



Application

141588 - WIOA Local Service Plan

162835 - Region 2 Local Service Plan

Workforce Innovation and Opportunity Act

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Program Area of Interest Workforce Innovation and Opportunity Act

Fax:

Agency

Organization Information

Organization Name: WIOA Regional Planning Consortium Region 02

Organization Type: Regional Planning Commission

DUNS:

Organization Website:

Address:

City State/Province Postal Code/Zip
Iowa

Phone:

Ext.

Fax:

Benefactor

Vendor Number

Board Details

Board Chair Name:

Paul Fitzgerald

Title:

Vice President, Investment Representative

Provide current business title.

Business Name:

Titonka Savings Bank

Provide current business organization name.

Business address:

101 Highway 69 North, Forest City, IA 50436

Provide current business address.

Business phone:*

641-585-3247

extension:

Board Chair business email:

paul.fitzgerald@tsbbank.com

Identify counties served by Region:

Cerro Gordo County, Floyd County, Franklin County, Hancock County, Mitchell County, Winnebago County, Worth County

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

Local Area's Chief Elected Official Chair

Local Area's Chief Elected Official Chair Name:

Jay Urdahl

Provide current Local Area's Chief Elected Official Chair.

Elected Title:

Cerro Gordo County Supervisor

Provide current title.

Local Government Affiliation:

Cerro Gordo County Courthouse

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

Address:

220 North Washington Ave. Mason City, IA 50401

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

Phone:*

641-421-3021

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

Email:

jurdahl@co.cerro-gordo.ia.us

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

Core Partners

Workforce Development

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

Organization Name: IowaWORKS North Iowa

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

Phone:* 641-422-1524 44536
extension:

Email: chris.hannan@iwd.iowa.gov

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

Organization Name: IowaWORKS North Iowa

Phone:* 641-422-1524 44536
extension:

Email: chris.hannan@iwd.iowa.gov

Wagner-Peyser Manager: Marla Loecke

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

Phone:* 641-422-1524 44520
extension:

Email: marla.loecke@iwd.iowa.gov

Rehabilitation Services

Vocational Rehabilitation Supervisor: Steven Faulkner

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

Phone:* 641-422-1551 44546
extension:

Email: steven.faulkner@iowa.gov

Department for the Blind Supervisor: Keri Osterhaus

Address: 524 4th Street, Des Moines, IA 50309

Phone:* 515-242-5746
extension:

Email: keri.osterhaus@blind.state.ia.us

Adult Education and Literacy

Adult Education and Literacy Services Coordinator: Sandra Leake

Title: Adult Education and Literacy Coordinator

Organization: North Iowa Area Community College

Address: 500 College Drive, Mason City, IA 50401
Phone:* 641-422-4176
extension:
Email: leakesan@niacc.edu

One-Stop System

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

One-Stop Center Operator

One-Stop Center Operator Name: Chris Hannan
One-Stop Center Operator Title: WIOA Director
One-Stop Center Operator Organization: North Iowa Area Community College
Attach a spreadsheet of all one-stop service locations: wg_Region2ServiceLocationOne-StopSystem(Jan2016)
(2).xlsx

Fiscal Agent

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

Provide contact name as the fiscal agent.

Fiscal Agent Title: Accountant/Business Office Manager

Fiscal Agent Organization: North Iowa Area Community College

Provide the name of the associated organization.

Fiscal Agent DUNS: 879324960

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

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

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

Provide contact name as the fiscal agent.

Administrative Fiscal Agent Title:

Administrative Fiscal Agent Organization:

Provide the name of the associated organization.

Administrative Fiscal Agent DUNS:

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

Economic Analysis

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

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

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

Refer to question B-3.

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

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

Refer to question B-3.

Knowledge and Skills Needed

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, math and literacy skills required by the individual career pathway, 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.

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

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

***OPTIONAL Additional Needs Assessment**

Attach additional documentation for regional needs:

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

Workforce Analysis

Employment and Unemployment

Region 2 Unemployment Rate Trends

County Dec. 2014 Dec. 2015

Cerro Gordo 4.8 3.7

Floyd 4.5 3.8

Franklin 3.9 3.4

Hancock 3.1 2.5

Mitchell 3.1 2.5

Winnebago 4.2 3.4

Worth 4.3 3.7

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

Region average 3.99 3.29

Region 2 Employment trends in 2014

Total Employment: 50,536

Average Weekly Wage:

\$732

Largest Private Sector:

Manufacturing 9,936

Barriers to Employment

Corrections

As of September 30, 2016, the Mason City Probation/Parole Office, which covers the IWD Region 2, had 1140 active clients. In addition, there were 49 residents at Mason City's Beje Clark residential facility.

Individuals with disabilities

Data for Region 2 indicates that 6537 individuals (or 10.3% of the total population 18 to 24 years old) have a disability. For the individual counties within Region 2, the numbers of individuals with a disability are as follows:

Cerro Gordo 2918

Floyd 998

Franklin 550

Hancock 440

Mitchell 472

Winnebago 633

Worth 526

Limited English Proficient Individuals

Data for Region 2 indicates that there are 2477 (or 2.4% of the total) individuals age 5 and older who speak English ?less than very well.? Specific percentages for counties within Region 2 are as follows:

Cerro Gordo 437 individuals or 1.1%

Floyd 272 individuals or 1.8%

Franklin 250 individuals or 2.5%

Hancock 89 individuals or 0.9%

Mitchell 229 individuals or 2.3%

Winnebago 145 individuals or 1.4%

Worth 61 individuals or 0.9%

Refer to question B-4.

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. The major occupational groups of management; healthcare; food prep and serving; sales; and transportation and material moving will account for 475 (or 81%) of the 590 openings as shown below.

Cashiers - 90

Food Prep Workers - 75

Farmers/Ag Managers - 65

Retail Salespersons - 65

Team Assemblers - 45

Registered Nurses - 45

Truck Drivers - 40

Construction Laborers - 40

Waiters/Waitresses - 35

Office Clerks, General - 30

Laborers, Hand - 30

Nursing - 30

Region 2's top eleven occupations expected to have the largest employment growth for 2012-

2022 will account for 1,655 (or 31%) of the projected 5,315 new jobs. The major occupational

groups of healthcare; construction, production; food

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

prep and serving; and transportation and

material moving will account for 1,210 (or 73%) of the 1,655 new jobs as shown below.

Construction Laborers - 230

Team Assemblers - 205

Food Prep Workers - 190

Registered Nurses - 185

Truck Drivers - 165

Carpenters - 125

Secretaries/Admin Assistants - 120

Personal Care Aides - 115

Nursing Assistants - 110

Home Health Aides - 105

Maids - 105

Refer to question B-4.

Educational Skill Levels of the Workforce

Data for Region 2 indicates the following breakdown for educational skill levels within the region's population 25 years and over (77,248 total population). This data includes individuals with barriers to employment, such as ex-offenders, individuals with disabilities, and individuals with low literacy/basic skills.

Less than 9th grade:

2295 (2.97% of total)

9th to 12th grade, no diploma:

4154 (5.38% of total)

High school diploma (includes equivalency):

27,207 (35.22% of total)

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

Some college:

17,473 (22.62% of total)

Associate's degree:

11,182 (14.48% of total. This compares to 11% statewide and 8% nationally.)

Bachelor's degree:

11,046 (14.3% of total)

Graduate degree and higher:

3891 (5.04% of total)

Among the population 18 to 24 years (total 8414), Region 2's education attainment data is as follows:

Less than high school graduate:

1099 (13.06% of population)

High school graduate (includes equivalency):

2921 (34.72% of population)

Some college or associate's degree:

3567 (42.39% of population)

Bachelor's degree or higher:

827 (9.83% of population)

Analysis

Many of the in-demand occupations in Region 2 are middle-skill jobs that require a high school diploma plus additional training. The individuals mentioned above without a diploma are an untapped, potential source of labor. Region 2 will commit to increasing the number of adults who earn an equivalency diploma, as well as additional training credentials, so that the pool of potential candidates for these jobs also sees an increase. All core partner programs will work to increase co-enrollment with Title II to enable more job seekers to obtain their equivalency diploma. The Adult Education and Literacy program will provide instruction and testing for adults to earn a high school equivalency diploma. North Iowa Area Community College provides both credit and non-credit training programs for many of the in-demand and growing

occupations, such as registered nurse, assembler, construction, truck driver, nursing assistant and home health aide, and administrative assistants.

Levels of Literacy

According to 2003 estimates from the National Center for Education Statistics, the percentages of individuals lacking basic prose literacy skills are as follows for the 7 counties within Region 2. (These statistics include both native and non-native English speakers.)

Cerro Gordo: 6% (of total 35,420)

Floyd: 8% (of total 12,851)

Franklin: 9% (of total 8456)

Hancock: 7% (of total 9,318)

Mitchell: 8% (of total 8,315)

Winnebago: 7% (of total 8,813)

Worth: 7% (of total 6,166)

Individuals defined as lacking basic prose literacy skills range "from being unable to read or understand any written information to being able to locate easily identifiable information in short, commonplace prose text in English."
(<https://nces.ed.gov/naal/estimates/FAQ.aspx>)

Analysis

Low literacy is a serious barrier to employment. The ability to understand workplace documents, manuals, and hazardous equipment and chemical notices is absolutely essential on the job. Core partner programs and employers in Region 2 will work together to identify, assess, and address the low literacy barrier among job seekers. Free tutoring is available through the Adult Education and Literacy Program. In cases in which the low literacy of a client is connected to a learning, cognitive, or vision disability, Vocational Rehabilitation and Iowa Department for the Blind will assist with assessment, case management, and accommodations for the client.

Limited English proficient individuals

Data for Region 2 indicates that there are 2477 (or 2.4% of the total) individuals age 5 and older who speak English "less than very well." However, one county, Franklin, has a significantly higher percentage of the total county population who speak English "less than very well" (8.9%).

Analysis

Lack of ability in reading, writing, speaking and comprehending the English language is a significant barrier to employment. Employees should be able to understand and respond to verbal directions from supervisors as well as read and understand work-related documents. The Adult Education and Literacy program provides free English language instruction at several locations in Region 2, as well as distance learning software, Burlington English. The goal of the English

language classes is to raise students' reading and listening skill levels to 9th grade or higher. The program also assists with transition to other short- and long-term training opportunities. The Region 2 One-Stop Center has Rosetta Stone available in a number of languages for clients to utilize, and two full-time Spanish-speaking staff are available.

Refer to question B-4.

Skill Gaps

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

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

low income at application: barrier count ? 8; caseload count ? 910 and 0.88%.

Employer feedback indicates that, among applicants (including those with barriers to employment): 23.1% of the applicants lack the basic skills of literacy, numeracy, basic computer skills and organization; 38.2% of applicants lack the soft skills of timeliness, responsibility, teamwork, integrity and self-esteem; 38.2% lack the hard skills of analytical skills, physical ability, knowledge and experience.

Refer to question B-4.

Activities Analysis

Accomplishments in Past Year

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

- Core partner frontline staff cross-training on all WIOA programs

- 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 (VR and AEL staff have access to iWorks)

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

- Development of a collaborative service plan for secondary schools in the region

- Special initiatives through IVRS and other workforce partners such as the intermediary network grant, Z-Space, and Making the Grade

- AEL program orientation sessions and classes (intensive high school equivalency, careers math, and ESL)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

- Youth Standing Committee and Disability Access Committee formed

- Short-term non-credit classes offered at

IowaWORKS in cooperation with NIACC (ex: ServSafe for foodservice workers, Start Smart entrepreneurial class, Project Management workshop)

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

Mandatory and Other Partners

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

RegionalOne-StopContactList.docx

Strengths and Weaknesses of Workforce Development Activities

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.
8. Increase co-enrollment of clients in Title I and II to raise the basic skills and high school diploma attainment among the adult, dislocated worker, and out-of-school youth population.
9. Increase co-enrollment of Title IV with all core partners to better prepare and connect individuals with disabilities to employment opportunities.

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

Weaknesses of current workforce development activities:

1. No common database for core partners yet
2. More alignment needed between adult education activities/curriculum and workforce preparation activities
3. Growth/improvement needed in program accessibility for individuals with disabilities
4. Some rural communities continue to be underserved all core partner programs

Refer to question E-2.

Current Level of Integration and Alignment

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.

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

Refer to question B-5.

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

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 has developed 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 Partnerships for Manufacturing and Healthcare have been established and convene monthly. These two groups include representatives from Workforce partners, post-secondary education, and secondary education.

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.

IVRS and Iowa Department for the Blind currently have MOUs with the Department of Education and North Iowa Area Community College to enhance services and avoid duplication.

Refer to question B-7.

Regional Strategic Vision and Goals

Regional Vision Statement

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

Regional Vision Statement:

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

Description of Regional Strategic Vision

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 lowans who, through Core Partner programs, will obtain a credential or skill upgrading necessary to obtain employment.

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

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

?Will strive to increase the number of all lowans 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, include youth and young adults, needing English as a Second Language services will be referred to the Adult Education and Literacy program as well as other community partners.

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

Region 2 has a long history of working collaboratively with various partners within the

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

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

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

Refer to question C-1.

Vision Alignment to State Vision and Goals

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

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

Refer to question B-2.

Regional Strategies

Strategic Alignment of Resources

Will strive to increase the number of lowans 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.

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

Will strive to increase the number of lowans 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 lowans 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.

Refer to question C-2.

Expanded Access

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

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

Refer to question C-4.

Facilitate Career Pathways and Co-Enrollment

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

Region 2's Workforce Development Board is involved in the establishment of region-wide sector partnerships that will coordinate the development of career pathways based on industry need. Several board members serve as education/training partners or business leaders on both of the region's currently operating sector partnerships: advanced manufacturing and healthcare. Each of the two partnerships have developed "pathway maps" that indicate "on and off-ramps" where an individual can enter the pathway based on skills and education. Each pathway map also includes 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.

Refer to question C-4, Part B.

Additional Regional Board Strategies

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

Strategy Alignment to State Strategies

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.

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

Sector Partnerships:

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

Career Pathways:

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

Integration:

Region 2 will align services in order to benefit all system beneficiaries. The Board views employers as customers of the One-Stop system as well as those seeking employment and training. Integration among Region 2 core partner programs will be achieved through ongoing cross-training of staff, establishment of common referral processes among partners, and the use of common data management systems to improve tracking of co-enrolled clients. Frontline staff from all core partner agencies will have access to a common data management system, which will enable each partner program to more effectively track client participation and enrollment in other programs.

Integrated Education and Training:

Integrated education and training opportunities in

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

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

Performance Goals (Joint Goals across Core Programs)

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

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

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

Refer to question E-10.

Assessment for Continuous Improvement

Tracking Performance Outcomes and CONTINUOUS IMPROVEMENT

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

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

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

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

The Performance Oversight policies of the CEO and RWDB include:

Core Partners will provide quarterly reports to the CEO and RWDB, updating the boards on the region's performance and progress towards meeting performance standards.

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

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

Refer to question C-13.

Implementation of Strategies

Regional Workforce Development Board

Describe how the regional board will implement its identified strategies:

Region 2 has adopted an integrated customer flow model that is functional and customer driven and not demarcated by program. 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 One-Stop Center have been given access to Wage information to look up for clients for employment status. Vocational Rehabilitation and Adult Education and Literacy staff have access to iWorks.

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

Core Partners

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**

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

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

services.

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

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

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

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

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

Through the fully integrated process which includes co-enrollment, duplication of services will be avoided as partners work together to provide service management for customers. 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.

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

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

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

? Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family;

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

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

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

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

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

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 IWD/WIOA staff. WIOA, IWD, 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.

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

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:

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

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 lowans with disabilities.

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

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.

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

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

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)

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

3. Experiential Learning ? Paid and unpaid work experiences that have as a component, academic and occupational education, which may include:

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

(ii) Pre-apprenticeship programs (PRE)

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

(iv) On-the-Job Training (OJT)

4. Institutional/Occupational skill training shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations (OJT) (IST) (CUS) (APP) (ENT)

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (PRE) (APP) (IST)

6. Leadership development opportunities (LDS)

7. Supportive services

8. Adult mentoring for a duration of at least 12 months (MEN)

9. Follow ?Up Services (PPS)

10. Comprehensive guidance and counseling (G&C)

11. Financial Literacy education (FIN)

12. Entrepreneurial skills training (ENT)

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available within the local area (JSP)

14. Activities that help youth prepare for and transition to postsecondary education and training (WEP), (MEN) (SEC)

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); and

? Skill Upgrading (SUG)

Support Services are those services that are necessary to enable a youth to participate in activities authorized under WIOA. The following types of support services are available in Region 2 or youth.

? Clothing (occupationally required or required for interview)

? Dependent Care

? Miscellaneous services

? Residential/Meals support

? Stipends (STI) youth only

? Transportation

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

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

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 are consulted on accessibility issues and will provide expertise to system staff upon request. IDB staff are part of the statewide and local WIOA implementation planning.

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

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.

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

Integrated Customer Service

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

The one-stop delivery system is the foundation of the workforce system. The system provides collective access to career services to meet the diverse needs of job seekers. Career and training services, tailored to the individual needs of 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 date of birth and selective service requirements are met. Co-enrollment into all other programs to include WIOA Title I Youth, Promise Jobs, Veteran's programs, Ticket to Work, 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 provides career services to include basic career services, individualized career services, training services and follow-up services. All center customers will have access to any of the basic career services immediately and continuously without further eligibility or documentation requirements. Individuals receiving services in the one-stop centers must receive the service(s) that is needed to assist the individual to meet his or her career goals, and does not need to follow a fixed sequence of services.

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

basic skills deficient.

Basic career services will be made available to all job seekers and include services such as labor exchange services, labor market information, job listings, and information on partner programs.

A. Staff-assisted job search and placement assistance, including career counseling (JSP), (G&C);

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

C. Staff-assisted workshops, pre-employment training (PET).

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

A. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;

B. Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;

C. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;

D. Labor exchange services, including?

I. Job search and placement assistance, and, when needed by an individual, career counseling, including?

1. Provision of information on in demand

industry sectors and occupations; and

2. Provision of information on nontraditional employment; and

II. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;

E. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

F. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including?

I. Job vacancy listings in labor market areas;

II. Information on job skills necessary to obtain the vacant jobs listed; and

III. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;

G. Provision of performance information and program cost information on eligible providers of training services by program and type of providers;

H. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system;

I. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;

J. Provision of information and assistance regarding filing claims for unemployment compensation, by which the One-Stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

I. ??Meaningful assistance?? means:

I. Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or

II. Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

III. The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.

K. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under

WIOA

Individualized career services identified in WIOA will be provided, as appropriate, to help individuals to obtain or retain employment.

Individualized career services include: comprehensive skills assessments, career planning, and development of an individual employment plan.

I. Skill upgrading (SUG) is a short-term pre-vocational service, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, personal maintenance skills, professional conduct and English Language Learning to prepare individuals for unsubsidized employment or training;

II. Out-of-area job search expenses;

III. Internships (INT); and

IV. Work Experience (WEP)

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

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

I. Diagnostic testing and use of other assessment tools; and

II. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

B. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the

participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers;

C. Career pathways to attain career objectives;

D. Group counseling;

E. Individual counseling;

F. Career planning;

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

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

I. Workforce preparation activities;

J. Financial literacy services;

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

L. English language acquisition and integrated education and training programs

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

upgrading and retraining, entrepreneurial training, and transitional jobs.

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

Training is made available to individuals after an interview, assessment or evaluation determines that the individual requires training to obtain employment or remain employed.

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

B. Entrepreneurial Training (ENT);

C. Customized Training (CUS);

D. Institutional/Occupational Skill Training (IST);

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

F. Secondary Education Certificate (SEC);

G. Incumbent Worker Training;

H. Transitional Jobs

Post-program services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or

dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Refer to question D-14.

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.

Special populations:

Individuals with disabilities: IVRS staff serve as specialists to assist and advise other core partners to serve clients with disabilities

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

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.

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

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

Coordination, Alignment and Provision of Services

Employer Focus

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

The Regional Workforce Development Board will lead efforts to engage with a diverse range of employers, regardless of business size. The Board will promote business representation and support employer utilization of the local workforce development system and to support local workforce development activities. The Board will ensure the workforce investment activities meet the needs of employers and support economic growth within the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers. The Regional Workforce Development Board will also encourage the development and implementation of proven strategies for meeting the employment and skill needs of workers and employers in 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 Wegner-Peyser will make available state and federal employer posters. These posters are available at no cost to the public, when available.

? Business Closings/Downsizing: Should a business experience closing or restructuring, Core Partner staff will provide assistance to through Rapid Response or related events.

? Unemployment Insurance Tax Forms and Publications: A number of commonly required or requested forms are available on-line.

? Unemployment Insurance Fraud: Iowa Workforce Development's fraud detection program attempts to prevent and detect unemployment benefits paid to claimants through willful misrepresentation or error by the claimant, through IWD error, or misrepresentation by others. Better detection and prevention of improper unemployment insurance benefit payments results in a decrease in benefits payouts, which in turn

decreases employer taxes.

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

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:

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

***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.

Refer to question C-6.

- **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.**

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

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

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

Region 2 Core Partners will continue to provide information sessions to the people of the region impacted by plant closing layoffs and other Rapid Response events. The following people will be the primary contacts who will work with the State Dislocated Worker Unit and the State Trade Adjustment Act Unit to provide Layoff Aversion and Rapid Response services in Region 2.

Marla Loecke

Operations Manager Regions 1&2

IowaWORKS

680 Main Street, 2nd Floor

Dubuque, IA 52001-6818

563-556-5800 ext 48129

marla.loecke@iwd.iowa.gov

The following individual will serve as an alternate contact:

Chris Hannan

WIOA Director Region 2

IowaWORKS

600 South Pierce Ave.

Mason City, Iowa 50401

Office: 641-422-1524 Ext. 44536

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

Fax: 641-422-1505

Chris.hannan@iwd.iowa.gov

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

Rapid Response provides early intervention to worker groups who have received a notice of layoff or closure. Region 2 has a Rapid Response Team consisting of staff from various partners within the region. Whenever possible, the team conducts on-site to those affected. Every effort is made to provide information sessions prior to the commencement of the layoffs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how partner agency staff will be working together as a team to offer the individualized and comprehensive re-employment services. Following initial contact with those affected, customers on an individual basis for co-enrollment into Core Programs, where needed.

Workforce Innovation and Opportunity Act Title I programs are mandated to co-enroll all Trade-certified and National Emergency Grant dislocated workers to provide seamless and

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

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

further orientation and intake sessions.

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

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

approved training, there is additional coordination with Wagner-Peyser and Unemployment Insurance for an individual's ongoing income support.

Re-Employment Services and Re-employment Services Eligibility Assessment

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

Refer to question C-8.

Education and Training Focus

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

Engaging Education and Training Providers

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

? Outreach to Pre-K through 12

? Community College Advisory Committees

? Serves as an intermediary between local business community and education

? Support post-secondary education connection initiatives

Creating a job-driven education and training system

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

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

of skilled workers and to increase the capacity of the workforce delivery system within the state.

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

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 Non-Competitive Hiring Program for Disabled Veterans

? Encouraging Ticket-to-Work assignments from clients receiving SSI and SSDI.

? Facilitating warm-hand offs between individuals case managed by IVRS who are at or near substantial and gainful employment through the Partnership Plus Agreement to improve employment outcomes for targeted populations.

? Improve access to Iowa Skilled Worker and Job Creation fund programs.

? Promotion and development of privately held post-secondary education scholarships and other investments.

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

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

? Job Driven National Emergency Grant offers dislocated workers an opportunity for Registered Apprenticeship placement with employer sponsors.

? 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

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

employer demand.

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

Economic Development Focus

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

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

? Career fairs

? Plant tours

? New employer connections

? Transitional youth and young adult experiential learning initiatives

Regional Workforce Development Board Functions

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.

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

Roles and Responsibilities of the Regional Workforce Development Board include:

? Selection of service providers

? Establishing policy for the region's integrated workforce development system

? Developing a budget to carry out the duties of the local board, subject to the approval of the CEOs.

? Coordinating WIOA Core Partner activities with economic development strategies and developing other employer linkages with these activities.

? Promoting the participation of private sector employers in the workforce development system and ensuring the availability of services

to assist such employers in meeting workforce development needs.

? Certifying eligible training providers.

? Use of discretionary funds

? Submitting an Annual Report to the State Workforce Development Board

? Establishing cooperative relationships with other local boards.

? Directing the activities of the Youth Standing Committee

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

? Negotiating and reaching agreement with IWD on local performance standards.

? Appointing a Youth Standing Committee

? Developing a Chief Elected Official - Regional Workforce Development Board Agreement, outlining how the two boards will cooperate and collaborate in establishing and overseeing the region's workforce development system.

? Developing and entering into a Memorandum of Understanding with the Workforce Development System Partners.

? Conducting oversight of the local WIOA programs, the workforce development One-Stop, and related system; evaluating service delivery to determine if local needs and priorities are being met; determining whether

regional needs have changed and if so, whether a plan modification is necessary; ensuring quality improvement is ongoing, and ensuring that performance standards are met.

? The RWIB/CEO?s meet quarterly and all meetings are open to the public. Notices about meetings are published on the IWD Region 2 website. During those meetings quarterly performance reports, placement and retention data, fiscal and performance monitoring reports are reviewed. Questions arising from these reports are discussed. Follow up is then warranted in subsequent meetings. Success stories are shared with the board. Quarterly internal monitoring takes place to ensure process and policy is followed within our programs.

? Developing and submitting the Regional Workforce Development Customer Service Plan based on the Regional Assessment and Analysis.

? Reviewing information on all programs to evaluate service delivery and provider performance.

? Review monitoring procedures and monitoring reports of fiscal agent contracted monitors and state staff reviews.

RWIB EX-OFFICIO/PUBLIC INPUT POLICY

Public Input will be posted in all area newspapers, webpage and agency calendar notifying interested residents in our seven county region that we are developing a new Local Service Plan. Every RWDB meeting is

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

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

Chris Hannan

IowaWORKS North Iowa

600 South Pierce

Mason City, IA 50401

Phone: 641-422-1524 Ext: 44536

Email: chris.hannan@iwd.iowa.gov

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

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

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.

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

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

At each RWDB/CEO meeting the boards review

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

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

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

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.

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

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

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

? Shall be chaired by a member of the Regional Workforce Development Board and may include other members of the regional board.

? Shall include other individuals appointed by RWDB who are not members of the regional board and who the regional board determines to have appropriate experience and expertise,

such as WIOA Core Partners.

? Will also include community-based organizations and community-based organizations with a demonstrated record of success in serving eligible youth.

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

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

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 technology. The Youth Standing Committee oversees the services provided to youth through the Core Partners but also other service providers in the North Iowa region.

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

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

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

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

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

? Accessing and apply for job openings

? Labor Market Information (LMI)

? Filing Unemployment Claims

? Basic Computer Skills Development

? Rosetta Stone

? Business Services (reviewing, editing, posting new jobs, etc.)

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

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

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

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

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.

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

Regional Workforce Development Board Policies

The Region 2 RWDB will conduct ongoing analysis of the region's economy and workforce needs to ensure continuous improvement of eligible providers of services and to ensure that such providers meet the employment needs of local employers, workers and job seekers. This analysis will be completed as part of the RWDB's regularly scheduled meetings with needs assessments being completed as necessary. Regional labor market information will be utilized with this review.

Elements potentially included in the analysis:

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

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

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

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

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

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

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.

Refer to question F-2.

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

Refer to question F-9.

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

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

Refer to question F-10.

Attach the regional board's Individual Training Account Policy:

**1463070532517_Individual Training
Accounts.pdf**

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

Refer to question F-5.

Regional Workforce Development Board Fiscal Policies

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.

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

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

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

Final selections will primarily be based on, yet not limited to, effectiveness, demonstrated performance, potential for meeting performance goals, costs, quality of training, participant

characteristics, past workforce development experience and performance of the bidder and non-duplication of services. The proposals will be weighed against established criteria and the RWDB will then select the winning proposal based upon this scoring

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

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.

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

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

? Partner with the Promise Jobs program to serve youth, and emphasize youth between the ages of 16 and 24 who have not yet built a stable career path.

? Partner with the aftercare programs which provides services to young adults transitioning from foster care

? Partner with the Juvenile Justice System to serve more youth who have made mistakes and encourage them to overcome their past.

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

Refer to question E-6.

Regional Oversight and Monitoring

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

? A random sample of ten percent (10%) of all non-OJT financial contracts under \$25,000 that start during the quarter.

? A random sample of ten percent (10%) of all non-financial activity of service contracts which start during the quarter; and

? A random sample of ten percent (10%), of all participant files of participants enrolled or transferred into adult, dislocated worker and youth programs during the quarter.

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

? All On-the-Job (OJT) training contracts will be monitored during the second thirty-day period of activity under the contract and at least every 90 days thereafter.

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

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

On a quarterly basis, the RWDB will review attainment of performance standards for the Adult, Dislocated Worker, and Youth programs of the

WIOA Title 1 Service Providers, if available from the state in a timely manner. In addition, the MOU Partners will report on the attainment of system goals. The RWDB will review bi-annually the local service plan and modify as necessary.

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

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

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

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

State Oversight and Monitoring

1) Financial Monitoring

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

2) Program Monitoring

? Iowa Workforce Development (IWD) will conduct a quality assurance review of programs annually.

? The United States Department of Labor (DOL) in collaboration with Iowa Workforce Development (IWD) staff will conduct program reviews of all National Emergency Grants (NEG), as required by DOL.

Refer to question F-1.

Additional Documentation

Attach a spreadsheet of all Board Members:

1461280989550_Local Board List.pdf

Attach a copy of the current Regional by-laws:

1461280989410_bylaws-revised May 2012.pdf

Attach a copy of the current Priority of Services policy:

Attach a copy of the current Oversight and Monitoring policy:

1461280989385_Title I Oversight and Monitoring Policy.pdf

Attach a copy of the current Supportive Services policy:

1462383519448_Region 2 Regional Support Services Policy.pdf

Attach a copy of the current EEO Grievance procedure:

1461280989481_EEO Policies.pdf

Attach a signed copy of the Certificate Regarding Debarment:

1461280989575_Assurances.pdf

Attach a spreadsheet of all public and State partner comments with the Board's response:

1461280989460_WIOAPublicCommentsResponseDocument 2016.docx

Attach a signed copy of the Signatory Page:

1461280989623_LSP 2016 signature page with signatures Region 2.pdf

Regional Workforce Development Board General Assurances

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

Title: **Regional Workforce Investment Board Chair**

Name: **Paul Fitzgerald**

Date: **04/21/2016**

Local Board Member - Point of Contact

Point of Contact Name: **Steve Faulkner**

Title: **Iowa Vocational Rehabilitation Supervisor**

Provide current business title.

Phone:* **641-422-1551** **44546**
extension:

Point of Contact Email: **steven.faulkner@iowa.gov**

Review Committee Selection

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

The Board, with input from core partner program leadership, will make suggestions of suitable members of the executive committee for reviewing Title II applications. These suggestions will include residents of Region 2 with educational expertise working with youth, English Language Learners, or adults with other barriers to employment. The Board will also ensure that committee members are representative of the region and also include individuals who are not connected with the Board. Potential members will be contacted by Board support staff and an explanation of their duties will be provided.

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

Conflict of Interest

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

All reviewers on the executive committee will complete a disclosure form to ensure that no financial conflicts of interest exist between members and the Title II funds applicants. The form will address such questions as whether the reviewer or a member of his/her immediate family serves as a director, trustee, officer or other key employee for the current or eligible providers for Title II funds and whether the reviewer or a member of his/her immediate family received compensation from a current or eligible provider of Title II funds for activities such as employment, consulting, expert witness, or advisory board member. After all members have been cleared for the review committee, the committee will meet sometime between May 3 and 10 to review applications. All members will use a standard rubric to assess each applicant.

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

Individual Training Accounts

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.
- Internships (INT)
 - Compensation can be in the form of incentive and bonus payments or wages for youth.
 - WEP 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.

Region 2 WIOA 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	https://www.tsbbank.com/	2016
Business, Vice Chair	Cindy Harris	Valent Biosciences 1000 Wallace Road Osages, IA 50461	641.832.2207	http://www.valentbiosciences.com/valent-biosciences-corporation-home/about/osage-plant	2018
Business	Kelly Hansen	POET Biorefining 3638 Fir Avenue Hanlontown, IA 50444	641.896.6801	http://poet.com/hanlontown	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	http://www.diemerrealty.net/	2016
Labor	Julie Pralle	Franklin County Auditor’s Office PO Box 26 Hampton, IA 50441	641.456.5622	www.co.franklin.ia.us/pages/auditor	2018
Labor	Arthur Jones	Teamsters Local 238 5000 J Street SW Cedar Rapids, IA 52404	319.365.1461	http://teamsterslocal238.com/	2018
Labor	Craig La Kose	Cerro Gordo County Sheriff 17262 Lark Ave. Mason City, IA 50401	641.421.3000	http://www.co.cerro-gordo.ia.us/departments/sheriff/	2016
Labor	Patsy “Denise” Largent	Cerro Gordo County Sheriff 17262 Lark Ave. Mason City, IA 50401	641.421.3001	http://www.co.cerro-gordo.ia.us/departments/sheriff/	2016
Labor	Gerald Miller	Canadian Pacific Railroad 1100 South Pennsylvania Ave. Mason City, IA 50401	641.421.1513	http://www.cpr.ca/en	2016

Region 2 WIOA Board List

City Elected	Mayor James Erb	City of Charles City 105 Milwaukee Mall Charles City, IA 50616	641.228.3727	http://www.cityofcharlescity.org/	2018
School District	Nancy Prohaska	Forest City School District 1405 West I Street Forest City, IA 50436	641.585.2670	http://www.forestcity.k12.ia.us/	2016
County Elected	Sis Grieman	Hancock County Courthouse 875 State Street Garner, IA 50438	641.923.3421	http://www.hancockcountyia.org/	2018
Community College	Teri Ewers	North Iowa Area Community College 500 College Drive Mason City, IA 50401	641.422.4106	http://www.niacc.edu/	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	http://www.niacc.edu/	N/A
Higher Education	Terry Schumaker	North Iowa Area Community College 500 College Drive Mason City, IA 50401	641.422.4170	http://www.niacc.edu/	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	http://www.ivrs.iowa.gov/	N/A
Economic Development	Hunter Callanan	North Iowa Corridor 9 North Federal Mason City, Iowa 50401	641.423.0315	http://www.northiowacorridor.com/	N/A
Wagner-Peyser	Marla Loecke	IowaWORKS 600 S. Pierce Mason City, IA 50401	641.422.1524 ext.44520	https://www.iowaworkforcedevelopment.gov/	N/A

Workforce Development Board Region 2

By-Laws

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: 641/422-1536 or 641/422-1513
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 RWIB has an interest, either direct or indirect, in a purchase agreement, contract or award, the interest shall be disclosed to the RWIB and shall be set forth in the minutes of the meeting. The member having the interest shall not participate in any action by the RWIB.
1. The provision does not limit the right of a member of the RWIB 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 RWIB 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

Established 4/22/98
Revised 05/12

the meeting and the membership have received such notice three (3) days prior to said meeting with a copy of the proposed change(s).

Title I Oversight and Monitoring Policy

NIACC staff has developed and implemented performance tracking documents that ensure WIOA Title I negotiated performance standards are being met. NIACC staff regularly run performance reports to monitor progress toward meeting the negotiated standards throughout the year. Additionally, NIACC staff utilizes the state's MIS data management system for tracking and monitoring participants. Lastly, NIACC staff participates in ongoing and continuous improvement training with state leadership to implement best practices.

NIACC conducts internal monitoring of the Adult/Dislocated Worker program on a quarterly basis. The Director or his/her designee conducts this monitoring by the following method:

1. A random sample of 10% of all non-OJT financial contracts under \$25,000.
2. A random sample of 10% of non-financial activity of service contracts which start during the quarter.
3. A random sample of 10% of all participant files of participants enrolled or transferred into Adult/Dislocated Worker programs during the quarter.
4. 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.
5. Once during each program year, NIACC will monitor each contract written for \$25,000 or more.

A computer-generated randomized list will be used to select samples. Applicable monitoring forms will be completed and signed by the internal monitor, related NIACC staff, and the WIOA Director. These forms are maintained on file upon completion. In the event that an eligibility determination was made erroneously, the case manager will pursue all feasible methods in order to recoup funds. During Quality Assurance visits by Iowa Workforce Development staff, internal monitoring forms are presented upon request.

NIACC participates in bi-annual financial monitoring by Iowa Workforce Development staff to ensure proper use of WIOA Title I formula funds. Locally, NIACC utilizes Individual Training Accounts (ITAs) and financial software to track, monitor, and maintain financial records. Approval of formula fund expenditures is required, by the WIOA Director or his/her designee, before NIACC staff can appropriate or expend funds. By using financial software and Financial Status Reports (FSRs), NIACC is able to track and monitor expenditure rates for Adult/Dislocated Worker programs. Any findings and corrective action to be taken will be assembled by the reviewer and transmitted to the reviewed and WIOA Director with an action plan outlining steps and due date. NIACC will maintain appropriate files for at least five years.

Region 2 Regional Workforce Development Board's Core Partner Support Service's 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 cost 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 cost 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)

Region 2 Regional Workforce Development Board's Core Partner Support Service's Policy

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:

High school diploma attainment.....	\$100.00
HiSED attainment.....	\$100.00
Achievement of Academic or Career goal as identified on the ISS (per goal).....	\$75.00
Perfect attendance for subsidized or unsubsidized work in a month.....	\$50.00
Maximum perfect attendance bonus.....	\$200.00
National Career Readiness Certificate	
Obtain Bronze NCRC level.....	\$25
Obtain Silver NCRC level.....	\$50
Obtain Gold NCRC level.....	\$75
Obtain Platinum NCRC level.....	\$100.00
Achievement of an in demand credential/s.....	\$100.00
Completion of 30 hours leadership activity.....	\$100.00
Employed for both the 2 nd and 4 th 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.

EEO Policies

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.

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 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.

Katherine Grove Vice President for Administrative Services
Printed Name and Title of Authorized Administrative Entity Signatory Official

Katherine Grove 4-21-2016
Signature Date

Workforce Innovation and Opportunity Act

Region 2

Local Area Plan
July 1, 2016- June 30, 2018

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.

04/21/16
Submission Date

Workforce Development Board Chair

Chief Elected Official

Paul Fitzgerald
Typed or Printed Name

Jay URDAHL
Typed or Printed Name

CHAIR
Typed or Printed Title

CEO-CHAIR
Typed or Printed Title

Paul Fitzgerald
Signature

Jay Urdahl
Signature

4/21/16
Date

4-21-2016
Date