

Statement of Financial Performance - WIOA FY 2016
 July 1, 2015 through March 7, 2016
 65% of Fiscal Year Completed

Program Area - Adult

		Carryover	FY16		
		\$ 151,056.62	\$ 252,969.00		
Revenue:					
State Allocation - Including Carryover					
		<u>Debits</u>		<u>Credits</u>	
Expenses:					
WIA Adult - WIA Training Staff		<u>FY16</u>	<u>Carryover</u>	<u>FY16</u>	<u>Carryover</u>
Professional Support Staff - Full-Time	\$ 3,683.78	\$ 41,864.90		\$ -	
Professional Support Staff - Part Time	\$ -	\$ -	\$ -		
Secretary/Clerical Full-Time	\$ 208.64	\$ 4,919.92		\$ -	
Secretary/Clerical Part-Time	\$ -	\$ -			
Payroll Fringe Benefits	\$ 21.52	\$ 260.77		\$ -	
Benefits Paid as Earnings	\$ 402.05	\$ 4,683.96		\$ -	
Employer Paid Benefits - Health	\$ 396.34	\$ 3,893.92		\$ -	
FICA/Medicare-Employer	\$ 315.04	\$ 3,812.91		\$ -	
IPERS/TIAA-CREF - Employer	\$ 360.83	\$ 4,332.95		\$ -	
Membership Fees/Dues	\$ -	\$ 939.65			
Printing/Copying Services	\$ 206.11	\$ 426.44		\$ 172.48	
Communications Voice - Long Distance	\$ -				
Utilities-Electricity	\$ 10.01	\$ 284.30	\$ -	\$ 1.50	
Rental of Buildings	\$ 1,021.42	\$ 2,626.38		\$ -	
Maint/Repair of Equipment	\$ -	\$ 148.75			
Group Meeting/Workshop	\$ -	\$ 3,171.50			
Rental of Equipment	\$ -				
Postage Incoming	\$ -				
Other Services:	\$ 7,724.85	\$ 3,315.98			
(Integrated Services)	\$ -				
Materials/Supplies	\$ 1,932.31	\$ 3,871.10	\$ 13.99	\$ 300.80	
Computers Etc		\$ 1,032.40			
Periodicals	\$ -				
Travel O/S Staff	\$ -	\$ 247.86			
Travel O/S Staff Registration	\$ 254.63	\$ 327.90		\$ 218.40	
Travel I/S Staff	\$ -	\$ 215.73			
Travel I/S Staff Registration	\$ -	\$ 55.66		\$ 17.88	
Personal Vehicle Mileage	\$ 320.36	\$ 1,441.70			
Transportation	\$ -				
WIA Adult - Training Clients					
Service Staff Part-Time	\$ 59.81	\$ 8,487.97		\$ 2,486.76	
FICA/Medicare-Employer	\$ 4.58	\$ 649.38		\$ 190.24	
Unemployment Compensation		\$ 663.98			
Transportation	\$ 410.40	\$ 1,145.45	\$ -	\$ 14.70	
Childcare	\$ -				
Institutional Skills Training	\$ 14,616.90	\$ 88,607.74	\$ 4,444.45	\$ 10,228.90	
On the Job Training	\$ 2,339.88	\$ 6,656.36			
Secondary School Certificate	\$ -	\$ -			
Clothing	\$ 179.39	\$ 358.30	\$ -		
Healthcare	\$ 265.00	\$ 215.00	\$ -		
Misc Support Services	\$ -	\$ -			
Emergency Financial Assistance	\$ -	\$ 715.78	\$ -		
SUG Skills Upgrade	\$ -	\$ 160.00			
	\$ 34,733.85	\$ 189,534.64	\$ 4,458.44	\$ 13,631.66	
			\$ 175,902.98		
			\$ 30,275.41		
		Total Carryover Expenses			
		Total Expenses			

Allocation Remaining (Revenue less Expenses) (Carryover)	\$ (24,846.36)
Percent of Allocation Expended	116.45%

Allocation Remaining (Revenue less Expenses)	\$ 222,693.59
Percent of Allocation Expended	11.97%

Statement of Financial Performance - WIOA FY 2016
 July 2015 through March 7, 2016
 65% of Fiscal Year Completed

Program Area - Dislocated Worker

Revenue:	Carryover	FY16	
State Allocation - Including Carryover	\$ 351,062.00	\$ 252,815.00	
	Debits		Credits
Expenses:			
WIA Dislocated Worker - Training Staff	<u>FY16</u>	<u>Carryover</u>	<u>FY16</u> <u>Carryover</u>
Instructional Part-Time	\$ -	\$ -	
Professional Support Staff - Full-Time	\$ 4,979.52	\$ 57,087.67	\$ -
Professional Support Staff - Part Time	\$ -	\$ -	\$ -
Secretary/Clerical Full-Time	\$ 185.58	\$ 4,998.70	\$ -
Secretary/Clerical Part-Time	\$ -	\$ -	\$ -
Payroll Fringe Benefits	\$ 29.17	\$ 347.35	\$ -
Benefits Paid as Earnings	\$ 424.66	\$ 5,163.83	\$ -
Employer Paid Benefits - Health	\$ 672.46	\$ 7,572.83	\$ -
FICA/Medicare-Employer	\$ 410.88	\$ 4,955.10	\$ -
IPERS/TIAA-CREF - Employer	\$ 475.20	\$ 5,715.12	\$ -
Membership Fees/Dues	\$ -	\$ 852.46	\$ -
Printing/Copying Services	\$ 2,229.21	\$ 4,410.53	\$ 2,019.96
Communications Voice - Long Distance	\$ -		
Utilities-Electricity	\$ 8.68	\$ 350.61	
Maint/Repair of Equip		\$ 148.75	
Rental of Buildings	\$ 1,246.04	\$ 3,391.76	\$ -
Rental of Equipment	\$ -		
Postage Outgoing	\$ -		
Group Meeting/Workshop	\$ -	\$ 672.00	
Other Services:	\$ 426.69	\$ 12,419.36	
(Integrated Services, Midwest Speakers Bureau, Center for Credentialing and Education)	\$ -		
Materials/Supplies	\$ 1,932.81	\$ 3,960.31	\$ 13.99 \$ 289.80
Computers Etc		\$ 984.50	
Periodicals	\$ -		
Travel O/S Staff	\$ -	\$ 335.80	
Travel O/S Staff Registration	\$ 254.63	\$ 751.85	\$ 408.75
Travel I/S Staff	\$ -	\$ 202.23	
Travel I/S Staff Registration		\$ 55.66	\$ 17.88
Travel I/S NonStaff			
Personal Vehicle Mileage	\$ 375.29	\$ 2,079.67	
WIA Dislocated Worker - Training Clients			
Service Staff Part-Time	\$ 601.75	\$ 696.01	
FICA/Medicare-Employer	\$ 46.03	\$ 53.23	
Transportation	\$ 1,509.00	\$ 2,952.00	
Childcare		\$ 700.00	
Institutional Skills Training	\$ 2,105.00	\$ 29,956.15	\$ 32.00
On the Job Training	\$ 412.67	\$ 9,122.36	
Secondary School Certificate			
Clothing			
Healthcare	\$ 389.00	\$ 25.00	
Relocation		\$ 500.00	
Pre-Employment Training			
SUG Skill Upgrading		\$ 169.00	
Emergency Financial Assistance		\$ 270.00	
Objective Assessment			
	\$ 18,714.27	\$ 160,899.84	\$ 13.99 \$ 2,768.39
Total Carryover Expenses		\$ 158,131.45	
Total Expenses		\$ 18,700.28	

Allocation Remaining (Revenue less Expenses) Carryover	\$ 192,930.55
Percent of Allocation Expended	45.04%
Allocation Remaining (Revenue less Expenses)	\$ 234,114.72
Percent of Allocation Expended	7.40%

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65% of Fiscal Year Completed

Program Area - Administration

Revenue:
 State Allocation \$ 85,182.00

Expenses:	Debits	Credits
WIOA Adult - Administration		
Professional Support Staff Full-Time	\$ 11,828.38	\$ 8,350.26
Professional Support Staff Part-Time	\$ -	\$ -
Secretary Clerical Full Time	\$ 4,453.14	\$ -
Secretary Clerical Part Time	\$ -	\$ -
Payroll Fringe Benefits	\$ 45.02	\$ -
Benefits Paid as Earnings	\$ 751.74	\$ -
Employer Paid Benefits - Health	\$ 873.52	\$ -
FICA/Medicare-Employer	\$ 608.91	\$ -
IPERS/TIAA-CREF - Employer	\$ 733.74	\$ -
Membership Fees/Dues	\$ 465.00	\$ -
Legal Publications	\$ -	\$ -
Communications Voice	\$ -	\$ -
Utilities-Electricity	\$ 271.40	\$ -
Rental of Buildings	\$ 701.36	\$ -
Group Meeting/Workshop	\$ -	\$ -
Rental of Equipment	\$ -	\$ -
Other Services	\$ 535.02	\$ -
(Integrated Services)		\$ -
Materials/Supplies	\$ 91.12	\$ -
Computers Etc	\$ 7.90	\$ -
Periodicals	\$ -	\$ -
Travel O/S Staff	\$ -	\$ -
Travel O/S Staff Registration	\$ 84.88	\$ -
Travel I/S Staff	\$ 49.81	\$ -
Travel I/S Staff Registration	\$ 52.68	\$ 16.39
Travel I/S Non-Staff	\$ 55.65	\$ -
Personal Vehicle Mileage	\$ 316.75	\$ -
	<u>\$ 21,926.02</u>	<u>\$ 8,366.65</u>
Total Administration	\$ 13,559.37	

WIA Dislocated Worker - Administration	Debits	Credits
Professional Support Staff Full Time	\$ 4,434.09	\$ 815.50
Professional Support Staff Part Time	\$ -	\$ -
Secretary Clerical Full Time	\$ 4,492.06	\$ -
Secretary Clerical Part Time	\$ -	\$ -
Payroll Fringe Benefits	\$ 46.11	\$ -
Benefits Paid as Earnings	\$ 750.68	\$ -
Employer Paid Benefits - Health	\$ 903.51	\$ -
FICA/Medicare-Employer	\$ 622.30	\$ -
IPERS/TIAA-CREF - Employer	\$ 749.72	\$ -
Membership Fees/Dues	\$ 489.45	\$ -
Legal Publications	\$ -	\$ -
Communications Voice - Long Distance	\$ -	\$ -
Utilities-Electricity	\$ 204.12	\$ -
Rental of Buildings	\$ 718.64	\$ -
Rental of Equipment	\$ -	\$ -
Other Services	\$ 540.52	\$ -
(Integrated Services)		\$ -
Periodicals	\$ -	\$ -
Computers Etc	\$ 628.80	\$ -
Travel O/S Staff	\$ -	\$ -
Travel O/S Staff Registration	\$ 84.88	\$ -
Travel I/S Staff	\$ 49.81	\$ -
Travel I/S Staff Registration	\$ 52.68	\$ 16.39
Travel I/S NonStaff	\$ 55.65	\$ -

Materials/Supplies	\$	43.99	
Personal Vehicle Mileage	\$	325.37	
	\$	15,192.38	\$ 831.89
Total Administration		14,360.49	

	Debits	Credits
Professional Support Staff Full Time	\$ 4,397.50	\$ 815.50
Professional Support Staff Part Time	\$ -	
Secretary Clerical Full Time	\$ 4,410.49	
Secretary Clerical Part Time	\$ -	
Payroll Fringe Benefits	\$ 45.45	
Benefits Paid as Earnings	\$ 722.66	
Employer Paid Benefits	\$ 904.24	
FICA Medicare Employer	\$ 612.81	
IPERS/TIAA Cref	\$ 738.22	
Membership Fees/Dues	\$ 465.00	
Utilities - Electricity	\$ 158.36	
Legal Publications		
Communications Voice Local		
Communications Voice Long Distance		
Rental of Buildings	\$ 713.14	
Other Services	\$ 540.57	
(Integrated Services)		
Materials/Supplies	\$ 4.24	
Computers Etc	\$ 55.80	
Periodicals	\$ -	
Travel O/S - Staff	\$ -	
Travel O/S - Staff Registration	\$ 84.88	
Travel I/S - Staff	\$ 49.81	
Travel I/S - Staff Registration	\$ 49.70	\$ 14.90
Travel I/S - Non-Staff	\$ 55.65	
Personal Vehicle Mileage	\$ 316.31	
	\$ 14,324.83	\$ 830.40
Total Administration	\$ 13,494.43	

	Debits	Credits
Professional Support Staff Full Time	\$ 4,390.77	\$ 815.50
Professional Support Staff Part Time	\$ -	
Secretary Clerical Full Time	\$ 4,469.69	
Secretary Clerical Part Time	\$ -	
Payroll Fringe Benefits	\$ 45.75	
Benefits Paid as Earnings	\$ 712.42	
Employer Paid Benefits	\$ 924.73	
FICA Medicare Employer	\$ 616.47	
IPERS/TIAA Cref	\$ 742.56	
Membership Fees/Dues	\$ 465.00	
Utilities - Electricity	\$ 170.12	
Rental of Buildings	\$ 724.14	
Other Services:	\$ 562.72	
(Integrated Services)		
Periodicals	\$ -	
Materials/Supplies	\$ 43.99	
Computers Etc	\$ 55.80	
Travel O/S - Staff	\$ -	
Travel O/S - Staff Registration	\$ 84.88	
Travel I/S - Staff	\$ 49.80	
Travel I/S - Staff Registration	\$ 49.70	\$ 14.90
Travel I/S - Non-Staff	\$ 55.63	
Personal Vehicle Mileage	\$ 316.32	
	\$ 14,480.49	\$ 830.40
Total Administration	\$ 13,650.09	

Total Expenses \$ 55,064.38

Allocation Remaining (Revenue less Expenses)
Percent of Allocation Expended

\$ 30,117.62
64.64%

Statement of Financial Performance - WIOA FY 2016
July 2015 through March 7, 2016
65% of Fiscal Year Completed

Program Area - Youth (In-School and Out-Of-School)

Revenue:	Carryover	FY16		
State Allocation	\$ 125,019.53	\$ 260,870.00		
	<u>Debits</u>		<u>Credits</u>	
Expenses:	<u>FY16</u>	<u>Carryover</u>	<u>FY16</u>	<u>Carryover</u>
Youth - In School - Training Staff				
Professional Support Staff Full-Time	\$ 1,647.14	\$ 18,722.11		
Professional Support Staff Part-Time	\$ -	\$ -		
Secretary Clerical Full-Time	\$ 208.64	\$ 3,638.80		
Secretary Clerical Part-Time	\$ -			
Service Staff Part-Time	\$ -	\$ 6,120.00		\$ 900.00
Payroll and Fringe Benefits	\$ 10.39	\$ 132.36		
Benefits Paid as Earnings	\$ 161.25	\$ 2,052.14		
Employer Paid Benefit	\$ 209.90	\$ 2,602.37		
FICA Medicare Employer	\$ 147.83	\$ 2,258.78		\$ 68.87
IPERS Employer	\$ 171.06	\$ 2,065.09		
Membership Fees/Dues		\$ 631.70		
Printing/Copying Services	\$ 291.66	\$ 478.19		\$ 288.04
Utilities - Electricity	\$ 7.98	\$ 171.10		
Communications Voice Local	\$ -			
Communications Long Distance	\$ -	\$ 148.75		
Maint/Repair of Equip	\$ 549.78	\$ 1,369.35		
Rental of Buildings	\$ -			
Postage Outgoing	\$ -	\$ 3,171.50		
Group Meeting/Workshop	\$ 203.08	\$ 2,280.94		
Other Services (Integrated Services)	\$ -			
Materials and Supplies	\$ 1,932.31	\$ 2,532.07	\$ 13.99	\$ 289.80
Computers Etc	\$ -	\$ 1,032.40		
Software/License	\$ -			
Periodicals	\$ -			
Vehicle Materials/Supplies	\$ -	\$ 288.56		
Travel Out of State - Staff	\$ 254.63	\$ 189.50		\$ 134.75
Travel Out of State - Staff Registration	\$ -	\$ 231.62		
Travel I/S Staff	\$ -	\$ 52.68		\$ 16.39
Travel I/S Staff Registration	\$ 180.98	\$ 1,620.55		
Personal Vehicle Mileage				
Youth - In School - Training Clients				
Service Staff Part-Time	\$ 177.63	\$ 23,220.24		\$ 3,634.07
FICA/Medicare-Employer	\$ 13.59	\$ 1,776.47		\$ 556.12
IPERS/TIAA-CREF		\$ 38.58		
Incentive Bonus Payment	\$ 5,011.40	\$ 3,193.20	\$ 1,188.20	\$ 2,376.40
Secondary School Certificate		\$ 150.00		
Transportation	\$ -	\$ 152.00		
Childcare	\$ -			
Institutional Skill Training	\$ -	\$ 3,630.25		
On the Job Training	\$ -			
Clothing	\$ -	\$ 129.95		
	<u>\$ 11,179.25</u>	<u>\$ 84,081.25</u>	<u>\$ 1,202.19</u>	<u>\$ 8,264.44</u>
Total In-School Youth Carryover Expenses		75,816.81		
Total In-School Youth Expenses		9,977.06		

	<u>Debits</u>		<u>Credits</u>	
	<u>FY16</u>	<u>Carryover</u>	<u>FY16</u>	<u>Carryover</u>
Youth - Out of School - Training Staff				
Professional Support Staff - Full Time	\$ 2,244.95	\$ 22,418.19		
Professional Support Staff - Part Time	\$ -	\$ -		
Secretary Clerical - Full Time	\$ 232.06	\$ 3,893.12		
Secretary Clerical - Part Time	\$ -			
Service Staff - Part Time	\$ -	\$ 6,120.00		\$ 900.00
Payroll Fringe Benefits	\$ 13.86	\$ 155.16		
Benefits Paid as Earnings	\$ 201.40	\$ 2,418.72		
Employer Paid Benefit	\$ 347.78	\$ 3,131.96		
FICA Medicare Employer	\$ 194.69	\$ 2,577.50		\$ 68.83
IPERS TIAACREF Employer	\$ 227.84	\$ 2,429.81		
Membership Fees/Dues	\$ -	\$ 598.69		
Printing/Copying Services	\$ 354.50	\$ 560.32		\$ 320.88
Utilities - Electricity	\$ 8.33	\$ 413.07	\$ 221.57	
Maint/Repair of Equip		\$ 148.75		
Rental of Buildings	\$ 748.09	\$ 1,479.29		
Group Meeting/Workshop		\$ 672.00		
Other Services: (Integrated Services, Play 2 Hire, Center for Credentialing and Hiring)	\$ 296.42	\$ 2,345.69		
Materials and Supplies	\$ 6,924.60	\$ 3,242.58	\$ 13.99	\$ 289.80
Computers Etc		\$ 1,032.40		
Software License	\$ -			
Periodicals	\$ -			
Travel O/S Staff	\$ -	\$ 274.97		
Travel O/S Staff Registration	\$ 254.59	\$ 152.25		\$ 93.85
Travel In-State	\$ -	\$ 207.70		
Travel I/S Staff Registration	\$ -	\$ 52.68		\$ 16.39
Travel I/S Non-Staff	\$ -			
Personal Vehicle Mileage	\$ 200.93	\$ 1,777.98		

Youth - Out of School - Training Clients

Service Staff Part Time	\$ -	\$ 3,907.77		
FICA Medicare - Employer	\$ -	\$ 299.00		
Incentive & Bonus Payment	\$ -			
On the Job Training	\$ 489.37			
Transportation	\$ 57.60	\$ 935.40		
Child Care	\$ 161.28	\$ 290.80		
Secondary School Certificate	\$ -			
Clothing	\$ 68.22	\$ 491.00		
Healthcare	\$ -	\$ 428.00		
Emergency Financial Assistance		\$ 920.00		
Institutional Skill Training	\$ 29,696.54	\$ 39,332.92	\$ 14,098.27	\$ 28,196.54

Total Out-Of-School Youth Expenses Carryover

\$ 42,723.05 \$ 102,707.72 \$ 14,333.83 \$ 29,886.29

Total Out-of-School Youth Expenses

\$ 72,821.43 \$ 28,389.22

Total Carryover Expenses

148,638.24

Total Expenses

38,366.28

Allocation Remaining (Revenue less Expenses) Carryover		\$ (23,618.71)
Percent of Allocation Expended		118.89%
In School Allocation Remaining	<u>Beginning</u>	<u>Ending</u>
	\$ 62,509.76	\$ (13,307.05)
Out of School Allocation Remaining	\$ 62,509.77	\$ (10,311.66)

Allocation Remaining (Revenue less Expenses)		\$ 222,503.72
Percent of Allocation Expended		14.71%
	<u>Beginning</u>	<u>Ending</u>
In School Allocation Remaining	\$ 130,435.00	\$ 120,457.94
Out of School Allocation Remaining	\$ 130,435.00	\$ 102,045.78

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Program Area - Transition

Revenue:

State Allocation

\$ 7,612.28

Expenses:

WIA Adult - Administration

Printing/Copying Services

Other Services (Greg Newton/MAL Trng)

Travel O/S Staff

Travel I/S Staff

Travel I/S Staff Registration

Personal Vehicle Mileage

	Debits		Credits
	\$ 220.14		
	\$ 3,010.78	\$	-
	\$ 754.98		
	\$ 153.27	\$	-
	\$ 120.00		
	\$ 339.25	\$	-
	<u>\$ 4,598.42</u>	\$	-
	\$ 4,598.42		

Total Administration

Remaining Balance

% of allocation Expended

\$ 3,013.86
60.41%

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Program Area - JD-NEG

Revenue:

State Admin Allocation
 State Program Allocation

\$ 9,989.00
\$ 133,184.00

Expenses:

WIOA JD-NEG

Prof Support Staff PT
 FICA/Medicare-Employer
 IPERS/TIAA-CREF-Employer
 Printing/Copying
 Personal Vehicle Mileage

	Debits	Credits
\$	3,215.82	
\$	246.02	\$ -
\$	287.17	
\$	30.00	
\$	161.58	\$ -
\$	<u>3,940.59</u>	\$ -
\$	3,940.59	

Total Administration

\$ 129,243.41
 2.96%

Remaining Balance
 % of allocation Expended

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Program Area - Rapid Response

Revenue:

State Allocation

\$ 186,270.00

Expenses:

WIOA Rapid Response

Personal Vehicle Mileage

Total Administration

	Debits		Credits
\$	161.58	\$	-
\$	<u>161.58</u>	\$	<u>-</u>
\$	161.58		

Remaining Balance

% of allocation Expended

\$ 186,108.42

0.09%



Guidance:

How to Transition From a Youth Council to a Youth Standing Committee

Issuance Date: March 10, 2016

Overview:

- The Workforce Investment Act of 1998 (WIA) required¹ the establishment of a Youth Council as a subgroup of the regional workforce development board (RWDB).²
- The Workforce Innovation and Opportunity Act (WIOA) rescinded the WIA Youth Council requirement.
- WIOA authorizes RWDBs to “designate and direct the activities of standing committees to provide information and to assist the local board in carrying out activities.”³
- WIOA allows a RWDB to change its WIA Youth Council into a RWDB standing committee.
- This Guidance addresses how to transition from a WIA Youth Council to a WIOA Youth Standing Committee.

I. Background.

I.1. Youth Councils Under WIA.

WIA mandated that each RWDB create a Youth Council as a subgroup of the board. The required Youth Council membership⁴ structure included the following:

- RWDB members with a special interest or expertise in youth policy
- Representatives of youth service agencies, including juvenile justice and local law enforcement agencies
- Representatives of local public housing authorities
- Parents of eligible youth seeking assistance under WIA Title I
- Individuals, including former participants, and representatives of organizations, that have experience relating to youth activities
- Representatives of the Job Corps (as appropriate)

¹ WIA § 117(h)(1).

² Even though Iowa's local boards were known as regional workforce investment boards (RWIBs) under WIA, this Guidance uses RWDB throughout for consistency and ease of understanding.

³ WIOA § 107(b)(4)(A).

⁴ WIA § 117(h)(2)(A).

PLEASE TYPE OR PRINT CLEARLY. USE ADDITIONAL SHEETS AS NECESSARY.

Appointment Resume for Region 15 Youth Standing Committee

Last Name <u>Maldonado</u>	First Name <u>April</u>	MI <u>L</u>	Common Name	<input type="checkbox"/> Mr. <input checked="" type="checkbox"/> Ms. <input type="checkbox"/> Dr. <input type="checkbox"/> Rev. <input type="checkbox"/> Sister <input type="checkbox"/> The Honorable
Home Address <u>15590 Boyer Ridge Rd</u>			Work Address <u>525 Grandview Ave</u>	
City <u>Moravia</u>	State <u>IA</u>	Zip Code <u>52571</u>	City <u>Ottumwa</u>	State <u>IA</u> Zip Code <u>52501</u>
Home Phone () <u>641 895 2786</u>		Work Phone () <u>641 683 5189</u>		Occupation <u>Data & Literacy Specialist</u>
Fax () _____		E-Mail Address <u>april.maldonado@indianhills.edu</u>		

County of Residence <u>Appanoose</u>	Social Security Number <u>377784039</u>	Employer <u>Indian Hills Community College</u>
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EDUCATIONAL BACKGROUND	
College/University <u>Graceland University</u> <u>Indian Hills CC</u>	Degree(s) Received <u>BA Elem. Ed / Reading Endorsement</u> <u>AA</u>
Technical/Trade <u>SEB Metro Tech & Business School</u>	<u>Computer Skills</u>
High School <u>Western H.S.</u>	<u>Diploma</u>

ORGANIZATIONAL INVOLVEMENT (current or previous, include dates of membership, offices held and attendance)
N/A

ELECTED OFFICES, STATE APPOINTED POSITIONS, MEMBERSHIP ON WORKFORCE, YOUTH RELATED BOARDS OR COUNCILS
N/A

Please explain any first-hand experience, knowledge, or recognition you have had with you programs/activities. Explain why you should be selected as a Youth Standing Member.

Experience - Current ESL Instructor, AEL Coordinator; working with adult learners
Former Americorps Worker - grades 4-8 after school & summer programs
High School tutor - all subjects, At Risk worker 4-6 grades

Signature of Applicant: A Maldonado Date: 1/26/16

PERSONAL DATA (your completion of this section will insure the broadest representation possible)

Gender: Male Female Date of Birth: 9-10-72 Race: white Political Party Affiliation: R D N or I Other

Referred by: Noel Gordon Signature: Noel Gordon Date: 1-26-2016

Title: Dept Chair, Learning Svcs

Organization: Indian Hills

Reason for Nomination: _____

Please indicate what sector(s) the nominee represents:

<input type="checkbox"/> Regional Workforce Investment Board	<input type="checkbox"/> Parent(s) of Eligible Youth Served Under WIOA
<input type="checkbox"/> Youth Service Agency	<input type="checkbox"/> Job Corps
<input type="checkbox"/> Local Public Housing Authority	<input type="checkbox"/> Other

(2) Counseling (CLG)

The cost of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIOA services. Not to exceed \$300 per participant for entire training period. Must be provided by a certified counselor. This service must be approved by the Director.

(3) Dependent (DPC)

The cost of dependent care from licensed institutions or from private sources agreed upon by the participant and WIOA Service Provider staff are allowable. Dependent care payments cannot be made for services rendered by family members. Dependent care includes child or adult care. The dependent care rate will be up to \$2.50 per hour. The participant will submit payment reimbursement for dependent care.

(4) Financial Assistance (FAS)

The purpose of a Financial Assistance Payment is to make a payment to a Service Provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as housing assistance, auto repair, eyeglasses repair, etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, State, local law or statute. Not to exceed \$500 per participant. Should be an emergency financial need of a participant that if unmet would prevent them from continuing in WIOA activities. Case note the specific situation for this need by explaining how this expenditure will help the participant continue in WIOA activities. May be used for such things as housing assistance, relocation expenses, residential/meal support, auto repair, eyeglass repair, etc., but is NOT to include such things as any types of fines or penalties imposed because of failure to comply with state, local or federal regulations or laws.

(5) Health Care (HLC)

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This support service would be used only when there are no other resources available to the participant. Not to exceed \$500/entire length of training plan. Must be required for their WIOA sponsored program. Examples would be vaccinations and physical exams which are required, prescription glasses which are needed.

(7) Miscellaneous Services (MSS)

Bonding is an allowable cost unless funds are available from other resources. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation.

The cost of required tools is allowed. All policies and procedures set forth in the property section of this handbook apply to property purchased with WIOA funds. The cost of licenses or application fees is allowable if required for employment.

The costs of licenses or application fees are allowable if occupationally required. Occupationally required property limit is not to exceed \$500 per participant for the entire training period. Must be required for their WIOA sponsored program.

(8) Needs-Related Payments

Not allowed in Region 15.

(9) Residential/Meals Support (RMS)

The cost of lodging for each night away from the participant's permanent home required for continued program participation is allowable.

The cost for meals while the participant is away from home or in travel status for required training is allowable.

This support service is not intended to cover living expenses for long term activities, such as dormitory expenses while in training.

Maximum: \$55.00 per night lodging plus tax. Meals: Breakfast - \$5.00 Lunch: \$5.00 Dinner: \$9.00.

(10) Services for Individuals with Disabilities (SID)

The cost of special services, supplies, equipment and tools necessary to enable a participant with a disability to participate in training is allowable. It is not an allowable use of WIOA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements.

(11) Stipends (STI) - Youth Only

Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the fourteen (14) youth services provided the provision of a stipend is included in the participant's individual assessment and service strategy. Stipends must be a lump-sum amount for a specific time frame and may not be based on an hourly rate.

(12) Supported Employment and Training (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with Experiential Learning activities such as: INT, OJT, SHW, PRE and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment.

(13) Transportation (TRN)

The cost of transportation necessary to participate in WIOA activities and services, including job interviews, is allowable. .30¢ per mile for actual miles to and from training site or cost of car pool or common carrier whichever least, five miles one way minimum. Maximum amount not to exceed 100 miles total per day. Reference Field Memo 09-09 for instructions on how to verify reference FM Transportation Verification.

INCENTIVE AND BONUS PAYMENTS FOR YOUTH

Incentive payments to youth participants are allowed for recognition and achievement directly tied to training activities and experiential learning activities. Incentive payments must be: (a) Tied to the goals of the specific program; (b) Outlined in writing before the commencement of the program that may provide incentive payments; (c) Align with the local program's organizational policies; and (d) In accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200.

The INB payment policy is based on attendance or achievement of basic education skills, pre-employment/work maturity skills or occupational skills as identified in the ISS for the participant. The INB payment policy must be a lump sum based on achievement/attendance, for a specific time frame and may not be based on an hourly rate. The INB policy may be based on a combination of attendance and achievement or one or the other.

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

The following may be awarded for the grade received:

A=\$50

B=\$35

C=\$20

Full Academic Credit Earned =\$25

All academic awards will be determined and paid on a per term basis.

Any Youth Participant who achieves an overall Bronze certification or higher on the NCRC assessment may be awarded a \$50 one-time payment.

A bonus of \$100 may be paid for a high school diploma.

In-School Youth and Out of School Youth are eligible to receive \$25 after completing 12 hours of seat time in one month with a maximum of \$100 total.

In-School Youth and Out of School Youth are eligible to receive \$50 bonus for completion of HSED in a 4 month consecutive time period.

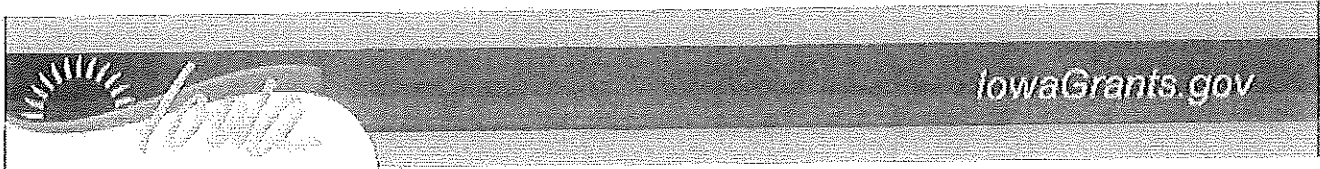
Skills Upgrade (SUG) training cost limit will not exceed \$2000.

4. Action: All staff will follow the policies outlined.

5. Effective Date: Immediately

6. Contact: If there are any questions related to the information in this issuance, contact Christy Roush at Christy.roush@iwd.iowa.gov or Jen Snead at Jennifer.snead@iwd.iowa.gov .

Martha Wick
Region 15 RWDB Chair



Application

141588 - WIOA Local Service Plan

155057 - Region 15 Local Service Plan
 Workforce Innovation and Opportunity Act

Status: Editing Submitted Date:

Applicant Information

Project Officer				Organization Information		
AnA User Id	JENNIFER.SNEAD7@IOWAID			Organization Name:	WIOA Regional Planning Consortium	
First Name*	Jennifer	Marie	Snead	Organization Type:	Region 15 Regional Planning Commission	
	<small>First Name</small>	<small>Middle Name</small>	<small>Last Name</small>	DUNS:		
Title:				Organization Website:		
Email:*	jmsnead33@gmail.com			Address:		
Address:*	15260 Truman St					
City*	Ottumwa	Iowa	52501			
	<small>City</small>	<small>State/Province</small>	<small>Postal Code/Zip</small>			
Phone:*	641-684-5401		40042	City	Iowa	Postal Code/Zip
	<small>Phone</small>		<small>Ext.</small>			
Program Area of Interest*	Workforce Innovation and Opportunity Act			Phone:		
Fax:	641-684-4351			Fax:		

Board Details

Board Chair Name:* Marilha Wick
 Title:* Governmental Affairs
Provide current business title.

Business Name:* Indian Hills Community College
Provide current business organization name.

Business address:* 525 Grandview Ave, Ottumwa, IA 52501
Provide current business address.

Business phone:* 641-683-5231
extension:

Board Chair business email:* marilha.wick@indianhills.edu

Identify counties served by Region:* Appanoose County, Davis County, Jefferson County, Keokuk County, Lucas County, Mahaska County, Monroe County, Van Buren County, Wapello County, Wayne County
Indicate each county currently served by the proposed plan. Use CTRL to multi-select.

Local Area's Chief Elected Official Chair

Local Area's Chief Elected Official Chair Name:* **Matt Greiner**
 Provide current Local Area's Chief Elected Official Chair.

Elected Title:* **Supervisor**
 Provide current title.

Local Government Affiliation:* **Democrat**
 Provide local area's chief elected chair current government affiliation.

Address:* **100 Courthouse Square #9, Bloomfield, IA 52537**
 Provide local area elected official's current government affiliation address.

Phone:* **641-664-2101**
 Provide local area elected official's current government affiliation phone number. extension:

Email:* **greinerm@daviscountyiowa.org**
 Provide local area elected official's current government affiliation email.

Core Partners

Workforce Development

WIOA (Title I) Director - Adult and Dislocated Worker Services:* **Jennifer Snead**

Organization Name:* **Indian Hills Community College/IowaWORKS**

Address:* **15260 Truman St, Ottumwa, IA 52501**

Phone:* **641-684-5401** **40042**
 extension:

Email:* **jennifer.snead@iwd.iowa.gov**

WIOA (Title I) Director - Youth Services:* **Jennifer Snead**

Organization Name:* **Indian Hills Community College/IowaWORKS**

Phone:* **641-684-5401** **40042**
 extension:

Email:* **jennifer.snead@iwd.iowa.gov**

Wagner-Peyser Manager:* **Christy Roush**

Address:* **15260 Truman St, Ottumwa, IA 52501**

Phone:* **641-684-5401** **40019**
 extension:

Email:* **christy.roush@iwd.iowa.gov**

Rehabilitation Services

Vocational Rehabilitation Supervisor:* **Eric Evans**

Address:* **15260 Truman St Suite 4, Ottumwa, IA 52501**

Phone:* **641-682-7569** **9**
 extension:

Email:* **eric.evans@iowa.gov**

Department for the Blind Supervisor:* **Victoria Kollmann**

Address:* 524 Fourth St, Des Moines, IA 50309
 Phone:* 515-681-4914

extension:

Email:* victoria.kollmann@blind.state.ia.us

Adult Education and Literacy

Adult Education and Literacy Services Coordinator:* Noel Gorden

Title:* Department Chair

Organization:* Indian Hills Community College

Address:* 525 Grandview, Ottumwa, IA 52501

Phone:* 641-683-5181

extension:

Email:* noel.gorden@indianhills.edu

One-Stop System

One-Stop System Center Name:* IowaWORKS Southern Iowa

Street Address:* 15260 Truman St

City:* Ottumwa

Zip Code:* 52501

Phone:* 641-684-5401

Fax:* 641-684-4351

Office Hours:* Monday, Tuesday, Thursday, and Friday: 8:30am-4:30pm, Wednesdays: 9am-4:30pm

One-Stop Center Operator

One-Stop Center Operator Name:* Christy Roush

One-Stop Center Operator Title:* Operations Manager

One-Stop Center Operator Organization:* Iowa Workforce Development

Attach a spreadsheet of all one-stop service locations:* D2 Region 15 One Stop Center.docx

Fiscal Agent

Fiscal Agent - responsible for disbursing local area WIOA (Title I) grant funds:* Bill Meck
Provide contact name as the fiscal agent.

Fiscal Agent Title:* Vice President/CFO

Fiscal Agent Organization:* Indian Hills Community College
Provide the name of the associated organization.

Fiscal Agent DUNS:* 879486298

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

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

Economic Analysis

Industry Sectors and Occupations

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

Region 15's occupational employment is expected to increase by 9.3% from 2012 to 2022 (or 0.93% annually). Job growth will vary across major occupational groups depending on the industry. Service-providing occupations are generally expected to outperform goods-producing occupations. This is reflected in both employment change and growth rates. Major occupational groups expected to grow faster than the regional annual average are business and financial (0.89%); computer and mathematical (0.87%); community and social service (1.46%); education (0.83%); arts, design, entertainment, sports, and media (0.89%); healthcare practitioner (1.61%); healthcare support (1.46%); food prep and serving (0.82%); building/grounds cleaning and maintenance (1.36%); personal care (2.32%); sales (0.86%); construction (1.99%); installation, maintenance, and repair (0.9%); and transportation and material moving (0.94%).

Refer to question B-3.

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

Region 15's emerging in-demand industries include educational services, Securities/Commodity Contracts/Other investments, Self-employment, and Healthcare. Although Region 15 has had openings in these industries in the past, the industries are showing a more dramatic increase.

Refer to question B-3.

Knowledge and Skills Needed

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

All of the healthcare occupations will need post secondary education or certificates. Registered Nurses will need an AS degree. CNA's will need a certificate program. All other in-demand healthcare personnel will need at a minimum Basic First Aid/CPR certification. Construction personnel will need OSHA certification and/or apprenticed depending on position. Transportation and Material movers will need CDL Certification. Business and Financial occupations will need to pass FINRA testing for certification. Educational Services occupations will need a Bachelors degree or Associates degree dependent on position.

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

*OPTIONAL Additional Needs Assessment

Attach additional documentation for regional needs:

2016 IWD Region 15.pdf

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

Workforce Analysis

Employment and Unemployment

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

Iowa's statewide annual average unemployment rate of 3.6% is just slightly lower than the average Region 15 unemployment rate of 4.0% as of December of 2015. In Region 15, Wapello County had the highest unemployment rate of 5.0%. The following counties within the region from highest to lowest are as follows: Appanoose (4.5%), Monroe (4.3%), Keokuk (4.1%), Davis (3.8%), Mahaska and Wayne (3.6%), Van Buren (3.4%), and Jefferson and Lucas with (3.2%).



Refer to question B-4.

Labor Market Trends

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

As of 2013, Region 15 had 45,856 primary jobs in the region. 72.8 percent (33,379) of the region's workers live and work in Region 15. However, 23,344 workers live in Region 15 but leave the region for their primary job. The majority of our top posting employers are in Transportation and Material Moving industry.

Refer to question B-4.

Educational Skill Levels of the Workforce

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

An overview of the skills of Region 15's workforce are as follows:

5% or 4,616 people have less than a 9th grade education

7% or 6,015 people have a 9th to 12th grade education

40% or 37,271 people have a High School Diploma

20% or 19,172 people have some college education

10% or 9,297 people have an Associate's Degree

13% or 12,004 people have a Bachelor's Degree

6% or 5,721 people have a Graduate Degree or higher

Refer to question B-4.

Skill Gaps

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

The 2014 Iowa Workforce Needs Assessment survey asked employers about their perceptions on the degree to which job applicants possessed soft, basic and occupational skills. In addition, employers were asked if applicants, who may or may not possess the necessary skills for the job vacancy, were being disqualified due to the results of controlled substance testing or background checks.

Basic Skills (includes literacy, numeracy, basic computer skills and organization). 55.9% of employers felt applicants lacked Mathematics skills, 44.1% in written communication, 32.4% in locating information and reading for information.

Soft Skills (Includes timeliness, responsibility, teamwork, integrity and self-esteem) 84.4% of employers felt workers were deficient in dependability, 78.1% in motivation, 68.8% in communication skills, 62.5% in time management, 50% in leadership skills, 50% in teamwork, and 43.8% in honesty.

Hard Skills (Includes analytical skills, physical ability, knowledge, and experience) 65.2% of employers felt that employees lacked analytical thinking, 32.6% in business communication, 30.4% in basic computer literacy, 30.4% in computer software, 23.9% in project management, 21.7% in Machine operation, and 17.4% in general office software experience.



Refer to question B-4.

Activities Analysis

Accomplishments in Past Year

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

2015 was a dynamic year for Region 15. We increased our performance by an average of 6% overall. Region 15 received the Veteran Incentive Award. In the last year, Region 15 posted 14,277 job orders for our regional employers. This was a 27% increase from the previous program year. We assisted 117 new employers this year and they posted 341 job orders. During Program Year 14 our office hosted 89 hiring sessions for employers. We also coordinated 5 major Job Fairs in Ottumwa, Albia, and Centerville. In March 2015 we partnered with Indian Hills Community College and hosted a joint Job Fair, bringing in over 500 job seekers and over 100 employers. The hiring sessions and job fairs resulted in 277 reported hires. We also conducted 26 employee training sessions for employers on topics such as A Game and Diffusing Negative Attitudes. Region 15 is actively engaged in the Skilled Iowa Initiative. We had three new Skilled Iowa Communities, adding the City of Chariton, Keokuk County, Wapello County, and Van Buren County. We have also tested 740 customers for the National Career Readiness Certificate. For PY14, Region 15 served 6,002 new members through Integrated Service Delivery System. This was a 26% increase from the previous PY. We are continually increasing the products in our "toolbox" to be responsive to the needs of job seekers and employers. We conducted 688 workshops during PY14 with over 4,000 attendees.

The AEL program partnered with the Arts and Sciences Division of Indian Hills Community College to open an English Language learning Center on the Main Campus. ESL classes are now more accessible to students, and Monday-Thursday, there is walk-in help for language and citizenship issues.

< [REDACTED] >

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

Mandatory and Other Partners

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

RegionalOne-StopContactList.docx

Strengths and Weaknesses of Workforce Development Activities

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

Region 15's analysis of our strengths and weaknesses of workforce development activities.

Strengths:

- * Providing opportunities for job seekers to meet employers and review open job opportunities.
- * Providing resources and referrals to job seekers to assist them in removing barriers to employment.
- * Providing quality training opportunities for job seekers to up-skill or gain credentialing through our core programs.
- * Providing quality training opportunities to employers through our Employer's Council of Iowa (ECI) events.
- * Providing assistance and accommodation to individuals with disabilities.
- * Providing services to Secondary and post-secondary schools.
- * Providing services and information during Rapid Response meetings for businesses.
- * Providing assistance and services to Veterans.
- * Providing quality soft skill workshops to job seekers, employers, and community agencies.

Weakness Solutions:

- * Increase outreach throughout our ten county area of all products and services offered to increase awareness.
- * Increase our product box to become more innovative in our services and how we

< [REDACTED] >

provide them.
* Become more proactive in addressing the needs of employers through sector strategies.

Refer to question E-2.

Current Level of Integration and Alignment

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

Economic development and workforce development programs have supported and complimented each other for years in the State of Iowa. The Region 15 RWDB/CEO boards feel this is an important linkage for the region. Economic Developers, Indian Hills Community college, and IowaWORKS meet regularly to discuss issues and trends. Sector Strategies also provide economic developers with a voice in developing our workforce system and developing career pathways.

Refer to question B-5.

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

Indian Hills Community College High School Program coordinators and IVRS partner with WIOA staff in area secondary schools to deliver high school career and technical programs and work-based learning opportunities. Sector Boards are being established throughout the region and community meetings are held with secondary school districts to address Career development of youth. Multiple partners deliver/proctor NCRC assessment throughout the region in secondary schools to assess the work skills of youth. Career Pathways are coordinated and delivered from secondary through adult learners to guide them in making successful career decisions. Indian Hills Community College conducts ongoing development of short term trainings and associate programs for in demand occupations. Indian Hills provides coordination of GAP/PACE programs throughout the region and IowaWORKS assists in intake of applicants. Indian Hills Community College has a Career and Workforce Education Division to address educational development and economic development throughout the ten county area. Core Partners are coordinating delivery of services at all levels of education to avoid duplication of services and to provide a wider range of services. Core Partner-developed Referral and Verification forms are utilized to document and enhance coordination. Common participant case management strategies in use. Rapid Response Employee Meeting Team participation with all partners.

Refer to question B-7.

Regional Strategic Vision and Goals

Regional Vision Statement

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

Regional Vision Statement:* Region 15 One-Stop System will collaborate to build a "Future Ready Iowa"- a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries throughout our ten county area.

Description of Regional Strategic Vision

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

IowaWORKS Southern 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 comprehensive, integrated service delivery system that is responsive to the employer 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.

The values governing Region 15 include the following:

- Effective partnerships are not only maintained but expanded and strengthened
- Ongoing commitment to braud funds through partnerships in service management
- Working in partnership to ensure workers possess a solid work ethic with

The longer term business objectives for Region 15 are summarized as:

- Region 15 IowaWORKS is committed to partnering with business and education to ensure we have workers who possess the needed skill sets within the region.
- Region 15 IowaWORKS is committed to expanding the Future Ready Iowa initiative.
- Region 15 IowaWORKS will create training opportunities for businesses through the Employers Council of Iowa in Region 15.

Work readiness skills continue to surface as a critical need as expressed by employers, schools, and other stakeholders who struggle to deal with those who do not practice positive workplace behaviors. IowaWORKS has long-term experience in accessing and presenting work readiness curriculum which assist to address this issue.

The skills new workers (youth) are lacking, including basic work ethics, interviewing skills, basic academic skills, responsibility, organizational skills, and self-esteem can be addressed in paid or unpaid work experiences. Additional service providers, including area schools, expand the ability to provide needed training for youth through the referral process and providing Pre-employment Training (PET). Those referrals will be made on an individual basis, meeting the needs of each person. Youth needing English as a second language will be referred to programs such as that offered by local community colleges

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

WIOA staff has developed and implemented performance tracking documents that helps to ensure that the region will meet the negotiated performance standards. In addition, the WIOA service provider conducts ongoing in-house training for staff relative to "good enrollment decisions" and WIOA performance.

Region 15 has a long history of working collaboratively with various partners within the region. Ongoing partner meetings have been held with multiple providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. In turn, the region is more likely to meet performance goals.

The Region 15 one-stop system partners will report on the progress of the WIOA performance measures and all partners agree to discuss ways of mutually attaining these performance measures to reach shared outcomes. All partners also agree to work collaboratively on attaining the DOL Common Performance Measures and involve a number of partners. This collaboration includes strategizing on approaches to attain these measures and providing data to the performance reporting system .

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

< [REDACTED] >

Refer to question C-1.

Vision Alignment to State Vision and Goals

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

- Identify and meet employer needs by focusing on sector strategies, career pathways and better aligning state and federal programs and initiatives, including public-private partnerships, to support high-skill, high-demand jobs.
- Communicate high-demand career pathways to students, parents, teachers, counselors, workers and community leaders through career planning, including an interactive portal of career opportunities and required credentials and experience.
- Improve college and career readiness, increase interest and achievement in science, technology, engineering and math (STEM) study and careers.
- Minimize education-related debt.

Strategies

1. Identify and quantify employers' education, training, and employment needs and capture those needs in a talent supply and demand interactive portal to be driven by a public-private collaborative, leveraging and institutionalizing the sector strategies and career pathway methodologies.
2. Improve degree and credential completion and target resources to support attainment of high-demand credentials, degrees, and certifications valued by employers, including for those individuals with barriers to employment.
3. Cultivate, develop and align work-based learning opportunities including, but not limited to STEM school-business partnerships, student internships, teacher externships and apprenticeships for individuals through public-private partnerships
4. Create a system of coordinated resources to engage, assist, and reinforce Future Ready career guidance for parents, students, educators and adults.
5. Ensure secondary students have access to high quality career and technical educational programs aligned with labor market needs.
6. Ensure all Iowa students meet high state academic standards, including being literate by the end of the third grade and achieving STEM disciplines.
7. Increase rigorous concurrent post-secondary enrollment opportunities in high demand career pathways, including STEM disciplines.
8. Institutionalize the college-going process within secondary schools statewide (College Application Campaign, FAFSA completion, assessing "college fit", etc.)
9. Elevate and operationalize promising financial literacy models that impact student borrowing.
10. Nurture entrepreneurial connectivity and skills development.

Refer to question B-2.

Regional Strategies

Strategic Alignment of Resources

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

All career services offered through the IowaWORKS center are designed to meet the strategic vision and goals of the Regional Workforce Development Boards. These services are reviewed regularly by the IowaWORKS management and the RWDB to ensure they are aligned with the goal and vision of the board. The RWDB provides oversight to ensure the following career services are available at the center:

Eligibility for services
 Outreach, intake, orientation
 Initial assessment
 Labor exchange services
 Referrals to programs
 Labor market information
 Performance, cost information
 Supportive services information
 UI information and assistance
 Financial aid information
 Follow-up services
 Comprehensive assessment
 Individual employment plan
 Career planning, counseling
 Short-term prevocational services
 Internships, work experiences
 Out-of-area job search
 Foreign language acquisition
 Workforce preparation

- IVRS staff assigned to every high school and providing services to all students with disabilities, including career counseling on employment and training opportunities, train on work readiness and employer expectations, and on self-advocacy. Job shadows and part time work opportunities are encouraged.
- IVRS staff, in collaboration with partner agencies, provides counseling to individual with disabilities to help them make informed career decisions. Information on in demand careers and career pathways is utilized and assistance with training is provided that lead to successful employment.
- IVRS provides consultation to partner agencies to ensure programs and areas are accessible. Consultation is provided to employers on disability needs to assist with recruitment and hiring of qualified individuals with disabilities and retaining valued employees.

The Adult Education and Literacy (AEL) Programs at Indian Hills Community College (IHCC) provide services that focus on the following outcomes:

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

AEL serves English Language Learners, those lacking a High School Equivalency Diploma, and those in need of basic reading and math skills. These services are offered in locations that are accessible to Workforce clients.

The Workforce, Vocational Rehabilitation, and Youth Employment intake process collect educational needs of clients. Students are referred to Adult Literacy classes on a regular basis. Workforce provides funding for educational barriers including daycare, transportation, and testing fees.

The Adult Education/Literacy program provides student progress and completion information to Workforce and PROMISE JOBS staff.

The Adult Education/Literacy Services assesses student barriers and refers students to Region 15 Workforce classes, Youth Employment services, and Vocational Rehabilitation services.

In addition to having face-to-face classes throughout Region 15, the AEL Program has expanded its reach by offering distance education. We are the only Program in the state to offer MySkillsTutor for ABE level students, and the highly acclaimed Plato Courseware for all levels of learners. ESL students have the opportunity to practice their skills using Burlington English. Burlington English also offers Career Pathway lessons.

Both HSED and ESL learners may participate in an organized campus tour to encourage further credentialing.

In the next term, HSED learners will be co-enrolled in a 2-credit hour college class focusing on Career and College Readiness.

HSED and ESL students are referred to GAP/PACE programs.

Refer to question C-2.

Expanded Access

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

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

Refer to question C-4.

Facilitate Career Pathways and Co-Enrollment

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

Establishment of region-wide sector boards that will coordinate the development of career pathways based on industry need. Core partners participating on regional sector boards will ensure a consistent message as to employer needs within the region. Co-enrollment opportunities are continually developed and will be expanded amongst all partners within the region whenever feasible. Core partner staff is integrating services both within the physical center and throughout the region. Core partners seek input from employers within the region on an ongoing basis to develop opportunities for job seekers to achieve industry recognized certifications.

Refer to question C-4, Part B.

Additional Regional Board Strategies

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

Region 15 Regional Workforce Development Board is committed to developing opportunities for Registered Apprenticeships throughout our ten county area. A registered apprenticeship is an employer-driven model that combines on-the-job learning with related classroom instruction to increase the apprentice's skill level and wages. It's a flexible training strategy that can be customized to meet the needs of every business, and it can be integrated into current training and HR development strategies. Apprenticeship training is an "earn while you learn" model because apprentices receive a paycheck while learning on the job. About 400,000 apprentices participate every year in about 20,000 registered apprenticeship programs across the country. In Iowa, there are already over 600 registered programs training more than 8,000 apprentices. There are 1,400 apprentice occupations to choose from.

Strategy Alignment to State Strategies

Performance Goals (Joint Goals across Core Programs)

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

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

Region 15 core partners have enhanced their communication between all partners of our participants. This ensures that less people fall through the cracks. We will maintain contact with participants through follow-up services to ensure all barriers are addressed as soon as they are identified to allow participants to maintain employment. We will ensure that through career pathways, assessments, and career counseling, that participants are choosing careers that fit them and allow them to provide for themselves and their families. It also helps an individual choose a training program that fits within their life and schedule so they are able to complete the training. Partners will continually advise on discussions with employers and their needs. This will avoid duplication of services and improve relations with employers.

Refer to question E-10.

Assessment for Continuous Improvement

Tracking Performance Outcomes and CONTINUOUS IMPROVEMENT

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

IowaWORKS will also provide the RWDB and the CEO boards with performance and fiscal data on a quarterly basis and as requested. The boards will use that information and public comment to evaluate performance and to determine the need for continuous improvement activities.

IowaWORKS staff has developed and implemented performance tracking documents that helps to ensure that the region will meet the negotiated performance standards. In addition, IowaWORKS conducts ongoing in-house training for staff relative to "good enrollment decisions" and WIOA performance. IowaWORKS staff regularly runs performance reports to monitor progress toward meeting the negotiated standards.

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

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

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

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

Region 15 will implement changes as part of the statewide data management system restructuring. The information received through this statewide system will be reviewed and tracked by the region.



Refer to question C-13.

Implementation of Strategies

Regional Workforce Development Board

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

The State of Iowa is developing an integrated technology-enabled intake and service management information system for core programs carried out under WIOA and by IowaWORKS Center partners. This system will be utilized by the Region 15 IowaWORKS center and by the Region 15 partners as appropriate.
At a minimum, the following career services will be provided through the Region 15 Workforce System:

- **Adult Education and Literacy
- **Vocational Rehabilitation Services
- *Department of the Blind
- **Wagner-Peyser
- **PROMISE JOBS Services
- **Job Corps
- *Migrant and Seasonal Farm Worker
- *Proteus
- **WIOA
- *Perkins Career and Technical Education
- *Senior Community Service Program
- **Trade Adjustment Assistance
- *Housing Authority
- **Ticket to Work
- **Employer's Council of Iowa
- **Unemployment Tax Auditor
- **Work Opportunity Tax Credit
- **Re-Employment Services
- **Rapid Response/WARN
- **Skilled Iowa
- **Home Base Iowa
- **Career Mapping
- **Initial assessments of skills, barriers, and interests
- **Labor Market Information
- **Business Services to include job posting, hiring events, and referrals.
- **Referrals to programs and resources
- **National Career Readiness Certificate
- **Unemployment information and assistance
- **Financial aid information
- **Follow-up services
- **Career planning, counseling
- **English as a Second Language
- **Soft Skill Workshops(Dependability, Time management, etc.)
- **Career Readiness Workshops (Resume, interviewing, etc.)
- **Veteran's Services
- **Disability Navigation and Benefits Planning
- **Offender Workforce Development Services
- **GAP/PACE Tuition Assistance Programs
- **OPAC Typing Certifications
- **Basic Computer Literacy

**Denotes services are located at the one-stop

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

Core Partners

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

- One-Stop center teams ensure all customers are welcomed to the center and made eligible for as many services as necessary to meet their employment objective by:
- 1) Recommending services customized to customer needs
 - 2) Providing immediate access to multiple services at the time of the first visit
 - 3) Encouraging continuous customer engagement through the ongoing delivery of quality services. Region 15 will strive to offer, promote, and deliver a comprehensive series of services:
 - 1) Design and continuously improve services to respond to the local economy and business demand
 - 2) Recognize all center customers may need both skills and employment while ensuring concurrent delivery of both services to all customers
 - 3) Increase the quantity, quality, and use of skill advancement for employment services
 - 4) Provide and emphasize more value-added, staff-assisted services

Region 15 will ensure that every center visit and service adds value for each and every customer and contributes to positive individual outcomes.

All one-stop customers will move through a standardized process that co-enrolls them into multiple programs based on eligibility. This allows the customer to be served by multiple partners within the workforce system. When eligibility permits, every customer must be co-enrolled into all qualifying programs for basic career services.

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

Career services comprise a hub of employment and training service delivery. To that end, an assessment of skills is a universal service delivered. The outcome of service delivery in the career services area is a relevant pool of talent – with skills in demand and job-search know-how.

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

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

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

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

Describe how the regional board will implement its identified strategies with regard to Adult Education and Literacy:⁴

- AEL staff have attended IowaWORKS staff meeting to discuss and coordinate services
- IowaWORKS staff present at Adult Education and Literacy orientations and education sessions
- Staff contact information from IowaWORKS and Adult Education and Literacy shared amongst partners
- Joint Staff In-Service training being developed
- Adult Education staff attend ongoing WIOA training opportunities at the state and regional level
- IowaWORKS staff participating in Adult Education and Literacy online WIOA Integration and Alignment and Career Pathway trainings
- Ongoing meetings of core partner group within region
- Creation of Partner Referral form
- Creation of Partner Verification form
- Core partner development of local workforce plan
- Core partners leading Memorandum of Understanding process
- AEL staff on Regional WIOA Compliant Workforce Board
- Participation in state developed common performance measures

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

Describe how the regional board will implement its identified strategies with regard to Vocational Rehabilitation:⁴

- IVRS will participate on WIOA compliant Regional Workforce Development board
- IVRS will follow the methods of referral identified by the local region
- IVRS will assist with development and ongoing support of the local workforce plan and MOU incorporating information and expertise on disability
- IVRS will partner to develop joint in service staff trainings focusing on staff cross training, the referral process, and developing a system that promotes collaboration and ongoing communication between partners
- IVRS will provide assistance to partner agencies on physical and programmatic accessibility for participants with disabilities so that services to participants are accessible
- IVRS will provide training to partner agencies on IVRS eligibility and services, including IVRS Continuum of Services model, so that individuals with disabilities who need more intensive one on one assistance are referred to IVRS and IVRS can provide more

intensive support than what is available to all participants

IVRS will provide training, consultation, and technical expertise to partner agencies on accommodations, accessibility, and understanding on how to effectively provide services to participants with disabilities

IVRS will participate on business services and sector board teams to provide representation, expertise on disability issues, and collaborative opportunities and best practices for employing people with disabilities for partner agencies, the regional Workforce Development Board, employers, and other entities. IVRS will collaborate with partners to identify employer needs and develop programs and services that support job seekers in attaining the needed skills and solve barriers that impact employment success.

IVRS will collaborate with partners to deliver pre-employment transition services to all high school youth with disabilities, such as job readiness skills, career exploration, and connections with businesses for work experiences and employment. IVRS will assist in linking students with community resources, including partner agencies, by graduation. IVRS will assist with NCRC preparation and assessment for students with disabilities who may need more individualized supports.

IVRS will participate in state developed common performance measures

Refer to question C-1E. Include what efforts are taking place to enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.

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

Integrated Service Delivery Products and Services Available:

Basic Career Services are offered in the ten counties (Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, and Wayne) and include:

- Determination of eligibility for WIOA Title I Programs
- Outreach, intake and orientation to the information and services available through the Workforce Development Center System
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of employment statistics information, including job vacancy listings, the skills necessary to obtain those jobs, and information relating to local occupations in demand and the earnings and skill requirements for those occupations
- Performance information and program cost information on eligible providers of training services
- Information on how the region is performing on the WIOA performance measures, and the overall Workforce Development Center system measures
- Provision of accurate information relating to the availability of support services, including child care and transportation available in the local region and referral to such services as appropriate;
- Delivery system performance information;
- 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, 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

Region 15 has a fully integrated One-Stop center located in Ottumwa, Iowa.

In integrated Centers, all eligible (through self-attestation and verification of age) members will have the opportunity to participate in service strategies developed using basic career services.

Individualized Career Services offered at the above offices and on itinerant basis in each county as needed include:

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

- Screened job referrals (such as testing) (SJR);
 - Staff assisted job development (working with an employer and job seeker) (SJD);
- and
- Staff assisted workshops, pre-employment training and job clubs (PET, JBC).
 - National Career Readiness testing and certification (NCRC)
 - Comprehensive and specialized assessments of skill levels and service needs, including diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
 - Leadership Development
 - Individual career 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, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training
 - Short Term Skill Upgrading
 - Internships
 - Work-Based Learning Opportunities

Training services offered at the listed offices and on an itinerant and as needed basis:

- Occupational skills training, including training for nontraditional employment;
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Retraining;
- Entrepreneurial training;
- Customized training; and
- Adult education and literacy activities are provided in combination with other allowable training services.

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

- Customized Training (CUS);
- Entrepreneurial Training (ENT);
- Institutional Skill Training (IST);
- On-the-Job Training (OJT);
- Remedial and Basic Skill Training (RBS); and
- Secondary Education Certificate (SEC).

Additional services which may be offered within the region include:

- Enhanced resume development
- Job Description development
- Extensive employee/potential employee testing
- Corporate Mentoring
- Workshops for employers (such as employee retention)
- Work site employee development programs (such as team building)
- Expanded employee workshops for individual employers

All IowaWORKS One-Stop system partners agree to utilize a common method to refer customers among the partners. The "common intake/service management" system will be used by those partners providing services under the Workforce Innovation and Opportunity Act. If the common intake/service management system cannot be used, referrals will be made between partners in a timely manner and a follow-up contact will be made with the customer to ensure service was provided. The WIOA Core Partners are responsible for conducting the overall service management to ensure that all customers referred for services are receiving needed services.

Customers, including employers, may be served by any IowaWORKS staff and through internet services. Those services include:

- Job search and placement services for job seekers, including counseling, testing, occupational and labor market information, assessment, and referral to employers.
- Appropriate recruitment services and special technical services for employers.
- Providing services for workers who have received notice of permanent layoff or impending layoff.
- Labor market and occupational information.

Adults and dislocated workers will be served by WIOA Title I service providers and by



IowaWORKS providers. The services will be provided at the primary One-Stop Center in Ottumwa as well as through multiple access points within the system. In addition, itinerant services will be provided as needed. WIOA Partner services are further described in the Memorandum of Understanding.

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

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

The Regional Workforce Development Board has established a standing committee for youth services in Region 15.

Youth Standing Committee Role and Responsibilities:

The Region 15 Youth Standing Committee provides guidance for local youth programs operated under the Workforce Innovation and Opportunity Act. In addition the Council provides expertise in youth policy and assists the Regional Workforce Development Board in:

1. Developing and recommending local youth employment and training policy and practice;
2. Developing outreach methods to engage the community and youth in their development;
3. Establishing partnerships with other organizations serving youth in the local area; and
4. Taking into account a range of barriers that can have an impact on the success of youth in the labor market.

The Region 15 Youth Standing Committee performs the following duties and other functions as necessary and proper to carry out its responsibilities.

- 1) Identify youth employment and training needs;
- 2) Assist to coordinate youth activities in the Region;
- 3) Assist in developing the Youth section of the Regional Workforce Development Local plan as requested;
- 4) Make recommendations for Workforce Innovation and Opportunity Act youth programs.

The Region 15 Youth Standing Committee will meet on a quarterly basis during the months of January, April, July and October. The committee members will consist of:

At least one (1) member of the Regional Workforce Development Board that has a special interest or expertise in youth policy;
 Individuals representing youth service agencies, such as juvenile justice and local law enforcement agencies;
 Individual representing local public housing authorities (if applicable);
 Parent of youth eligible for WIOA youth services or that were served under prior employment and training youth programs;
 Individuals with experience relating to youth activities, including former JTPA or WIA participants;
 Other interested individuals with youth expertise as suggested .

In addition, the voice of youth will be gathered and heard through youth focus groups throughout the region.

Rather than duplicate efforts, many organizations and committees within the region have established youth groups that can serve as a voice for youth. In addition, current and past participants can serve as a means to obtain youth input.

The Region 15 Youth Standing Committee Members are:

Holly Dommer, American Home Finding
 Keri VanDenHeuvel, Sigourney Jr/Sr High School
 Karen Swanson, IHCC High School Programs
 Rick Johnson, River Hills Community Health
 Tony Diaz, First Resources Corporation
 Troy Seeley, Juvenile Court Services
 Rebecca Schmitz, Jefferson County Supervisor
 Mary Stewart, Former JTPA worker
 Tobu Mitchell, Truant Officer/Homeless Liaison
 Sara Swanson, Cardinal Community Schools
 Dan Stroda, Ottumwa Housing Authority
 Noel Gorden, Indian Hills Community College
 April Maldonado, Indian Hills Community College

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

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

The Department provides employment services to blind and visually impaired Iowans who are looking for a job or want to retain or advance in their current career. The Region 15 Workforce Development Board will hold quarterly Disability partner meetings, with the Disability Employment Navigator as the chair. The committee will continually develop referrals, events, workshops, and resources to assist individuals with disabilities to include vision impairments.

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

Integrated Customer Service

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

In the integrated center in Region 15 the customer flow will be as listed below:

Greet/Identify Purpose of Visit
 Determine One-Stop Customer Status and/or
 Conduct Service Triage
 Recommend Services
 Registration
 Self-attestation
 Co-enrollment evaluation
 Introduce to Career Services and/or
 Provide Appropriate Partner Referrals and/or
 Determine WIOA eligibility for intensive/training services

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

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

Within this flow, customers will be provided career services to gain necessary skills needed by employers within the region. Services will continue to be customized to meet individual customer needs.

Individualized Career process steps and procedures are designed to meet one of the commitments of the one-stop system: that all individuals have the opportunity to "know their skills, grow their skills and get the best job possible with their skills." To that end, an assessment of skills is a universal service delivered to all customers. The outcome of career service delivery is a relevant pool of talent – with skills in demand and job-search know-how.

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

Eligibility, Verification and Participant Process for WIOA Title I Programs:

Outreach

The outreach strategy has been designed to maximize the opportunities for the eligible population to become aware of and apply for WIOA services.

Field staff maintains an outreach schedule in all counties within Region 15 as needed. Such a schedule enables applicants with transportation barriers to meet with WIOA staff who can initiate registration and training activities. Staff also has designed a process where their normal schedules and service areas can be modified or suspended in order to assist another staff person when an uncommon situation arises. An example of this would be a major employment dislocation and rapid response requirements. In addition to providing outreach services directly to potential WIOA applicants, the staff has developed contacts with multiple partner agencies.

As an example, PROMISE JOBS registrants are routinely referred to WIOA and because of the proximity of staff are often jointly staffed at intake. This type of outreach is evident in youth programming whereby staff are able to establish relationships with youth interested in services by working closely with school districts.

Registration and Eligibility Determination

The first step in the WIOA enrollment process is completion of a registration. Registration forms are available by contacting the IowaWORKS center or any other satellite office in the region. Registrations will also be shared with partner agencies.

The WIOA Registration is designed to elicit information required by the state to make eligibility determination and to report statistical data. In addition to eligibility information, the registration includes a self-assessment section. At the time the registration is received, a verification process is completed. Upon receipt of the registration, the employment and training specialist assigned to the area reviews the registration. If it appears that the applicant is eligible for one or more services, the applicant is contacted to provide documentation to verify eligibility.

Verification

The following verification process is followed for WIOA Adult, Dislocated Worker and Youth Enrollments:

Region 15 does 100% Eligibility Verification for adults, dislocated workers and youth enrolled into the WIOA program. The region follows the guidelines outlined in the State WIOA Manual.

Verification of an individual's eligibility must include an examination of all of the eligibility criteria upon which the eligibility determination for that individual was based.

Verification is conducted following registration and prior to enrollment into the WIOA adult dislocated worker or youth program. In addition, each file is reviewed by the WIOA Director after enrollment to verify the individual is indeed eligible.

Registrants meeting the eligibility criteria will be provided information on WIOA services including services available through partner service providers. Because of the ever changing composition of WIOA applicants, registrants who are considered most in need and able to benefit from WIOA services will be offered an opportunity to proceed with a WIOA enrollment and/or will be referred to partner service provider as needed.

In order to ensure that appropriate selection and enrollment decisions are made, applicants determined eligible for WIOA services will receive limited assessment services. These services will address basic interests, aptitudes, occupational orientations, and as a function of the application review, personal circumstances which could impact future training outcomes. Applicants expressing an interest in and demonstrating a need for training services will be evaluated for further services. Through this limited assessment service, appropriate referrals are made on behalf of and/or provided to the applicant as needed.

Participant Process

For those individuals who proceed with enrollment into the WIOA program, the next step in Intensive Services is Objective Assessment.

Following the initial registration review during which WIOA services are outlined and limited assessment occurs to the extent that an individual desires enrollment, an orientation session will be provided. Objective assessment may include measurement of basic skills (math and reading), aptitudes, interests and occupational skills. Assessment instruments commonly used in Region 15 are identified below. Assessment instruments are evaluated on an ongoing basis by the service provider and new or varied assessments may be used within the region.

Basic Education Skills
 TABE Form 9/10
 School District Assessments
 Community College Assessments

Aptitudes
 Strong Assessment
 School District Assessments
 Community College Assessments

Interests
 I Have a Plan Iowa
 Strong Assessment
 O'Net
 School District Assessments
 Community College Assessments

Occupational Skills
 America's Career InfoNet



- Strong Assessment
- O'Net
- IWorks
- School District Assessments
- Community College Assessments

- Family situation
- Personal interview
- Assessment documents

- Work history
- WIOA registration
- Personal Interview
- IWorks
- Focus Career

- Education
- WIOA Registration
- Personal interview/limited assessment document
- Financial aid documents
- Transcripts/statements from authorized education institution
- IWorks

- Attitude and Motivation
- Insight Personality Assessment
- Personal interview

Objective assessment will include the basic elements listed. The selection/addition of actual instruments will occur at the discretion of the Employment and Training Specialists and will occur throughout the course of enrollment.

The Individual Service Strategy/Individual Employment Plan (ISS/IEP) serves as a comprehensive plan and utilizes information obtained during objective assessment to describe the following elements:

- Employment Goal
- Training and Support Services
- Schedule of Activities and Services
- Achievement Objectives

It is expected that the ISS/IEP will identify and describe the following required information:

Employment Goal: Participants whose immediate goal following program completion is employment will identify a specific occupation or occupational cluster.

Training and Support Service Needs: This section of the ISS/IEP will describe the training and support needs revealed in the course of objective assessment.

Schedule of Activities and Services: The list of all activities and services planned in behalf of the participant in response to service needs will be listed. The schedule will include services provided through WIOA resources and all non-WIOA sources and will include time frames of each activity and service, as well as the planned completion date.

Achievement Objectives: Accompanying the schedule of activities and services are achievement objectives which will function as benchmarks of success throughout the course of program participation. These achievement objectives will parallel each activity and service.

The presence of the participant and Employment and Training Specialist signatures ensures that the document is a summary of a participant-centered decision-making process. Each ISS/IEP will describe the rationale for selecting the training activities and reference the Financial Needs Determination (FND) for any training and/or support payments planned on behalf of the participant and conforming to applicable training activities.

Activities and Services

Individuals will be scheduled for various activities and services as allowable through the Workforce Innovation and Opportunity Act and this Regional Workforce Development Plan.

Post Program/Follow-Up Services

Post program services will be provided upon exit of WIOA services for those participants desiring such. Due to limited budgets, an emphasis will be placed on providing low or no cost services. An array of services may be provided based on individual circumstances/needs. During the post program phase, follow up information will be obtained as needed. In the event that post program services are not desired by a participant, follow up information will still be collected. For Youth participants, follow up services will be provided for a 12 month period following exit.

The following is policy for exiting procedures and documenting follow-up services for the WIOA Adult and Dislocated Worker Programs:

Exit: A participant who has not received a qualifying service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled to receive future services must be exited. (A qualifying service is a service that extends the participant's WIOA participation and includes core, intensive, training and program supportive services defined in the WIOA Handbook.)

I-Works determines a system-derived exit date when a participant has not received any qualifying services for 90 consecutive days and is not scheduled to receive future services. I-Works will exit the participant retroactively to the last date the individual received a qualifying service provided by any partner program.

Case notes must document the date and reason for exit. The exit note should contain documentation supporting the level and intensity of follow-up services planned, including an explanation for the reason if no follow-up services are planned.

There are three categories of exit:

Positive Exits: The following are considered positive exits for the WIOA Adult and Dislocated Worker Programs:

Unsubsidized Employment – The participant is employed full or part-time in a position that is not subsidized by WIOA or any other federally-funded workforce program.

Entered Military Service – The participant enters any branch or active service.

Entered a Qualified Apprenticeship – The participant has begun an apprenticeship program that is recognized by the Employment and Training Administration Bureau of Apprenticeship and Training or by a recognized State Apprenticeship Agency.

Self-Employment – A participant begins an enterprise that is registered or licensed as a business with the State of Iowa.

Non-Positive Exits: The following are considered non-positive, or negative, exits for the WIOA Adult and Dislocated Worker Programs:

Retirement – A participant informs the program of their intention to retire and not seek further employment.

Cannot Locate – A participant cannot be located.

Other Miscellaneous – A participant can no longer continue in program activities, but no other method of exit applies.

Lack of Transportation – A participant is not able to continue in program activities due to no means of transportation, including public transportation, between home and the location of training or employment and/or other program activities.

Excluded Exits: A participant will be removed from performance measures if exited due to any of the following reasons:

- **Family Care** – A participant is no longer able to continue program activities due to the responsibility for the care of one or more family members.
- **Health/Medical** – A participant is no longer able to continue program activities due to a health or medical reason for 90 days or more.

- Institutionalized – A participant is institutionalized (incarcerated or hospitalized requiring 24-hour care).
- Deceased – A participant is deceased.
- Reservist Called to Active Duty – A participant is called to active military duty.
- Invalid Social Security Number – Participant does not voluntarily disclose a valid social security number. (In this instance, a pseudo social security number is assigned to the participant in I-Works at enrollment. The participant will receive services but will not be included in the performance measures.)
- If a participant has been exited from the program and the case manager learns within three (3) quarters of the participant's exit date that the participant has entered any of the exclusion categories above (with the exception of the invalid social security number; the pseudo number is assigned at enrollment), the case manager may revise the reason for exit to the applicable exclusion status.
- Exclusions determined after the exit quarter must be recorded in case notes in I-Works and on the follow-up plan, if applicable, indicating the reason for the exclusion and the source from which the case manager learned of the exclusion status.

Follow-up Services: WIOA [CFR 663.150(b)] requires follow-up services be made available as appropriate for WIOA adults and dislocated workers for a minimum of 12 months following the first day of a positive exit. The intensity of, or need for follow-up services will vary depending on the needs of each participant and if services are planned should be documented in the exit case note located in I-WORKS. As such, a follow-up plan is not required for every WIOA adult or dislocated worker exited from the program. Follow up may be discontinued upon a statement from the participant that they no longer are in need of nor want follow up services. This statement should be clearly documented in the case notes in I-Works.

The Program Follow-up Services is defined as two-way exchanges between the service provider and the participant, or the participant's employer. Follow-up services include, but are not limited to:

- Assistance in securing better paying jobs;
- Additional career planning and counseling;
- Assistance with work-related problems;
- Peer support groups;
- Information about additional educational or employment opportunities;
- Referral to other community services; and
- Post-program supportive services.

Follow-up Activities (TEGL 5-12): Follow-up activities refer to contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome. Follow-up activities can assist with the provision of follow-up services; however a follow-up activity is not a follow-up service and should not be recorded as such.

Follow-up Plan: The intensity of, or need for follow-up services will vary depending on the needs of each participant and if services are planned should be documented in the exit case note located in I-WORKS. As such, a follow-up plan is not required for every WIOA adult or dislocated worker exited from the program.

However, a follow-up plan is required in the following circumstances:

- If the participant was exited due to unsubsidized employment and post-program services are planned;
- If post-program services are provided during the 12-months post-exit; and/or
- If the participant was attending post-secondary education when exited (to track credential attainment by the 3rd quarter post-exit).

Exclusion exits are allowed up to three (3) quarters following the exit quarter. The Workforce Innovation and Opportunity Act Director are available to assist staff with appropriate follow-up plan development and maintenance.

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

Service provision outreach has long been part of the various programs and activities offered in Southern Iowa. This provision has especially been offered to those clients most in need.

Service providers of Southern Iowa have always had an open relationship and often meet together to discuss how they can benefit one another as well as their mutual clients. As a result of this effort, there are many successful programs being operated in Region 15 that serve all categories of individuals.

IowaWORKS has a sound partnership with Iowa Vocational Rehabilitation Services and co-enrollments occur between the two entities whenever appropriate. All staff in the IowaWORKS center serves veterans and their families. In addition, the regions DVOP serves eligible veterans and their families for more individualized career services. The Home-Based Iowa initiative is reaching out to returning veterans and encouraging those veterans and families to locate to Southern Iowa. The Promise Jobs program is operated through the Region 15 IowaWORKS office and many of the Temporary Assistance to Needy Families (TANF) recipients are co-enrolled in multiple programs through the one-stop system. Ongoing Trade Adjustment and Rapid Response activities are offered through the center as needed to assist affected dislocated workers in becoming re-employed.

A unique service offered through the Region 15 Center, is the Region's WIOA Director is on contract with area school districts to deliver high school vocational programming through Carl Perkins funding. Students within the school districts are able to take advantage of a variety of services, without the concern of meeting specific income guidelines as a result.

The area also has worked on firming up relations with other agencies that can assist the residents of the area. For example, PROTEUS, who serves displaced, seasonal and migrant farmworkers, has ongoing contact with staff as does the Migrant and Seasonal Farmworker staff from Iowa Workforce Development. This allows for the discussion of cross referrals of clients and a better understanding of available services and funding.

All of these efforts will continue in the years ahead. In fact, there is more of an emphasis to expand upon what has been accomplished. This would mean more interagency meetings where staff can share. In a time of diminishing resources, it seems to be the most effective way for people most in need in Southern Iowa to be served.

< [REDACTED] >

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

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

WIOA System of Collaboration Diagram One-Page 2015 12 11 hng.pdf

Coordination, Alignment and Provision of Services

Employer Focus

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

To the extent feasible based on employer need and regional budget, the region may utilize incumbent worker training, on the job training, and customized training. The regional sector board will serve as a committee to the RWDB to establish sector strategies and career pathway initiatives for the region. The regional sector boards will employer driven.

Employer services within the region are:

- * Recruiting – IowaWORKS staff seeks to match job seekers against the employer needs of prospective employers, and to make appropriate referrals. No fees are charge and job listings are posted on several internet sites.

< [REDACTED] >

needs, coordination of large-scale recruitment such as career and employment fairs, and marketing of IowaWORKS products and services. Career and Employment Fairs offer employers and job seekers the opportunity to interact at a single location.

- Testing Services - IowaWORKS staff can administer – at no charge to the employer or job seeker – proficiency tests for typing, 10 key and spelling. OPAC®— The Office Proficiency Assessment and Certification System is an office skills testing suite. With an array of over 30 tests the OPAC System is the perfect tool to measure job applicant PC and office skills.
- Reverse Referrals - This service directs all interested job seekers to apply for openings at the IowaWORKS offices, freeing the employer's time for other tasks.
- NCRC - A system developed by American College Testing (ACT) for documenting and improving work place skills. The National Career Readiness Certificate (NCRC) is the work-related skills credential. The certificate provides fair and objective measurement of workplace skills that can be accepted nationwide.
- Skilled Iowa - This is a new public- private initiative supported by the Governor's Office, Iowa Workforce Development, and the National Career Readiness Certification in partnership with ACT, the Iowa STEM Advisory Council, and numerous Iowa businesses.
- Tax Credits - The Work Opportunity Tax Credit (WOTC) and Welfare to Work Tax Credit (WIWTC) offers employers federal income tax credit if they hire persons from certain qualified groups, such as the low income or disabled.
- Labor Market Information - Current Labor Market Information is available on various economic trends and occupations, including data on prevailing wage rates and projected job outlooks.
- Free Space - IowaWORKS offers free meeting rooms to employers for job interviews and space for employers to display and distribute job information.
- Employers' Council of Iowa - This group of local employers holds regular meetings to discuss common concerns and to sponsor seminars on topics of interest.
- Required Posters - General requirements and ordering information is available for state and federal required employer posters. These posters are available at no cost to the public from IowaWORKS.
- Business Closings/Downsizing - Should a business experience closing or restructuring, IowaWORKS staff and its partners are ready to help employees make the transition to other employment. Laid-off workers are provided access to services, including financial support and training.
- Tax Liability Information - IWD tax liability specialists will work with new and existing employer accounts.
- Unemployment Insurance Tax Forms and Publications - A number of commonly required or requested forms are available on-line.
- Unemployment Insurance Fraud - Iowa Workforce Development's fraud detection program attempts to prevent and detect unemployment benefits paid to claimants through willful misrepresentation or error by the claimant, through IWD error, or misrepresentation by others. Better detection and prevention of improper unemployment insurance benefit payments results in a decrease in benefits payouts, which in turn decreases employer taxes.
- Six Step Workshops - This series of workshops is available for job seekers, dislocated workers, students, and other customers interested in updating their job seeking skills, deciding on a career, going back to school, budgeting, etc. There is no cost to attend any of these workshops.
- Iowa Works - Businesses can use Iowa Works to submit job openings electronically, find the average wage paid for Iowa occupations, print posters required for Iowa workplaces, link their website to our Business Directory.

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

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

Indian Hills Community College has a Regional Entrepreneurial Center next door to the One-Stop to provide training and incubation to new businesses. The small business development center provides ongoing entrepreneurial training and assistance throughout the region
Iowa Vocational Rehabilitation provides ongoing entrepreneurial training through Iowa Self Employment program.
IowaWORKS promotes and explores opportunities for center customers to establish self-employment
WIOA offers tuition assistance for customers to obtain necessary business building skills for small business operation.
Referrals to and engagement of the Small Business Development Center for one-stop customers. The Department for the Blind and Vocational Rehabilitation can also assist in funding for start up costs.

Refer to question C-6.

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

- Businesses within the region are encouraged to become certified and registered by the Federal Office of Apprenticeship in an effort to attract potential long-term employees.
- Apprenticeships provide an opportunity for an individual's career advancement and an opportunity for employers to add skilled employees to their workforce.
- Low unemployment rates within the region require employers to be pro-active and innovative in their recruitment and retention of employees. Apprenticeships are a solution for area employers.
- IowaWORKS provides pre-Screening of participants for the specific occupation(s) the employer is needing
- IowaWORKS provides Skills-Upgrading of participants through Safety Training, Skills Development, ESL, ELL, and other short-term skills development as may be needed by the employer and/or the participant to be successful in an apprenticeship.
- WIOA may be able to provide support services for individuals in apprenticeships to be successful.
- Co-enrollment of participants in core programs as appropriate to ensure participants receive all needed services to be successful in an apprenticeship.
- IowaWORKS in partnership with community colleges and local employers are expanding and developing local apprenticeship opportunities
- IowaWORKS held an apprenticeship open house for area job seekers and employers to promote and discuss expansion of apprenticeship opportunities in the region

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

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

The following individual will be the primary contact who will work with the State Dislocated Worker Unit and the State Trade Adjustment Act Unit to provide Layoff Aversion and Rapid Response services in Region 15. ^

Jennifer Snead
IowaWORKS - Southern Iowa
15260 Truman St
Ottumwa, IA 52501
641-684-5401 Ext 40042
Jennifer.snead@iwd.iowa.gov

The following individual will serve as an alternate contact:

Christy Roush
IowaWORKS - Southern Iowa
15260 Truman St
Ottumwa, IA 52501
641-684-5401 Ext 40019
Christy.roush@iwd.iowa.gov

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

Rapid Response provides early intervention to worker groups who have received a notice of layoff or closure. Region 15 has a Rapid Response Team consisting of staff from various partners within the region. Whenever possible, the team conducts on-site presentations at the business location. Every effort is made to provide information sessions prior to the commencement of the lay-offs and/or plant closure. The presentation consists of an overview of the benefits and services that can be expected from each of the partner groups. During these sessions, the emphasis is how the partner agency staff will be working together as a team to offer the customer individualized comprehensive employment benefits and services. Afterwards, customers begin to engage in further orientation and intake sessions.

The Dislocated Worker program provides retraining and re-employment services to individuals who have been dislocated from their jobs. Job seekers have access to computerized resources centers for career exploration, resume preparation, skill assessment and testing, job search, on-line work registration and on-line unemployment insurance claim filing. Job seekers also have access to a variety of skill building workshops, job search assistance and individualized career services. Trade Adjustment Assistance (TAA) provides early intervention to worker groups on whose behalf a Trade Adjustment Act petition has been filed: Region 15 has a Rapid

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

Effective January 1, 2012, Governor Branstad changed the participant enrollment policy under Iowa's Workforce Innovation and Opportunity Act program to mandate co-enrollment for all Trade-certified and National Emergency Grant dislocated workers so that all customers would benefit from the service integration, functional alignment, and resources among these programs. All customers receive assessments, review labor market information, establish employment goals, and develop individual Employment Plans that are shared and agreed upon among all partners/counselors involved. Leveraging of resources is utilized by having Workforce Innovation and Opportunity Act take the in conducting assessments (i.e., basic education levels, aptitudes, interests, financial situation, barriers to employment success) from which the results guide all partners/ counselors in developing re-employment plans with the customers. These plans identify whether Trade Adjustment Act training is necessary to secure employment, any possible barriers to employment/training success, and how those barriers will be addressed. Both Workforce Innovation and Opportunity Act and Wagner-Peyser staff conduct re-employment workshops for customers needing additional assistance in job search resources, resume writing, interviewing skills, etc. Furthermore, all Trade Adjustment Act customers have access to any other resources provided by Wagner-Peyser and Workforce Innovation and Opportunity Act. Because specific Wagner-Peyser or Workforce Innovation and Opportunity Act staff may have on-going direct connection to local and statewide employers and job openings, customers may be assigned to additional staff persons for assistance with intensive job search activities.

Case Management is shared between Workforce Innovation and Opportunity Act counselors and Wagner-Peyser representatives. Because Workforce Innovation and Opportunity Act and Wagner-Peyser have a shared computer system and all partners/staff have access to the Trade Adjustment Act computer system, case notes are accessible by either program, allowing staff to determine if monthly contact has been made. If contact has been made and the documentation shows ongoing progress toward goals with no issues, the contact will satisfy all programs' requirements. Ongoing communication is stressed among all partners—Workforce Innovation and Opportunity Act, Wagner-Peyser, and the State Trade Adjustment Act office. Examples include: periodic combined staff meetings to reinforce the open communication and —staffing between a customer and relevant program representatives as needed to address customer needs or issues while working toward an integrated approach to address such needs and issues.

When it is determined that a customer needs retraining to be more competitive in the job market, Workforce Innovation and Opportunity Act takes the lead in development of the training plans in accordance with the six criteria for Trade Adjustment Act-approved training. Thereby, the training plans are developed and justified based on test assessments, labor market information, assessment of the customer's personal qualifications and financial ability, and training information. The State Trade Adjustment Act office then reviews all training requests and issues determinations. While Trade Adjustment Act will be the primary funding source for an individual's training, Workforce Innovation and Opportunity Act may offer assistance with supportive services (e.g., childcare, counseling, utility and rental assistance) as needed for a customer to be able to be successful in the chosen training program. Co-funding of training also may occur, if it is necessary to meet a customer's needs. Once a customer enters approved training, there is additional coordination with Wagner-Peyser and Unemployment Insurance for an individual's ongoing income support.

Re-Employment Services

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

Refer to question C-8.

Education and Training Focus

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

Region 15 will work closely with Eligible Training Providers to ensure that individuals are receiving quality training. The Regional Workforce Development Board will review Eligible Training providers within the region to ensure providers are maintaining quality standards. The Regional Workforce Development Board will review programs offered by the Eligible Training Providers to ensure it is a program that will provide success to individuals in regards to employment or career pathways. Sector strategies will also assist education providers and the workforce system in providing quality training services to participants.

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

The above strategies will ensure that training programs meet the needs the employers and job seekers and that we are providing quality assistance to ensure creation of Future Ready Iowans. By collaborating with all of our partner agencies we can better streamline the process for the client and be effective and efficient with our resources.

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

Sector strategies will enable the region to receive feedback from employers on their needs and with cross communication between partners, they will be able to develop their programs to meet those needs effectively and efficiently. Registered Apprenticeships have over 1400 occupations that are open to apprenticeship. Registered Apprenticeship programs are automatically approved on the Eligible Training Provider List. The strategies listed above ensure that we have a wide range of opportunities available to the employers and job seekers in our area to meet the changing labor market.

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

Economic Development Focus

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

In partnership with the Career and Workforce Education (CWE) Division at Indian Hills Community College, whose mission is to improve the economic conditions of the Indian Hills Region through continuous learning, innovation, creativity, entrepreneurship, collaboration, and visionary leadership, works closely with Economic Developers throughout our ten county area. IowaWORKS staff are part of the CWE Division and meet monthly. CWE meets regularly with Economic Developers to identify and address needs of employers. Economic Developers will also be an integral part of Sector Strategies within the region. Also under the CWE Division is the New Jobs Training Program (260E) and the Iowa Job Training Program (260F) which assists businesses in remaining economically competitive. Our Business Services team partners with Economic Developers to address employer needs in their area. IowaWORKS also provides assistance to employers thru the Iowa Apprenticeship Training Program (15B) which provides training grants to businesses for eligible apprenticeship programs. Each of these programs increases economic development within our ten county area.

Regional Workforce Development Board Functions

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

Region 15 Regional Workforce Development Board voted to grandfather their current structure which consists of:
5 Business Representatives
5 Labor Representatives
1 School District Representative
1 Community College Representative
1 County Elected Official
1 City Elected Official

The board also voted to have the following Ex-Officios:
1 Representative of Vocational Rehabilitation
1 Representative of Adult Basic Education
1 Representative of Registered Apprenticeship

Smaller committees within the RWDB include an Executive Committee and Finance Committee. The Executive Committee serves to provide direction in case of emergency or within time constraints that are unavoidable. The Finance Committee reviews the financials each quarter to ensure it is meeting the goals and regulations established.

The Region 15 RWDB also has a Youth Standing Committee.

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

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

1. Region 15 will receive both Fiscal and Program monitors as scheduled by the state WIOA program staff so that local policies and procedures are monitored for compliance to the state WIOA Handbook and federal regulations per Section 28 of WIOA Handbook—Monitoring.
2. In addition to the state provided monitoring events, Region 15 has internal controls in place to help ensure that state WIOA Handbook policies and procedures and Field Memos and other directives received from the state are followed and may include use of the following:
• WIOA local training as needed
• Review of eligibility of enrollments by Region 15 WIOA director or designee
• Approval of training plans by Region 15 WIOA director or designee per FM 10-18 Appropriateness of Training Approval Process
• Creation, maintenance, and periodic review of files against file order form per FM 10-14 Required File Documents for WIOA Participants
• Quarterly review of performance results with staff and RWDB/CEO boards
• Annually, at the 4th quarter meeting, the RWDB and CEOs will review the One-Stop's policies, procedures, and performance levels
• Annually, at the 1st quarter meeting, the RWDB and CEO's will review the WIOA provider to include the number of customers served, cost per customer, and customer satisfaction

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

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

The Regional Workforce Development Board has established a standing committee for youth services in Region 15.

Youth Standing Committee Role and Responsibilities:
The Region 15 Youth Standing Committee provides guidance for local youth programs operated under the Workforce Innovation and Opportunity Act. In addition the Committee provides expertise in youth policy and assists the Regional Workforce Development Board in:

1. Developing and recommending local youth employment and training policy and practice;
2. Broadening the youth employment and training focus in the community to incorporate a youth development perspective;
3. Establishing linkages with other organizations serving youth in the local area; and
4. Taking into account a range of issues that can have an impact on the success of youth in the labor market.

The Region 15 Youth Standing Committee performs the following duties and other functions as necessary and proper to carry out its responsibilities.

- 1) Identify youth employment and training needs;
- 2) Assist to coordinate youth activities in the Region;
- 3) Assist in developing the Youth section of the Regional Workforce Development Local plan as requested;
- 4) Make recommendations for Workforce Innovation and Opportunity Act youth programs.

The Region 15 Youth Standing Committee will meet on a quarterly basis during the months of January, April, July and October. The committee members will consist of:

- At least one (1) member of the Regional Workforce Development Board that has a special interest or expertise in youth policy;
- Individuals representing youth service agencies, such as juvenile justice and local law enforcement agencies;
- Individual representing local public housing authorities (if applicable);
- Parent of youth eligible for WIOA youth services or that were served under prior employment and training youth programs;
- Individuals with experience relating to youth activities, including former JTPA or WIA participants;
- Other interested individuals with youth expertise as suggested .

In addition, the voice of youth will be gathered and heard through youth focus groups throughout the region. Rather than duplicate efforts, many organizations and committees within the region have established youth groups that can serve as a voice for youth. In addition, current and past participants can serve as a means to obtain youth input.

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

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

- Multiple points of access are available through partner affiliated sites within the region
- IowaWORKS staff provides outreach and enrollment in all outlying counties within the region on an itinerant basis
- Virtual Access Points are established throughout the region for customer access through technology
- Partners provide services through the One-Stop physical center on an as needed basis
- Partners provide one-stop system services ongoing through various partner affiliated locations
- Partners participate in ongoing referral, co-enrollment and performance management through the state-developed profile system
- Partners developing common application processes to ensure co-enrollment opportunities are streamlined

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

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

All WIOA grant recipients, Regional Workforce Development Boards, Coordinating Service Providers, WIOA service providers, vendors and sub-recipients, must comply with the following federal Non-discrimination and Equal Opportunity Provisions that prohibit discrimination:

- On the basis of age under the Age Discrimination Act of 1975 (42 USC 6101 et seq.);
- On the basis of disability under Section 504 of the Rehabilitation Act of 1973 (29 USC 794);
- On the basis of sex under Title IX of the Education Amendments of 1972 (20 USC 1681 et seq.);
- Or on the basis of race, color or national origin under Title VI of the Civil Rights Act of 1964 (42 USC 2000d et seq.)

No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA program or activity because of race, color, religion, sex (except as otherwise permitted under Title IX of the Education Amendments of 1972), national origin, age, disability or political affiliation or belief. Discrimination is also prohibited against certain noncitizens, including nationals of the United States of America lawfully admitted permanent resident aliens, refugees, asylees, parolees and other immigrants authorized by the Attorney General to work in the United States.

In addition, discrimination against an individual on the basis of his or her status as

WIOA program participant is prohibited.
Nondiscrimination and equal opportunity requirements and procedures, including complaint processing and compliance reviews, are governed by the regulations implementing WIOA and are administered and enforced by the DOL Civil Rights Center.

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

Regional Workforce Development Board Policies

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

The Region 15 RWDB will conduct ongoing analysis of the region's economy and workforce needs to ensure continuous improvement of eligible providers of services and to ensure that such providers meet the employment needs of local employers, workers and job seekers.

This analysis will be completed as part of the RWDB's regularly scheduled meetings with needs assessments being completed as necessary. Regional labor market information will be utilized with this review.

Elements potentially included in the analysis:

- A review of the local area data gathered from customers of the One-Stop
 - An assessment of the current economic situation and projected trends of the local area economy, industries and occupations, including major economic regions and industrial and occupational sectors as determined through LMI data;
 - An assessment of the required workforce skills and knowledge individuals need in order to find employment.
 - An analysis of the skill and education gaps for individuals within the local area or region.
- All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the Region 15 one-stop center procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review the needs of the Region 15 workforce and business community and refine the services of the one-stop system based upon those needs.

In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the Region 15 One-Stop System in order to integrate services, reduce duplication, and improve overall service delivery.



Refer to question F-2.

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

Region 15 Policy Memo 15_2 Adult Priority of Service .pdf

Refer to question F-9.

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

A self-sufficiency wage is defined as employment which when combined with the wages of all other family members, brings the entire family income to at least 150% of the United States Department of Labor's LLSIL.

For dislocated workers, the same standards previously described (selection of demand occupations and willingness to relocate) apply, as well as the following:

- Achievement of earnings replacement at 6 months that meets the negotiated standard at the time of the measure.



Refer to question F-10.

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

Region 15 Policy Memo 16_1 ITA Policy .pdf

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

Region 15 Policy Memo 16_2 Supportive Service Policy .pdf

Refer to question F-5.

Regional Workforce Development Board Fiscal Policies

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

A. Purchases:

B. Contracts for training and program services and sub grantees: A request for proposal and/or Qualifications will be used in those circumstances where it has been determined that an outside provider is required to provide a program services to clients. An example of this would be a specialized youth program geared to a targeted group. However, before this would proceed, it would first have to be determined that such a program was needed and supported by the RWDB. If this determination is made, then the service provider would prepare either a RFP or a RFQ depending on conditions set at the time by the RWDB. These documents would then be mailed out to potential proposers and then proposals would be collected by the service provider. The final proposals would then be presented to the RWDB, at a regularly scheduled meeting, for their recommendation. The proposals will be weighed against established criteria and the RWDB will then select the winning proposal based upon this scoring.

C: Contracts for on-the-job training services provided by an employer, or customized training:
The RWDB will authorize the service provider to enter into such contracts as a need is determined by the participant eligibility and enrollment process.

D: Contracts for training services in the region where the RWDB determines there are an insufficient number of training providers to accomplish the purpose of ITAs:

The RWDB has never made such a determination and thus reserves this section until such time that such action occurs.

E: Contracts for training services provided by community-based organizations, faith-based organizations or other private organizations for special population groups that face multiple barriers to employment:

Currently, the only training services provided by community-based organizations relates to PROMISE JOBS service provision. PROMISE JOBS is not a Department of Labor WIOA program and thus, this contractual situation does not apply. Should this situation change, the same process will be followed as under section B. Contracts for training and program services and sub grantees will apply.

F: General Provisions:

For all contracts: any contract that is over \$10,000 in obligations, the RWDB will be informed and approval will be sought.

In all circumstances, the provider will adopt and adhere to OMB circulars and follow GAAP for governmental entities.

Sole source or non-competitive procurement may be used only when competitive procurement processes are not feasible or they may have a negative impact upon the program. In those limited situations, procurement may be conducted on a negotiated rather than a competitive basis.

All steps of the procurement process will be documented in accordance with 29 CFR Part 95 or 29 CFR Part 97.

< [REDACTED] >

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

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

Region 15 Workforce Development Board in conjunction with the Youth Standing Committee have identified strategies to increase our out-of-school youth enrollments. These strategies include increased communication with Secondary institution counselors to identify youth that have dropped out. Providing system orientations at AEL, AEA, and community events. Providing out-of-school youth hiring events for work experience opportunities. Assisting youth offenders in work experience and getting back on their feet. Providing dual enrollment opportunities with Job Corps students to assist in their educational and career pathways.

work
experience:*

Refer to question E-6.

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

Region 15 Monitoring Responsibilities

The monitoring system for each program also ensures that at least ten percent (10%) of all participants who register or are enrolled during each quarter, and who are still active the time of verification, receive a complete verification of eligibility as part of a quarterly monitoring process conducted by the WIOA Director. The verification must be complete by the end of the quarter following the quarter being sampled (e.g., the first quarter verification must be completed by the end of the second quarter). For this monitoring process, sampling procedures are in place for drawing a random sample of participants newly registered or enrolled in a particular quarter. These procedures ensure that the sampling is random and that the requirements of this subsection are met.

- 1) If verification is done at the time of registration, the sampling procedure must identify each registrant whose eligibility must be verified prior to or at the time the registration is entered into the Common Intake Case Management System;
- 2) If verification is done quarterly, the sample must be drawn within fifteen (15) days of the end of the quarter being sampled and verified;
- 3) A participant concurrently enrolled in more than one Title or program must be included in the universe for each program in which the participant is enrolled; and
- 4) A participant must be included in the sample only in the quarter the participant was enrolled.

Documentation is maintained for each participant selected for verification. The documentation must contain enough information in order for staff to review or make the eligibility determination. Documentation used to verify eligibility must coincide with the date of registration. At a minimum, documentation must include:

- 2) Documentary evidence (i.e., obtaining the document or a photocopy of the document); or
- 3) Collateral contacts for which the following information must be recorded:
 - a) Date of contact;
 - b) Name of person providing information;
 - c) Contact method;
 - d) Relationship of person contacted to applicant; and
 - e) Information received.

A verification report is not required if the verification sample program developed by the State Administrative Entity is used or if verification is completed on all participants. In all other cases, a verification report must be developed. That report must include:

- 1) The universe size;
- 2) The number of participants selected for verification;
- 3) The verification period; and, if applicable,
- 4) The names and termination dates of participants identified as ineligible and the reasons for ineligibility;
- 5) The number of participants whose eligibility was determined to be unverifiable and the reason(s); and
- 6) The ineligibility rate = (number of ineligibles x 100) / (sample size - number of unverifiable)

Once during each program year, the WIOA Service Provider must monitor each contract written for \$25,000 or more. The WIOA Service Provider must also monitor the following:

- 1) A random sample of 10 percent of all non-OJT financial contracts under \$25,000 which start during the quarter;
- 2) A random sample of 10 percent of non-financial activity of service contracts which start during the quarter; and
- 3) A random sample of 10 percent of all participant files of participants enrolled or transferred into adult, dislocated worker and youth programs during the quarter. These random samples must be drawn quarterly and the monitoring activity for the quarter must be completed at the end of the subsequent quarter. In addition, all On-the-Job training contracts must be monitored during the second 30 day period of activity under the contract and at least every 90 days thereafter.

Procedures are in place in Region 15 to ensure the monitoring samples are random and all requirements are met.

Participant Files

monitored but no later than 30 days after the last day of the quarter being sampled

b) A participant co-enrolled in more than one program must be included in the universe for each program in which the participant is enrolled;

c) A participant must be included in the sample only in the quarter the participant is enrolled; and

d) A participant who has been transferred must be included in the sample for the quarter during which the transfer occurred

Contracts

a) The 10 percent monitoring sample of all non-OJT contracts below \$25,000 must be drawn after the end of the quarter being sampled and monitored but no later than 30 days after the quarter being sampled; and

b) A contract must be included in the sample for the quarter within which its effective date falls.

Following are the compliance review requirements for completing the two basic types of monitoring, participant file and contract monitoring. The following requirements apply to all programs.

1) Participant File Monitoring must include a review of:

- a) The participant record including a review of the eligibility determination;
- b) A sample of direct payments to the participant;
- c) A sample of time and attendance records; and
- d) Compliance with federal and State regulations and the Local plan.

2) Contract Monitoring, including OJT contracts, must include a review of:

- a) The service provider record;
- b) A sample of fiscal transactions;
- c) Payroll and time and attendance records, as appropriate;
- d) Compliance with the federal and State regulations and the Local plan;
- e) Compliance with equal opportunity regulations;
- f) Compliance with Service Plan; and
- g) Compliance with the Work Statement, Training Outline and all other contract provisions contained in the Contract.

Monitoring Reports

The monitoring system includes documenting that the monitoring activity has taken place. In order to meet the documentation requirement, a monitoring report on each contract or participant monitored is prepared and maintained along with documentation of corrective action required and taken. Any findings and corrective action to be taken is transmitted to the monitored entity in writing. If the monitoring results in no findings requiring corrective action, this information may be communicated at the exit interview or in writing.

If a co-enrolled participant is drawn in the sample for more than one program for the same quarter, only one monitoring report, which includes both monitoring activities, is completed.

Summary of Monitoring Reports

A summary report of monitoring activity is completed for all programs. These summary reports are maintained and available for Iowa Workforce Development use in its program compliance review process.

A summary report is completed for each program monitored for each quarter by the end of the subsequent quarter includes:

In place of the following lists, a computer generated list derived from the program provided by Iowa Workforce Development is used.

- 1) A list of all participants enrolled or transferred into a program during the quarter;
- 2) A list of all participants that were monitored during the quarter;
- 3) A list of all contracts for \$25,000 or more with effective dates that fall within the quarter;
- 4) A list of all OJT contracts that were active during the program year with effective dates;
- 5) A list of all non-OJT contracts (financial and non-financial) for less than \$25,000 with

effective dates that fall within the quarter;
6) A list of all non-OJT contracts that were monitored during the quarter;

Refer to question F-1.

2015 ANNUAL PROFILE

REGION 15

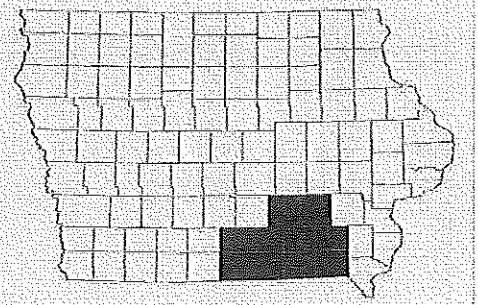
IOWA WORKFORCE DEVELOPMENT

Executive Summary

As of 2014, Iowa Workforce Development's (IWD) Region 15's largest private industry was Manufacturing, representing 19.0 percent (9,710) of the region's total covered employment of 51,033. The region's total employment increased by 1.2 percent since 2013, while the average annual wage increased by 3.1 percent to \$36,389 for all industries. The Construction industry posted the largest employment percentage increase of 12.9 percent during 2014.

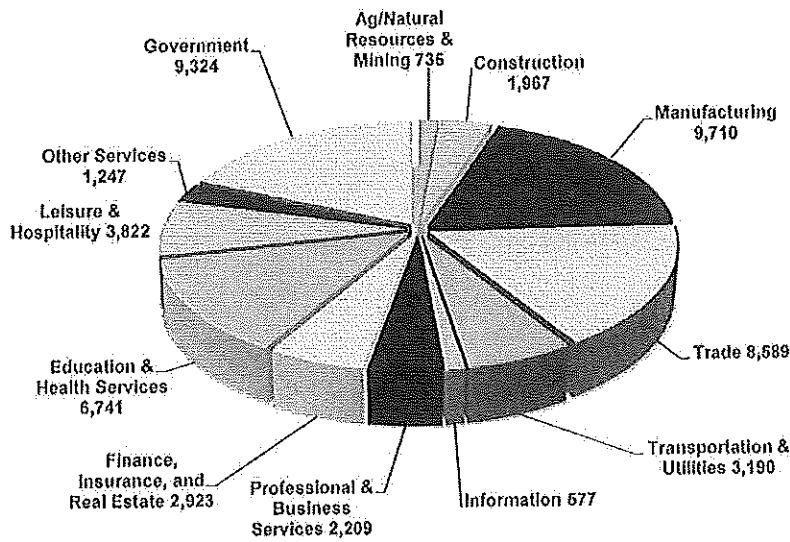
IWD's Region 15 average weekly wage for all industries was \$700 for 2014. This was an increase of 3.1 percent since 2013. The highest average weekly wage for a private sector was in Manufacturing averaging \$964. Between 2013 and 2014, the Construction sector reported the largest percentage increase in average weekly wage of 9.9 percent.

STATE OF IOWA



IWD Region 15

2014 Industry Breakout by Employment



Source: Quarterly Census of Employment and Wages

Ten Major Private Industry Employers *Listed alphabetically*

Name of Company	Industry
Cargill Inc	Manufacturing
Hy-Vee Distribution Ctr	Wholesale Trade
Regal Distribution Ctr	Wholesale Trade
Ottumwa Regional Health Ctr	Health Services
John Deere Ottumwa Works	Manufacturing
Dexter Apache Holdings Inc	Manufacturing
Cambridge Research	Finance and Insurance
Cargill Corn Milling Inc	Manufacturing
Bemis Co Inc	Manufacturing
Mahaska Hospice	Health Services

Source: Intigroup®

QUICK FACTS

Counties Included in Iowa Workforce Development's Region 15

Appanoose	Mahaska
Davis	Monroe
Jefferson	Van Buren
Keokuk	Wapello
Lucas	Wayne

2014 Covered Employment (QCEW)

		%
Total Employment	51,033	3.4 ¹
Average Weekly Wage	\$700	85.6 ²
Largest Private Sector: Manufacturing	9,710	3.9 ³

¹ Percent is based on statewide covered employment of 1,515,887

² Percent is based on statewide average weekly wage of \$818

³ Percent is based on statewide covered employment in specified sector

Census Statistics

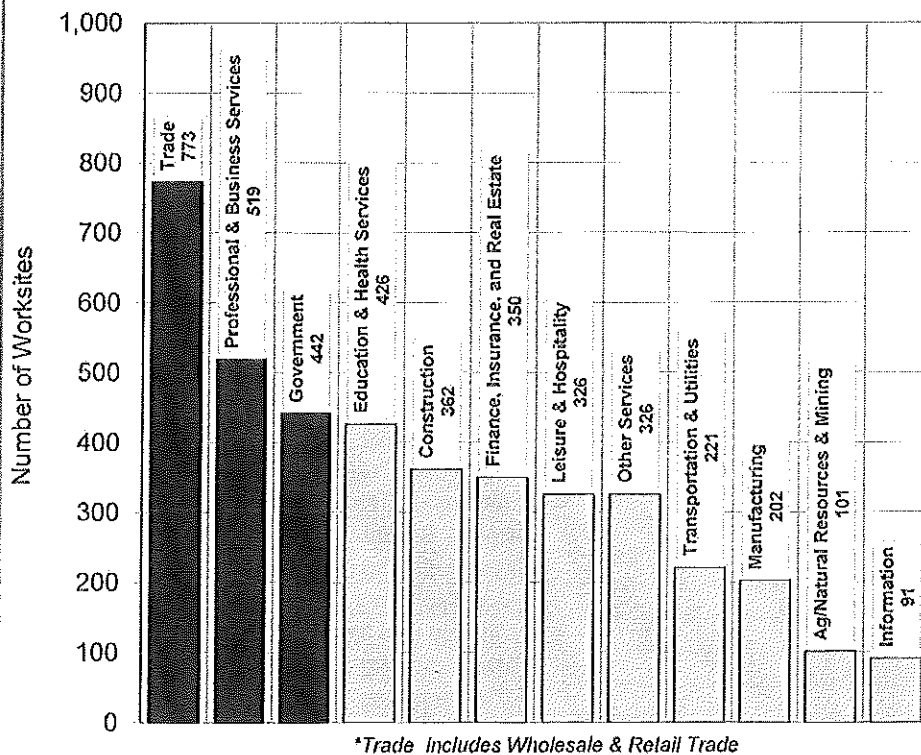
IWD Region 15 Population (2015)	137,145
------------------------------------	---------

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

2013 - 2014 Covered Employment and Reporting Units by Industry

Reporting Units				Employment		
2013	2014	% Change		2013	2014	% Change
4,134	4,139	0.12%	Total All Industries	50,406	51,033	1.24%
3,682	3,697	0.41%	Private Business	41,263	41,709	1.08%
102	101	-0.98%	Ag/Natural Resources & Mining	739	735	-0.54%
350	362	3.43%	Construction	1,742	1,967	12.92%
204	202	-0.98%	Manufacturing	10,018	9,710	-3.07%
776	773	-0.39%	Trade	8,524	8,589	0.76%
238	242	1.68%	<i>Wholesale Trade</i>	1,928	1,906	-1.14%
538	531	-1.30%	<i>Retail Trade</i>	6,595	6,683	1.33%
226	221	-2.21%	Transportation & Utilities	3,055	3,190	4.42%
89	91	2.25%	Information	582	577	-0.86%
347	350	0.86%	Finance, Insurance, and Real Estate	2,101	2,209	5.14%
511	519	1.57%	Professional & Business Services	2,678	2,923	9.15%
405	426	5.19%	Education & Health Services	6,624	6,741	1.77%
326	326	0.00%	Leisure & Hospitality	3,808	3,822	0.37%
348	326	-6.32%	Other Services	1,393	1,247	-10.48%
452	442	-2.21%	Government	9,143	9,324	1.98%
100	99	-1.00%	<i>State</i>	454	450	-0.88%
252	249	-1.19%	<i>Local</i>	8,171	8,353	2.23%
100	95	-5.00%	<i>Federal</i>	517	521	0.77%

Reporting Units by Industry in 2014



*Trade includes Wholesale & Retail Trade

QUICK FACTS

**IWD Region 15
Greatest Number of
Worksites**

*Trade
773

Professional and
Business Services
519

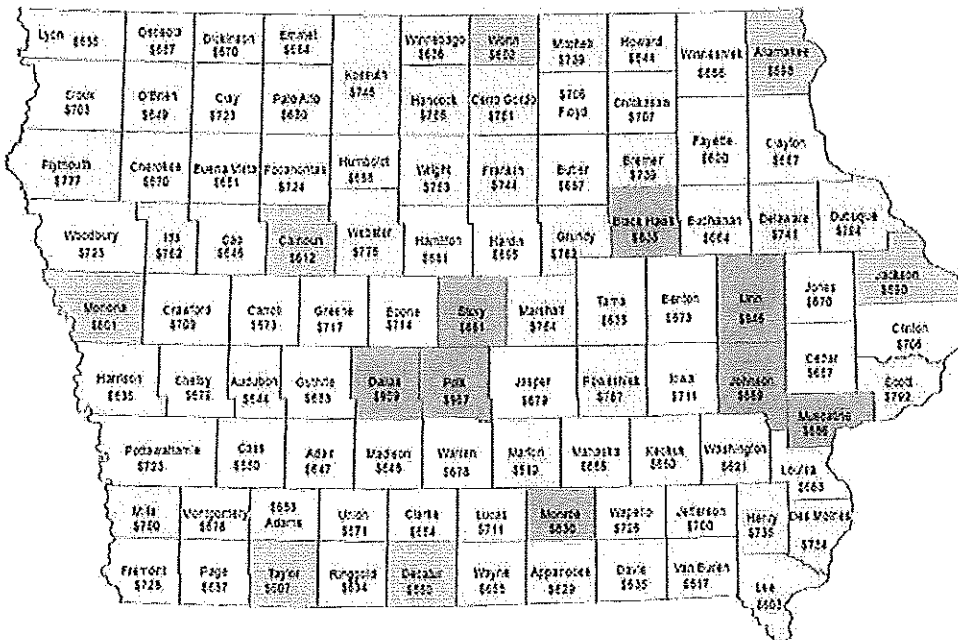
Government
442

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

2013 - 2014 Average Annual and Weekly Wage by Industry

Average Annual Wage				Average Weekly Wage		
2013	2014	% Change		2013	2014	% Change
\$ 35,303	\$ 36,389	3.08%	Total All Industries	\$ 679	\$ 700	3.09%
\$ 34,626	\$ 35,855	3.55%	Private Business	\$ 666	\$ 690	3.60%
\$ 35,801	\$ 37,637	5.13%	Ag/Natural Resources & Mining	\$ 688	\$ 724	5.23%
\$ 42,538	\$ 46,723	9.84%	Construction	\$ 818	\$ 899	9.90%
\$ 47,713	\$ 50,107	5.02%	Manufacturing	\$ 918	\$ 964	5.01%
\$ 25,722	\$ 25,986	1.03%	Trade:	\$ 495	\$ 500	1.01%
\$ 41,186	\$ 40,873	-0.76%	Wholesale Trade	\$ 792	\$ 786	-0.76%
\$ 21,201	\$ 21,740	2.54%	Retail Trade	\$ 408	\$ 418	2.45%
\$ 45,528	\$ 47,560	4.46%	Transportation & Utilities	\$ 876	\$ 915	4.45%
\$ 30,916	\$ 30,753	-0.53%	Information	\$ 595	\$ 591	-0.67%
\$ 44,109	\$ 46,400	5.19%	Finance, Insurance, Real Estate	\$ 848	\$ 892	5.19%
\$ 39,753	\$ 39,680	-0.18%	Professional & Business Services	\$ 764	\$ 763	-0.13%
\$ 30,031	\$ 30,276	0.82%	Education & Health Services	\$ 578	\$ 582	0.69%
\$ 11,254	\$ 11,432	1.58%	Leisure & Hospitality	\$ 216	\$ 220	1.85%
\$ 23,682	\$ 24,451	3.25%	Other Services	\$ 455	\$ 470	3.30%
\$ 38,361	\$ 38,776	1.08%	Government	\$ 738	\$ 746	1.08%
\$ 53,727	\$ 54,634	1.69%	State	\$ 1,033	\$ 1,051	1.74%
\$ 36,952	\$ 37,501	1.49%	Local	\$ 711	\$ 721	1.41%
\$ 47,123	\$ 45,524	-3.39%	Federal	\$ 906	\$ 875	-3.42%

Average Weekly Wage for All Industries by County Annual 2014



Legend: Under \$616, \$617 - \$636, \$637 - \$730, \$731 - \$820, \$821 and Up

QUICK FACTS

Average Weekly Wage Comparisons

IWD Region 15
\$700

Rank
Among All 15
IWD Regions
12

Statewide
\$818

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

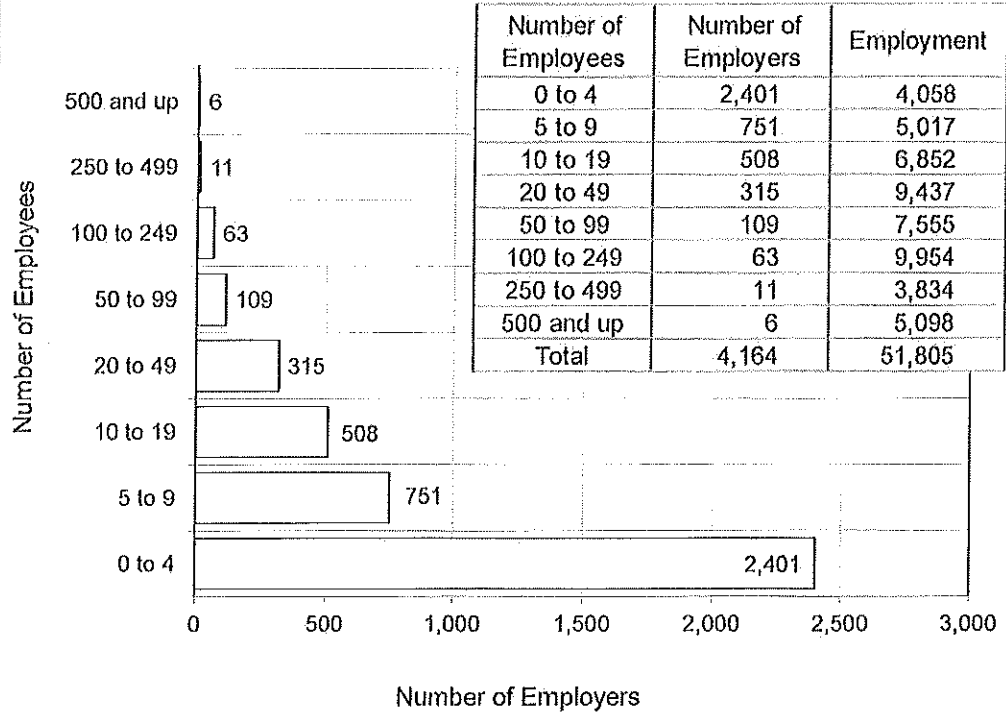
QUICK FACTS

Size of Firm

Six firms in Region 15 employ 500 or more workers, totaling 5,098 workers, which accounts for 9.8 percent of total employment in the region.

Firms that employ less than 50 workers represent 95.5 percent of all establishments region-wide.

Size of Firm Based on Employment
December 2014



QUICK FACTS

Quarterly Workforce Indicators Definitions

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

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

For additional definitions see source information below the LED tables.

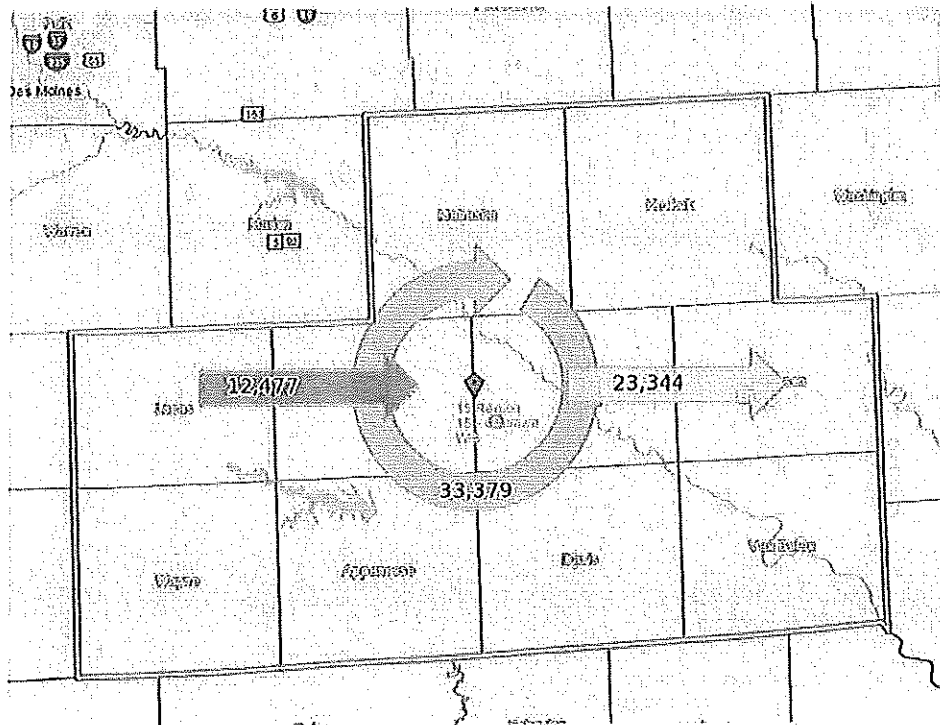
2014 Local Employment Dynamics (LED) - Quarterly Workforce Indicators
Comparison of Annual Averages from 3rd Qtr. 2013 to 3rd Qtr. 2014

Quarterly Workforce Indicators	Region 15 (2013)	Region 15 (2014)
Total Employment	49,008	49,901
New Hires	6,685	7,565
Separations	8,048	8,580
Turnover Rate %	0.09	0.094
Average Monthly Earnings	\$3,011	\$3,092
Average New Hire Earnings	\$2,017	\$1,995
Quarterly Workforce Indicators	Iowa (2013)	Iowa (2014)
Total Employment	1,498,453	1,514,462
New Hires	226,009	231,425
Separations	278,960	277,585
Turnover Rate %	0.091	0.095
Average Monthly Earnings	\$3,526	\$3,610
Average New Hire Earnings	\$2,078	\$2,221

Source: Local Employment Dynamics, <http://ehd.did.census.gov>. For definitions of the Quarterly Workforce Indicators, visit http://ehd.did.census.gov/doc/QWI_101.pdf.

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

Inflow/Outflow Job Analysis of Region 15 2013 Characteristics of workers who commute in, out, and within Region 15



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

QUICK FACTS

'On the Map'
Interactive Mapping
Application

As of 2013, there
were 45,856
primary jobs
in this region.

23,344 workers live in
Region 15 but leave
the region for their
primary jobs.

72.8 percent (33,379)
of the region's workers
live and work in
Region 15.

ON THE MAP Statistics — Region 15

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

Total Primary Jobs	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
Total Primary Jobs	45,856	100.0%	45,680	100.0%	45,682	100.0%
Jobs by Worker Age	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
Age 29 or younger	10,691	23.3%	10,643	23.3%	11,166	24.4%
Age 30 to 64	23,610	51.5%	24,206	53.0%	24,533	53.7%
Age 65 or older	11,555	25.2%	10,831	23.7%	9,993	21.9%
Jobs by Earnings	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
\$1,250 per month or less	11,090	24.0%	11,479	25.1%	12,554	27.5%
\$1,251 to \$3,333 per month	19,131	41.7%	19,784	43.3%	20,849	45.6%
More than \$3,333 per month	15,335	33.4%	14,417	31.6%	12,279	26.9%
Jobs by Race	2013		2011		2009	
	Count	Share	Count	Share	Count	Share
White Alone	44,570	97.2%	44,497	97.4%	44,494	97.4%
Black or African American Alone	524	1.1%	427	0.9%	412	0.9%
American Indian or Alaska Native Alone	128	0.3%	129	0.3%	124	0.3%
Asian Alone	371	0.8%	367	0.8%	386	0.8%
Native Hawaiian or Other Pacific Islander Alone	23	0.1%	22	0.0%	23	0.1%
Two or More Race Groups	240	0.5%	238	0.5%	243	0.5%

QUICK FACTS

'On the Map'
Reports

One of the reports
generated from
'On the Map'
displays 45,856 total
primary jobs in
Region 15 and the
distribution of age and
monthly earnings of the
workers.

41.7 percent of
Region 15 workers
earn from \$1,251 to
\$3,333 per month.

25.2 percent of the
region's workers are
age 65 and older.

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

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

Top 20 Growing Industries by Employment 2012 - 2022

Industry Description	NAICS Code	2012 Estimated Employment	2022 Projected Employment	Total Growth	Percent Change
Educational Services	611	5,775	6,215	440	7.6%
Self Employed and Unpaid Family Workers	671	6,460	6,855	395	6.1%
Nursing and Residential Care Facilities	623	2,110	2,480	370	17.5%
Ambulatory Health Care Services	621	1,520	1,875	355	23.4%
Warehousing and Storage	493	1,150	1,480	330	28.7%
Social Assistance	624	1,155	1,425	270	23.4%
Food Manufacturing	311	3,405	3,645	240	7.0%
Hospitals	622	2,380	2,615	235	9.9%
Specialty Trade Contractors	238	1,065	1,290	225	21.1%
Professional, Scientific, and Technical Services	541	1,120	1,345	225	20.1%
Food Services and Drinking Places	722	2,850	3,055	205	7.2%
Administrative and Support Services	561	1,130	1,315	185	16.4%
Food and Beverage Stores	445	1,680	1,850	170	10.1%
General Merchandise Stores	452	1,440	1,605	165	11.5%
Truck Transportation	484	1,205	1,360	155	12.9%
Local Government, Excluding Education and Hospitals	930	2,130	2,260	130	6.1%
Securities, Commodity Contracts, and Other Investments	523	520	645	125	24.0%
Gasoline Stations	447	1,085	1,200	115	10.6%
Religious, Grantmaking, Civic, Professional Organizations	813	1,040	1,155	115	11.1%
Machinery Manufacturing	333	2,210	2,310	100	4.5%

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

"Hot Jobs" in Region 15 2012 - 2022

Occupational Title	2012 Estimated Employment	2022 Projected Employment	Annual Growth Rate (%)	Region 15 2015 Mean Annual Wage	Job Education	Job Training
Postsecondary Education						
Registered Nurses	1,145	1,320	1.5	24.51	AS	N
High School Diploma (or Equivalent) or less						
Insurance Sales Agents	230	275	2.0	24.61	HS	M
Carpenters	340	440	2.8	20.38	HS	A
First-Line Supervisors of Office & Admin Support Workers	280	315	1.3	20.36	HS	N
Industrial Machinery Mechanics	185	230	2.4	19.77	HS	L
Operating Engineers & Other Construction Equipment Operators	345	405	1.7	18.64	HS	M
Packers & Packagers, Hand	240	280	1.7	14.77	< HS	S
Construction Laborers	270	330	2.2	14.29	< HS	S
Light Truck or Delivery Services Drivers	360	410	1.3	14.09	HS	S

Occupations were selected based on the annual growth rate from Region 15 2012-2022 occupational projections.
<https://www.iowaworkforcedevelopment.gov/occupational-projections>

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

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

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

Employment and Unemployment Statistics Annual 2014

County	Labor Force	Number Unemployed	Unemployment Rate	Number Employed
Appanoose	6,170	370	6.0	5,810
Davis	4,140	220	5.3	3,920
Jefferson	9,100	410	4.5	8,700
Keokuk	5,600	260	4.6	5,340
Lucas	4,320	180	4.1	4,150
Mahaska	11,940	540	4.6	11,390
Monroe	4,110	220	5.2	3,890
Van Buren	3,930	190	4.7	3,740
Wapello	18,260	1,050	5.7	17,220
Wayne	2,900	150	5.2	2,750
Total (* = Average)	70,470	3,570	5.1	66,900

Note: The unemployment rate is widely recognized as an important economic indicator that is used to gauge the vitality of the labor market. The release of the monthly unemployment rate causes markets to react and analysts to speculate on the health of the economy.

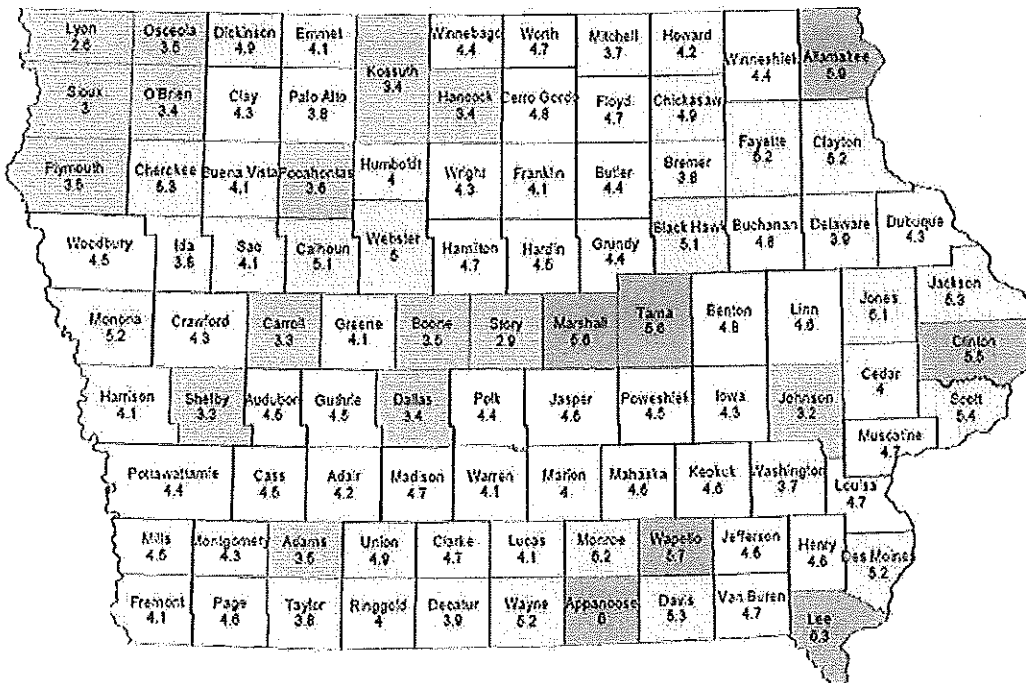
QUICK FACTS

Labor Force 2014

Unemployment averaged 5.1 percent in Region 15 for 2014. The region's jobless rate translated into 3,570 unemployed persons.

The 2014 unemployment rate for Region 15 was higher than the statewide average of 4.3 percent.

Unemployment Rates per Iowa Counties 2014 Annual Average



QUICK FACTS

County Unemployment Rates

Lee County reported the highest jobless rate in the state in 2014 at 6.3 percent.

Lyon County reported the lowest jobless rate in the state in 2014 at 2.6 percent.

Source: Local Area Unemployment Statistics (LAUS)

2015 QUARTERLY CENSUS OF EMPLOYMENT AND WAGES PROFILE

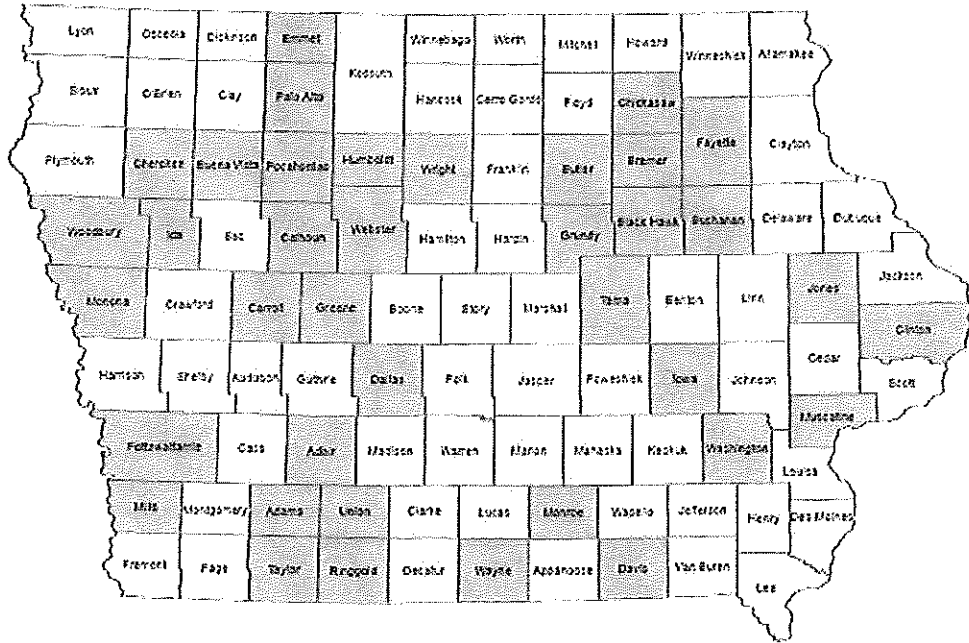
QUICK FACTS

Annual 2014 UI Benefits

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

UI Benefits in 60 of Iowa's 99 counties dropped compared to 2013. Seven counties in Region 15 saw a decrease in UI benefits paid in 2014.

Percentage Change in Total Unemployment Insurance (UI) Benefit



Decrease Increase

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

CONTACT INFO

Iowa Workforce Development

Labor Market Information

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

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

TTY 515-281-4748;
 1-800-831-1399



For Additional Information about Region 15 — Visit our Website!

<http://www.iowalmi.gov>

LMI Quick Links

- LMI Home
- Career Exploration Resources
- Career Development Statistics (CDS)
- Education Outcomes
- Employment & Unemployment (E&U)
- Employment & Wages (E&W)
- Industry Profiles
- Industry Projections
- Occupational Studies
- Geographical Employment & Wages
- Occupational Projections
- Workforce & Economic Development Status Reports
- Workforce Needs Assessment
- Unemployment Insurance Statistics

Additional Links

- Special Education
- Outlay Resources

Welcome to the Labor Market Information Division

The Labor Market Information (LMI) Division collects, analyzes and prepares a wide array of labor market data including employment, industry and occupational statistics, wages, projections, trends and cost-of-living characteristics. This information is reported for the State of Iowa as a whole as well as for other geographic areas within the State.

The LMI Division works in cooperation with the United States Department of Labor's Bureau of Labor Statistics (BLS) and Employment and Training Administration (ETA) along with the United States Census Bureau. The Labor Market Information website is financed by the ETA.

Local Labor Force Summary Data Tool

The tool below provides a summary for the State of Iowa labor force statistics which includes number of individuals in a labor force, employed & unemployed and the unemployment rate by month. To view historical data, change the year selected in the drop-down menu below the table. Hovering between the brackets at the top of the Panel will provide data for other geographic areas within the State of Iowa.

Seasonally Adjusted (Statewide)	Not Seasonally Adjusted (Other Geographic)	Annual Average										
2015 Iowa Labor Force Summary (Seasonally Adjusted)												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015
1,115,000	1,211,000	1,215,000	1,218,000	1,215,000	1,204,000	1,215,000	1,220,000	1,215,000	1,215,000	1,215,000	1,215,000	1,215,000
718,000	720,000	718,000	718,000	718,000	718,000	718,000	718,000	718,000	718,000	718,000	718,000	718,000
42%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%
1,115,000	1,211,000	1,215,000	1,218,000	1,215,000	1,204,000	1,215,000	1,220,000	1,215,000	1,215,000	1,215,000	1,215,000	1,215,000

Regional One-Stop System Partner Contact Information

Mandatory Partners	Local Area?	Entity	Name	Telephone Number	Email Address
Career/ Technical Education	X	Indian Hills Community College	Dr. Jill Budde	641.683.5165	jill.budde@indianhills.edu
SCSEP (Older Worker)	X	AARP Foundation Experience Works	Cynthia Cannavo Tracey Dormady-Ketcham	515.287.1555 515.243.2430	ccannavo@aarp.org tracev.dormady-ketcham@experienceworks.org
		Senior Service America Inc. (SSAI)	Ivy Nielsen	712.755.5135 ext. 230	inielsen@westcca.org
		Community Action Agency of Siouxland	Antoinette Green		agreen@caasiouxland.org
Job Corps	X	Denison Job Corps	Jim Whitmire	712.265.2300	Whitmire.jim@jobcorps.org
Native American		Ottumwa Job Corps <i>Insert Local Service Provider</i>	Mark Douglas	641.682.2000	Douglas.mark@jobcorps.org
Migrant/Seasonal Farm Worker	X	Proteus	Caitlin Exline	319.248.0178	caitline@proteusinc.net
Veterans		Iowa Workforce Development	Linda Rouse	641.680.3991	Linda.rouse@iwd.iowa.gov
Trade Act	X	Iowa Workforce Development	Nina Gotta	515.725.2835	Antonina.gotta@iwd.iowa.gov
Community Action (E/T)	X	FaDSS/ Community Action SIEDA	Becky Falck	641.682.8741	bfalck@sieda.org
Housing Authority (E/T)		Area XV Housing Agency		641.937.5222	
Unemployment	X	Ottumwa Housing Agency Iowa Workforce Development	Ryan West	641.682.8369 515.725.1086	Ryan.west@iwd.iowa.gov
TANF(PROMISE JOBS)	X	Iowa Workforce Development Christy Roush	Heidi Wicks	515.281.2810	Heidi.wicks@iwd.iowa.gov

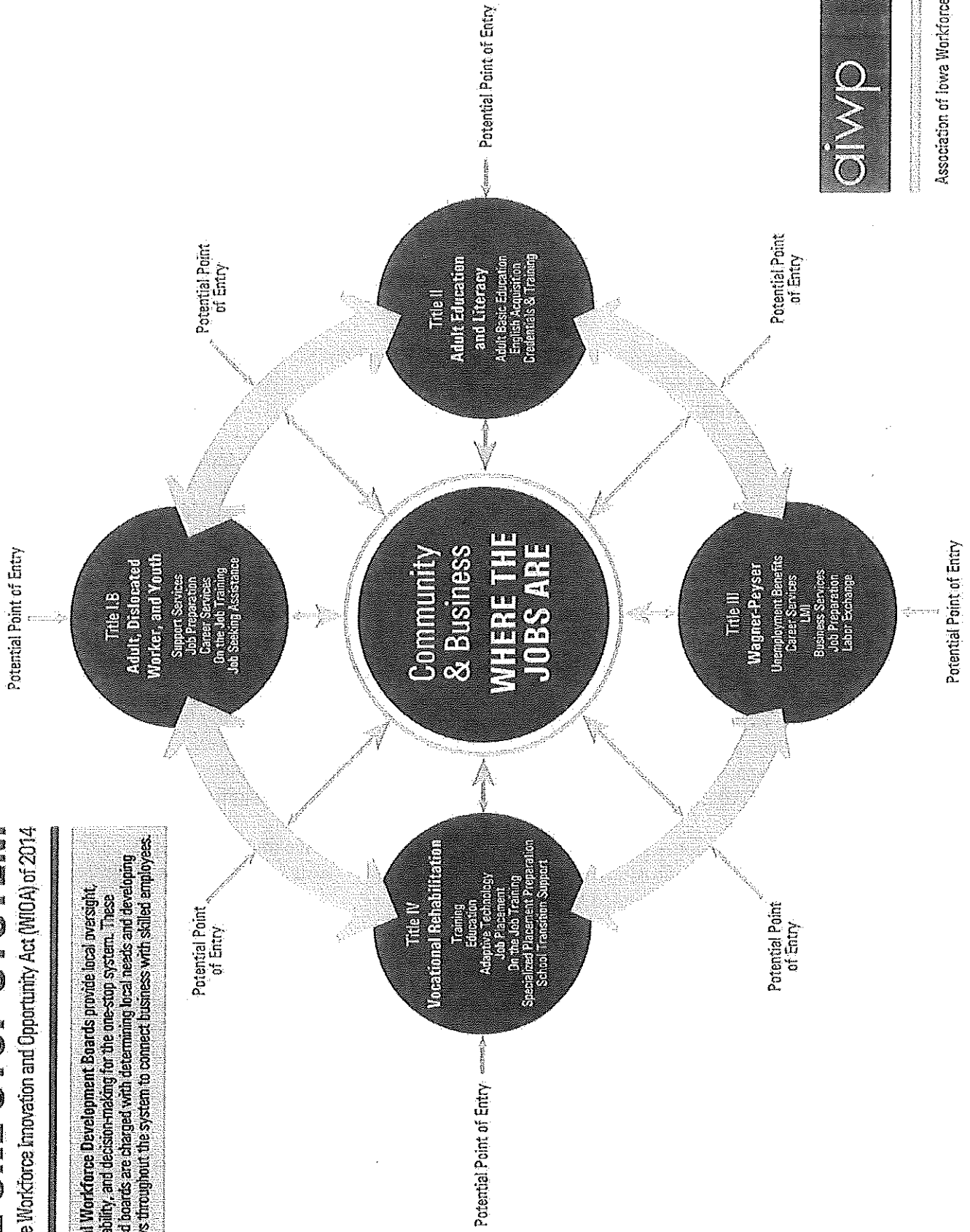
Regional One-Stop System Partner Contact Information

Additional Partner(s)				

THE ONE-STOP SYSTEM

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

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



IowaWORKS Southern Iowa Region 15 Policy Memo No: 15-2

Dated: October 30, 2015

TOPIC: Priority of Service WIOA Title I Adult Program

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

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

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

3. Substance: Proposed rule 680.650 re-affirms that Veterans and eligible spouses continue to receive priority of service for all DOL funded programs amongst all participants. A Veteran must still meet program eligibility criteria. Program eligibility and priority considerations must be made first and then the veteran's priority is applied. These requirements were not affected by the passage of WIOA and must still be applied in accordance with guidance previously issued by DOL. WIOA Title I Section 134(c)(3)(E) requires that priority of service be given to "recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services...and training services." Section 194(1) requires that services be provided to those who can benefit from "and who are most in need of such opportunities."

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

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

<u>Category</u>	<u>Population</u>
1	<p>Veterans and Eligible Spouses For the purpose of providing Priority of Service in the WIOA Adult Program, Veteran means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or Reserve component, other than full time duty for training purposes.</p> <p>Eligible spouses who meet one of the criteria below are eligible for priority of services in WIOA Adult programs:</p>

	<ul style="list-style-type: none"> o Any veteran who died of a service-connected disability; o Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: <ul style="list-style-type: none"> o Missing in action; o Captured in line of duty by a hostile force; or o Forcibly detained or interned in line of duty by a foreign government or power; o Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs; o Any veteran who died while a disability, as indicated in the 3rd bullet above, was in existence.
2	<p><u>Recipients of Public Assistance</u> Federal, State or local government cash payments for which eligibility is determined by a needs or income test.</p>
3	<p><u>Other low-income individuals</u></p> <ul style="list-style-type: none"> o Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), TANF, Supplemental Security Income (SSI) under title XVI of the Social Security Act, or state or local income-based public assistance program; or o Receives an income or is a member of a family receiving an income that in relation to family size, is not in excess of the current U.S. DOL 70% Lower Living Standard Income Level and U.S. Department of Health and Human Services Poverty Guidelines; or o Is a homeless individual, or o Is an individual with a disability whose own income meets the income requirements above, but who is a member of a family whose income does not meet this requirement
4	<p><u>Individuals who are basic skills deficient</u> The term "basic skills deficient" is defined in Section 3(5) to mean an adult who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society. Must meet ONE of the following requirements:</p> <ul style="list-style-type: none"> o Lacks a high school diploma or equivalency and is not enrolled in secondary education; or o Scores below 9.0 grade level (8.9 or below) on the TABE; CASAS or other allowable assessments as per National Reporting System (NRS) developed by the U.S. Department of Education's Division of Adult Education and Literacy, or o Is enrolled in Title II adult education (including enrolled for ESL); or o Has poor English language skills (and would be appropriate for ESL even if the individual isn't enrolled at the time of WIOA entry into participation.

5	<p><u>Non-Covered Individuals</u></p> <p>Individuals who do not meet the above priorities may be enrolled on a case by case basis with documented managerial approval. The WIOA eligible adult must meet one or more of the following categories of an individual with a barrier to employment:</p> <ul style="list-style-type: none"> o Displaced Homemakers o Individuals with disabilities o Older individuals o Ex-Offenders o Eligible migrant and seasonal farm workers o Single parents (including single pregnant women)
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4. Action: All staff will recruit individuals in the priority of service categories and provide appropriate services to meet those populations' needs.

5. Effective Date: Immediately

6. Contact: If there are any questions related to the information in this issuance, contact Christy Roush at Christy.roush@iwd.iowa.gov or Jen Snead at Jennifer.snead@iwd.iowa.gov .

Martha Wick
Region 15 RWDB Chair

Iowa WORKS Southern Iowa Region 15 Policy Memo No: 16-1

Dated: February 24, 2016

TOPIC: Region 15 WIOA Individual Training Account Policy

References: Workforce Innovation and Opportunity Act (WIOA) NPRM

1. Purpose: This policy outlines Region 15 directives for providing Individual Training Accounts for the WIOA Adult, Dislocated Worker, and Youth Programs.
2. Background: WIOA Title I-B training services for WIOA eligible adults, dislocated workers and youth are provided through ITAs. Using ITA funds, WIOA eligible adults, dislocated workers and youth purchase training services from eligible training providers they select in consultation with a WIOA career planner. Participants are expected to utilize information such as skills assessments, labor market conditions/trends, and training providers' performance, and to take an active role in managing their employment future through the use of ITAs.
3. Substance: ITAs are one training option available to eligible and appropriate participants when it is determined by a career planner that they will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. An ITA is limited in cost and duration and must result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. ITAs are allowed for out-of-school youth ages 18-24 (out-of-school youth ages 16-17 are not eligible for ITAs) per WIOA Section 129(c)(2)(D) and Proposed 20 CFR 681.550. ITAs are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the person's job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented on the participant's Individual Employment Plan (IEP). Participants choose career training with Eligible Training Providers in consultation with career planners.

ITA funding for training is limited to participants who:

- Complete an assessment and an IEP that identifies the selected training course;
- Are unable to obtain grant assistance from other sources to pay the costs of training or require assistance beyond available grant resources from other sources, such as Pell Grants in order to complete their training goals;
- Select training programs that are directly linked to an in-demand industry sector or occupation or sectors that have a high potential of sustained demand or growth in the local area or in the planning region or in another area in which the participant is willing to travel or relocate [WIOA Section 134(c)(3)(G)(iii)]; and
- Maintain satisfactory progress/grades throughout the training program.

Coordination of WIOA Training Funds and Other Federal Assistance (Proposed 20 CFR 680.230)

WIOA funds are intended to provide training services in instances when there is no grant assistance, or insufficient assistance from other sources such as, but not limited to: Temporary

Assistance for Needy Families (TANF); Title IV Programs such as Federal Pell Grants, or Federal Work-Study; GI Bill or other Federal financial aid available to military veterans; and state-funded grants to pay for those costs.

An individual may select training that costs more than the \$6,000 WIOA maximum amount, when other sources of funds are available to supplement the ITA. Career planners must consider and document in the participant file the availability of other sources of grants, *excluding loans*, to pay for training costs so that WIOA funds are used to supplement but not supplant other sources. The use of WIOA funds to make payments towards a personal loan of an otherwise eligible participant is prohibited. However, the mere existence of a federal loan, *regardless of the status*, must not impact ITA eligibility determinations.

ITA Authorization

ITAs must be approved by a WIOA program manager prior to issuance. ITAs are authorized only for training programs listed on the Eligible Training Provider List (ETPL), as required in WIOA Section 134(c)(F)(iii). ITA funds are paid directly to the training provider using WFC's fiscal system.

ITAs may be used for pre-apprenticeship programs however, only pre-apprenticeship programs listed on the ETPL may be approved. (Proposed 20 CFR 680.330(a))

ITAs may be authorized for training programs in other states or online training if the training program is listed on the ETPL or there exists reciprocity agreements with other states.

ITAs are not authorized for individualized career services such as short-term prevocational training.

ITA Funding Limit

The limit for ITA contracts is \$6,000. The maximum ITA limit is not an entitlement. The amount and duration of each participant's ITA award is determined on an individual basis. Funding amounts will take into account the total costs of the selected training program, any other financial assistance available to the participant, and the WIOA funding available to the Adult, Dislocated Worker or Youth Programs. The ITA funding can only include the cost of training services such as instructor salaries and benefits, classroom space, instructional materials, tuition, books, individual materials, supplies, tools, and equipment. An ITA may fund prerequisite training to a vocational training program if it is required by the educational institution.

ITA Continued Funding

Continued funding of an ITA is contingent on availability of WIOA funds and on the participant's satisfactory progress in school. Career planners will review the participant's training progress and expenses quarterly or more frequently depending on the training institution's schedule. An individual's progress will be considered satisfactory upon earning:

- A grade point average that does not fall below 2.0 for two consecutive terms; or
- A grade point average sufficient to graduate from, or receive certification in, the individual's approved area of study; or
- Sufficient credit hours to finish the approved course of study within the timeframe established under the approved training plan.
- In the case of self-paced or ungraded learning programs, satisfactory progress means participating in classes and passing certification examinations within the timeframe established under the approved training plan.

- Career planners must arrange to receive training progress reports (i.e. transcripts) from participants in adequate time to process the subsequent tuition payment.
- Career planners must develop with participants who are not earning satisfactory progress in their coursework, a service strategy to overcome the barriers impacting progress. WIOA ITA funding may be terminated if participants do not earn satisfactory progress for two (2) or more consecutive school terms (i.e. quarters, semesters, etc.).

ITA Modifications

An ITA may be modified to ensure the individual attains their educational goals and subsequent employment. In some circumstances, such as when a program of training is removed from the ETPL, or when extraordinary program expenses develop, the participant and career planner must agree on whether to complete the plan of training with the existing provider, seek a similar program, or discontinue training. When a program of training is removed from the state ETPL, WIOA participants in that program can complete their training. However, an ITA should not be modified or extended for a participant beyond the original plan approval as it relates to a program of training that is no longer on the ETPL. Any modifications to the ITA should be documented in case notes located in IWorks.

ITA Obligations

In order to obligate ITA funds a Purchase Order (PO) may be written for individuals identified to receive an ITA award. The obligation would document a three-way commitment between the individual, the service provider, and the training institution. IowaWORKS retains the flexibility to decide when to bill actual expenditures with the training provider.

Participant File Documentation

Justification for, and continued funding of an ITA must be supported by the following documentation located in the participant file and/or in case notes entered in IWorks:

- Assessment results supporting the selected program of study. The assessment must support the need for training including a determination by a case manager that the participant will be unlikely or unable to obtain or retain employment *that leads to* self-sufficiency or higher wages from previous employment through career services alone; and that the selected program of study will result in employment *leading to* economic self-sufficiency or wages comparable to or higher than wages from previous employment;
- Completed IEP documenting the selected program of study, anticipated and actual start/end dates and training outcomes;
- Eligibility for other training grant funding;
- Verification of FAFSA application and award status, if applicable. Authorization of the ITA and any approved increase or modification;
- Documentation of the participant's willingness and ability to travel to locations outside of Region 15 if the selected training program and/or demand occupation is outside of Region 15;
- Case note documenting that the training provider is on the Eligible Training Provider List; and
- Documentation of the participant's progress and/or grades.

4. Action: All staff will follow the policies outlined.

5. Effective Date: Immediately

6. Contact: If there are any questions related to the information in this issuance, contact Christy Roush at Christy.roush@iwd.iowa.gov or Jen Snead at Jennifer.snead@iwd.iowa.gov .

Martha Wick
Region 15 RWDB Chair

IowaWORKS Southern Iowa Region 15 Policy Memo No: 16-2

Dated: February 24, 2016

TOPIC: Region 15 WIOA Support Services Payment Policy

References: Workforce Innovation and Opportunity Act (WIOA) NPRM

1. Purpose: This policy outlines Region 15 directives for providing Individual Training Accounts for the WIOA Adult, Dislocated Worker, and Youth Programs.
2. Background: WIOA Title I-B support service payments are provided for WIOA eligible adults, dislocated workers and youth to assist them in reaching their objectives.
3. Substance: Support services are available to members receiving individualized career service or training services, but only as determined necessary and documented in case notes that the participant required such support to participate and completed the activity.

Supportive Service payments can be made only when the participant cannot afford to pay for such services.

The need for and amount of Supportive Service payments are determined for each participant during the Objective Assessment process and documented in the participant's ISS/IEP.

Supportive Service payments will be made only for attending scheduled activities. Attendance sheets need to be turned in by the participant on a bi-weekly basis. Attendance sheets turned in two weeks past the scheduled due date will not be reimbursed.

Support service payments may also be made to participants during the provision of post-program services based upon their needs and only to enable the participant to participate in a WIOA activity or partner activity. Support service payments can be made only when the participant is unable to obtain the service through other programs providing such services.

Supportive Services may be used to assist a parent, spouse, or legal guardian's participation in a youth participant's training, as allowed under the WIOA Youth Program. Such payments might include reimbursement for transportation costs or child care for a parent to attend a conference regarding a child's progress toward achievement of the objectives of the ISS.

Following are the Region 15 allowable Supportive Services and their cost limitations:

(1) Clothing (CHG)

The cost of items such as clothes and shoes that are necessary for participation in WIOA activities are allowable. Items such as uniforms and protective eye wear are included. Not to exceed \$250. Additional allowed if approved by WIOA Director.

(2) Counseling (CLG)

The cost of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIOA services. Not to exceed \$300 per participant for entire training period. Must be provided by a certified counselor. This service must be approved by the Director.

(3) Dependent (DPC)

The cost of dependent care from licensed institutions or from private sources agreed upon by the participant and WIOA Service Provider staff are allowable. Dependent care payments cannot be made for services rendered by family members. Dependent care includes child or adult care. The dependent care rate will be up to \$2.50 per hour. The participant will submit payment reimbursement for dependent care.

(4) Financial Assistance (FAS)

The purpose of a Financial Assistance Payment is to make a payment to a Service Provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as housing assistance, auto repair, eyeglasses repair, etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, State, local law or statute. Not to exceed \$500 per participant. Should be an emergency financial need of a participant that if unmet would prevent them from continuing in WIOA activities. Case note the specific situation for this need by explaining how this expenditure will help the participant continue in WIOA activities. May be used for such things as housing assistance, relocation expenses, residential/meal support, auto repair, eyeglass repair, etc., but is NOT to include such things as any types of fines or penalties imposed because of failure to comply with state, local or federal regulations or laws.

(5) Health Care (HLC)

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This support service would be used only when there are no other resources available to the participant. Not to exceed \$500/entire length of training plan. Must be required for their WIOA sponsored program. Examples would be vaccinations and physical exams which are required, prescription glasses which are needed.

(7) Miscellaneous Services (MSS)

Bonding is an allowable cost unless funds are available from other resources. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation.

The cost of required tools is allowed. All policies and procedures set forth in the property section of this handbook apply to property purchased with WIOA funds. The cost of licenses or application fees is allowable if required for employment.

The costs of licenses or application fees are allowable if occupationally required. Occupationally required property limit is not to exceed \$500 per participant for the entire training period. Must be required for their WIOA sponsored program.

(8) Needs-Related Payments

Not allowed in Region 15.

(9) Residential/Meals Support (RMS)

The cost of lodging for each night away from the participant's permanent home required for continued program participation is allowable.

The cost for meals while the participant is away from home or in travel status for required training is allowable.

This support service is not intended to cover living expenses for long term activities, such as dormitory expenses while in training.

Maximum: \$55.00 per night lodging plus tax. Meals: Breakfast - \$5.00 Lunch: \$5.00 Dinner: \$9.00.

(10) Services for Individuals with Disabilities (SID)

The cost of special services, supplies, equipment and tools necessary to enable a participant with a disability to participate in training is allowable. It is not an allowable use of WIOA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements.

(11) Stipends (STI) - Youth Only

Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the fourteen (14) youth services provided the provision of a stipend is included in the participant's individual assessment and service strategy. Stipends must be a lump-sum amount for a specific time frame and may not be based on an hourly rate.

(12) Supported Employment and Training (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with Experiential Learning activities such as: INT, OJT, SHW, PRE and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment.

(13) Transportation (TRN)

The cost of transportation necessary to participate in WIOA activities and services, including job interviews, is allowable. .30¢ per mile for actual miles to and from training site or cost of car pool or common carrier whichever least, five miles one way minimum. Maximum amount not to exceed 100 miles total per day. Reference Field Memo 09-09 for instructions on how to verify reference FM Transportation Verification.

INCENTIVE AND BONUS PAYMENTS FOR YOUTH

Incentive payments to youth participants are allowed for recognition and achievement directly tied to training activities and experiential learning activities. Incentive payments must be: (a) Tied to the goals of the specific program; (b) Outlined in writing before the commencement of the program that may provide incentive payments; (c) Align with the local program's organizational policies; and (d) In accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200.

The INB payment policy is based on attendance or achievement of basic education skills, pre-employment/work maturity skills or occupational skills as identified in the ISS for the participant. The INB payment policy must be a lump sum based on achievement/attendance, for a specific time frame and may not be based on an hourly rate. The INB policy may be based on a combination of attendance and achievement or one or the other.

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

The following may be awarded for the grade received:

A=\$50

B=\$35

C=\$20

Full Academic Credit Earned =\$25

All academic awards will be determined and paid on a per term basis.

Any Youth Participant who achieves an overall Bronze certification or higher on the NCRC assessment may be awarded a \$50 one-time payment.

A bonus of \$100 may be paid for a high school diploma.

In-School Youth and Out of School Youth are eligible to receive \$25 after completing 12 hours of seat time in one month with a maximum of \$100 total.

In-School Youth and Out of School Youth are eligible to receive \$50 bonus for completion of HSED in a 4 month consecutive time period.

Skills Upgrade (SUG) training cost limit will not exceed \$2000.

4. Action: All staff will follow the policies outlined.

5. Effective Date: Immediately

6. Contact: If there are any questions related to the information in this issuance, contact Christy Roush at Christy.roush@iwd.iowa.gov or Jen Snead at Jennifer.snead@iwd.iowa.gov.

Martha Wick
Region 15 RWDB Chair

Courses of Action for Board vote on transfer from Adult to DW:

FY16 COA #1								
	Budget	% Required	Expenses	Obligations	Salaries	Amt Remaining	%	Notes
WIOA Adult	\$277,969.00		\$55,121.77	\$ 93,717.42	\$ 57,316.41	\$71,813.40	74.16%	
WIOA Dislocated Worker	\$227,815.00		\$18,700.28	\$ 60,722.85	\$ 71,742.28	\$76,649.59	66.35%	

COA #1: \$25,000 transfer: Would need to spend \$16,219.60 additional in Adult and \$31,086.59 in DW

FY16 COA #2								
	Budget	% Required	Expenses	Obligations	Salaries	Amt Remaining	%	Notes
WIOA Adult	\$302,969.00		\$55,121.77	\$ 93,717.42	\$ 57,316.41	\$96,813.40	68.05%	
WIOA Dislocated Worker	\$202,815.00		\$18,700.28	\$ 60,722.85	\$ 71,742.28	\$51,649.59	74.53%	

COA #2: \$50,000 transfer: Would need to spend \$36,219.60 additional in Adult and \$11,086.59 in DW

Figures are to meet the 80% requirement.

WIOA GUIDANCE:

Local Memorandum of Understanding

The federal Workforce Innovation and Opportunity Act (WIOA) mandates that the partner agencies, local workforce development board, and chief elected official (CEO) in each local workforce development area enter into a Memorandum of Understanding (MOU) regarding the delivery of workforce services in the area. This guidance will assist in the development of this MOU. If you have questions, please feel free to contact:

Ben Humphrey
Iowa Workforce Development
Benjamin.Humphrey@iwd.iowa.gov
515-281-3996

Table of Contents

WIOA Background	3
One-Stop System	4
WIOA-Identified MOU Partners.....	5
The Spirit of the MOU	7
WIOA’s MOU Requirements.....	8
Regulatory Requirements for WIOA Local MOUs	10
Identifying One-Stop Infrastructure Costs.....	13
Allocating One-Stop Infrastructure Costs.....	14
Other Shared Costs Covered by the MOU.....	17
Constructing Your Local MOU.....	18
Sample MOU	21
Additional Resources	26
Additional State Guidance for MOUs.....	27

1. WIOA Background

Congress enacted the Workforce Innovation and Opportunity (WIOA) on July 22, 2014, to replace the Workforce Investment Act of 1998. WIOA amends the Wagner-Peyser Act, Rehabilitation act of 1973, and the Adult Education and Literacy Act. Portions of WIOA took effect on July 1, 2015. Others will not take effect until July 1, 2016.

Congress declared six purposes for enacting WIOA:

- (1) To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.
- (2) To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- (3) To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- (4) To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.
- (5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.
- (6) To provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.¹

WIOA replaces the Workforce Investment Act of 1998 (WIA) approximately 16 years after WIA's enactment. It is safe to assume that WIOA will govern our federally funded workforce development programs, services, and activities for at least the next decade and perhaps longer. Your local plan and MOU will lay the groundwork for the next decade-plus of workforce services delivery in your region. It is important to have regular, substantive engagement with your system partners. Your discussions

¹ WIOA § 2.

and decisions regarding integration and alignment will impact whether Iowa establishes the types of regional cross-agency partnerships necessary to fulfill the purposes of WIOA in the years to come.

2. Core Partners

WIOA requires agencies to break down silos in order to align their respective workforce development programs and integrate services. WIOA has three classes of programs: core, required, and optional. And so WIOA also sets forth three types of partners in the workforce development system: core, required, and optional.

Congress identified the following core programs in WIOA:

- WIOA title I, subtitle B, chapters 2 and 3, relating to youth workforce investment activities and adult and dislocated worker employment and training activities;
- WIOA title II, relating to adult education and literacy activities;
- Wagner-Peyser Act sections 1 through 13, relating to employment services; and
- Rehabilitation Act of 1973 title I, excluding section 112 and part C.²

The partners that administer these programs are known as core partners. In Iowa, the core partners are:

- Iowa Workforce Development (WIOA Title I Adult and Dislocated Worker and Youth as well as Wagner-Peyser);
- Iowa Department of Education, Adult Education and Literacy (WIOA title II);
- Iowa Vocational Rehabilitation Services (Rehab Act); and
- Iowa Department for the Blind (Rehab Act).

3. Required Partners

Under WIOA, the required partners are the core partners listed above plus the following:

- Job Corps (WIOA Title I)
- YouthBuild (WIOA Title I)
- WIOA Native American programs
- WIOA Migrant and Seasonal Farmworker Programs
- The Senior Community Service Program
- Perkins Career and Technical Education
- Trade Adjustment Assistance
- Jobs for Veterans State grants

² WIOA §§ 3(12)-(13).

- Community Services Block Grant Activities
- U.S. Department of Housing and Urban Development employment and training activities
- State unemployment insurance benefits activities
- Reintegration programs for eligible offenders
- Temporary Assistance for Needy Families (TANF)

Tip:

Use the charts from the handout you received from Greg Newton to help identify local required partners for your MOU. If you do not have the packet with the charts, contact IWD. Also contact IWD for help identifying the partners in your region.

4. Optional Partners

With the approval of the local board and CEO, optional partners may include any of the following:

- The Social Security Administration (SSA) employment and training program (i.e., Ticket to Work programs)
- Department of Corrections
- Employment and training programs of the Small Business Administration
- Supplemental Nutrition and Assistance Program (SNAP) employment and training programs
- The Vocational Rehabilitation Client Assistance Program
- National and Community Service Act programs
- Other employment, education, or training programs, such as those operated by libraries or in the private sector

Note:

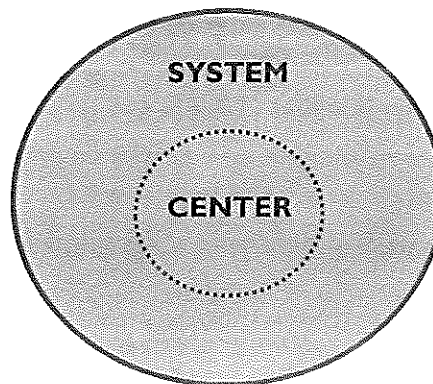
The focus in Iowa has been on aligning and integrating the core partners. Nonetheless, the core partners have reached out to optional partners at the state level to expand alignment and integration in preparation for Iowa moving in the future from the Unified State Plan we will submit in April to a Combined State Plan that includes optional partners. If your local region is ready, you may include them in your local MOU with approval of your local board and CEO.

5. One-Stop System

Under WIOA, each region has a one-stop workforce development system. The system consists of partner programs, services, and activities linked physically and technologically to create a seamless customer-focused service delivery network. Through the system, partners administer separately funded programs as a set of integrated, streamlined services to customers. The local MOU must describe the design of the region's system.

Under WIA, the term "one-stop" focused on the workforce center (here, the Iowa *WORKS* center).

But WIOA expands one-stop to encompass the entire workforce development system in a region. The center is a part of the system. The partnership covers not just the center, but the entire system.



The partnership covered by the local plan and MOU covers partners regardless of whether or not they are co-located in the Iowa *WORKS* center. The system is made up of the following:

- Partners
- Partner programs
- Iowa *WORKS* Center
- Affiliated sites
- Affiliated networks
- Specialized centers

The local MOU must address the practical realities in each regional system, including where partners and their offices are located within the system. It must also include centers or sites separate from the center that are affiliated with a partner, regardless of whether that partner is co-located in the center. For example, IWD has affiliated offices in some regions that are in addition to the Iowa *WORKS* center. The local MOU should discuss how those offices will be integrated into the system.

The system covers the following services:

- Workforce development
- Educational
- Other human resource services

The two overarching goals for the system are to:

- 1) Enhance access to component program services; and

- 2) Improve long-term employment outcomes for individuals receiving services.³

The MOU should flesh out how the partners will work together to meet these goals by integrating programs and aligning services into a seamless delivery system.

6. One-Stop Center

The center is a component part of the system with its own set of requirements. Each system must have at least one physical location to serve as its center. In Iowa, this is known as the Iowa *WORKS* center. It is a bricks-and-mortar office where workers, jobseekers, and employers can access the services the partners provide.

All centers must be physically and programmatically accessible to individuals with disabilities. Further, each center must have at least one WIOA title I staff person physically present. Under WIOA, the center must provide at a minimum:

- Career services
- Access to training services
- Access to employment and training activities
- Access to programs and activities, including Wagner-Peyser Employment Services (ES)
- Workforce and labor-market information.

Customers must minimally have access to these programs, services, and activities during regular business hours and days. WIOA defines access to mean:

- Having staff physically present;
- Having partner program staff physically present at the center that are appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Providing direct linkage through technology to program staffers who can provide meaningful information or services. Under WIOA, direct linkage means a direct connection within a reasonable time, by phone or through a real-time internet-based communication, to a program staff member who can provide program information or services. Handing out a phone number, brochure, or website address is insufficient.

The partners should consider how to incorporate all three types of access into their service delivery as a way of increasing access for all Iowans, in particular individuals with barriers to employment.

7. MOU Negotiations

An MOU is a formal agreement between two or more parties that does not legally bind any of the parties involved to a specific course of action but nonetheless sets forth a series of agreements regarding their collaboration. With an MOU, each party agrees to a specific division of roles and

³ *Id.*

responsibilities so that all parties may achieve a common goal. Each local board, CEO, and partner must collaborate to create an MOU that sets the course in their regional system.

WIOA requires that partners engage one another in good faith negotiations when developing the local MOU. Good faith is defined to consist of the following:

- Fully and repeatedly engaging partners
- Transparently sharing information
- Maintaining a shared focus on the needs of the customer

The local board, CEO, and partners may seek assistance from state-level core partners if need be. If negotiations reach an impasse, the local board and partners must document the efforts that have taken place and the nature of the deadlock. They must then report the situation, including the documentation, to state officials. The local board, CEO, or any partner may request the core partners or the State Board to arbitrate differences.

8. Cost-Sharing in MOU

Is a provision on costs required by WIOA? Yes. Will the local board, CEO, and partners be negotiating the cost-sharing provision? No. Why? This will be done at the state level among partners.

WIOA requires that each MOU address how the costs of workforce services and the operating costs of each local workforce development system will be funded. But you do not need to address cost-sharing in your local MOU. Phase II of the State-Level MOU will cover cost-sharing. Each local MOU will incorporate Phase II of the State-Level MOU as an attachment. This will allow for consistent cost-sharing principles and formulae to be used across the state. It will also save local staff, boards, and CEOs the trouble of negotiating the cost-sharing provisions. The cost-sharing negotiations will be more efficient this way and easier for all parties involved in WIOA implementation.

9. MOU Requirements

Under WIOA, each local MOU must contain:

- 9.1.** The MOU must contain a description of the system design. This includes a description of the services the partners will provide via their programs. You should also explain how these services will be coordinated and delivered. You will recall that Greg Newton discussed career services in his training. The career services that should be included in the MOU include but are not limited to:
 - Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - Outreach. This includes reaching out to individuals with a barrier to employment. It also includes engaging system stakeholders. Keep in mind that partners may have expertise with respect to specific groups. For example, Iowa Vocational

Rehabilitation Services reaches out to individuals with disabilities. How will you leverage partner strengths when conducting outreach?

- Intake (including worker profiling). The Services Account will be an important tool in this regard, but what will your region do for intake until it is active?
- Orientation to information and other services available through the system.
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skill gaps), and supportive service needs.
- Job search and placement assistance.
- Career counseling when needed, including provision of information on in-demand industry sectors and occupations as well as information on nontraditional employment. The provision of workforce and labor market employment statistics relating to local, regional, statewide, and national trends must include: job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, the earnings level for specific jobs, the skill requirements for specific jobs, and opportunities for advancement in specific jobs.

Note:

The Future Ready Iowa Career Coach website is a potential resource:
iowa.emsicareercoach.com

- Business services, including but not limited to information and referrals to specialized business services other than those traditionally offered through the system. Each region's Business Services Team must include—at a minimum—staff members from each of the core partners and may include additional partner staff and economic development members. The Business Services Team in each region must be a cohesive unit that presents a united front when interacting with employers. This will require knowledge of one another's programs, services, and activities, including employer outreach and partnerships. This MOU should lay the groundwork for creating an integrated Business Services Team within your system that fully leverages individual partner strengths. WIOA creates a workforce services delivery model that is based on labor-market needs and the Business Services Team will be an integral part of ensuring that your system is meeting the current and future needs of regional employers.
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers.

Note:

The Future Ready Iowa Career Coach website is a potential resource:
iowaemsicareercoach.com

Note:

Once complete, the Career Bridge eligible provider website will be a useful tool. Until then, we have the eligible training provider database on the IWD website:

contactmanagement.iowaworkforcedevelopment.gov/wia-training-provider-list

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

Note:

Reports with this information should be posted on the “Reports” page for each region on iowawdb.gov.

- Provision of information, in usage and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - Child care
 - Child support
 - Medical or child health assistance available through the state’s Medicaid program and Children’s Health Initiative Program
 - Benefits under SNAP
 - Assistance through the earned income tax credit
 - Assistance under a state program for TANF
 - Other supportive services and transportation provided through TANF
- Provision of information regarding the filing of unemployment insurance benefits claims. This should include the help available for claimants at the Iowa *WORKS* center, satellite and affiliate offices, online, and via IWD’s toll-free customer services lines. All are access points to your regional system where an individual can receive assistance with filing an unemployment insurance benefits claim.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Individualized career services. These must be made available if determined to be appropriate in order for an individual to obtain or retain employment. Individualize career services must be consistent with program requirements and federal cost principles. These services include:
 - Out-of-area job search assistance.
 - Relocation assistance.

- English language acquisition and integrated education and training programs.
 - Follow-up services. An important change under WIOA is the point in time when performance measures are applied. Instead of the first and third quarters, WIOA measures after the second and fourth quarters. Follow-up services will help the partners meet the new WIOA performance measures.
- 9.2. The MOU must contain a description of the region's methods of referral of individuals between the partners for appropriate services and activities. Your referral section should also set forth how the partners will handle referrals to services, programs, and activities outside the system (e.g., private non-profit support services).
- 9.3. Methods to ensure the needs of jobseekers, workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the system.
- 9.4. Such other provisions, consistent with the requirements of this title, as the parties to the agreement determine to be appropriate.

10. MOU Duration

WIOA requires that the MOU be revisited at least once every three years. Consequently, the MOU's term of duration should be three years. For example, if your MOU takes effect on July 1, 2016, it should expire on June 30, 2019.

The MOU should also set forth the procedure by which the partners may amend the MOU before the end of its three-year life. The local board, CEO, or a partner should be able to propose amending the MOU in writing to the parties to the MOU. If the parties agree with revisiting the MOU, they should engage in good faith negotiations regarding the proposed change(s). Phase I of the draft State-Level MOU has a procedure set up for amending that MOU.

11. MOU Signatures

The finalized MOU must contain the signatures of the local board, CEO, and partner designees. It must also bear the date of the signatures. Some of the signatories will be local; others will be at the state level. At the state level, the core partners are developing a process for collecting local MOU signatures. Each signatory to the MOU must also date his or her signature.

12. Effective Date of the MOU

Under WIOA, your local MOU must take effect on or before July 1, 2016. This is why it is important to begin the process of engaging your partners in the discussions necessary to fill in the substantive provisions of the MOU in the near future.

Sample MOU – From the State-Level MOU

Note:

The following sample is meant to demonstrate the basic format and elements of an umbrella MOU. The information contained within was developed for the State-Level MOU and therefore may not be representative of an agreement between the partners, local board, and CEO in your region. Your MOU should meet the specific goals and circumstances of the region and local partners. Your MOU helps your partnership meet goals contained in your local plan. You will also see some language you can use when developing your MOU. Some language in the State MOU is not applicable for local areas.

1. Background

Sample Language:

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 workforce development system that provides integrated employment, training, and education programs responsive to the employment needs of job seekers, employees, and businesses. This focus will result in a workforce development system that will lead to economic growth for the individual, State, and nation.

WIOA requires that a Memorandum of Understanding (MOU) be developed and executed between the local Workforce Development Board and the One Stop Partners to establish an agreement concerning the operations of the one-stop delivery system and to establish the framework for providing services to employers, employees, job seekers and others needing workforce services.

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 MOU will come together to develop a partnership for workforce services delivery in Iowa that fosters cooperation, collaboration, and communication. The collaboration that WIOA requires must not be limited by agency silos or the boundaries of a Local Region or Local One-Stop System. Ideas must flow horizontally, across Local Regions and State Partners, as well as vertically between the State Board, State Partners, Local Partners, Local Boards, and Local Staff. The parties to this MOU will regularly engage one another as in order to achieve a streamlined and efficient workforce service delivery system via integration, as required by WIOA. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

The purpose of this Memorandum of Understanding, hereinafter referred to as MOU, is to establish a cooperative working relationship between the parties and to define their respective roles and

responsibilities in achieving the policy objectives.

2. Local/Regional Vision/Mission Statement and Goals

The Vision/Mission/Goals of the local/regional One-Stop Delivery System.

3. Objectives

Under WIOA, Partners must do the following through One-Stop Centers:

- 3.1 Provide workers and job seekers with the opportunity to develop skills and credentials necessary to secure and advance in employment with family-sustaining wages.
- 3.2 Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities and individuals with LEP, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers.
- 3.3 Enable businesses to easily identify and hire skilled workers and access other supports, including education and training for their current workforce.
- 3.4 Participate in rigorous evaluations that support continuous improvement of One-Stop Centers by identifying which strategies work better for different populations.
- 3.5 Ensure that high-quality integrated data inform decisions made by policy makers, employers, workers, and job seekers.
- 3.6 Increase access to workforce services for individuals with barriers to employment, including but not limited to individuals with disabilities and individuals with LEP.

Note:

These are the State-Level MOU objectives. Your MOU should be in harmony with these objectives. But there may be objectives unique to your region that you wish to include in this section to help you achieve the goals set forth in your local plan. Feel free to do so. Make this MOU reflective of what your regional partnership's goals are in the years to come so that you can work together to achieve them.

4. Parties

A local board may enter an "Umbrella" MOU which includes regional and local required and voluntary One-Stop partners. Required partners include local/regional representatives of the following programs.

The following entities are parties to this MOU:

- WIOA Title I Adult, Dislocated Worker and Youth

- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title IV Vocational Rehabilitation
- Iowa Department for the Blind
- Carl Perking Career Technical Education
- Title V Older American Act
- Job Corps
- Native American Programs
- Proteus/ Migrant and Seasonal Farmworker Program
- Veterans
- YouthBuild
- Trade Adjustment Act
- Community Services Block Grant (Employment & Training)
- Housing and Urban Development (Employment & Training)
- Unemployment Compensation
- Second Chance/Reentry
- TANF/PROMISE JOBS

The above entities are referred to as Partners in this MOU.

5. Term

This MOU commences on _____, 201_, and concludes _____, 201_. The Partners may agree to amend this MOU at any time before its designated conclusion date.

6. Costs

This MOU incorporates by reference Phase II of the State-Level MOU, which is attached hereto as Attachment A.

7. One-Stop System Description

This section should include a description of the local system, the customers to be served, and the services that will be provided by each partner. (Basic career services, individualized career services, follow-up service, training services, and services provided to employers). Can be included as an attachment or chart, incorporated by reference which describes the manner in which the service will be integrated into the operation of the One-Stop Center and the specific services to be provided by each One-Stop Partner.

The following table details the services that the partners will deliver through the One-Stop System,

the agencies responsible for delivering those services, and the revenue sources those agencies will use the fund the services.

Service	Agencies	Funding Source
...	...	

Note:

There are many ways to display a table with all of the relevant information regarding the provided services. The table should provide as many details as are feasible. It is likely that some information regarding these services will also be contained in the local plan.

7.1 Requirements.

The Partners agree that the Local One-Stop System Centers and Satellite offices must:

- 7.1.1. Reflect a welcoming environment to all customer groups who are served by the State and Local One-Stop Systems.
- 7.1.2. Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
- 7.1.3. Improve the skills of job-seeker and worker customers. The State and Local One-Stop Systems must create opportunities for individuals at all skill levels and levels of experience by providing customers, including individuals with disabilities and individuals with Limited English Proficiency (LEP), as much timely, labor market, job-driven information, and choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.
- 7.1.4. Provide career services that motivate, support and empower customers, including individuals with disabilities and individuals with LEP, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals.
- 7.1.5. Value skill development by assessing and creating opportunities for improving each individual's basic, occupational, and employability skills.

Note:

It is likely that your local plan contains some information regarding these services. Your MOU should add an additional layer of detail to what the local plan contains. The MOU should identify specific actions and detail who is responsible for achieving these requirements. Some actions will be the joint responsibility of the partners, particularly those that will bring about further alignment and integration.

7.2. Increased and Maximized Access.

This section should include a reference to an attached “system map” that identifies the comprehensive and satellite offices operating in the local area, define “individuals with barriers to employment,” describe how the local system will ensure access for individuals with barriers to employment, and communicate that one-stop partners will offer priority for services to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient for individualized career services and training services funded with WIOA adult funds.

This section should also include a commitment by the One-Stop Partners to ensure that policies, procedures, programs and services are in compliance with the American with Disabilities Act and it’s amendments to ensure access to individuals with disabilities.

WIOA was passed in part to increase access to our workforce services. A particular focus for increased access is individuals with barriers to employment, a group that includes members of the following populations:

- 7.2.1. Individuals with disabilities, including but not limited to individuals with vision loss
- 7.2.2. Displaced homemakers
- 7.2.3. Low-income individuals
- 7.2.4. Indians, Alaska Natives, and Native Hawaiians
- 7.2.5. Individuals age 55 and older
- 7.2.6. Returning citizens
- 7.2.7. Homeless individuals
- 7.2.8. Youth who are in or have aged out of the foster system
- 7.2.9. Individuals with LEP
- 7.2.10. Individuals who have low levels of literacy
- 7.2.11. Individuals facing substantial cultural barriers
- 7.2.12. Eligible migrant and seasonal farmworkers
- 7.2.13. Single parents, including single pregnant women
- 7.2.14. Long-term unemployed individuals

7.2.15. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

The Partners agree that 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 under WIOA. This necessarily includes outreach to individuals with barriers to employment. To achieve the priority of increased access for individuals with barriers to employment, the Partners will leverage the expert knowledge of its membership and collaborate to maximize access to workforce services for individuals, particularly those with barriers to employment.

The Partners will collaborate to develop policies, procedures, guidance, and proven and promising practices to increase and maximize access to services for individuals, particularly those with barriers to employment.

(Note: The MOU details what steps will be taken and by whom to achieve greater access for individuals with barriers to employment. It is likely that some information regarding these services will also be contained in the local plan, however this provides the additional layer of detail.)

7.3. Common Performance Measures.

The Partners will collaborate to achieve common performance indicators to ensure:

- 7.3.1.** Investments in employment and training programs are evidence-based, labor-market driven, and accountable to participants and taxpayers.
- 7.3.2.** Performance will be transparent and accountable to the communities and regions served.
- 7.3.3.** Data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.
- 7.3.4.** Compliance with applicable federal standards.
- 7.3.5.** Compliance with applicable Partner confidentiality obligations.

The Partners will collaborate to develop policies, procedures, guidance, and proven and promising practices with respect to the implementation and utilization of the common performance measures for monitoring workforce services in the system.

Note:

It is likely that your local plan contains some information regarding these services. Your MOU should add an additional layer of detail to what the local plan contains. The MOU should identify specific actions and detail who is responsible for achieving these requirements. Some actions will be the joint responsibility of the partners, particularly those that will bring about further alignment and integration.

7.4. Career Services.

The Partners will collaborate to develop policies, procedures, guidance, and proven and promising practices to provide career services that motivate, support, and empower customers, including individuals with disabilities and individuals with LEP, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals. Once these policies are developed they should be amended and attached to this MOU.

Note:

It is likely that your local plan contains some information regarding these services. Your MOU should add an additional layer of detail to what the local plan contains. The MOU should identify specific actions and detail who is responsible for achieving these requirements. Some actions will be the joint responsibility of the partners, particularly those that will bring about further alignment and integration.

8. SERVICE DESIGN.

This section should include a description of local/regional agreements made by one-stop partners to share responsibility for planning, implementing, and operating the system.

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, guidance, 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.

8.1. Alignment of Services.

The Partners will collaborate to develop policies, procedures, guidance, 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 Local 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.

8.2. Business Collaboration.

WIOA requires that our State and 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 in the State and Local One-Stop Systems. This will include the implementation of business-focused outreach and initiatives.

8.2.1. Business-Focused Outreach.

The Partners will create an integrated business services team that includes local staff from each core

partner agency to :

- 8.2.1.1. Facilitate engagement of employers, including smaller employers and employers in in-demand industry sectors and occupations, in workforce services programs.
- 8.2.1.2. Offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.
- 8.2.1.3. Identify and develop a clear understanding of industry skill needs, identifying appropriate strategies for assisting employers, and coordinating business services activities across programs, as appropriate, in order to support area employers and industry sectors most effectively.
- 8.2.1.4. Incorporate an integrated and aligned business services strategy among Partners to present a unified voice for the One-Stop Center in its communications with employers.
- 8.2.1.5. Use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.
- 8.2.1.6. Engage employers to develop sector partnerships that are responsive to labor-market needs.
- 8.2.1.7. Incorporate employer input when developing innovative training opportunities that are responsive to labor-market needs.

8.2.2. Business-Focused Initiatives.

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

- 8.2.2.1. Incumbent worker training programs
- 8.2.2.2. On-the-job training programs
- 8.2.2.3. Customized training programs
- 8.2.2.4. Apprenticeship programs
- 8.2.2.5. Industry and sector strategies
- 8.2.2.6. Career pathways
- 8.2.2.7. Sector partnerships
- 8.2.2.8. Utilization of effective business intermediaries

8.2.2.9. Public-private partnerships

8.2.2.10. Other business services, strategies, and training opportunities, designed to meet the needs of employers

8.3. Equal Opportunity.

The Partners have legal obligations under federal and state antidiscrimination laws when providing workforce services. Federal and state antidiscrimination laws prohibit discrimination in the provision of services on the basis of an individual's race, color, creed, sex, sexual orientation, gender identity, national origin, religion, age, or disability. Meeting the Partners' legal obligations under federal and state antidiscrimination laws must be a focus when the Partners develop and implement policies, procedures, guidance, and proven and promising practices. These legal obligations must also be a central consideration when pursuing the goal of increased and maximized access to workforce services and when assessing the physical and programmatic access of One-Stop Centers, physical office spaces, websites, etc.

WIOA mandates compliance with federal antidiscrimination laws. WIOA also requires Partners to increase access to workforce services for individuals with barriers to employment, including but not limited to individuals with disabilities and "English language learners," a term defined to have the same substantive meaning as this MOU's definition of the term "individuals with LEP." Consequently, Partner efforts to increase and maximize physical and programmatic access to workforce services must rise above the minimum required under state and federal antidiscrimination laws in order to comply with WIOA's mandate to increase access for individuals with barriers to employment, including but not limited to individuals with disabilities and individuals with LEP.

8.3.1. Individuals with Disabilities.

Individuals with disabilities constitute a population that has traditionally been underserved or unserved by the workforce development system. The Partners recognize that state and federal antidiscrimination laws impose legal obligations with respect to workforce services delivery to individuals with disabilities. Further, WIOA singles out individuals with disabilities as a group with a barrier to employment that the Partners must target for increased and maximized access to workforce services. As such the Partners will develop policies, procedures, guidance, and proven and promising practices to create maximized physical and programmatic access and opportunity for individuals with disabilities. Implementation of policies, procedures, guidance, and proven and promising practices to increase and maximize physical and programmatic access for individuals with disabilities must be an element of One-Stop Certification that is strictly applied.

8.3.2. Individuals with Limited English Proficiency.

The Partners recognize that state and federal antidiscrimination law imposes legal obligations with respect to workforce services delivery to individuals with LEP. Further, WIOA includes individuals with LEP as a group with a barrier to employment that the Partners must target for increased and maximized access to workforce services. As such the Partners will develop policies, procedures, guidance, and proven and promising practices to create maximized access and opportunity for individuals with LEP. Implementation of policies, procedures, guidance, and proven and promising practices to increase and maximize access for individuals with LEP must be an element of One-Stop

Certification that is strictly applied.

8.4. Career Services.

Note:

This section should contain the description discussion in Section 9.1 above.

9. INTEGRATED MANAGEMENT.

This section should include a commitment by one-stop partners to share data and technology and ensure that systems and data are secure.

9.1. Integrated Case Management System.

WIOA emphasizes technology as a critical tool in making possible all aspects of information exchange including client tracking, common case management, reporting and data collection. To support the use of these tools, the One-Stop Partner agrees to:

The Partners will collaborate to develop/utilize an integrated case management system, accessible to all Partner employees. The integrated case management system will help streamline service delivery and avoid redundancies. This will help to maximize resources so that they can be directed toward providing high-quality services to job seekers, workers, and employers that are responsive to labor-market needs.

9.1.1. Confidentiality Policies.

The Partners must ensure that customer information is properly secure once collected. The Partners will collaborate to develop policies, procedures, and proven and promising practices to ensure that customer information is properly secured in accordance with personally identifiable information guidelines, the necessary memoranda of understanding or other forms of confidentiality and data sharing agreements, and consistent with federal and state privacy laws and regulations.

Additional Sample Language:

The One-Stop Partners agree to comply with the provisions of WIOA and applicable sections of the Wagner-Peyser Act, Rehabilitation Act of 1973 and the Adult Education and Literacy Act and/or any other appropriate statute or requirement to assure that:

- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to one-stop applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The One-Stop Partners agree to abide by the current confidentiality provisions of respective

statutes to which One-Stop Operators and other One-Stop Partners must adhere, and shall share information necessary for the administration of the program as allowed under law and regulation. The One-Stop Partners, therefore, agree to share client information necessary for provision of services, i.e., assessment, universal intake, program or training referral, job development or placement activities and other services as needed for employment or program support services.

9.1.2. Customer Informed Consent.

The integration and streamlining of program services will necessitate the sharing of customer information across programs, both via the integrated case management system and by other means. In order to facilitate the sharing of customer information across the State One-Stop System and Local One-Stop Systems, the Partners will collaborate to develop policies, procedures, so that customers may provide informed consent that allows for the sharing of customer information between Partners, Programs, and Local Staff.

9.2. Inspections and Recommendations.

Some Partners specialize in providing services to individuals with barriers to employment. These Partners may inspect individual One-Stop System access points statewide—including the One-Stop Center, other physical offices where workforce services are delivered, websites, etc.—and offer recommendations to increase and maximize access for individuals with barriers to employment, including but not limited to individuals with disabilities and individuals with LEP.

9.2.1. One-Stop Certification.

The Partners will work collaboratively to review criteria developed for One-Stop Certification and self-assess to create a baseline for future reviews by the Operations team and Workforce Board Chair. The Certification reflects the following principles:

- 9.2.1.1.** One-Stop Centers will provide excellent customer service to job seekers, workers, and business.
- 9.2.1.2.** One-Stop Centers will reflect innovative and effective service design.
- 9.2.1.3.** One-Stop Centers will operate with integrated management systems.
- 9.2.1.4.** One-Stop Centers will operate with high-quality staffing.
- 9.2.1.5.** One-Stop Centers will increase physical and programmatic access to workforce services for individuals with barriers to employment, including but not limited to individuals with disabilities and individuals with LEP.

9.3. Staff Training.

One-Stop Center Local Staff must be routinely trained and keenly aware of how particular functions support and contribute to the One-Stop Center and One-Stop System. The Partners will collaborate to develop:

9.3.1. A staff development plan to ensure that One-Stop Center Local Staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency.

9.4. Referrals.

This section includes a commitment by One-Stop Partners to jointly and mutually implement processes for referral of customers to services not provided on site. The Referral process should be attached as an exhibit to the MOU and should:

- *Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service.*
- *Ensure the general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate.*
- *Describe how customer referrals are made electronically, through traditional correspondence, verbally or through other means determined in cooperation with partners and operators.*
- *Describe how the partners will provide a direct link/access to one-stop partner program staff who can provide meaningful information or service through co-location, cross-training of one-stop staff, or through real-time technology.*

Note:

This section should lay out how the partners will handle referrals to one another's programs, services, and activities. It should address the practical realities of your region's system, including which partners are co-located, which are not, and how that will impact the referral process (if at all). To ensure that appropriate referrals are being made between partners, the referral process should include a feedback loop and the method by which the partners will assess the partnership's cross-program referrals.

10. AMENDMENT.

This MOU may be amended upon mutual agreement of the Partners. 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 Partner may request to amend this MOU during its Term. A Partner seeking an amendment must submit a written request to each Partner. The request must include:

- 10.1.1. The requesting Partner's name.
- 10.1.2. The reason(s) for the amendment request.
- 10.1.3. Each section of this MOU that will require revision.
- 10.1.4. The desired date for the amendment to take effect.
- 10.1.5. The signature of an authorized representative of the requesting Partner.

After receipt of an amendment request, the Partners must attempt to reach consensus on amending

this MOU. If the Partners reach unanimous agreement to amend this MOU, this MOU may be amended. Each Partner must execute the amended MOU for it to take effect. If a Partner objects to the requested amendment to this MOU and consensus on amending this MOU cannot be reached, the requesting Partner may utilize the Dispute Resolution process outlined in Section 11 to seek amendment of this MOU.

11. DISPUTE RESOLUTION.

The Partners agree to participate in good faith negotiations to reach a consensus with respect to performance measures, case management, policies, procedures, guidance, and proven and promising practices. However, should a dispute arise among any Partners while attempting to implement the provisions contained in Phase I of this MOU that results in an impasse, the Partners agree to utilize the following process:

- 11.1. The head of each Partner agency will designate an individual to negotiate and resolve any impasse involving Partners.
- 11.2. If negotiations among the Partners are unable to resolve the dispute, a Partner may submit to the State Board a written grievance that summarizes the nature of the dispute and the Partner's desired outcome.
- 11.3. As soon as practicable and within no more than seven (7) days of receiving a Partner's written grievance, the State Board must provide a copy of the Partner's written grievance to the other Partners.
- 11.4. The Partners may submit written comments to the State Board regarding the grievance within fifteen (15) days of receiving the grievance. Upon request by a Partner or upon the State Board's own volition, the State Board may hold a meeting to discuss the grievance and comments with Partner representatives.
- 11.5. The State Board must issue a written decision regarding the grievance within ten (10) days of the close of the Partner comment period or grievance meeting, whichever is later. The State Board must provide a copy of its written decision to each Partner via U.S. certified mail no more than five (5) days after its adoption. The State Board decision with respect to a Partner grievance will be binding on the Partners.

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

12. TERMINATION.

A Partner may terminate in whole or in part its participation in this MOU at any time with ninety (90) days written notice to all other Partners by U.S. certified mail. A Partner'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. A Partner's termination in whole or in part of

its participation in this MOU will be effective only as to that entity. If a Partner terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other Partners.

13. SEVERABILITY.

If any provision of this MOU is held invalid, the remainder of this MOU will not be affected thereby and will remain in full force and effect as to all Partners.

14. GOVERNING LAW.

This MOU is governed by Iowa law and shall be interpreted accordingly.

Signatures

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Additional Resources

There are many resources available regarding the development and maintenance of MOUs, including:

- **Illustrative Memorandum of Understanding between a Public Institution or System and an Affiliated Foundation**

Association of Governing Boards of Universities and Colleges

agb.org/reports/2014/illustrative-memorandum-understanding-between-public-institution-or-system-and-affiliated#

- **Practices Guide: Service Level Agreement/Memorandum of Understanding**

Department of Health and Human Services

www.hhs.gov/ocio/eplc/EPLC%20Archive%20Documents/50-SLA%20and%20MOU/eplc_sla_mou_practices_guide.pdf

- **Memorandum of Understanding Instruction Guidance**

NGOConnect.net

www.ngoconnect.net/documents/592341/749044/MEMORANDUM+OF+UNDERSTANDING+INSTRUCTION+GUIDANCE

