498,453	1,514,462
New Hires	226,009	231,425
Separations	278,960	277,585
Turnover Rate %	0.091	0.095
Average Monthly Earnings	\$3,526	\$3,610
Average New Hire Earnings	\$2,078	\$2,221

Source: Local Employment Dynamics, <http://ehd.oid.census.gov>. For definitions of the Quarterly Workforce Indicators, visit [http://ehd.oid.census.gov/doc/QWI\\_101.pdf](http://ehd.oid.census.gov/doc/QWI_101.pdf).

<http://www.iowalmi.gov>

## 2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

**Inflow/Outflow Job Analysis of Region 2 2013**  
 Characteristics of workers who commute in, out, and within Region 2



For an online tour of the application, please follow this link:  
<http://lehd.ces.census.gov/led/datatools/onthemap.php?name=WhatsOnTheMap>

### QUICK FACTS

#### 'On the Map' Interactive Mapping Application

As of 2013, there were 45,270 primary jobs in this region.

14,603 workers live in Region 2 but leave the region for their primary jobs

74.3 percent (33,622) of the region's workers live and work in Region 2.

### ON THE MAP Statistics — Region 2

Distribution of Worker's Age, Monthly Earnings, and Race—Primary Jobs

Total Primary Jobs	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
Total Primary Jobs	45,270	100.0%	45,519	100.0%	45,126	100.0%
<b>Jobs by Worker Age</b>	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
Age 25 or younger	10,280	22.7%	10,190	22.4%	10,640	23.6%
Age 30 to 54	23,056	50.9%	24,187	53.1%	24,384	54.0%
Age 55 or older	11,934	26.4%	11,142	24.5%	10,102	22.4%
<b>Jobs by Earnings</b>	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
\$1,250 per month or less	10,920	24.1%	10,861	23.9%	12,079	26.8%
\$1,251 to \$3,333 per month	18,796	41.5%	19,720	43.3%	20,445	45.3%
More than \$3,333 per month	15,554	34.4%	14,938	32.8%	12,602	27.9%
<b>Jobs by Worker Race</b>	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
White Alone	44,013	97.2%	44,432	97.6%	44,057	97.6%
Black or African American Alone	493	1.1%	358	0.8%	367	0.8%
American Indian or Alaska Native Alone	82	0.2%	86	0.2%	89	0.2%
Asian Alone	414	0.9%	417	0.9%	387	0.9%
Native Hawaiian or Other Pacific Islander Alone	16	0.0%	20	0.0%	22	0.0%
Two or More Race Groups	252	0.6%	206	0.5%	204	0.5%

Source: Local Employment Dynamics, On the Map: <http://onthemap.ces.census.gov/>. For definitions and instruction on this mapping application, visit <http://lehd.ces.census.gov/led/datatools/onthemap.php?name=GettingStarted>

### QUICK FACTS

#### 'On the Map' Reports

One of the reports generated from 'On the Map' displays total primary jobs of 45,270 in Region 2 and the distribution of age and monthly earnings of the workers.

41.5 percent of Region 2 workers earn from \$1,251 to \$3,333 per month.

26.4 percent of the region's workers are age 55 and older.

<http://www.iowalmi.gov>



## 2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

**Top 20 Growing Industries by Employment**  
2012 - 2022

Industry Description	NAICS Code	2012	2022	Total Growth	Percent Change
		Estimated Employment	Projected Employment		
Nursing and Residential Care Facilities	623	3,265	3,890	625	19.1%
Self Employed and Unpaid Family Workers	671	5,750	6,135	385	6.7%
Ambulatory Health Care Services	621	1,620	1,940	320	19.8%
Transportation Equipment Manufacturing	338	2,390	2,695	305	12.8%
Specialty Trade Contractors	238	1,220	1,500	280	23.0%
Hospitals	622	2,715	2,980	265	9.8%
Food Services and Drinking Places	722	2,980	3,235	255	8.6%
Construction of Buildings	236	700	930	230	32.9%
Administrative and Support Services	561	1,490	1,705	215	14.4%
Educational Services	611	4,085	4,265	200	4.9%
Professional, Scientific, and Technical Services	541	945	1,135	190	20.1%
Social Assistance	624	555	700	145	26.1%
Management of Companies and Enterprises	551	460	600	140	30.4%
Food Manufacturing	311	1,360	1,495	135	9.9%
Insurance Carriers and Related Activities	524	880	1,015	135	15.3%
General Merchandise Stores	452	1,315	1,445	130	9.9%
Repair and Maintenance	811	695	815	120	17.3%
Local Government, Excluding Education and Hospitals	930	2,225	2,335	110	4.9%
Religious, Grantmaking, Civic, Professional Organizations	813	1,310	1,410	100	7.6%
Heavy and Civil Engineering Construction	237	430	525	95	22.1%

Source: Long-Term Industry Projections  
<https://www.iowaworkforcedevelopment.gov/industry-projections>

**"Hot Jobs" in Region 2**  
2012 - 2022

Occupational Title	2012	2022	Annual	Region 2		
	Estimated Employment	Projected Employment	Growth Rate (%)	2015 Mean Annual Wage	Education	Job Training
<b>Bachelor's Degree</b>						
Accountants & Auditors	295	330	1.2	27.71	BA	N
<b>Postsecondary Education</b>						
Dental Hygienists	185	220	1.9	33.15	AS	N
Registered Nurses	1,350	1,530	1.4	24.98	AS	N
Licensed Practical & Licensed Vocational Nurses	305	360	2.0	18.13	PS	N
<b>High School Diploma (or Equivalent) or less</b>						
Insurance Sales Agents	240	290	2.3	22.08	HS	M
Industrial Machinery Mechanics	190	240	2.6	20.69	HS	L
Operating Engineers & Other Const Equipment Operators	200	250	2.3	20.19	HS	M
Mixing & Blending Machine Setters, Operators, & Tenders	295	345	1.7	19.10	HS	M
Carpenters	385	510	3.2	18.47	HS	A
Light Truck or Delivery Services Drivers	420	470	1.2	16.58	HS	S

Occupations were selected based on the annual growth rate from Region 2 2012-2022 occupational projections.  
<https://www.iowaworkforcedevelopment.gov/occupational-projections>

Education (typical education level needed to enter an occupation): DP = Doctoral or Professional degree; MA = Master's degree; BA = Bachelor's degree; AS = Associate's degree; PS = Postsecondary non degree awards; SC = Some college, no degree; HS = High school diploma or equivalent; < HS = Less than high school;

Job Training (typical on-the-job training level needed to attain occupational competency): I = Internship/pr residency; A = Apprenticeship; L = Long-term on-the-job training; M = Moderate-term on-the-job training; S = Short-term on-the-job training; None = N.

<http://www.iowalmi.gov>



2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

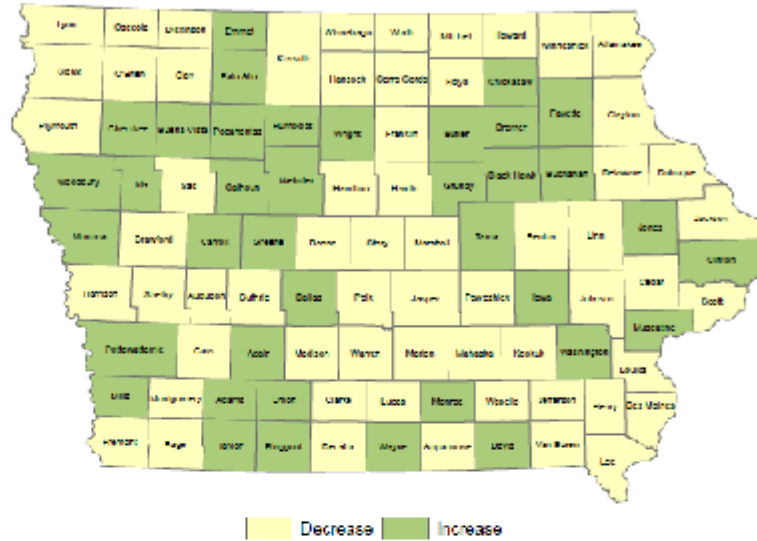
QUICK FACTS

Annual 2014 UI Benefits

UI Benefits for Iowa decreased from \$418.8 million in 2013 to \$402.6 million in 2014, an decrease of 3.9 percent.

UI Benefits in 60 of Iowa's 99 counties dropped compared to 2013. All counties in Region 2 saw an decrease in UI benefits paid in 2014.

Percentage Change in Total Unemployment Insurance (UI) Benefit



Source: Unemployment Insurance Statistical Data  
<https://www.iowaworkforcedevelopment.gov/unemployment-insurance-statistics>

CONTACT INFO

Iowa Workforce Development

Labor Market Information

1000 E Grand Ave  
 Des Moines, IA 50319  
 515-281-8515  
 800-532-1249;  
 Fax: 515-281-8195  
 iwd.lmi@iwd.iowa.gov  
[www.iowalmi.gov](http://www.iowalmi.gov)

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

TTY 515-281-4748;  
 1-800-831-1309



For Additional Information about Region 2 — Visit our Website!  
<http://www.iowalmi.gov>

<http://www.iowalmi.gov>

**Signature Page**

**Workforce Innovation and Opportunity Act**

Region \_\_\_\_

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

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

---

Submission Date

Workforce Development Board Chair

Chief Elected Official

---

Typed or Printed Name

---

Typed or Printed Name

---

Typed or Printed Title

---

Typed or Printed Title

---

Signature

---

Signature

---

Date

---

Date

## **Regional Memorandum of Understanding (MOU)**

See attached document.