

MEMORANDUM OF UNDERSTANDING
between
The Region 2
CHIEF ELECTED OFFICIALS,
REGIONAL WORKFORCE DEVELOPMENT BOARD,
and
WORKFORCE DEVELOPMENT PARTNERS

I. Background.

Congress enacted The Workforce Innovation and Opportunity Act (WIOA) to strengthen our country's workforce development system by aligning its employment, training, and education programs. This alignment of program services will combine with a metrics-based assessment of performance to improve our workforce development system. WIOA prioritizes a forward-looking one-stop system that provides integrated employment, training, and education programs responsive to the employment needs of the system's customers: job seekers, employees, and businesses. This focus will result in a one-stop system that will lead to economic growth for the individual, State, and nation.

Iowa has previously taken steps to integrate and streamline its workforce services, but WIOA requires further integration between agencies and programs. The parties to this memorandum of understanding (MOU) will come together to develop a partnership for workforce services delivery that fosters cooperation, collaboration, communication and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

Iowa's one-stop delivery system is a locally-driven system that provides the programs and services to achieve the goals set forth in the Iowa Unified State Plan:

- **Goal I:** Iowa's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- **Goal II:** All Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- **Goal III:** Iowa's workforce delivery system will align all programs and services in an accessible, seamless, and integrated manner.

These goals will be accomplished by providing all customers in each region across the state access to a high-quality one-stop system with the full range of services available in their communities.

2. Purposes.

The purposes of this MOU are to:

- 2.1. Establish a cooperative working relationship among partners;
- 2.2. Define respective party roles and responsibilities;
- 2.3. Coordinate resources to prevent duplication;
- 2.4. Develop a one-stop system that creates a seamless customer experience;
- 2.5. Ensure the effective and efficient delivery of workforce services;
- 2.6. Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the regional one-stop system;
- 2.7. Increase and maximize access to workforce services for individuals with barriers to employment; and
- 2.8. Coordinate to implement state workforce development initiatives.

3. Parties.

The following entities are parties to this MOU:

- 3.1. Region 2 Chief Elected Official Board (CEO Board).
- 3.2. Region 2 Workforce Development Board.
- 3.3. Region 2 One-Stop System Partners:
 1. Title I Adult, Dislocated Worker and Youth
 2. WIOA Title II Adult Education and Literacy
 3. WIOA Title III Wagner-Peyser
 4. WIOA Title IV Vocational Rehabilitation
 5. WIOA Title IV Iowa Department for the Blind
 6. Title V Older Americans Act
 7. Carl Perkins Career Technical Education
 8. Job Corps
 9. Proteus/ Migrant Seasonal Farmworkers
 10. Veterans
 11. Trade Adjustment Act
 12. Unemployment Compensation
 13. TANF/PROMISE JOBS

4. Region 1I Vision and Goals.

Vision Statement – Region 2 North Iowa will deliver a demand driven system that focuses on building a workforce of high skilled, high wage jobs that will enable the employers of our

region to remain competitive in a global environment. 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 that customer needs are met without duplicating services and are delivered efficiently and cost effectively.

Goals –

1. Increase the work readiness skills and positive workplace behaviors for youth and adult job seekers.
2. Expand the ability to provide needed training for youth including basic work ethics, interviewing skills, responsibility, organizational skills and self-esteem through unpaid work experiences and other avenues of work based learning.
3. Provide additional assistance to customers who have English as their second language through increased partnership with the community college and other community agencies providing English as a second language services.
4. Adequate access to services for all customers such as those in poverty, with disabilities, youth and with language barriers.
5. Provide new and innovative services to reach the business needs of a skilled workforce.
6. Continue to create a strong and lucrative partnership within communities across Region 2, rural and non-rural.

5. Term.

This MOU commences on July 1, 2016, and concludes June 30, 2019. The Parties may agree to amend this MOU at any time before its designated conclusion date.

6. Development and Implementation.

This MOU will be developed and implemented in two phases:

- **Phase I:** Phase I of this MOU focuses on the operation of the one-stop system. This phase will foster alignment and integration of programs and services and specify the responsibilities of the Partners under WIOA.
- **Phase II:** Phase II will be an addendum to this MOU that will incorporate and include Phase I. Phase II will include the application of an agreed upon formula or plan developed by State Partners. Phase II will address costs of services, operational costs, and infrastructure costs in accordance with WIOA section 121(c)(2)(A)(ii). Phase II will take effect in accordance with the deadline set by the United States Department of Labor (USDOL) and United States Department of Education (USDOE).

By signing this MOU, the Partners agree to adhere to and execute Phase I and support and participate in good faith in the development of Phase II.

7. Legal Obligations.

The parties propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, activities, and entities. Nothing in this MOU supersedes any provision of WIOA or any other state or federal statutes or regulations. The parties agree to amend this MOU in response to changes in applicable state and federal law in order to ensure compliance with applicable state and federal law.

8. One-Stop System Description.

This system includes a variety of workforce partners who provide workforce services. Referrals between partners are critical to the success of participants as not one partner provides all workforce services. Customers often experience multiple barriers to success and require services from more than one workforce partner to succeed in training and employment.

Some services are offered in the one-stop while other services are offered at partner locations with referrals being made to link customers to the appropriate services. The attached referral flow chart shows how referrals are being made effectively and participants are actually being connected with partner agencies. All partners agree that it is crucial to the success of our programs, our community, businesses and customers to ensure customers actually connect with other workforce system referrals. The attached referral form will allow partners to share information and assist with follow up between agencies.

The workforce system goal it to prepare participants to enter employment by linking them with appropriate services. There is no wrong door or point of entry into the workforce system. Participants receive an initial screening for needs by each partner agency. Agencies referred to the appropriate program or programs. The goal is to link participants with as many services as needed to prepare them for the community, businesses and careers in Region 2.

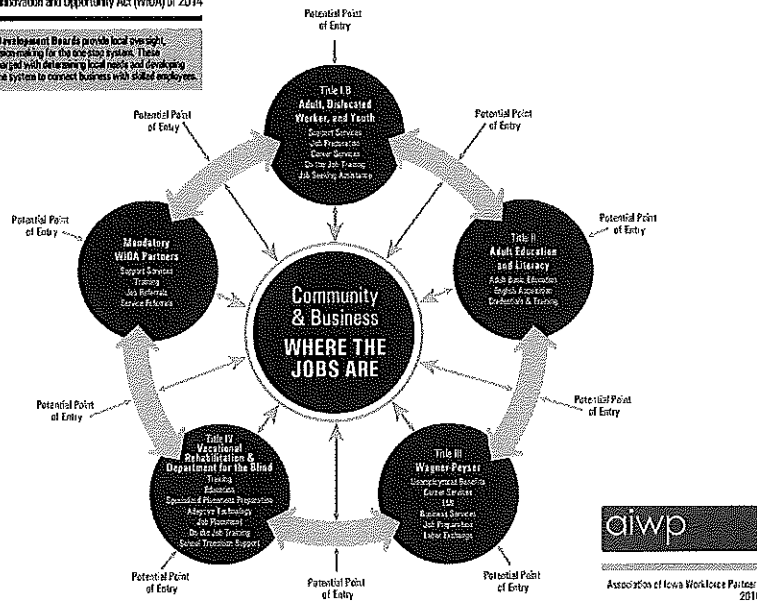
To ensure this MOU is current partners will meet regularly. In addition, staff training needs and partnership opportunities will be identified, creating a stronger workforce system.

Attachment B outlines which Career and Training services each partner provides, how it is offered and where it is offered. This chart will be used by all partners to identify duplication and increase coordination of services. It will be updated as services change.

THE ONE-STOP SYSTEM

Under the Workforce Innovation and Opportunity Act (WIOA) of 2014

Regional Workforce Development Boards provide local oversight, accountability, and leadership for the one-stop system. These appointed boards are charged with determining local needs and developing pathways through the system to connect business with skilled employees.



Partner Service Description

- **AARP FOUNDATION SENIOR EMPLOYMENT**

AARP Foundation administers the Senior Community Service Employment Program (SCSEP) in Cerro Gordo, Hancock, Floyd, Mitchell, and Winnebago counties. SCSEP assists low income job seekers, age 55+, to re-enter the workforce. Our services include part-time paid training assignments based on skills and career assessment, job search assistance, tuition for short term training, supportive services and on-the-job-training.

The primary location for job training is the Host Agency, a non-profit or public agency that serves as a work training site. Participants train 18 hours per week and earn minimum wage. AARP Foundation assists participants in transitioning into unsubsidized employment by offering trial employments as an incentive for local businesses to hire our mature workers. There is no fee for AARP Foundation services.

- **EXPERIENCE WORKS, INC.**

Experience Works is a national nonprofit organization, operating the Senior Community Service Employment Program (SCSEP) in Worth, Cerro Gordo, Mitchell, Floyd, Franklin, Winnebago, and Hancock. SCSEP is funded through the U.S. Department of Labor and administered by Experience Works, Inc. The program is free and provides paid community service assignments at local and public nonprofit organizations, training, referral to needed services, and job search assistance. We offer assistance to those 55 or older that need help to re-enter the workforce.

- **THE IOWA DEPARTMENT FOR THE BLIND (IDB)**

The state agency providing vocational rehabilitation and independent living services to Iowans who are blind or severely visually impaired. The Department also houses the Iowa Library for the Blind and Physically Handicapped which provides library services and materials in alternative media to Iowans who, because of physical limitations, cannot easily read standard print. The Iowa Department for the Blind agrees to the General Provisions and to otherwise abide by the Memorandum of Understanding for Region 2 as set forth below for the Iowa*WORKS* delivery system.

IDB Core Services:

To be eligible for services from IDB, an individual must have a qualifying visual impairment that substantially limits his/her ability to work and he/she must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IDB will deliver client services as described below:

- Eligibility determination
- Diagnostic and/or evaluation services
- Pre-vocational and vocational training
- Guidance & counseling
- Career exploration, job placement & job retention counseling
- Skills training in alternative techniques of blindness
- Adaptive devices for training and employment
- Employer development
- Library and informational services
- Independent living services

An Individual Plan for Employment (IPE), which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual. Only IDB counselors can determine eligibility and agree to provide services. IDB staff can only be supervised by other IDB staff. IDB must comply with confidentiality requirements and the provision of mediation and a fair hearing process as stated in the Rehabilitation Services Act of 1973 as amended.

Location and Hours of Service:

Main Office: 524 Fourth Street Des Moines, IA 50309-2364

Hours of Operation: 8 am to 4:30 pm - Monday through Friday, excluding established holidays.

Regional Services and Resources:

IDB services are provided statewide by Vocational Rehabilitation Counselors. VR Counselors travel to clients in their assigned territory and work with the client in their community and/or workplace. They also work with businesses and employers in their territory. The IDB VR Counselor territories do not perfectly align with the workforce regions. As a consequence one VR Counselor may serve counties in multiple workforce regions. Similarly, one workforce region may be a part of two or more IDB VR

counselor's territories.

Funding for services and equipment is provided on an individual basis to meet clients' needs as indicated by their Individualized Plans for Employment.

- **IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)** is an agency of the Iowa Department of Education, and a core partner under Title IV of the Workforce Innovation and Opportunities Act. IVRS provides vocational rehabilitation services to eligible Iowans who have disabilities to help them to obtain employment. IVRS is physically located at the One-Stop Center, and has a long history of working collaboratively with the local partners to provide quality services leading to excellent job outcomes for North Iowans who have disabilities. To be eligible for services from IVRS, an individual must have a disability that substantially limits their ability to work, and they must require multiple and specialized services to be able to prepare for, enter, retain, or advance in employment. IVRS will deliver services to eligible job candidates according to a mutually agreed upon service plan, which clearly outlines the occupational goal, timeframes, and the specific services required for the individual to achieve that goal and become employed in an occupation that best meets their personal needs, abilities, and interests.
 - o At the transition level all students who have an IEP or would be covered under section 504 of the Rehabilitation Act (essentially all students with a disability) will be considered "Potentially Eligible". IVRS will provide basic Pre-Employment Transition Services (PETS) to all of these students in partnership with the schools. As we implement these services and work with the students and school staff, we will be able to determine students that will need more intensive services from IVRS in order to achieve employment outcomes. These identified students will then be approached to apply for services so that the intensive interventions can be provided. IVRS Associates/Assistants are partnering with teachers and other agencies to collaborate together to provide PETS activities.

The Iowa Vocational Rehabilitation Services will partner with WIOA core leaders/agencies and be jointly responsible to provide a seamless delivery of services to job candidates. This will integrate service delivery across all programs and also enhance the programs and services within each partner.

IVRS Core Services:

To be eligible for services for IVRS, an individual must have a qualifying impairment that substantially limits the ability to work and must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IVRS offers the following services integral to reach their vocational goal:

- Eligibility determination
- Diagnostic and/or evaluation services
- Guidance & counseling – job shadows and career exploration
- Rehabilitation Technology/Assistive Technology

- Training Assistance
- Job Readiness Training
- Job Seeking Skills training
- Employer development
- On-the-job supports/OJT
- Customized Employment
- Job placement and retention services

An Individual Plan for Employment (IPE), which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual. IVRS staff assists with career exploration, job shadowing and other assessments to assist job candidate reach a potential goal. IVRS counselors and job candidate will then determine jointly whether the goal is feasible due to their disability, if so an IPE is developed in conjunction with their interests and goals along with determining how they will achieve employment. Through this determination we will match the job candidate with employers to allow them to become gainfully employed in an integrated employment setting.

- **PROMISE JOBS:**

Iowa's model for providing assistance to Family Investment Participant's (FIP) through specialized services. A partnership with the Department of Human Services assists in providing comprehensive work based services to help participants obtain financial independence through a Family Investment Agreement. In addition, Promise Jobs provide: Orientation, Life Skills, Family Self-Sufficiency Grant, Classroom Training, Adult Basic Education, High School Equivalency Diploma, Case Management, Transportation, Childcare, Assessment, Parenting Skills, Job Seeking/Keeping Skills, Work Experience, Employment, and Family Development.

- **Family Self-Sufficiency Grant:** A one-time cash grant to families in need of immediate financial assistance that would allow them to quickly obtain employment or prevent them from losing employment. Allowable expenses include car insurance, car repairs, clothing and other items deemed appropriate.

- **PROTEUS, INC.**, an Iowa non-profit organization, is the grantee for the National Farmworker Jobs Program (NFJP) in Iowa. NFJP is funded through Section 167 of the Workforce Innovation and Opportunity Act (WIOA). NFJP is a nationally-directed, locally-administered program of training, employment services, and related assistance that helps MSFWs and their dependents overcome these barriers. NFJP is designed to serve economically disadvantaged persons who primarily depend on employment in agricultural labor performed within the United States, including Puerto Rico, and who experience chronic unemployment or underemployment. The program is intended to assist eligible MSFWs and their dependents to prepare for and retain jobs that provide stable, year-round employment, both within and outside agriculture. Related assistance services, such as nutrition, health care, child care, and housing, are provided to help MSFWs retain or stabilize their agricultural employment or maintain enrollment in NFJP.

- **NORTH IOWA AREA COMMUNITY COLLEGE**

Continuing Education: The College delivers outreach and training services through the 260E and 260F programs. The 260E program provides training for new and expanding businesses and the 260F program provides training for incumbent workers. These programs are administered by NIACC and all applicable college policies will be applied. Allowable costs under 260E and 260F may be charged as appropriate, subject to Iowa Department of Economic Development (IDED) approval. Service contracts are negotiated with the customer and a contract agreement is completed.

The College is a strong player in working with established business partnerships in providing training. The North Iowa Area Community College has a strong tie with businesses and is focused on bringing workforce training to our region and strategizing over community workplace needs. The College and the Iowa Department of Economic Development are key contributors to serving businesses' training needs through 260E & 260F programs. (Funding opportunities for eligible new, expanding and existing businesses)

NIACC will provide certificate (Skills Upgrading) training in advanced manufacturing, health, and information technology careers and will partner with various grants to assist clients to become employed in high demand occupations through payments for WIOA services, sharing resources and providing input through our various business groups.

NIACC will provide Carl Perkins Career and Technical programming with our high schools throughout the district, by assisting with Career Facilitation, Career Pathways, training of instructors, consulting on high school curriculum and facilities/equipment needs for vocational tech programs.

TITLE I OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT AND DISLOCATED WORKER PROGRAM

service provider contract is held by NIACC. Title I Adult and Dislocated Worker programs provide career services to include basic career services, individualized career services, training services, and follow-up services and collaborates with business services. Services under Title I Adult, Dislocated Worker, and Youth programs are offered in Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago, and Worth county.

Basic Career Services offered include:

- Determination of eligibility for WIOA Title I Programs
- Outreach, intake and orientation to the information and services available through the IowaWORKS One Stop System
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of employment statistics information, including job vacancy listings, the skills necessary to obtain those jobs, and information relating to local occupations in demand and the earnings and skill requirements for those occupations
- Performance information and program cost information on eligible providers of training services

- Information on how the region is performing on the WIOA performance measures, and the overall IowaWORKS One Stop System measures
- Provision of accurate information relating to the availability of support services, including child care and transportation available in the local region and referral to such services as appropriate;
- Delivery system performance information;
- Information on other IowaWORKS One Stop System partner services and support services;
- Assistance regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs
- Job referrals (informational, e.g. referrals in non-exclusive hiring arrangements, short-term or seasonal placements);
- Internet browsing (job information and training searches);
- Internet accounts;
- Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment

Individualized Career Services:

- Staff-assisted job search and placement assistance, including career counseling;
- Screened job referrals;
- Staff assisted job development;
- Staff assisted workshops;
- Including use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- Leadership Development
- Individual counseling and career planning
- Service management for participants seeking training services
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, soft skills, and professional conduct, to prepare individuals for unsubsidized employment or training
- Short Term Skill Upgrading
- Internships
- Work Based Learning

Training – Training services are provided to equip individuals to enter the workforce, retain employment or for career advancement. Training services may include, occupational skills training, On-the-Job Training, registered apprenticeship which incorporates both OJT and classroom, apprenticeship, workplace training with related instruction, skill upgrading and retraining, entrepreneurial training and transitional jobs. Training is made available to individuals after an interview, assessment or evaluation determines that the individual require to obtain employment or remaining employed.

Post-Program Services are provided for adults and dislocated workers who are placed in unsubsidized employment up to 12 months after exit, if needed.

- **TITLE I OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) YOUTH PROGRAM** service provider contract is held by NIACC. Title I Youth program seeks to provide young people with customer-centered, high quality services to enhance their skill sets and likelihood of gaining and retaining meaningful employment and attaining self-sufficiency. WIOA Youth programs are meant to provide participants with a continuum of services to help them navigate between their educational and workforce systems. Services are based on individual needs of each participant. The frame work of youth program services must include: intake, objective assessment, career planning, and the development of an individual service strategy, supportive services, and post-program/follow up services. Eligibility requirements must be met for both in-school youth and out-of-school youth to receive any of the follow 14 elements.

WIOA Title I Youth Program Elements:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Experiential Learning - Paid and unpaid work experiences that have as a component, academic and occupational education, which may include – summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the –job training opportunities.
4. Institutional/Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations in the local area involved, if determined by the local board
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
7. Supportive services (childcare, transportation,
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services

Activities that help youth prepare for and transition to post- secondary education and training.

TITLE II OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT EDUCATION AND LITERACY

North Iowa Area Community College offers Adult Education and Literacy classes as part of WIOA Title II. NIACC's AEL program serves the following counties: Worth, Cerro Gordo, Mitchell, Floyd, Franklin, Winnebago, Hancock, and portions of Wright and Butler counties.

Eligibility:

An eligible participant must be at least 16 or older and meet one of these criteria: (1) lacks a high school diploma, (2) is basic skills deficient (below 9th grade level in math, reading, or both) (3) is limited English proficient. (Individuals cannot take the high school equivalency exam unless they are 17 or older, however.)

High School Equivalency Diploma (HSED)

The Adult Education and Literacy Program offers preparation courses and testing to allow those individuals who have not finished high school to receive a high school equivalency diploma (HSED) from the state of Iowa. This diploma shows that individuals have achieved a level of educational development comparable to that of a high school graduate. This program was formerly known as the General Education Diploma (GED). The test is available in English and Spanish. Classes are available throughout the region in a direct-instruction, managed –enrollment format to facilitate student learning and engagement.

Adult Basic Education (ABE)

Adult Basic Education instruction is offered to help people with limited academic skills (defined as below a 9th grade level in math, reading, or both, regardless of whether they have a high school diploma). These classes may be academically or career pathway - oriented and are designed for students who want to brush up on prior skills that could help them in their daily lives. ABE can also serve as a refresher for those who need help in passing college-entrance/work related exams or who are planning to start the High School Equivalency Diploma (HSED).

English as a Second Language (ESL)

English as a Second Language (ESL) instruction is offered throughout the region to help people with limited English learn the language and learn about the American culture and government in the United States. Students whose native language is not English are encouraged to take these classes as a pathway to transition to college level classes or employment.

- **JOB CORPS** is a free educational opportunity for young adults 16-24, based on lower income guidelines. It offers career technical training in over 100 career programs, academic training for high school diploma equivalency and career success standards such as social skills, employability and independent living skills. A student can also obtain their driver's license through our campuses.

Mission Statement: To attract young adults, teach them relevant skills needed to become employable and independent, and help prepare them for success in life by securing meaningful jobs or opportunities for further education.

Eligibility:

- At least 16 but no more than 24 years old at the time of application
 - Able to legally work in the US
 - Willing to register with Selective Service (males)
 - Low income, in foster care, or receive government assistance
 - Have one of the following barriers: is a high school dropout, requires additional education or career training, or is basic skills deficient, homeless
 - Must have parent or guardian signature and consent if a minor
 - Willing to follow the rules and behave appropriately while enrolled
- **WAGNER-PEYSER/LABOR EXCHANGE**
The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.

The One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in one stop and frequently under one roof in easy-to-find locations.

The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be

available.

The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.

Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

- **VETERANS**

The Jobs for Veterans' State Grants (JVSG) creates opportunities for all eligible veterans and spouses to obtain meaningful and successful careers through provision of resources and expertise that maximize employment opportunities and protect veterans' employment rights. Services provided by the Veteran Representative include comprehensive assessments, development of an Individual Employment Plan, career counseling, and referrals to other veteran and community organizations as needed. The Local Veteran Employment Representative (LVER) is a member of the business services team. The LVER promotes the hiring veterans to employers, employer associations, and business groups; facilitates employer training, plans and participates in career fairs and conducts job development with employers.

- **TRADE ADJUSTMENT ASSISTANCE PROGRAM**

The Trade Act of 1974, as amended, is a Federal program establishing the Trade Adjustment Assistance (TAA) program which provides reemployment assistance to workers in firms hurt by foreign trade (e.g. production has been/is being shifted to a foreign country, services are being outsourced to a foreign country, increased imports of articles or services, loss of business with a TAA-certified firm). Program benefits may include job search allowances, relocation allowances, wage subsidy benefits for workers age 50 and older, training services and/or Trade Readjustment Allowances (TRA).

- **UNEMPLOYMENT INSURANCE SERVICES DIVISION**

The primary responsibility of this division is to administer the provisions of the Iowa employment security law and related federal programs in accordance with pertinent laws, regulations, and policies. Attorneys who report to the administrator of the unemployment insurance services division perform the legal services for the division pursuant to Iowa Code section 96.17 which empower the division to employ attorneys to represent it and give advice on all matters coming before it in conjunction with the administration of Iowa Code chapter 96. The division administers the payment of job insurance benefits to eligible individuals, determines which employers are subject to the state and federal laws enacted in this area, supervises the collection of taxes from these employers, and oversees a program to control the quality of benefit payment and revenue collection. These functions are performed by the following bureaus:

a. **Benefits bureau.** The benefits bureau determines the eligibility of individuals claiming unemployment insurance. In addition to Iowa unemployment insurance benefits, the bureau also processes Unemployment Compensation for Federal Employees (UCFE), Unemployment Insurance for Ex-service Members (UCX), claims for Trade Readjustment Act (TRA), Voluntary Shared Work (VSW), and Disaster Unemployment Assistance (DUA). It is also responsible for payments of other special federal unemployment insurance benefits as agreed to by the United States Department of Labor and the state of Iowa. The bureau is responsible for screening all employer protests and investigates all labor dispute protests and issues appropriate decisions. This bureau determines individuals' eligibility on disputed claims for unemployment insurance benefits based on Iowa employment security law and Iowa administrative rules and issues a determination. They review decisions that determine which employers will receive charges on claims for unemployment insurance benefits and investigates claims for missing wages. They also respond to communications involving technical matters related to unemployment insurance and correct necessary records and database due to subsequent appeal decisions which reverse or modify the prior decision issued on a claim. The bureau oversees special claims for processing which includes UCFE, UCX, TRA, VSW, DUA and any other federal unemployment insurance programs. It also includes Training Extension Benefits (TEB), Alternate Base Period (ABP), Business Closing Claims and Department Approved Training (DAT). The bureau computes and authorizes payments due, maintains needed records, and makes adjustments or redeterminations as applicable. This bureau is also responsible for processing initial interstate claims, assisting claimants in calling in their continued claims for payment, notifying employer of claim filing, processing overpayments and underpayments, adjudicating issues, processing interstate appeals, and processing combined wage claims. The bureau assigns document control information to each paper document which provides automated electronic workflow routing, document retention criteria, document locating information, and computer updates. The bureau prepares documents and computer records for release to the public under subpoena or waiver provisions and collects record processing fees. The bureau is responsible for the voluntary income tax withholding program in which state and federal taxes are withheld from unemployment insurance benefits. The bureau is responsible for reporting tax withholdings and taxable unemployment insurance benefits to the Internal Revenue Service, Iowa department of revenue, and claimants. The bureau performs fact-finding interviews with claimants and employers to resolve issues discovered by recording the responses the claimant provides to questions asked in the weekly continued claim certification process. The bureau issues supplemental benefit payments due to misreported earnings or eligibility disqualifications. The bureau is responsible for all overpayment billing activity which results in an overpayment setup or refund, overpayment decision letter, or overpayment billing notice. The bureau is responsible for overpayment recovery programs which include withholding of Iowa and federal income tax refunds, Iowa lottery prizes, Iowa vendor payments, and the Interstate Reciprocal Overpayment Recovery Arrangement. The bureau is responsible for the issuance of duplicate benefit payments for lost, stolen, outdated, or returned payments. The bureau authorizes and issue direct deposit transactions, debit cards and special warrants. The bureau verifies financial institution corrections of direct deposit routing and account numbers and updates the database records.

b. **Tax bureau.** The tax bureau is responsible for the maintenance and control of all records of unemployment insurance tax paid by liable employers in the state of Iowa. Taxes collected are deposited in a fund to be subsequently used for benefit payments. The bureau maintains financial records on employers; assigns rates each year to employers; makes all necessary adjustments to ensure proper charging to employers of benefits chargeable to them; maintains records of employer overpayments and refunds; and maintains the necessary contacts with employers' accountants, attorneys, and the general public to ensure the proper and timely submission of all the required reports to the division of unemployment insurance. The bureau reviews contribution reports against payroll reports for matching totals and verifies the amount of the check against the employer's report. The bureau is responsible for depositing all money received for contribution reports, benefit reimbursements, and interest and penalties with the state treasurer's office. The bureau assigns contribution rates to employers, handles the accounting work on partial changes of ownership, adjusts the amounts owed by employers, and audits the taxable wages reported by the employer in accordance with state and federal requirements. It is the bureau's responsibility to contact Iowa and out-of-state employers who do business in Iowa to establish taxpayers' liability under the law; explain the law's provisions; secure information and make determinations pertaining to new accounts, successor ships and terminating tax liability; collect delinquent contributions; give information and assistance to ensure compliance in the preparation of tax reports and in securing refunds of overpaid taxes; conduct investigations on FUTA discrepancy problems, contractor registration issues, business closings, and claimant requests for omitted wage credits; determine employer/employee and independent contractor relationship issues; assist in fraud investigations; conduct payroll and financial audits; and appear as an expert witness at employer liability hearings. The bureau also provides services to other states that request assistance with unemployment insurance enforcement of Iowa-based employers who conduct business in their states. The bureau also assigns all field audit work. Information is entered into the automated system which generates materials to be utilized by the field audit staff in conducting an employer inquiry and audit.

d. **Field audit bureaus.** Rescinded IAB 5/5/10, effective 6/9/10.

c. **Integrity Bureau.** The bureau is comprised of four distinct work units: Investigations and Recovery, Misclassification of Workers, Quality Control, and Collections. The investigation and recovery unit is responsible for aggressive action to prevent, detect, investigate and penalize fraudulent actions on the part of employing units and individuals claiming unemployment insurance benefits. The bureau verifies aliens are entitled to unemployment insurance and investigates and disqualifies those that are not eligible. The bureau conducts the fictitious employer detection program to discover employers set up for the purpose of fraudulent activities. The bureau prosecutes violations of the Iowa employment security law including fraudulent receipt of unemployment insurance benefits in conjunction with each county attorney in Iowa. The bureau investigates and determines whether an unemployment insurance warrant has been forged and whether it should be reissued. The bureau is responsible for the collection of delinquent tax contributions, benefit reimbursements, and unpaid interest and penalty assessments from all Iowa employers who file contribution reports, as well as collection of benefit overpayments. The bureau is responsible for depositing all money

received with the state treasurer's office. Staff initiates routine legal actions such as the filing of liens, garnishments, and bankruptcies. Employers and claimants are contacted by mail, telephone, email or personally to initiate the collection process. The bureau analyzes the effectiveness of revenue collection processes for the unemployment insurance program. The quality control unit reports directly to the Integrity Bureau Chief as it works to support the development and execution of corrective action plans for the improvement of the unemployment insurance program. The bureau is responsible for the collection and analysis of data pertaining to both the accuracy of unemployment insurance benefit payments and unemployment insurance benefit denial determinations. In addition, quality control is responsible for validation of the unemployment insurance data reports, identification and analysis of risk factors which could threaten the unemployment insurance program, and maintenance of the data processing capabilities to store and transmit various agency-required reports to the federal government. The bureau ensures that all unemployment insurance related documents received are scanned into a document repository.

- **NORTH IOWA COMMUNITY ACTION ORGANIZATION**

North Iowa Community Action Organization provides services in all Region 2 counties. Our main office is located at 1190 Brairstone, Mason City, IA 50401. NICA provides a variety of services including CoPa and FaDSS.

CoPa is a voluntary intensive in-home delivery system for self-sufficiency development services as well as home visitation and family support services including the Nurtured Heart approach to parenting, 24/7 Dads, and in-home child development services based on Early Head Start. Each Family Development Specialist works in partnership with participants empowering them to meet challenges and solve future crises.

FaDSS is a statewide voluntary home visitation program for participants in the Family Investment Program (FIP) and who are working with PROMISE JOBS. Regular home visits with families assist them in moving towards economic and emotional self-sufficiency. Services include family financial literacy, employment skills, linking families to community resources, assessments of family strengths, goal setting and advocacy.

- **UNITED WAY OF NORTH CENTRAL IOWA**

The United Way of North Central Iowa feels that part of our role in the community is to help strengthen local health and human service agencies through the funding United Way raises in the community. United Way of North Central Iowa provides funding to non-profit human service agencies that provide services to the populations residing within our eight-county region (Cerro Gordo, Floyd, Hancock, Kossuth, Mitchell, Winnebago, and Worth Counties.) United Way of North Central Iowa funds priority needs in the areas of Education, Income and Health with the goals outlined below:

- Education: Helping community members connect with the tools they need to reach their potential
- Income Stability: Providing connections to aid in financial stability &

independence.

- Health: Increasing access to ensure health & well-being

To supplement our funding efforts, we constantly research the needs of our community through working with our community partners, holding community conversations, and researching the relevant data. We are able to see the connections of resources in our community and the people that need them, because of this we serve as a valuable resource when it comes to connecting people to the potential point of entry into the One-Stop system.

For additional details on services, dates, times and locations see Attachments A.

9. Responsibilities of the Parties.

- 9.1. The parties agree to participate in joint planning and modification of activities to result in:
 - 9.1.1. Continuous partnership building;
 - 9.1.2. Continuous planning responsive to State and federal requirements;
 - 9.1.3. Timely response to specific local economic conditions including employer needs; and
 - 9.1.4. Adherence to common data collection and reporting needs.
- 9.2. Make available to customers through the one-stop delivery system the services that are applicable to the partner's programs;
- 9.3. Participate in the operation of the one-stop system consistent with the terms of this MOU and requirements of applicable law;
- 9.4. Participate in staff capacity-building and development, including but not limited to cross-training between partner staff;
- 9.5. Participate in one-stop assessments under applicable state policies and procedures, utilizing state standards created to develop a base-line for one-stop center and system certification and continuous improvement as required by WIOA section 121(g); and
- 9.6. Develop, offer and deliver quality business services that assist industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

10. Methods of Customer Referral and Tracking.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure

customer needs have been met. All partners agree to follow the Region 2 WIOA system referral process outlined in Attachment A via the following documents: Customer Flow, Referral Form.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure Region 2 customer needs have been met. Partners will follow the Region 2 referral process and form outlined in Attachment A.

Referrals in Region 2 will follow this basic customer referral flow:

Step 1: Customer enters workforce system and completes initial assessment

Step 2: Identify referral(s) needed and complete referral form

Step 3: Share referral form with receiving agency and connect customer directly when possible

Step 4: Follow up with agency and customer to ensure customer connected. Receiving agency will follow up with initial point of contact for the referring agency informing them of the outcome of the referral. If customer does not respond after 2 attempts to contact, receiving agency will no longer pursue and will communicate this information back to the referring agency. If more communication between both agencies is needed, this will occur depending on the case.

Step 5: Receiving agency serves customer and makes additional referrals as appropriate.

Step 6: As customer cases close, all parties involved with that customer should be notified.

All workforce partners commit to:

- Use the referral form and referral process outlined.
- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service
- Ensure that general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate
- Ensure that general information on other workforce services (not located within the one-stop) are made available to all customers as appropriate..
- Customer referrals will follow the referral flow chart. A customer should be directly connected with the program when appropriate, linked via phone if not, and at a minimum, follow up completed by the referring entity to ensure the customer connected to the services.
- Referrals will be tracked in each partner's data management system, case note system or paper files. As new data management systems are introduced to track services, enrollments and outcomes for WIOA enrollments, the partners will participate as appropriate.

Appropriate contact information for each workforce partner program will be updated regularly and included on the back of the referral form. This will allow partners to have the most up to date contact information when making referrals. This information will include name, address, phone and email.

11. Increased and Maximized Access

The Partners agree that meeting WIOA's mandate for increased access to the Region's workforce services—particularly for individuals with barriers to employment—must be a priority as we work together to deliver workforce services. This necessarily includes outreach to individuals with barriers to employment, a group that includes members of the following populations:

- 11.1. Individuals with disabilities, including but not limited to individuals with vision loss,
- 11.2. Displaced homemakers
- 11.3. Low-income individuals
- 11.4. Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.5. Individuals age 55 and older
- 11.6. Returning citizens (ex-offenders)
- 11.7. Homeless individuals
- 11.8. Youth who are in or have aged out of the foster care system
- 11.9. English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- 11.10. Individuals who have low levels of literacy
- 11.11. Individuals facing substantial cultural barriers
- 11.12. Eligible migrant and seasonal farmworkers
- 11.13. Single parents, including single pregnant women
- 11.14. Long-term unemployed individuals
- 11.15. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

To achieve the priority of increased access for individuals with barriers to employment, the parties will:

- Leverage the expert knowledge of its membership and collaborate to maximize access to workforce services;
- Conduct outreach to stakeholders and other organizations within the Region; and
- Participate in state workforce development accessibility initiatives.

12. Common Performance Measures.

The Partners will collaborate to achieve common performance indicators outlined in the State of Iowa Unified State Plan and any modifications made thereto. This collaboration includes

strategizing on approaches to attain these measures and providing data in the method and of the substance requested by state-level partner agencies.

13. Service Design.

The Partners will work together to achieve an integrated partnership that seamlessly incorporates the services provided by Partner programs. The Partners will collaborate to develop and implement operational policies, procedures and proven and promising practices that reflect an integrated system of performance, communication and case management, and use technology to achieve integration and expanded service offerings.

13.1. Alignment of Services.

The Partners will collaborate to develop policies, procedures and proven and promising practices to facilitate the organization and integration of workforce services by function (rather than by program) when permitted by a program's authorizing statute and as appropriate. This will include coordinating staff communication, capacity building, and training efforts. Functional alignment includes having One-Stop Center staff who perform similar tasks serve on relevant functional teams (e.g. Skills Development Team, Business Services Team). Service integration will focus on serving all customers seamlessly (including individuals with barriers to employment) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope and requirements of each Partner Program.

13.2. Career Services.

Career Services include a variety of self-help services and services requiring more staff involvement, generally provided to individuals deemed to be in need of more intensive/training services to obtain employment; or who are employed but deemed to be in need of more intensive or individualized services to obtain or retain employment that allows for self-sufficiency.

Each partner is responsible for the provision of services associated with the One-Stop system site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 2 needs, are described in the Attachment B documents.

These documents identify the services each required partner will provide and the methods of service delivery each partner will use to ensure that integration and non-duplication of services is addressed.

13.3. Employer Services.

WIOA requires that Local One-Stop Systems provide workforce services that meet the labor-market needs of employers. To meet this requirement, the Partners will collaborate to achieve an integrated approach to business services delivery. This will include the implementation of business-focused outreach and initiatives:

13.3.1. Employer-Focused Outreach.

The Partners will create an Integrated Business Services Team that includes local staff from each core partner agency to:

- a. Facilitate engagement of employers in workforce services programs;
- b. Offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, training, retaining, and developing talent for the regional economy;
- c. Identify and develop a clear understanding of industry skill needs, strategies for assisting employers and coordinating business services activities across programs;
- d. Incorporate an integrated and aligned business services strategy among partner to present a unified voice for the One-Stop Center in its communications with employers; and
- e. Engage employers to develop sector partnerships that are responsive to labor-market trends.

13.3.2. Business-Focused Initiatives.

The partners will develop policies, procedures and promising practices regarding the development of programs and activities that may include but are not limited to implementation of initiatives such as:

- a. Incumbent worker training programs;
- b. On-the-job training;
- c. Customized training programs;
- d. Registered apprenticeships;
- e. Industry and sector partnerships;
- f. Career pathways; and
- g. Public-Private partnerships.

13.4. Equal Opportunity.

The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by the State of Iowa Workforce Development Board and state-level partner agencies regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Section 11 of this MOU.

13.5. Integrated Management System.

WIOA emphasizes technology as a critical tool in making possible all aspects of information exchange including client tracking, common case management, data collection, and reporting. Iowa Workforce Development, Iowa Vocational Rehabilitation Services, Iowa Department for

the Blind, and Iowa Department of Education, Adult Education and Literacy, are working to develop technological enhancements that allow interfaces of common information needs for WIOA implementation. To support the use of these tools, the One-Stop Partner agrees to:

- 13.5.1. The principles of common reporting and shared information through electronic mechanisms including shared technology;
- 13.5.2. Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements; and
- 13.5.3. Develop a process for shared case management that coordinates services and leverage funding to meet the employment needs of an individual job seeker/customer.

13.6. Confidentiality.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirement of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. When required under applicable state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

14. Amendment.

This MOU may be amended at any time upon mutual agreement of the parties. Any amendment to this MOU must be consistent with federal, state or local laws, regulations, rules, plans, or policies. Any amendment of this MOU must involve the process outlined in this section.

A party may request to amend this MOU during its term. A party seeking an amendment must submit a written request to each party. The request must include:

- 14.1. The requesting Partner's name;
- 14.2. The reason(s) for the amendment request;
- 14.3. Each section of this MOU that will require revision;
- 14.4. The desired date for the amendment to take effect; and
- 14.5. The signature of an authorized representative of the requesting Partner.

After receipt of an amendment request, the parties must attempt to reach consensus on amending this MOU. If the parties reach unanimous agreement to amend this MOU, this MOU may be amended. Each party must execute the amended MOU via an authorized representative for the amended MOU to take effect. If a party objects to the requested amendment to this MOU and consensus on amending this MOU cannot be reached, the requesting party may utilize the Dispute Resolution process outlined in Section 15 to seek amendment of this MOU.

15. Dispute Resolution.

The parties agree to act in good faith to implement this MOU to help execute the local plan. However, should a dispute arise among the parties while attempting to implement the provisions contained in Phase I of this MOU that results in an impasse, the parties agree to utilize the following process:

- 15.1.** A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2.** The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3.** If the standing committee successfully brokers a resolution to the dispute, the parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the standing committee's report on its website.
- 15.4.** In the event the dispute cannot be resolved within thirty (30) days, the standing committee will make a recommendation to the State Workforce Development Board regarding a resolution to the impasse. At its next meeting, the State Workforce Development Board will vote on whether to adopt the standing committee's proposed resolution.
 - 15.4.1.** If the State Workforce Development Board votes to not adopt the standing committee's proposed resolution, the State Workforce Development Board may direct the standing committee to engage in further efforts to resolve the dispute or dissolve the standing committee and create another standing committee to take the initial standing committee's place.
 - 15.4.2.** If the State Workforce Development Board adopts the standing committee's proposed resolution, the standing committee must draft a report detailing the dispute, its efforts to resolve the dispute, and the resolution. The State Workforce Development Board must post the standing committee's report on its website.

The policies and procedures outlined in this section will not apply to any dispute among the parties regarding cost or resource sharing. Any dispute among the parties regarding cost or resource sharing must be subject to a separate and distinct dispute resolution process that will be outlined in Phase II of this MOU and be compliant with WIOA.

16. Termination.

- 16.1. The parties understand that implementation of the one-stop system is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried.
- 16.2. In the event that it becomes necessary for one or more party to cease being a party to this MOU, said party shall notify the other parties and the State Workforce Development Board, in writing, ninety (90) days in advance of that intention.
- 16.3. A party's termination in whole or in part of its participation in this MOU will not affect its duties and obligations under any applicable federal or state law, including but not limited to WIOA.
- 16.4. A party's termination in whole or in part of its participation in this MOU will be effective only as to that entity.
- 16.5. If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.
- 16.6. A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

17. No Indemnification and Liability.

By executing this MOU each partner agrees to work together to deliver Region 2 one-stop services for employers, employees, and those seeking employment. However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities under Iowa law. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

Partner Agency:	AARP Foundation/Senior Community Service Employment Program (SCSEP)				
Program Name:	AARP Foundation/Senior Community Service Employment Program (SCSEP)				
Primary Office Location:	3311 S.W. 9 th St., Suite 300 Des Moines, Iowa 50315	Phone:	515-287-1555	Fax:	515-287-1787
Location: Where services are provided in all Region 2 counties: Winnebago, Worth, Mitchell, Hancock, Floyd, Cerro Gordo and Franklin. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Cerro Gordo by appointment or Walk in's accepted at the Iowa Workforce Center in Mason City. Hours: M – Th 9 am – 3pm Winnebago, Hancock, Floyd, Mitchell by <u>appointment only</u> . Location to be determined at the time of appointment. . Staff travels from Mason City.				
Description of program in relation to the One Stop system:	<p>AARP Foundation SCSEP provides both community service and work-based training. Working an average of 20 hours a week, participants are paid the highest of federal, state or local minimum wage and are compensated by SCSEP directly. Participants are placed in a wide variety of community service activities at non-profit and public facilities like daycares, libraries, senior centers, thrift shops and food pantries. This on-the-job-training experience can then be used as a bridge to find employment opportunities outside of the program.</p> <p>Who is eligible? To participate, you must be age 55 or older, unemployed and financially qualified. Please contact your local office to learn more about the financial qualifications.</p> <p>In addition to job and community service placement, AARP Foundation SCSEP provides participants with training and support services that are important for finding future employment. These services include Individual Employment Plan (IEP) development, specialized training to prepare for placements, wages and fringe benefits, annual physicals, assistance in securing future employment and access to local One-Stop Career Centers.</p>				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Person must be 55 or older, unemployed and income eligible at 125% poverty level. Includable and excludable income determined during pre-qualification intake of income.
Outreach, Intake, Orientation and Referral:	X		Outreach – brochures, one stop partners, host training agencies
Initial Assessment:	x		Assessments completed on each person enrolled in the AARP Foundation SCSEP program to determine employment interests
Labor Exchange Services:	x		Job seeking and job search plans offered to eligible individuals. SCSEP connects with employers for job placement.
Employment Statistics-Labor Market Information:		x	
Eligible Provider Performance and Program Cost Information:	x		
Local Performance Information:		x	
Supportive Services Information:	x		Additional dollars to support clothing, shoes, tools, gas cards as part of the IEP to assist in moving closer to employment.
Unemployment Compensation:		x	
Financial Aid Information:		x	
Follow-Up Services:	X		AARP Foundation SCSEP follows up the quarter following exit to employment with an additional call to obtain 1 year retention information.
Comprehensive and Specialized Assessments:		x	

Individual Employment Plan Development:	x		Individual Employment Plan Development at time of enrollment and followed at least every 6 months or more.
Career Planning, Counseling:	x		In depth career planning provided to eligible individuals to assist in identifying career goal.
Workforce Preparation Activities:	x		Job readiness training
Short-term Prevocational Services:		x	
Internships and Work Experience:	x		
Financial Literacy:		x	
English Language Acquisition:		x	
Out of Area Job Search:	x		On an individual basis

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		x	
On-the-Job Training (OJT):	x		
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:	x		Training through seminars, one-on-one instruction , training programs and community colleges may also provide through the SCSEP program
Skills Upgrading and Retraining:	x		Training provided through non-profit and public facilities used to provide skill training and experience to obtain future employment
Entrepreneurial Training:		x	
Job-Readiness Training:	x		Job Club, interviewing skill training, resume writing offered if classes do not coincide with the needs of the participant
Adult Education and Literacy (AEL) Programs:		x	
Customized Training:		x	
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		
Job Posting:		x	
Applicant Pre-screening:	x		On an individual basis meeting requirements
Recruitment Assistance:	x		AARP Foundation is able to assist with qualified job seekers.
Training Assistance:	x		Based on each individual
Labor Market Information:		x	
Employer Information and Referral:		x	
Rapid Response and Layoff Aversion:		x	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	COPA			
Entity:	North Iowa Community Action Organization			
Primary Office Location:	1190 Brairstone Drive	Phone:	641-423-7766	Fax: 641-423-7767
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Franklin, Hancock, Winnebago, Worth, Mitchell, Floyd Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Serves are provided in all counties. Main office is located at 1190 Brairstone, Mason City, IA 50401 First contact can be made by calling 641-423-7766			
Description of program in relation to the One Stop system:	<input type="checkbox"/> Community Partners Self-Sufficiency Development Program (CoPa) CoPa is a voluntary intensive in-home delivery system for self-sufficiency development services as well as home visitation and family support services including the Nurtured Heart approach to parenting, 24/7 Dads, and in-home child development services based on Early Head Start. Each Family Development Specialist works in partnership with participants empowering them to meet challenges and solve future crises. Please contact (800) 873-1899 for more information.			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		
Outreach, Intake, Orientation and Referral:	X		Outreach – brochures, one stop partners, host training
Initial Assessment:	x		Assessments completed on each person enrolled
Labor Exchange Services:	x		Job seeking and job search plans offered
Employment Statistics-Labor Market Information:		x	
Eligible Provider Performance and Program Cost Information:		x	
Local Performance Information:		x	
Supportive Services Information:		x	
Unemployment Compensation:	x		Assist clients to obtain unemployment
Financial Aid Information:	x		Through NIACC/ FAFSA
Follow-Up Services:	x		
Comprehensive and Specialized Assessments:	x		3 assessments completed
Individual Employment Plan Development:		x	
Career Planning, Counseling:	x		
Workforce Preparation Activities:	x		
Short-term Prevocational Services:	x		
Internships and Work Experience:	x		Experience Works
Financial Literacy:	x		4 cornerstones of financial literacy
English Language Acquisition:	x	x	Refer to ESL classes
Out of Area Job Search:		x	

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		x	
On-the-Job Training (OJT):		x	
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:		x	
Skills Upgrading and Retraining:		x	
Entrepreneurial Training:		x	

Job-Readiness Training:	x		Assistance in writing a Resume is offered if classes do not coincide with the needs of the participant
Adult Education and Literacy (AEL) Programs:		x	
Customized Training:		x	
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		x	
Job Posting:		x	
Applicant Pre-screening:		x	
Recruitment Assistance:		x	
Training Assistance:		x	
Labor Market Information:		x	
Employer Information and Referral:		x	
Rapid Response and Layoff Aversion:		x	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Senior Community Service Employment Program				
Entity:	Experience Works, Inc.				
Primary Office Location:	2973 100th Street Ste 8 Urbandale, IA 50322 (State Office Location)	Phone:	563.299.9765 515-573-0072	Fax:	515.598.7806
Location: Where services are provided in all Region 2 counties: Worth, Cerro Gordo, Mitchell, Floyd, Franklin, Winnebago, and Hancock Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Experience Works Inc. Employment and Training Coordinator (ETC) Janet Lose provides SCSEP services in Worth, Cerro Gordo, Mitchell, and Floyd counties and Shirley Greer (ETC) provides SCSEP services in Franklin county. They are both available by appointment (during normal business hours) but will make arrangements to meet individuals over the phone or face to face (whichever is more convenient for the applicant).				
Description of program in relation to the One Stop system:	Experience Works is a national nonprofit organization, operating the Senior Community Service Employment Program (SCSEP). SCSEP is funded through the U.S. Department of Labor and administered by Experience Works, Inc. The program is free and provides paid community service assignments at local and public nonprofit organizations, training, referral to needed services, and job search assistance to individuals that are 55 years of age or older.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Person must be 55 or older, unemployed and income eligible at 125% poverty level. Includable and excludable income determined during pre-qualification intake of income
Outreach, Intake, Orientation and Referral:	X		
Initial Assessment:	X		Experience Works completes an Initial Assessment on each person enrolled in the SCSEP program.
Labor Exchange Services:	x		
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:	X		
Local Performance Information:		X	
Supportive Services Information:	X		Monies are spent to assist participants with obtaining gas cards, shoes, etc to help assist in their program success
Unemployment Compensation:		X	
Financial Aid Information:		X	
Follow-Up Services:	X		Experience Works does follow's up with those participant's that exited due to employment on a quarterly basis following exit. Experience Works also does follow up's on all participants that have exited with courtesy calls.
Comprehensive and Specialized Assessments:		X	
Individual Employment Plan Development:	X		Experience Works develops Individual Employment Plans with each participant within a Case Management/Job Ready Computer System called Job Ready.
Career Planning, Counseling:	X		
Workforce Preparation Activities:	X		Job Club Workshops are completed on Job Ready participants
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		
Financial Literacy:		X	

English Language Acquisition:		X	
Out of Area Job Search:	X		

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):	X		
Workplace and Cooperative Education:		X	
Training Programs Operated by the Private Sector:	X		
Skills Upgrading and Retraining:	X		Experience Works SCSEP participants are provided paid training at local Non Profit Organizations which helps in upgrading their skills and makes them more employable.
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Job Club etc.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		
Job Posting:		X	
Applicant Pre-screening:	X		
Recruitment Assistance:	X		
Training Assistance:	X		
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Vocational Rehabilitation			
Entity:	Iowa Department for the Blind			
Primary Office Location:	Des Moines	Phone:	515-661-8528	Fax: 515-281-1263
Location: Region 2. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Location and Hours of Service: Main Office: 524 Fourth Street Des Moines, IA 50309-2364 Hours of Operation: 8 am to 4:30 pm - Monday through Friday, excluding established holidays.</p> <p>Regional Services and Resources: IDB Services are provided by staff that travel throughout the region and provide services by appointment in various community locations. Staff travel and provide services in high schools within the region. Staff also work with businesses and employers in their territory. Information and appointments can be scheduled by calling the Vocational Rehabilitation Counselor at 515-971-7049. Staff can also meet by appointment in the Iowa Works building at 600 S. Pierce Ave. Mason City, Iowa 50401. All services indicated below are offered.</p>			
Description of program in relation to the One Stop system:	<p>The Iowa Department for the Blind (IDB) is the state agency providing vocational rehabilitation and independent living services to Iowans who are blind or severely visually impaired. The Department also houses the Iowa Library for the Blind and Physically Handicapped which provides library services and materials in alternative media to Iowans who, because of physical limitations, cannot easily read standard print. Eligible individuals receive comprehensive and intensive services. Services may include career counseling and guidance, training, education, and support services to assist eligible individuals in obtaining and maintaining gainful, competitive, and integrated employment. Individuals who require more intensive services above and beyond what is offered through partner agency services are referred to IDB. IDB provides consultation and technical assistance to partner programs and the system to ensure that services are accessible to all participants with disabilities. IDB staff work with businesses to provide consultation and assistance on disability related to recruiting, hiring, retaining, and understanding needs of job candidates and employees who are blind or visually impaired. IDB will partner with WIOA core partners and other required regional partners to provide a seamless delivery of services to individuals.</p> <p>IDB works in collaboration with area schools to provide Pre-Employment Transition Services to all students with disabilities (including those eligible and those considered potentially eligible). These services are provided to students while in high school and include: Job Exploration, Work Based Learning, Counseling on Opportunities, Job Readiness, and Self Advocacy. Students who need more intensive services in order to achieve competitive employment are recruited to apply for and be determined eligible for services.</p> <p>IDB core services: To be eligible for services from IDB, an individual must have a qualifying visual impairment that substantially limits his/her ability to work and he/she must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IDB will deliver client services as described below:</p> <ul style="list-style-type: none"> • Eligibility determination • Diagnostic and/or evaluation services • Pre-vocational and vocational training • Training Assistance • Job Readiness Training • Job Seeking Skills training • Employer development • Rehabilitation Technology/Assistive Technology • On-the-job supports/OJT • Customized Employment • Guidance & counseling • Career exploration, job placement & job retention counseling 			

Internships and Work Experience:	X		
Financial Literacy:	X		As it pertains to college and employment and future disability needs
English Language Acquisition:		X	
Out of Area Job Search:	X		IDB connects with other offices and the National Employment Team if a person moves to another state.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		IDB does not directly provide, but does support
On-the-Job Training (OJT):	X		IDB directly provides
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:	X		IDB does not directly provide, but does support
Skills Upgrading and Retraining:	X		IDB directly provides training through the Orientation Center (OC) for disability related skills training on non-visual techniques. IDB also directly supports outside of the OC through Rehabilitation Teachers who travel the region by appointment.
Entrepreneurial Training:	X		Iowa Self Employment program is a comprehensive program for eligible individuals who are seeking self-employment
Job-Readiness Training:	X		IDB directly provides
Adult Education and Literacy (AEL) Programs:	X		IDB does not provide, but does support
Customized Training:	X		IDB is able to work with an employer to identify potential training opportunities
Incumbent Worker Training:		X	
Transitional Jobs:	x		Only when it is part of an IEP and required for skill upgrading or development of a reference, etc.

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		
Job Posting:	X		IDB participates in the EDRN that accepts and disseminates job openings to staff and shares listings with the NET. IDB also connects with business through that team to provide information and resources.
Applicant Pre-screening:	X		IDB reviews requirements and refers based on the individual meeting those requirements.
Recruitment Assistance:	X		IDB is able to assist in recruiting qualified job seekers with disabilities, assisting with career fairs.
Training Assistance:	X		
Labor Market Information:	X		
Employer Information and Referral:	X		Information on WOTC, ADA and reasonable accommodations, accessibility, ergonomics, disability awareness
Rapid Response and Layoff Aversion:	X		IDB works with eligible individuals in helping them to keep positions or find new ones through job development, training, other services and will participate in the state's rapid response team.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on need, disability and services outlined in the Individual Employment Plan. This is provided on an individual basis.

Partner Program:	Job Corps				
Entity:					
Primary Office Location:	430 East Grand Ave, Des Moines, IA 50309	Phone:	(515) 281-9685	Fax:	(515) 281-9704
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Winnebago, Worth, Franklin, Floyd, Hancock, Mitchell. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Services are provided to all counties in Iowa. Job Corps Centers are locating in Denison, IA and Ottumwa, IA.				
Description of program in relation to the One Stop system:	Job Corp is a free education and training program that helps young people learn a career, earn a high school diploma or a high school equivalency, and find and keep a good job.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Age 16-24
Outreach, Intake, Orientation and Referral:	X		
Initial Assessment:	X		
Labor Exchange Services:			
Employment Statistics-Labor Market Information:	X		
Eligible Provider Performance and Program Cost Information:			
Local Performance Information:			
Supportive Services Information:			
Unemployment Compensation:			
Financial Aid Information:			
Follow-Up Services:	X		
Comprehensive and Specialized Assessments:			
Individual Employment Plan Development:	X		
Career Planning, Counseling:	X		
Workforce Preparation Activities:	X		
Short-term Prevocational Services:			
Internships and Work Experience:	X		
Financial Literacy:	X		
English Language Acquisition:			
Out of Area Job Search:	X		

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		
On-the-Job Training (OJT):	X		
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:			
Skills Upgrading and Retraining:			
Entrepreneurial Training:			
Job-Readiness Training:	X		

Adult Education and Literacy (AEL) Programs:			
Customized Training:			
Incumbent Worker Training:			
Transitional Jobs:			

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:			
Job Posting:			
Applicant Pre-screening:			
Recruitment Assistance:			
Training Assistance:			
Labor Market Information:			
Employer Information and Referral:			
Rapid Response and Layoff Aversion:			

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?
Available based on each individual need and to be outlined in the IEP.

Partner Program:	Adult Education and Literacy			
Entity:	North Iowa Area Community College			
Primary Office Location:	500 College Drive Mason City, IA 50401	Phone:	641-422-4176 641-422-4278	Fax: 641-422-4131
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago, Worth, Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Contacts: Sandra Leake, AEL coordinator Heather McCleary, AEL administrative assistant</p> <p>Office Hours: 8:00—4:30, Monday—Friday (later appointments available)</p> <p>Class sites: North Iowa Area Community College (Cerro Gordo) (Class times vary)</p> <p>Charles City NIACC Center (Floyd) Class times vary</p> <p>Hampton Center One (Franklin) Class times vary</p> <p>La Luz Hispana center (Franklin) Class times vary, ESL only</p> <p>Garner Education Center (Hancock) Class times vary</p> <p>Forest City High School (Winnebago) Class times vary</p>			
Description of program in relation to the One Stop system:	<p>The Adult Education and Literacy Program is administered by the Iowa Department of Education through North Iowa Area Community College. Adult Education and Literacy builds skills for success by providing adults with the opportunity to acquire and improve functional skills necessary to enhance the quality of their lives as workers, family members, and citizens. This program plays an important role in fostering productive employment, effective citizenship, personal and family growth, self-esteem, and dignity for adult learners. Adult Education and Literacy provides assessment and instruction for individuals 16 and older who are seeking a high school equivalency diploma, are basic skills deficient (defined as below a 9th grade level), or who are limited English proficient. Adult Education and Literacy classes are offered at a number of accessible sites throughout Region 2. Distance-learning options are also available for those with transportation and work/family schedule conflicts.</p>			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Person must be at least 16 or older and meet one of these criteria: (1) lacks a high school diploma, (2) is basic skills deficient (below 9 th grade level in math, reading, or both) (3) is limited English proficient. (Individuals cannot take the high school equivalency exam unless they are 17 or older, however.)
Outreach, Intake, Orientation and Referral:	X		Outreach – brochures, website, share schedules with partner and community agencies Intake/orientation: Sessions held periodically at class sites

			Referral: Made by phone or in writing to/from partner and community agencies on an ongoing basis
Initial Assessment:	x		High school equivalency/ basic skills: Pre-assessment in math and reading English as a Second Language: Pre-assessment in reading and listening
Labor Exchange Services:		x	
Employment Statistics-Labor Market Information:	x		Participants provided with Labor Market Information websites to search for in-demand jobs and wage information
Eligible Provider Performance and Program Cost Information:	x		Program funding information upon request
Local Performance Information:	x		Program performance data available to public upon request
Supportive Services Information:	x		Information on support services in the region provided at orientation and upon request; support available through AEL for HiSET testing fees based on need, bus tokens available based on financial need
Unemployment Compensation:		x	
Financial Aid Information:	x		Financial aid information provided as part of program orientation
Follow-Up Services:	X		Program required to report on number of people who obtain employment, retain employment, enter post-secondary training, and who obtain a H.S. credential (1 st quarter after end of program year end)
Comprehensive and Specialized Assessments:	x		HiSET testing and NCRC testing available through the program
Individual Employment Plan Development:		x	Referrals made to Title I and IV staff for this service
Career Planning, Counseling:	x		Limited to career exploration only; clients are referred to Title I, III, and IV staff for more intensive services
Workforce Preparation Activities:	x		Basic skills instruction, soft skills, computer literacy, and high school equivalency diploma preparation
Short-term Prevocational Services:		x	
Internships and Work Experience:		x	
Financial Literacy:	x		Financial literacy lessons are integrated into basic skills instruction
English Language Acquisition:	x		English as a Second language classes for adults available
Out of Area Job Search:		x	Referrals to Title I, III, and IV made for this service

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		x	
On-the-Job Training (OJT):		x	
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:		x	
Skills Upgrading and Retraining:	x		Basic skills (math, reading, writing, computer literacy) upgrading only
Entrepreneurial Training:		x	
Job-Readiness Training:		x	AEL refers students to Title I, III, IV staff for these services
High school equivalency diploma (HSED) preparation	x		Preparation classes available at all AEL sites in the region; online study options available
Customized Training:		x	
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		x	
Job Posting:		x	
Applicant Pre-screening:		x	
Recruitment Assistance:		x	

Training Assistance:	x		AEL can offer on-site basic skills and ESL classes for employers
Labor Market Information:		x	
Employer Information and Referral:	x		AEL shares information regarding local job fairs and hiring events with program participants
Rapid Response and Layoff Aversion:	x		AEL representatives included on rapid-response team events in the region

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Support available through AEL for HISET testing fees based on financial need, bus tokens available based on financial need

Partner Program:	PROMISE JOBS				
Entity:	Hawkeye Community College				
Primary Office Location:	844 W 4th St, Waterloo, IA 50702	Phone:	319-296-2320	Fax:	319-235-1068
Location: Where services are provided in all Region 2 counties. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	We are co-located in the IowaWORKS office in Mason City and provide services to all seven counties in Region 2. Our primary office location is in Waterloo however staff are available Monday, Tuesday, Thursday, and Friday 8:30am – 4:30pm and Wednesday 9am – 4:30pm at IowaWORKS 600 South Pierce Mason City Iowa 50401. Staff are available in person, by appointment, over the phone, and as requested in outlying communities.				
Description of program in relation to the One Stop system:	As a proud partner of IowaWORKS and the Region 2 workforce delivery system Hawkeye Community College provides PROMISE JOBS services to individuals who are eligible for Family Investment Program (FIP) benefits. Hawkeye works in conjunction with core and community partners as part of an integrated IowaWORKS office in Mason City, Iowa.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		FSSG eligibility conducted by service provider.
Outreach, Intake, Orientation and Referral:	X		Outreach, intakes, program orientations, and community partner referrals are conducted on an on-going basis through Region 2.
Initial Assessment:	X		Conducted at the IowaWORKS office upon arrival and prior to enrollment into individualized case managed services.
Labor Exchange Services:	X		Provided to all job seeking individuals within Region 2 at the One-Stop and in outlying communities.
Employment Statistics-Labor Market Information:	X		Available to all individuals within Region 2 in person, over the phone, via email, or fax.
Eligible Provider Performance and Program Cost Information:	X		Available upon request.
Local Performance Information:	X		Available upon request.
Supportive Services Information:	X		General information regarding partner services is provided following initial assessments.
Unemployment Compensation:		X	
Financial Aid Information:	X		Available upon request.
Follow-Up Services:	X		As outlined by PROMISE JOBS policy.
Comprehensive and Specialized Assessments:	X		Provided to any job seeker within Region 2 upon request or as determined by career counselor.
Individual Employment Plan Development:	X		Individual Employment Plans are developed at time of enrollment into case managed services and updated frequently.
Career Planning, Counseling:	X		In depth career planning provided to any job seeker and program participant to assist in identifying a career pathway.
Workforce Preparation Activities:	X		Job readiness workshops are offered frequently at IowaWORKS during normal business hours as scheduled. Also available in outlying communities upon request.
Short-term Prevocational Services:		X	Offered periodically at IowaWORKS during normal business hours as scheduled. Also available in outlying communities upon request.
Internships and Work Experience:	X		Skilled Iowa Internships, posted internship, and case managed internships/Work Experiences are offered in partnership with IWD. Eligibility determination may be required.
Financial Literacy:	X		Provided to any job seeker within Region 2 through workshops, one-one counseling, and via referral to community partners.
English Language Acquisition:	X		As part of an integrated IowaWORKS office English Language Acquisition services via Rosetta Stone are offered to any job seeker within Region during normal business hours.
Out of Area Job Search:	X		Provided upon request.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:		X	
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:	X		Provided to eligible individuals as deemed necessary and appropriate.
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
Adult Education and Literacy (AEL) Programs:	X		Provided to eligible individuals as deemed necessary and appropriate.
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:			

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		X	
Job Posting:		X	
Applicant Pre-screening:		X	
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available to eligible case managed individuals based on individual needs and must be outlined on the FIA and IEP.

Partner Program:	Migrant/Seasonal Farm Worker			
Entity:	Proteus Inc.			
Primary Office Location:	Fort Dodge Iowa	Phone:	515-573-8225	Fax: 515-573-5299
Location: Where services are provided in all Region 2 counties: Winnebago, Worth, Mitchell, Hancock, Cerro Gordo, Floyd, and Franklin. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Proteus Inc. will provide services in all counties throughout the region. Services can be provided in our office, however we usually travel to the client's location to provide services by appointment.			
Description of program in relation to the One Stop system:	The National Farmworker Jobs Program is a federally funded program to assist the migrant and seasonal farmworkers of Iowa. Our clients are on a career pathway to increase their skills and be able to find full time, year round employment. This is typically achieved through training for a degree or certificate, or other career coaching.			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	Y		Must have performed work in agriculture in the last 2 years. Meet income guidelines. Eligibility is performed over the phone or in person.
Outreach, Intake, Orientation and Referral:	Y		Outreach is performed in all counties of the region. We will meeting the client in their location for intake, and make local referrals as needed.
Initial Assessment:	Y		Proteus utilizes several assessments to determine a client's skills, and be able to determine the appropriate training program for them. This is done in person, at the clients location.
Labor Exchange Services:		N	
Employment Statistics-Labor Market Information:	Y		Proteus will use several resources to assist a client with Labor Market Information in assisting them with choosing a career path
Eligible Provider Performance and Program Cost Information:		N	
Local Performance Information:		N	
Supportive Services Information:	Y		Supportive services are available to clients to provide a variety of services in case of emergencies. We are able to assist with Fuel, Groceries, Rental Assistance, Auto Repairs and more.
Unemployment Compensation:		N	
Financial Aid Information:	Y		Proteus will assist clients in filling out their FAFSA form to determine if they can qualify for Federal Aid
Follow-Up Services:	Y		Proteus provides follow up services for all clients for a period of 12 months. This can be done a number of ways, but also includes verifying the job placement and verification of wages earned.
Comprehensive and Specialized Assessments:	N		Our assessments are more general and used to determine what training method or program is appropriate for clients.
Individual Employment Plan Development:	Y		Each client will work closely with their Case Manager to create an Individual Employment Plan.
Career Planning, Counseling:	Y		Proteus will work closely with all NFJP clients to set goals and monitor progress in their IEP. Career Planning is coaching is included in this process.
Workforce Preparation Activities:	Y		Proteus can offer clients Job Readiness training in order to assess and improve soft skills. Assisting them in being ready to return to

		full time year round employment.
Short-term Prevocational Services:	Y	While the client is going through training, even short term they still qualify for Proteus Services.
Internships and Work Experience:	Y	Proteus can offer Work Experience options to clients
Financial Literacy:	Y	Proteus is currently working on creating a Financial Literacy program in accordance to the Department of Labor Youth requirements.
English Language Acquisition:	Y	Proteus will be able to partner and assist in paying for training for ESL classes for clients that are in need.
Out of Area Job Search:	Y	Proteus will assist all clients in conducting job searches, including locations outside of their local areas.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	Y		Proteus will partner with local agencies or educational institutions to be able to provide training to clients
On-the-Job Training (OJT):	Y		Proteus will be able to assist clients in OJT opportunities. Proteus will be able to pay a portion of the clients wages while they are completing the training.
Workplace and Cooperative Education:		N	
Training Programs Operated by the Private Sector:	Y		Proteus will be able to assist clients with receiving a credential in either the private sector or a public training institution.
Skills Upgrading and Retraining:	Y		Proteus will partner with local agencies or education institutions to be able to provide training to clients. Soft Skill training can be conducted by Proteus Case Managers.
Entrepreneurial Training:	Y		Proteus will partner with local agencies or education institutions to be able to provide training to clients.
Job-Readiness Training:	Y		Job-Readiness Training can be provided to clients either through the one stop center, or be conducted by the Proteus Case Manager
Adult Education and Literacy (AEL) Programs:	Y		Clients can receive assistance to pay for AEL programs including assistance for paying for needed testing.
Customized Training:	Y		An Individual Employment Plan is created for each client, and monitored for progress. This can involve making changes to their planned training program depending on a number of circumstances.
Incumbent Worker Training:		N	
Transitional Jobs:		N	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		N	
Job Posting:		N	
Applicant Pre-screening:		N	
Recruitment Assistance:	Y		Employers will be able to contact Proteus to inquire if there are any clients that would be a good fit for their organization
Training Assistance:	Y		NFJP clients can qualify for training assistance in receiving a credential they will need to be qualified for a particular career.
Labor Market Information:	Y		Employers can contact Proteus to receive Labor Market Information.
Employer Information and Referral:	Y		Proteus is always looking to increase their network of employers that are currently in need of applicants, and strive to make appropriate referrals whenever possible.
Rapid Response and Layoff Aversion:		N	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Supported Services offered to Proteus Clients are:

Fuel, Groceries, Rental Assistance, Utilities Assistance, Daycare Assistance, Minor Car Repairs. These are typically offered in cases of emergencies and as budgets allow.

Partner Program:	Iowa Vocational Rehabilitation Services				
Entity:	IVRS				
Primary Office Location:	600 South Pierce Avenue Mason City, IA 50401	Phone:	641-422-1551, Ext. 44551	Fax:	641-422-1565
Location: Where services are provided in all Region 2 Counties: Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth.	The Mason City Area Office of IVRS is located at 600 South Pierce Avenue in Mason City, Iowa 50401 and serves Cerro Gordo, Floyd, Franklin, Hancock, Mitchell, Winnebago and Worth Counties by appointment. Hours of operation: 8 A.M. – 4:30 P.M.				
Description of program in relation to the One Stop system:	Iowa Vocational Rehabilitation Services (IVRS) is an agency of the Iowa Department of Education, and a core partner under Title IV of the Workforce Innovation and Opportunities Act. IVRS provides Vocational Rehabilitation Services to eligible Iowans who have disabilities to help them to obtain employment. IVRS is physically located at the One-Stop Center, and has a long history of working collaboratively with the local partners to provide quality services leading to excellent job outcomes for North Iowans who have disabilities. To be eligible for services from IVRS, an individual must have a disability that substantially limits their ability to work, and they must require multiple and specialized services to be able to prepare for, enter, retain, or advance in employment. IVRS will deliver services to eligible job candidates according to a mutually agreed upon service plan, which clearly outlines the occupational goal, timeframes, and the specific services required for the individual to achieve that goal and become employed in an occupation that best meets their personal needs, abilities, and interests.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	x		To be eligible for services from IVRS, an individual must have a disability that substantially limits their ability to work, and they must require multiple and specialized services to be able to prepare for, enter, retain, or advance in employment.
Outreach, Intake, Orientation and Referral:	x		IVRS staff will provide information to partner agencies, referral sources, and job candidates interested in services to help them understand the IVRS mission and our focus on an integrated employment outcome for eligible individuals with disabilities who have a need for multiple, specialized services. At the orientation, explanation will be provided as to service possibilities, the eligibility determination and plan development process, and information about other community resources that might be available to the job candidates to help them achieve their employment goals. When referral to other partner agencies seems appropriate given individual service needs, co-enrollments will be facilitated by a "warm handoff" and follow-up to help ensure that each center customer obtains the services they need from the agency or agencies who have the expertise and service potentials which meet the job candidate's total employment needs.

Initial Assessment:	X		Diagnostic and/or evaluation services will be provided to assess employability and the vocational potential of individuals with disabilities.
Labor Exchange Services:		x	
Local Performance Information:	X		Information on outcomes and benchmarks will be provided to both the US Rehabilitation Services Agency and to the local RWDB.
Supportive Services Information:	X		Maintenance and transportation costs may be addressed as a part of the rehabilitation program to help offset the additional costs of participation in the program. Such services are not designed to ameliorate poverty, but are provided in support of specific training or job placement services, and based on an individual assessment of need.
Unemployment Compensation:		x	
Financial Aid Information:	x		As a part of IVRS plan development, where post-secondary training is identified in that plan, an assessment of financial need as well as budget planning is provided. Prospective students are provided information and referral to the academic institution they will be attending.
Follow-Up Services:	x		Individuals who complete their rehabilitation program and are employed in a job that is fully integrated and which meets their individual needs are followed for 90 days prior to case closure in order to ensure stabilization and job retention. In such cases, if there is a need for further services after case closure in order to maintain a job or to pursue a similar job, and where minimal services are required, the case can be reopened in "post-employment services" to address those needs without going through the eligibility process.
Comprehensive and Specialized Assessments:	x		When it is determined that additional medical or psychological information is required for an eligibility decision or waiting list placement, or to assess and respond to a rehabilitation need such as the need for assistive technology solutions, interpretation of career assessment information in light of disability factors, functional capacities determination, physical and mental restoration services, or feasibility for small business endeavors, such assessments and appropriate follow-up services will be provided using the resources and expertise of the rehabilitation professionals.
Individual Employment Plan Development:	x		Individuals who have been determined eligible for IVRS services and who are not on the IVRS waiting list will be provided a comprehensive assessment of the need for service plan development, and this plan will be developed within 90 days of the individual coming off the waiting list. The plan identifies the occupational goal and timeframes, as well as the specific, specialized rehabilitation services

		which will be required by the individual to achieve that goal so that the individual becomes successfully employed.
Career Planning, Counseling and Guidance:	x	As a part of every rehabilitation plan, eligible individuals who have disabilities will be provided Counseling and guidance which is aimed at promoting awareness of the impact of disability, removal of barriers to employment, and appropriate services and strategies to be able to successfully work. When career decision making tools are available through other partner organizations, IVRS will provide the follow up interpretation and counseling based on the individual's specific disability related needs.
Workforce Preparation Activities:	x	Many IVRS job candidates may require one-on-one counseling interventions to deal with job-readiness issues. In some cases, this may be identifying inappropriate work behaviors, transportation problems, medication compliance issues, or a host of factors that result in barriers to the successful employment outcome. IVRS will work collaboratively with partner agencies in developing strategies to bring the job candidate to a level of job readiness supportive of success and job stability. This may be done through work adjustment training, through counseling and guidance, or actual work experiences.
Rehabilitation Technology	x	For eligible individuals with disabilities where barriers to successful employment is impacted by the presence of a disability issue requiring a coping strategy, rehabilitation technology solutions will be explored when appropriate to assist individuals with disabilities to work.
Short-term Prevocational Services:	x	It must be identified here that for some agencies, this term refers to sheltered work at sub-minimum wage. IVRS does not support sheltered work in a non-integrated environment at sub-minimum wage. However, prevocational or "pre-employment" services are provided to those determined to be "potentially eligible" or who are eligible for services as a part of the tiered approach to services under WIOA. This is a collaborative effort where the special expertise of appropriate partner agencies is used to support high school efforts in job readiness, job seeking skills training, career exploration, etc. , For individuals with the most significant disabilities, the Discovery process and work adjustment training may be appropriate, and when this is so, community rehabilitation program partners as well as other appropriate partners are engaged.
Internships and Work Experience:	x	When such services are available through other partner agencies, IVRS will make appropriate referrals to assist individuals with disabilities to have real life work experiences in the community. When such services are not available, or when special expertise in disability issues may be required for success, IVRS can provide job shadows and paid work experiences in community job settings, either in

			collaboration with CRP or other agency services, or individually as provided by our professional staff.
Financial Literacy:	x		IVRS staff are trained in assisting individuals with budgeting and problem solving as a part of the rehabilitation plan. In many cases, information and referral to partner agencies may be accomplished, but the VR staff work closely with each client in assessing the need for interventions and strategies that will promote successful employment outcomes.
English Language Acquisition:		x	Though IVRS will make direct referrals to AEL when such services are required.
Job Placement Assistance	x		Job placement assistance and follow-up services are provided to eligible persons with disabilities, often through direct contact and advocacy with local businesses, for eligible individuals with disabilities will be provided where special expertise in disability issues is required, or when other similar program services are not available. Special resources and supports are available for eligible persons with disabilities who are 55 and older through partner organizations such as Elderbridge and AARP.
Out of Area Job Search:	x		IVRS covers all 99 Iowa counties; and additionally, we are a part of a national job bank through the Talent Acquisition Portal. Thus, individuals who complete their programs and are wanting jobs in other counties can be provided direct job search assistance in any Iowa county, and the case record is transferred to the closest regional office so that services can be provided locally. We can, through the TAP, provide job search assistance, and assist job seekers in applying for jobs nationwide.
Supported Employment and Customized Employment	x		Supported Employment Services refer to job placement and on-site job coaching for individuals who have the most significant barriers to employment. Such services are accomplished through partnerships with local community rehabilitation programs (CRPs), DHS, and other case management agencies, benefits planners, and other community based stakeholders on the rehabilitation team. In this joint effort, non-traditional career exploration assessments such as the Discovery process, job-readiness assessments (community based work experiences with supports), work adjustment training, and job placement with personal assistance, and even job carving techniques are employed to assist individuals who have serious employment barriers to work successfully.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	x		Vocational training (on-the-job or in a public or private training institution) can be provided for eligible individuals

		<p>with disabilities, where disability related, specialized services beyond tuition assistance will be necessary. In each case where formal post-secondary training is identified in the service plan, financial planning and a search for comparable services and benefits is conducted. Partner agencies who provide training assistance are involved as appropriate through referrals so as to share and expand resources and capacity. The amount of IVRS financial assistance for such training is based on regulations and established policy for that particular fiscal year. In other situations, such as Project Search, occupational skill training can be provided by a community rehabilitation program, and the costs of such training are established annually in a menu of services.</p>
On-the-Job Training (OJT):	x	<p>IVRS can provide the traditional on-the-job training in cases where the training for an eligible individual with a disability can best be accomplished through on-site, hands-on training. In cases where the job candidate may be eligible for an OJT through WIOA or another partner program, IVRS will seek to support this program in a way that best meets the needs of the job candidate. If the disability expertise is required for rehabilitation technology solutions or job accommodations, IVRS staff may provide those services in the joint effort. Where such services are not available, IVRS can provide the typical employer payments of part of the wage to help off-set the costs of the training for the employer, and can provide the technical assistance to the employer for disability related barriers and issues.</p>
Training Programs Operated by the Private Sector:	x	<p>So long as the private college is appropriately credentialed by the US Department of Education, IVRS can support training programs in private institutions; this is preceded by a careful examination of the comparative costs of such education and outcome information for the institutions, so as to ensure informed choice for the job candidate.</p>
Skills Upgrading and Retraining:	x	<p>As a part of the WIOA legislation, IVRS can consider eligibility determination for an individual who is employed, but who would be otherwise eligible in order for them to "advance in employment."</p>
Entrepreneurial Training:	x	<p>Small business start-up and expansion for eligible individuals with disabilities who meet the IVRS criteria for starting or expanding a small business, and where specialized expertise on disability related issues and strategies is necessary. This will include assistance in the determination of feasibility, and preparation of a business plan; the program will include technical as well as some financial assistance according to program policies, and follow-up.</p>
Job-Readiness Training:	x	<p>Many IVRS job candidates may require one-on-one counseling interventions to deal with job readiness issues. In some cases, this may be identifying inappropriate work</p>

			behaviors, transportation problems, medication compliance issues, or a host of factors. IVRS will work collaboratively with partner agencies in developing strategies to bring the job candidate to a level of job readiness supportive of success and job stability. This may be done through work adjustment training, through counseling and guidance, or actual work experiences.
Adult Education and Literacy (AEL) Programs:		x	IVRS will make referrals to AEL as appropriate.
Customized Training:	x		The term "customized training has been replaced by the term "trainee OJT", and it refers to a work experience in a community job setting where the individual is not actually employed, but is paid a training stipend while they learn job skills from the employer in a hands-on setting. WIOA refers to this as WEP. IVRS can provide this service when an individual with a disability who is eligible requires training, and direct intervention from the rehabilitation counselor in setting up the training plan, arranging for accommodations, or tailoring the training plan to the specific needs of the individual with a disability. If other partner programs offer the WEP, and this is available to the IVRS job candidate, appropriate referrals are made, and IVRS staff may work with the partner in a collaborative approach to help ensure a successful training experience.
Incumbent Worker Training:	x		As a part of the WIOA legislation, IVRS can consider eligibility for services for an individual who is employed but who would be otherwise eligible in order for them to "advance in employment." Thus, if an individual is determined to be eligible for IVRS services, and perhaps is under employed, or desiring of a position that will significantly improve their ability to advance to a professional or technically oriented job which might significantly improve earnings and benefits potential.
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		Under WIOA, IVRS staff, as a part of developing mutually beneficial business relationships, can go on site in a business, take a tour, perform a job analysis or an ADA survey, and ask questions to help understand the needs of the business. VR staff can then provide consultation and information to employers relating to disability issues, tax incentives for removal of barriers, ADA compliance, ergonomics and accommodations in the workplace, or even how best to fill local openings with a qualified individual who has a disability, and how best to accommodate those individuals if needed.
Job Posting:		x	
Applicant Pre-screening:		x	
Recruitment Assistance:	x		Based on information gathered during the employer development visit, IVRS professional staff can help businesses meet their 504 requirements by hiring qualified individuals with disability to meet their staffing needs. Follow-up services to help

			ensure a "good match" and stability are provided as a no cost service to the business.
Training Assistance:	x		As a part of a service plan, IVRS professional staff can work directly with employers to set up trainee or employer OJTs, can provide information, and can provide instruction to local staff on a variety of topics relating to disability issues in the workplace.
Labor Market Information:	x		When direct services are necessary to facilitate job placement for individuals with significant disabilities where special expertise on removal of disability-related barriers or strategies for success, IVRS will go on-site to businesses and complete a job analysis, consultation survey, or gather and/or provide appropriate information directly to the employer.
Employer Information and Referral:	x		Depending on the needs of employers in the area, LMI information can be gathered on-site which will facilitate the successful placement of qualified individuals who have disabilities. Upon request, IVRS staff will provide expertise, information, and consultation or referral resources for employers who have specific needs related to working with persons who have disabilities in meeting their company needs relating to disability issues. Representation on the Regional Workforce Investment Board and Sector Boards to provide disability expertise and information to local business and industry as requested.
Rapid Response and Layoff Aversion:		x	But IVRS staff will join the Rapid Response Team as appropriate.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Maintenance and transportation costs may be addressed as a part of the rehabilitation program to help offset the additional costs of participation in the program. Maintenance is always in support of another key program service. Such services are not designed to ameliorate poverty, but are provided in support of specific training or job placement services, and based on an individual assessment of need.

Partner Program:	WIOA Title I				
Entity:	North Iowa Area Community College (NIACC)				
Primary Office Location:	600 South Pierce Ave. Mason City, Iowa 50401	Phone:	641-422-1524 Ext. 44536	Fax:	641-422-1505
Location: Where services are provided in all Region 2 counties. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	We are co-located in the IowaWORKS office in Mason City and provide services to all seven counties in Region 2. Our primary office location is 500 College Drive Mason City Iowa 50401. Staff are available Monday, Tuesday, Thursday, and Friday 8:30am – 4:30pm and Wednesday 9am – 4:30pm. Our staff is available in person, by appointment, over the phone, and as requested in outlying communities.				
Description of program in relation to the One Stop system:	As a proud core partner of IowaWORKS and the Region 2 workforce delivery system NIACC provides WIOA Title I services to youth, young adults, adults, and dislocated workers who require workforce investment and employment and training services. NIACC works in conjunction with core and community partners as part of an integrated IowaWORKS office in Mason City, Iowa. NIACC provides career services, individualized case management assistance, and training services for Region 2.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Title I Youth and Young Adult services are provided to individuals with barriers to employment that are between 14-24 years old. Title I Adult services are provided to low income individuals who are over the age of 18. Title I Dislocated Worker services are provided to individuals who lost their job to no fault of their own and/or are long-term unemployment.
Outreach, Intake, Orientation and Referral:	X		Outreach, intakes, program orientations, and community partner referrals are conducted on an on-going basis through Region 2.
Initial Assessment:	X		Conducted at the IowaWORKS office upon arrival and prior to enrollment into individualized case managed services.
Labor Exchange Services:	X		Provided to all job seeking individuals within Region 2 at the One-Stop and in outlying communities.
Employment Statistics-Labor Market Information:	X		Available to all individuals within Region 2 in person, over the phone, via email, or fax.
Eligible Provider Performance and Program Cost Information:	X		Available upon request.
Local Performance Information:	X		Available upon request.
Supportive Services Information:	X		General information regarding partner services is provided following initial assessments. Title I services made available to eligible case managed individuals to expedite high school completion/equivalency, post-secondary transition, and career placement.
Unemployment Compensation:	X		Assistance is provided in person at IowaWORKS or upon request in the community by appointment.
Financial Aid Information:	X		Available upon request.
Follow-Up Services:	X		Provided according to Field Memo 15-09 issued by IWD.
Comprehensive and Specialized Assessments:	X		Provided to any job seeker within Region 2 upon request or as determined by career counselor.
Individual Employment Plan Development:	X		Individual Employment Plans are developed at time of enrollment into case managed services and updated frequently.
Career Planning, Counseling:	X		In depth career planning provided to any job seeker to assist in identifying a career pathway.
Workforce Preparation Activities:	X		Job readiness workshops are offered frequently at IowaWORKS during normal business hours as scheduled. Also available in outlying communities upon request.

Short-term Prevocational Services:	X	Offered periodically at IowaWORKS during normal business hours as scheduled. Also available in outlying communities upon request.
Internships and Work Experience:	X	Skilled Iowa Internships, posted internship, and case managed internships/Work Experiences are offered in partnership with IWD. Eligibility determination may be required.
Financial Literacy:	X	Provided to any job seeker within Region 2 through workshops, one-one counseling, and via referral to community partners.
English Language Acquisition:	X	As part of an integrated IowaWORKS office English Language Acquisition services via Rosetta Stone are offered to any job seeker within Region during normal business hours.
Out of Area Job Search:	X	Provided upon request.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
On-the-Job Training (OJT):	X		Provided to eligible individuals as deemed necessary and appropriate.
Workplace and Cooperative Education:	X		Provided to eligible individuals as deemed necessary and appropriate.
Training Programs Operated by the Private Sector:	X		Provided to eligible individuals as deemed necessary and appropriate.
Skills Upgrading and Retraining:	X		Provided to eligible individuals as deemed necessary and appropriate.
Entrepreneurial Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
Job-Readiness Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
Adult Education and Literacy (AEL) Programs:	X		Provided to eligible individuals as deemed necessary and appropriate.
Customized Training:	X		Provided to eligible individuals as deemed necessary and appropriate.
Incumbent Worker Training:	X		Provided upon request.
Transitional Jobs:	X		Provided to eligible individuals as deemed necessary and appropriate.

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		
Job Posting:	X		
Applicant Pre-screening:		X	
Recruitment Assistance:	X		
Training Assistance:	X		
Labor Market Information:	X		
Employer Information and Referral:	X		
Rapid Response and Layoff Aversion:	X		Title I staff included on Rapid Response team.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available to eligible case managed individuals based on individual needs and must be outlined in the IEP.

Partner Program:	Trade Adjustment Act			
Entity:	Iowa Workforce Development			
Primary Office Location:	Mason City	Phone:	641-422-1524	Fax: 641-422-1543
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Winnebago, Worth, Franklin, Floyd, Hancock, Mitchell Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Iowa Workforce Development/IowaWORKS is located in Mason City Mason City 600 S. Pierce Ave Mason, City IA 52404 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> <u>TRADE ADJUSTMENT ASSISTANCE PROGRAM</u> The Trade Act of 1974, as amended, is a Federal program establishing the Trade Adjustment Assistance (TAA) program which provides reemployment assistance to workers in firms hurt by foreign trade (e.g. production has been/is being shifted to a foreign country, services are being outsourced to a foreign country, increased imports of articles or services, loss of business with a TAA-certified firm). <u>Program benefits</u> may include job search allowances, relocation allowances, wage subsidy benefits for workers age 50 and older, training services and/or Trade Readjustment Allowances (TRA). 			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		As Dislocated Workers (DW) are deemed eligible trade – staff then assist the DW to determine what services under the Trade Act they are eligible for.
Outreach, Intake, Orientation and Referral:	X		Trade Information Meetings are set up for outreach and orientation to the program when DOL determines the layoff to be trade eligible.
Initial Assessment:	X		Integration Center – completes initial assessments on all Dislocated Workers/Trade to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		lowaJobs.org – website that provides job openings for Dislocated Workers/Trade and employers. Available online 24/7.
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:	X		Share LMI information with Dislocated Workers/Trade
Supportive Services Information:		X	
Unemployment Compensation:	X		Assist Dislocated Workers/Trade with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:	X		Trade provides financial training assistance and this information is shared at the Orientation/Informational meetings.
Follow-Up Services:	X		Follow up is completed with Dislocated Workers/Trade to determine if additional assistance is needed.
Comprehensive and Specialized Assessments:	X		Work with Dislocated Workers/Trade NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all Dislocated

			Workers/Trade.
Career Planning, Counseling:	X		Talk with Dislocated Workers/Trade about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Dislocated Workers/Trade are referred to Internships and apprenticeships that are available in the area.
Financial Literacy:	X		Dislocated Workers/Trade are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how Dislocated Workers/Trade can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for Dislocated Workers/Trade are made for these areas, but the Trade program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Trade Program does have various services that are available to assist customers in job seeking or gaining additional training.

Partner Program:	Unemployment Insurance (UI)			
Entity:	Iowa Workforce Development			
Primary Office Location:	Mason City	Phone:	641-422-1524	Fax: 641-422-1543
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Winnebago, Worth, Franklin, Floyd, Hancock, Mitchell Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Mason City Mason City 600 S. Pierce Ave Mason, City IA 52404 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30 for assistance with filing UI.</p> <p>One on One meetings with UI specialists are held by appointment once a week. Please call or stop in to schedule an appointment.</p>			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • <u>UNEMPLOYMENT INSURANCE SERVICES DIVISION</u> The primary responsibility of this division is to administer the provisions of the Iowa employment security law and related federal programs in accordance with pertinent laws, regulations, and policies. Attorneys who report to the administrator of the unemployment insurance services division perform the legal services for the division pursuant to Iowa Code section 96.17 which empower the division to employ attorneys to represent it and give advice on all matters coming before it in conjunction with the administration of Iowa Code chapter 96. The division administers the payment of job insurance benefits to eligible individuals, determines which employers are subject to the state and federal laws enacted in this area, supervises the collection of taxes from these employers, and oversees a program to control the quality of benefit payment and revenue collection. These functions are performed by the following bureaus: Benefits bureau. The benefits bureau determines the eligibility of individuals claiming unemployment insurance. Tax bureau. The tax bureau is responsible for the maintenance and control of all records of unemployment insurance tax paid by liable employers in the state of Iowa. Integrity Bureau. The bureau is comprised of four distinct work units: Investigations and Recovery, Misclassification of Workers, Quality Control, and Collections. 			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Anyone filing for UI is determine either eligible of ineligible through the UISC department located in Des Moines.
Outreach, Intake, Orientation and Referral:	X		UI Orientation sessions are held twice a month in the office
Initial Assessment:	X		Integration Center – completes initial assessments on all UI customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for UI customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		UI information is compiled and shared out monthly via the IWD website.
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:		X	
Supportive Services Information:		X	
Unemployment Compensation:	X		All UI customers are assisted with filing for UI – UI Appointments

			for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:		X	.
Follow-Up Services:	X		Follow up is done through UISC regarding wage information submitted by employers.
Comprehensive and Specialized Assessments:		X	
Individual Employment Plan Development:	X		All UI customers who visit the IowaWORKS office have Employment plans developed.
Career Planning, Counseling:	X		Talk with UI customers about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		UI customers are referred to Internships and apprenticeships that are available in the area.
Financial Literacy:	X		UI customers are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how UI customers can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for UI customers are made for these areas, but the UI program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

None

Partner Program:	N/A			
Entity:	United Way of North Central Iowa			
Primary Office Location:	2911 4 th Street SE, Mason City IA 50401	PHONE	641-423-1774	Fax: 641-423-2221
Location: Cerro Gordo, Floyd, Hancock, Kossuth, Mitchell, Winnebago and Worth Counties	United Way of North Central Iowa provides funding to non-profit human service agencies that provide services to the populations residing within our eight-county region (Cerro Gordo, Floyd, Hancock, Kossuth, Mitchell, Winnebago, and Worth Counties)			
Description of program in relation to the One Stop system:	<p>United Way of North Central Iowa feels that part of our role in the community is to help strengthen local health and human service agencies through the funding United Way raises in the community.</p> <p>United Way of North Central Iowa funds priority needs in the areas of Education, Income and Health with the goals outlined below:</p> <p>Education: Helping community members connect with the tools they need to reach their potential</p> <p>Income Stability: Providing connections to aid in financial stability & independence.</p> <p>Health: Increasing access to ensure health & well-being</p> <p>To supplement our funding efforts, we constantly research the needs of our community through working with our community partners, holding community conversations, and researching the relevant data. We are able to see the connections of resources in our community and the people that need them, because of this we serve as a valuable resource when it comes to connecting people to the potential point of entry into the One Stop system.</p>			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:		X	
Outreach, Intake, Orientation and Referral:	X		Referral-We are able to direct people who contact our office to the valuable resources in our community. We also work with community partners to connect programs with each other, when we feel there is benefit in working together.
Initial Assessment:		X	
Labor Exchange Services:	x		Job seeking and job search plans offered to eligible individuals. SCSEP connects with employers for job placement.
Employment Statistics-Labor Market Information:	X		We research Census, Workforce and Bureau of Labor Statistics data in order to inform community volunteers who allocate funding in the areas of Education, Income and Health.
Eligible Provider Performance and Program Cost Information:	x		As an investor in the community, United Way evaluates all programs it funds and has information on provider performance and program cost at the ready for possible users of programs, as well as those who generously donate to United Way
Local Performance Information:	X		One of our goals at United Way is to be good stewards of the money raised in our community. In order to accomplish that goal, programs funded by United Way must report program performance, to ensure that the program is accomplishing its stated goal, as well as, using United Way funding in accordance with the agreed upon standards.
Supportive Services Information:	x		United Way does support such program that provide supportive services, such as Community Kitchen and Back Pack Buddies, which provides needed nutrition to those in need.
Unemployment Compensation:		x	
Financial Aid Information:		x	

Follow-Up Services:		X	
Comprehensive and Specialized Assessments:		x	
Individual Employment Plan Development:		x	
Career Planning, Counseling:		x	
Workforce Preparation Activities:		x	
Short-term Prevocational Services:		x	
Internships and Work Experience:	x		United Way does have one intern for the summer.
Financial Literacy:		x	
English Language Acquisition:		x	
Out of Area Job Search:		x	

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		x	
On-the-Job Training (OJT):		x	
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		x	
Job-Readiness Training:		x	
Adult Education and Literacy (AEL) Programs:		x	
Customized Training:		x	
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		x	
Job Posting:		x	
Applicant Pre-screening:		X	
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		x	
Employer Information and Referral:		x	
Rapid Response and Layoff Aversion:		x	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Back-pack Program

Partner Program:	Veteran			
Entity:	Iowa Workforce Development			
Primary Office Location:	Mason City	Phone:	641-422-1524	Fax: 641-422-1543
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Winnebago, Worth, Franklin, Floyd, Hancock, Mitchell Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Mason City Mason City 600 S. Pierce Ave Mason, City IA 52404 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Alan Murphy – Veteran Representative is available by appointment to Veterans who meet the Significant Barriers to Employment criteria.</p>			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • VETERANS The Jobs for Veterans' State Grants (JVSG) creates opportunities for all eligible veterans and spouses to obtain meaningful and successful careers through provision of resources and expertise that maximize employment opportunities and protect veterans' employment rights. Services provided by the Veteran Representative include comprehensive assessments, development of an Individual Employment Plan, career counseling, and referrals to other veteran and community organizations as needed. The Local Veteran Employment Representative (LVER) is a member of the business services team. The LVER promotes the hiring veterans to employers, employer associations, and business groups; facilitates employer training, plans and participates in career fairs and conducts job development with employers. 			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Veterans are given an assessment to determine if they meet the criteria to be considered to have Significant Barriers to Employment.
Outreach, Intake, Orientation and Referral:	X		Vet Rep and center staff market our services to Veterans and Veteran organizations. We also make referrals to various organizations to assist Veterans with services.
Initial Assessment:	X		Integration Center – completes initial assessments on all Veterans to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for Veterans and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		Employer Services provides LMI data to anyone who requests information on an as needed basis. Specific Veteran data can also be obtained when requested.
Eligible Provider Performance and Program Cost Information:	X		Vet Reps do look at performance goals to achieve self-sufficiency and employment for Veterans.
Local Performance Information:	X		Share LMI information
Supportive Services Information:		X	
Unemployment Compensation:	X		Assist Veterans with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:	X		Make referrals to agencies and information online about financial aid. Also discuss GI Bill and Gold Card information.
Follow-Up Services:	X		Follow up is completed with Veterans to determine if they were

			able to retain successful employment.
Comprehensive and Specialized Assessments:	X		Work with Veterans and employers on NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all Veterans.
Career Planning, Counseling:	X		Talk with Veterans about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Veterans are referred to Internships and apprenticeships that are available in the area.
Financial Literacy:	X		Veterans are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how Veterans can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for Veterans are made for these areas, but the Veteran program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?
None

Partner Program:	Wagner Peyser			
Entity:	Iowa Workforce Development			
Primary Office Location:	Mason City	Phone:	641-422-1524	Fax: 641-422-1543
Location: Where services are provided in all Region 2 counties: Cerro Gordo, Winnebago, Worth, Franklin, Floyd, Hancock, Mitchell Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Iowa Workforce Development/IowaWORKS is located in Mason City Mason City 600 S. Pierce Ave Mason, City IA 52404 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30			
Description of program in relation to the One Stop system:	<p>The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, <u>re-employment services to unemployment insurance claimants</u>, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.</p> <p>The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.</p> <p>Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.</p>			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Unemployment, every day
Outreach, Intake, Orientation and Referral:	X		Employer Services – meet with employers on a daily basis to discuss services for the workforce system.
Initial Assessment:	X		Integration Center – completes initial assessments on all customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		Employer Services provides LMI data to anyone who requests information on an as needed basis.
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:	X		Share LMI information

Supportive Services Information:		X	
Unemployment Compensation:	X		Work daily with customers with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website!
Financial Aid Information:	X		Make referrals to agencies and information online about financial aid.
Follow-Up Services:	X		Will follow up with employers about job orders being filled and needing to be closed. Also do follow up services with employers about their business needs.
Comprehensive and Specialized Assessments:	X		Work with customers and employers on NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all members of the center.
Career Planning, Counseling:	X		Talk with Customers about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Skilled Iowa Internships and Apprenticeships are being developed with employers and customers.
Financial Literacy:	X		Workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		All members of the Employer Services team work with businesses all areas that are checked in this section. Staff meet with businesses every week and work in more detail on an as needed basis for services.
Job Posting:	X		
Applicant Pre-screening:		X	
Recruitment Assistance:	X		
Training Assistance:	X		
Labor Market Information:	X		
Employer Information and Referral:	X		
Rapid Response and Layoff Aversion:	X		All staff in the office assist with worker information meetings for employees who have lost their jobs due to layoffs.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

None

Partner Program:	Carl Perkins				
Entity:	North Iowa Area Community College (NIACC)				
Primary Office Location:	500 College Drive Mason City, Iowa 50401	Phone:	641-422-4177	Fax:	641-422-4244
Location: Where services are provided in all Region 2 counties. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Services are provided across the NIACC service region through 19 participating school districts in Winnebago, Worth, Mitchell, Hancock, Cerro Gordo, Floyd, Wright, Franklin, and Butler counties. Program coordination and execution are headed by NIACC School Partnerships Director, located on the NIACC main campus. The Director is available by phone Monday – Friday 7:45 a.m. – 4:15 p.m.				
Description of program in relation to the One Stop system:	Carl Perkins funds are used in Region 2 to enhance Career and Technical Education at local high schools and NIACC. The Secondary Perkins funds are used by the high schools to purchase equipment and other resources that are used to provide training to high school students in the areas of Business, Family and Consumer Science, Agriculture, Industrial Technology, Health, and Marketing. The Post-Secondary Perkins funds are used to link secondary and post-secondary career and technical programs. Funds are also used to purchase equipment to modernize career and technical education. The program enhances the One Stop system by making career and technical education opportunities readily assessable across the region.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:		X	
Outreach, Intake, Orientation and Referral:		X	
Initial Assessment:		X	
Labor Exchange Services:		X	
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:	X		Student performance measures and a record of program budget and expenditures for equipment outlays are available upon request.
Supportive Services Information:		X	
Unemployment Compensation:		X	
Financial Aid Information:		X	
Follow-Up Services:		X	
Comprehensive and Specialized Assessments:		X	
Individual Employment Plan Development:		X	
Career Planning, Counseling:	X		Career planning provided to any participating student to assist in identifying a career pathway.
Workforce Preparation Activities:	X		Course work in career and technical areas of study provide students career skills to be successful upon workforce entry. Courses offered per participating school schedules.
Short-term Prevocational Services:		X	
Internships and Work Experience:		X	
Financial Literacy:		X	
English Language Acquisition:		X	
Out of Area Job Search:		X	

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		Coursework in career and technical areas of study provide students career skills to be successful upon workforce entry. Courses offered per participating school schedules.

On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:		X	
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:	X		Coursework in career and technical areas of study provide students the opportunity to upgrade their current workplace skills to enhance their successful entry into the workforce. This applies to (re)training as well. Courses offered per participating school schedules.
Entrepreneurial Training:	X		Some participating schools districts provide coursework in entrepreneurship to show the means by which students can create their own job. Courses offered per participating school schedules.
Job-Readiness Training:	X		The coursework provided through the support of Carl Perkins funds trains students in career and technical areas of study. This coursework provide job-readiness training to those students wanting to directly enter the workforce or move on to the post-secondary study in a CTE field. Courses offered per participating school schedules.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		X	
Job Posting:		X	
Applicant Pre-screening:		X	
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

MEMORANDUM OF UNDERSTANDING

Signature Page

Region 2

Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 2 One-Stop System.

North Iowa Area Community College

Title I Adult, Dislocated Worker and Youth



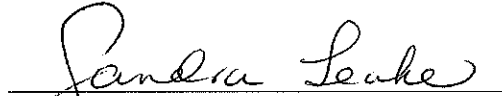
Chris Hannan, WIOA Director

6-3-16

Date

Iowa Department of Education

Title II Adult Education and Literacy



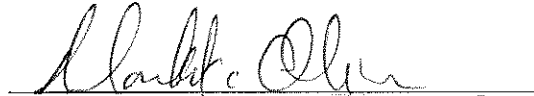
Sandra Leake,
North Iowa Area Community College
Adult Education and Literacy Coordinator

6-3-2016

Date

Iowa Workforce Development

Title III Wagner-Peyser



Marketa Oliver,
Division Administrator

06.22.16

Date

Iowa Vocational Rehabilitation

Title IV Vocational Rehabilitation



Steven J. Faulkner, Supervisor

6-3-16

Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Department for the Blind

Title IV Vocational Rehabilitation

Keri Osterhaus

Keri Osterhaus,
Vocational Rehabilitation Program Supervisor

6-21-2016

Date

Iowa Department of Education

Carl Perkins Career Technical Education

Brian Wogen

Brian Wogen,
Director of School Partnerships-NIACC

6-8-16

Date

AARP Foundation

Title V Older American Act

Cynthia A. Cannavo

Cindi Cannavo, Iowa State Manager

6-20-16

Date

Experience Works

Title V Older American Act

See attached

David Hicks
State Program Director of Indiana & Iowa Experience Works, Inc.

Date

Denison Job Corps

Job Corps

See Attached

Mark Douglas, Director
Jim Whitworth


Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Ottumwa Job Corps

Job Corps



Jim Whitmire, Director
Mark Douglas

6/22/16

Date

Proteus, Inc.

Migrant/ Seasonal Farmworker

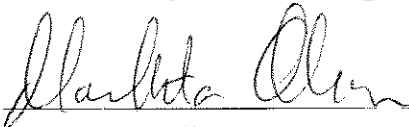
See attached

Allison Mahoney-Doran, Director

Date

Iowa Workforce Development

Veterans Services




Marketa Oliver,
Division Administrator

06.22.16

Date

Iowa Workforce Development

Trade Adjustment Act



Marketa Oliver,
Division Administrator

06.22.16

Date

North Iowa Community Action Organization

Community Services Block Grant



Cindy Davis,
Planning and Community Liaison

June 3, 2016

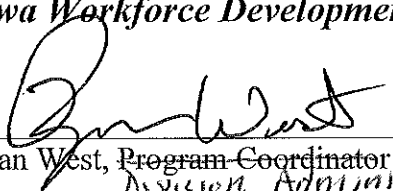
Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Workforce Development

Unemployment Compensation



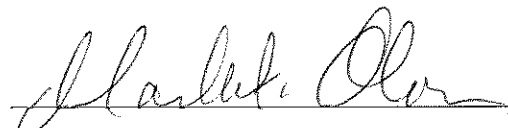
Ryan West, Program Coordinator
Division Administrator

Date

6/22/16

Iowa Workforce Development

TANF/PROMISE JOBS



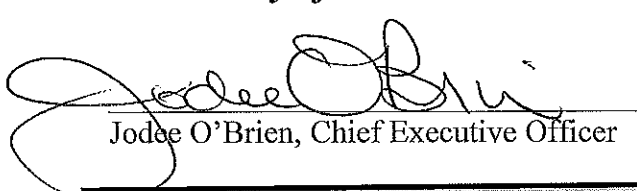
Marketa Oliver,
Division Administrator

Date

06.22.16

United Way of North Central Iowa

Community Services



Jodee O'Brien, Chief Executive Officer

Date

6/7/16


MEMORANDUM OF UNDERSTANDING
Signature Page

Region 2
Agreement 7/01/2016- 6/30/2019

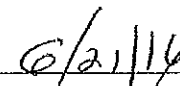
By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 2 One-Stop System.

Denison Job Corps

Job Corps



Jim Whitmire, Director



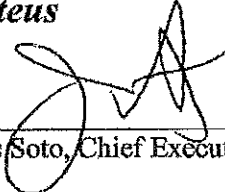
Date



MEMORANDUM OF UNDERSTANDING

Signature Page, continued
Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Regions.

<i>Proteus</i>	<i>Migrant/ Seasonal, Farmworker</i>
	5/24/2016
_____ Jesus Soto, Chief Executive Officer	_____ Date

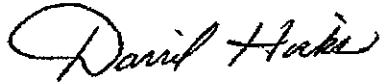
MEMORANDUM OF UNDERSTANDING

Signature Page, continued
Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Regions.

Experience Works

Title V Older American Act



June 3, 2016

David Hicks
State Program Director of Indiana & Iowa Experience Works, Inc.

Date