



**REGIONAL WORKFORCE DEVELOPMENT BOARD MEETING  
SEPTEMBER 28, 2017  
10 AM – 11:30 AM**

**IowaWORKS OFFICE, ROOMS 41A/43A  
4444 1<sup>ST</sup> AVE NE, SUITE 436, CEDAR RAPIDS, IOWA**

**AGENDA**

1. CALL TO ORDER
2. INTRODUCTION OF MEMBERS AND GUESTS
3. MOTION TO APPROVE AGENDA
4. MOTION TO APPROVE CONSENT AGENDA (SEE ATTACHMENT A)
  - JUNE 29, 2017 RWDB MEETING MINUTES
5. CORRESPONDENCE (SEE ATTACHMENT B)
  - PY16 QUALITY ASSURANCE LETTER
  - FINAL MONITORING REPORT SPRING 2017
6. MEMBER ANNOUNCEMENTS
7. MOTION TO APPROVE THE MEMORANDUM OF UNDERSTANDING WITH GOODWILL INDUSTRIES – CARLA ANDORF (SEE ATTACHMENT C)
8. MOTION TO ESTABLISH REGION 10 ONE STOP CERTIFICATION PROCESS AND SUBCOMMITTEE – CARLA ANDORF (SEE ATTACHMENT D)
9. UPDATE ON THE BOARD TRANSITION – CARLA ANDORF
10. STRATEGIC PLAN & REGIONAL WORKFORCE GOALS PROGRESS UPDATE – CARLA ANDORF (SEE ATTACHMENT E)
11. GRANTS REPORT – KIM BECICKA (SEE ATTACHMENT F)
12. IowaWORKS FINANCIALS & ENROLLMENT GOALS – ANGELA JAMES (SEE ATTACHMENT G)
13. REGION 10 IowaWORKS REPORT – SCOTT MATHER (SEE ATTACHMENT H)
14. ADULT EDUCATION/LITERACY REPORT – MARCEL KIELKUCKI (SEE ATTACHMENT I)
15. VOCATIONAL-REHABILITATION REPORT – HOLLY MATEER/MONICA BROCKWAY
16. IOWA DEPARTMENT FOR THE BLIND REPORT – KOHELL WEBER-RICKLEFS
17. PRESENTATION: KPACE PRESENTATION, CAROLINA CORTEZ-GOMEZ
18. MOTION TO ADJOURN

NEXT MEETING DATE IS: CEO/RWDB, DECEMBER 7, 2017, RWDB

*Region 10 Website: [http://www.iowawdb.gov/r10\\_home](http://www.iowawdb.gov/r10_home)*

REGIONAL WORKFORCE DEVELOPMENT BOARD  
MEETING MINUTES

JUNE 29, 2017  
IowaWORKS OFFICE  
CEDAR RAPIDS, IOWA

RWDB Board Members Present: Wayne Frauenholtz, Marcel Kielkucki, Patrick Loeffler (by teleconference), Patty Manuel, Steve Olson, Kim Painter (by teleconference), Shelley Parbs, Susie Weinacht (by teleconference)

RWDB Board Members Absent: Mary Gudenkauf, Kristy Lyman, Julie Perez, Mark Schneider

RWDB Ex-Officio Members: Laurie Worden

STAFF: Carla Andorf, Kim Becicka, Angela James, Scott Mather, Carlos Vega, Kate Pine

CEO Board Members: Bob Yoder, Travis Weipert

The Executive Committee meeting was called to order by Chair Bob Yoder at 10:05 am. The Executive Committee met quorum. Bob Yoder asked everyone present to introduce themselves.

Carla Andorf discussed selecting the one-stop operator for Region 10. Bob Yoder asked for a motion to authorize Iowa Workforce Development to designate or certify a one-stop operator on behalf of the workforce development board, in accordance with section 121(d) of the federal Workforce Innovation and Opportunity Act while strongly encouraging a coalition with local representation. M/S/C, Travis Weipert, Patty Manuel, motion approved.

Bob Yoder asked for a motion to adjourn the Executive Committee meeting. M/S/C, Patty Manuel, Travis Weipert, motion approved.

The RWDB meeting was called to order by Chair Patty Manuel at 10:30 am. The RWDB board met quorum.

Patty Manuel asked for a motion to approve the agenda. M/S/C, Steve Olson, Marcel Kielkucki, agenda approved.

Patty Manuel asked for a motion to approve the consent agenda. M/S/C, Susie Weinacht, Marcel Kielkucki, motion approved.

Patty Manuel asked if there was any correspondence to share. There was none.

Patty Manuel asked if there were any member announcements. Susie Weinacht is attending and presenting at a re-entry simulation training today at the Cedar Rapids Public Library. Scott

Mather stated that IowaWORKS staff will be helping with that simulation later today.

Carla Andorf reviewed the WIA Training Provider application for Kaplan University for their programs. If approved, this will allow clients to receive WIOA funding for their programs. Patty Manuel asked for a motion to approve the WIOA Training Provider applications. M/S/C, Steve Olson, Susie Weinacht, motion approved.

Kaplan University also provided a list of programs to remove from the Iowa Eligible Training Provider list. Patty Manuel asked for a motion to remove those programs from the approved WIOA Training Provider list. M/S/C, Marcel Kielkucki, Steve Olson, motion approved.

Carla Andorf discussed the transition fund expense. We had \$71 in carryover funds that we would like to spend on the video and referral guide development costs. Patty Manuel asked for a motion to approve the transition fund expense. M/S/C, Shelley Parbs, Wayne Frauenholtz, motion approved.

Carla Andorf, Scott Mather and Marcel Kielkucki gave an update on our board transition plan. The committee met in June and identified possible board members to contact. We are in the process of making those contact calls and have had some positive responses. We hope to have several applications for our September meeting.

Carla Andorf gave an update on the Strategic Plan and Regional Workforce Goals progress. We have a team event planned for Camp Wapsi in October. We will also be hosting a sector board facilitators' lunch with our core partners; we will also have at least one sector chair represented. We will share that date with our board members.

Kim Becicka reviewed the Grants Report. The financials and enrollments were reviewed for the GAP and KPACE programs. GAP will have a 30% carryover and PACE will be totally spent this fiscal year. We will share information from a completed wage data survey for GAP, PACE and high school completion students once it is finalized.

Carla Andorf reviewed the WIA enrollment and financial reports. These reports show our performance measures for enrollment and financial goals.

Scott Mather reviewed the Region 10 Iowa Workforce Development report for May. This report reviewed registrations, job listings and unemployment insurance. Also highlighted were the recruiting events assisted by the Employer Services team, center activities and rapid response activities.

Marcel Kielkucki reviewed the Adult Education/Literacy report. Performance metrics for the program were shared. We will meet our enrollment and post-test goals for this program year. We received notification that we have been awarded federal Adult Education funding to serve the region as an adult education provider. We also received funds for Integrated English Literacy and Civics Education.

Kate Pine gave a presentation on the development of the Registered Apprenticeship program.

Patty Manuel asked for a motion to adjourn the meeting. M/S/C, Steve Olson, Wayne Frauenholtz, motion approved.

The meeting adjourned at 11:45 am.

**Upcoming Meetings:**

RWDB, September 28, 2017, Location TBD

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director

July 21, 2017

Patty Manuel, Chair  
 Region 10 Regional Workforce Development Board  
 109 N Huber St.  
 Anamosa, IA 52205

Bob Yoder, Chair  
 Region 10 Chief Elected Officials  
 PO Box 889  
 Washington, IA 52353

Dear Patty and Bob:

A Quality Assurance review has been completed for the WIOA Title I Adult, Dislocated Worker and Youth programs in Region 10 for Program Year 2016. State staff reviewed the data management information system and worked with the office electronically to provide any requested proof necessary to substantiate program compliance. I want to thank all of the staff involved for their assistance in providing needed documentation as we conducted our reviews electronically for the PY16 year.

The Quality Assurance Review is intended to identify the strengths in workforce programs in Region 10 and also areas where Technical Assistance may be of the most value. The review was conducted by Title I Quality Assurance team members: Kyle Clabby-Kane, Kristi Judkins, and Wendy Greenman.

Reviews were conducted monthly throughout January, February, March, April and May 2017. One file per program area was reviewed each month, totaling 5 files reviewed in each program area. Monthly reviews included an Initial Monitoring Report which included: an overall monitoring score, findings and required actions, observations, and strengths.

The monthly Initial Monitoring Reports are the basis for the information contained in this Comprehensive Monitoring Report. Within, you will find: findings, observations and strengths, as applicable.

Findings and observations were collectively reviewed between all three program areas. How many times an issue occurred determined whether it would be passed, or classified as an observation or finding.

- **Pass:** if an issue occurred just once between all programs, it was excused.
- **Observation:** if an issue occurred twice between all programs, it generated an observation, or if it was serious enough to merit a citation.
- **Finding:** if an issue occurred three or more times between all programs, it generated a finding.

Region 10 adequately responded to all Initial Monitoring Reports and any corrective actions given. Due to this, you will find within this Comprehensive Monitoring Report that all findings are resolved.

**The following *Findings* were determined:**

1. Objective Assessment (OBA) was not clearly documented in the data management system.

Policy:

- Workforce Innovation and Opportunity Act (WIOA) Title I Programs-Youth
  - Page 9: *The results of the objective assessment must be shared verbally with the participant and must be used to develop the ISS in partnership with the youth. The OBA must be clearly documented in the data management system. The results of OBA instruments and how the results were used to develop the ISS must be documented in the participant case file with copies of results and detailed in participant case notes.*
- Workforce Innovation and Opportunity Act (WIOA) One-Stop Delivery System Title I Programs-Adult & Dislocated Worker Services
  - Page 18: *The results of the objective assessment must be shared verbally with the participant and must be used to develop the IEP in partnership with the participant. The OBA must be clearly documented in the data management system.*

Corrective Action and IWD Conclusion:

Based on the response received from the initial monitoring report this finding is resolved.

2. Participant contacts were not occurring according to policy.

Policy:

- Workforce Innovation and Opportunity Act (WIOA) Title I Programs-Youth
  - Page 16: *For enrolled youth, the evaluation of participant progress must be conducted for each participant within the first 30 days of participation, at least monthly thereafter.*
- Workforce Innovation and Opportunity Act (WIOA) One-Stop Delivery System Title I Programs-Adult & Dislocated Worker Services
  - Page 14: *The staff evaluation must include direct contact with the individual. Direct contact is defined as an exchange of information. Direct contact may be either in person, by telephone, by e-mail or regular mail or electronic means provided there is a meaningful conversation or interaction between staff and the participant documented in the case file. On-going documentation should occur every 30 days, but must occur every 90 days.*

Corrective Action and IWD Conclusion:

Based on the response received from the initial monitoring report this finding is resolved.

**The following *Observations* were determined:**

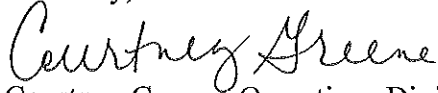
1. Participants had been exited; however the exit was not clearly/completely documented in the data management system. Specifically, the exit snapshot was not completed.
2. Regarding youth goals it was observed that in there were no current youth goals open. In addition, the youth was identified as basic skills deficient, however there were no goals set to address the deficiency.

**The following *Strengths* were identified:**

1. Good examples of case notes were observed.
2. Co-enrollment with PROMISE JOBS, including shared documentation and communication between career planners.
3. WEP timesheets which included TRN reimbursement information.

If you have any questions, please contact Wendy Greenman at 641-782-2119x20 or via email at: [wendy.greenman@iwd.iowa.gov](mailto:wendy.greenman@iwd.iowa.gov).

Sincerely,



Courtney Greene, Operations Division Administrator  
Iowa Workforce Development



Wendy Greenman, Program Coordinator  
Iowa Workforce Development

CC: Carla Andorf  
Brett Conner  
Michaela Malloy-Rotert  
file

Kim Reynolds, Governor

Adam Gregg, Lt. Governor

Beth Townsend, Director



July 3, 2017

Dr. Michael Starcevich, President  
Kirkwood Community College  
6301 Kirkwood Blvd  
Cedar Rapids, IA 52406

**FINAL MONITORING REPORT SPRING 2017**

Dear Dr. Starcevich:

I am in receipt of your response to my monitoring of Kirkwood Community College and the Workforce Innovation and Opportunity Act programs they administer for Region 10. The report listed no finding(s) that required corrective action and a response from your organization.

The original finding(s), your responses and my final decision, are attached to this letter. Please note that the scope of a financial monitoring review is significantly less than a financial and compliance audit. Therefore, we cannot express an opinion as to whether the financial statements reviewed present fairly the financial position for the period reviewed nor whether all disbursements are made in compliance with the terms of the contract(s) monitored. Subsequent monitoring visits will include a review of the item(s) listed above. Thank you for your assistance in resolving the above noted item(s).

If you have any questions regarding the findings you may contact Jamie Swacker at (515) 242-5221.  
Sincerely,

A handwritten signature in black ink, appearing to read "Brett Conner", is written over a horizontal line.

Brett Conner, Bureau Chief, Financial Management  
Iowa Workforce Development

Cc: Angela James/Carla Andorf      Kris Gulick (CEO chair)  
    Kristen Fiacco                      Kristy Lyman (LWDB Chair)



**STAFF OVERHEAD PAYMENTS**

Staff overhead claims were sampled in order to ensure that payments are reasonable, allowable and allocable to the programs charged. No findings/comments during this review period.

**COST LIMITATIONS**

Cost limitations are reviewed to determine if there are any possible compliance issues in relation to meeting the budget requirements as imposed in federal regulations and the terms of the contracts. No finding/comments during this review period.

**OTHER ISSUES FROM IWD QUESTIONNAIRE**

There are other tests conducted during the visit that cannot be appropriately classified with the sections outlined above. No findings/comments during this review period.

Memorandum of Understanding  
Between  
The Region 10 Regional Workforce Development Board (RWDB)  
And Goodwill of the Heartland

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

Goodwill of the Heartland agrees to work together with the RWDB to develop a partnership of workforce services delivery that fosters cooperation, collaboration, communication and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

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

- Goal 1: Iowa's employers will have access to advances, skills, diverse and Future Ready workers.
- Goal II: All Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- Goal III: Iowa's workforce delivery system will align all programs and services in an accessible, seamless, and integrated manner.

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

Goodwill agrees to work in partnership with the RWDB to accomplish the goals of the state. Goodwill's Vice President of Mission Services serves as an Ex-Officio on the RWDB. Goodwill's Training 2 Work program works closely with RWDB partners with enrolling participants into programs to further their training and education and upon completion searching for competitive employment. Goodwill utilizes all services of workforce development partners and will continue to refer each participant in the Training 2 Work program to workforce development services.

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Goodwill of the Heartland Representative

Date

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Region 10 Regional Workforce Development Board Representative

Date



## GUIDANCE: 2017 One-Stop Certification Criteria

Issued: September 18, 2017

### **Background.**

1. Congress enacted the federal Workforce Innovation and Opportunity Act (WIOA) on July 22, 2014.
2. The U.S. Department of Labor (USDOL), U.S. Department of Education (USDOE), and Rehabilitation Services Administration (RSA) published in the Federal Register final implementing regulations (Final Rules) on August 19, 2016.
3. WIOA and its Final Rules contain requirements with respect to the One-Stop Delivery Systems (Systems), Comprehensive One-Stop Centers (Centers), Affiliated Sites in the System, Equal Opportunity, and One-Stop Certification of Centers and Systems.
4. Under WIOA, Local Workforce Development Boards (Local Boards) are charged with oversight of the System, including the performance of One-Stop Certification at least once every three (3) years, in accordance with criteria and procedures developed by the State Workforce Development Board (State Board).
5. Under WIOA, One-Stop Certification focuses on the Center, but also includes evaluations of how well the System meets the Equal Opportunity obligations under WIOA section 188.
6. WIOA and its Final Rules require that One-Stop Certification include evaluations of effectiveness that include how well the Center:
  - a. Integrates available services for participants and businesses;
  - b. Meets the workforce development needs of participants and the employment needs of local employers;
  - c. Operates in a cost-efficient manner;
  - d. Coordinates services among the one-stop partner programs;
  - e. Provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local Board.

7. WIOA and its Final Rules require that One-Stop Certification evaluations of effectiveness take into account feedback from one-stop customers.
8. WIOA and its Final Rules require that One-Stop Certification include evaluations of the effectiveness that address how well each Center and System take actions to comply with the disability-related regulations implementing WIOA section 188, set forth at 29 C.F.R. part 38, including but not limited to:
  - a. Providing reasonable accommodations for people with disabilities;
  - b. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against people with disabilities;
  - c. Administering programs in the most integrated setting appropriate;
  - d. Communicating with people with disabilities as effectively as with others;
  - e. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford people with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity; and
  - f. Providing for the physical and programmatic accessibility of the Center to individuals with disabilities.
9. One-Stop Certification must evaluate continuous improvement, including how well the Center supports the achievement of the negotiated levels of performances for the indicators of performance for the Local Workforce Development Area (Local Area) described in WIOA section 116(b)(2) and the Final Rules. Other continuous improvement factors in One-Stop Certification may include:
  - a. Whether there is regular process for identifying and responding to technical assistance needs;
  - b. Whether there is regular system of continuing professional staff development; and
  - c. Whether there are systems in place to capture and respond to specific customer feedback.
10. WIOA requires that the State Board, in consultation with chief elected officials (CEOs) and Local Boards, develop statewide One-Stop Certification criteria and procedures.
11. Local Boards may establish additional criteria, or set higher standards for service coordination, than those set by the State Board's One-Stop Certification criteria.
12. WIOA requires Local Boards to certify Centers in order to be eligible to use infrastructure funds in the State funding mechanism under WIOA section 121(h).

13. This Guidance covers One-Stop Certification in Iowa, which must be completed by each Local Board on or before December 31, 2017.

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## **1. Territory of the Region.**

- 1) Under WIOA, the smallest organizational territory is a Local Area.
- 2) Each Local Area must have a Local Board that meets the membership requirements under WIOA section 107.
- 3) WIOA requires the designation of “Regions.” A “Region” consists of one or more Local Workforce Development Areas (Local Areas).
- 4) In Iowa, each Local Area is also a Region. Any reference to a Local Area in this Guidance is a reference to a Region and any reference to a Region is a reference to a Local Area.
- 5) Section 1 of the One-Stop Certification requires the Local Board to identify each State of Iowa county that is a part of its Region.

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## **2. The Region’s Comprehensive One-Stop Center.**

- 1) WIOA requires that each Region must have at least one Center in its System.
- 2) The Center is the focus of One-Stop Certification under WIOA and its Final Rules.
- 3) The Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all one-stop partners, during the Center’s regular business hours.
- 4) The Center must provide:
  - a. Career services, described in the WIOA Final Rules;
  - b. Access to training services, described in the WIOA Final Rules;
  - c. Access to employment and training activities carried out under WIOA section 134(d);
  - d. Workforce and Labor Market information.
- 5) The Center must be physically and programmatically accessible to people with disabilities, as described in WIOA section 188 and its implementing regulations.
- 6) In Section 2, the Local Board must identify the Center in its Regional System.

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### **3. The Region's Affiliated Site(s).**

- 1) The WIOA Final Rules refer to Affiliated Sites alternatively as an Affiliate Site or “Affiliated One-Stop Center.” In order to avoid unnecessary confusion, this Guidance and the One-Stop Certification criteria refer to these facilities as Affiliated Sites.
- 2) An Affiliated Site is a site that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities.
- 3) An Affiliated Site does not need to provide access to every one-stop partner program.
- 4) The frequency of one-stop partner program staff’s physical presence in the Affiliated Site will be determined at the local level.
- 5) Affiliated Sites are access points in addition to the Center in each Region.
- 6) If used by a Region as part of the service delivery strategy, Affiliated Sites must be implemented in a manner that supplements and enhances customer access to services.
- 7) All Affiliated Sites must be physically and programmatically accessible to people with disabilities, as described in WIOA section 188 and its implementing regulations.
- 8) In Section 3, the Local Board must identify each Affiliated Site (if any) in the Region.

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### **4. Evaluation of Effectiveness and Support of Continuous Improvement.**

- 1) Under WIOA, One-Stop Certification focuses on the Center, but also includes evaluations of how well the System meets the Equal Opportunity obligations under WIOA section 188 and its implementing regulations.
- 2) Section 4.1 through 4.7 focus on meeting the WIOA Final Rules’ requirement to evaluate the Center’s effectiveness and support of continuous improvement.
- 3) Section 4.8 evaluates how well the Center and Affiliated Site(s) take actions to comply with the disability-related provisions of WIOA section 188 and its implementing regulations, with a focus on the areas expressly identified in the WIOA Final Rules on One-Stop Certification.
- 4) With respect to the requirement in the WIOA Final Rules that One-Stop Certification’s evaluation of continuous improvement must include how well the Center supports the achievement of the negotiated local levels of performance for the indicators of performance for the Region, the One-Stop Certification criteria in Section 4 are designed to collectively meet this requirement. The Center’s score on the criteria in Section 4 will reflect how well the Center supports the achievement of the negotiated local levels of performance for the indicators of performance for the Region.

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#### **4.1. Continuous Improvement and Customer Feedback.**

- 1) This Section is intended to meet the requirements under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center supports continuous improvement and how well the Center captures and responds to customer feedback.
- 2) Section 4.1.1 evaluates whether the Center meets the optional continuous improvement factors in the WIOA Final Rules on One-Stop Certification that do not include customer feedback.
- 3) Section 4.1.2 evaluates how well the Center is using customer feedback, including the optional continuous improvement factor relating to such.
- 4) Section 4.1.2 evaluates whether the One-Stop Certification took into account customer feedback, as required by the WIOA Final Rules on One-Stop Certification.

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#### **4.2. How well does the Center meet the needs of participants?**

- 1) A “participant” is a job seeker or worker who is participating in a one-stop partner program.
- 2) One goal of the Iowa WIOA Unified State Plan is that *all* Iowans will be provided access to a continuum of high-quality education, training, and career opportunities.
- 3) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center meets the workforce development needs of participants and how well the Center supports continuous improvement.
- 4) To evaluate this, the One-Stop Certification criteria incorporate the required services that a Center must make available under WIOA and its Final Rules.
- 5) Section 4.2.1 evaluates whether the Center is making available the basic career services under WIOA and its Final Rules.
- 6) Section 4.2.2 evaluates whether the Center is making available the individualized career services required under WIOA and its Final Rules.
- 7) Section 4.2.3 evaluates whether the Center is making available the follow-up services required by required under WIOA and its Final Rules.
- 8) Section 4.2.4 evaluates whether the Center is providing access to the training services required under WIOA and its Final Rules.

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#### **4.3. How well does the Center meet the needs of local employers?**

- 1) A “local employer” is an entity within the Region that employs workers.

- 2) One goal of the Iowa WIOA Unified State Plan is that employers will have access to advanced, skilled, diverse, and Future Ready workers.
- 3) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center meets the workforce development needs of local employers and how well the Center supports continuous improvement.
- 4) To evaluate this, the One-Stop Certification criteria incorporate the required business services that a Center must make available under WIOA and its Final Rules.
- 5) Section 4.3.1 evaluates whether the Center is making available the basic business services required under WIOA and its Final Rules.
- 6) Section 4.3.2. Evaluates whether the Center is making available the customized business services required under WIOA and its Final Rules.
- 7) Section 4.3.3 evaluates whether the Center is supporting the other business services and strategies in WIOA and its Final Rules.

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#### **4.4. How well does the Center integrate available services?**

- 1) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center integrates available services and how well the Center supports continuous improvement.
- 2) One goal of the Iowa WIOA Unified State Plan is to align all programs and services in an accessible, seamless and integrated manner, with integration one of the plan's four themes.
- 3) Centers in Iowa have long used the "Iowa *WORKS*" brand name. WIOA requires the use of a common identifier to unite Centers and one-stop partners under a common brand across the country. Section 4.4.1 evaluates how well the Center has implemented the common identifier required by WIOA, its Final Rules, and Iowa policy: "Iowa *WORKS*: A proud partner in the American Job Center network."
- 4) Section 4.4.2 evaluates how well one-stop partner programs have implemented the "A proud partner in the American Job Center network" common identifier.
- 5) Section 4.4.3 evaluates how well the Center has integrated its web presence.
- 6) Section 4.4.4 evaluates how many one-stop partner programs are included in the Center's integrated customer intake process. An integrated intake process is an important part of the vision under WIOA of a seamless customer experience that allows for Center staff to identify programs, services, and activities that meet the participant's individual needs.



- 7) Section 4.4.5 evaluates how well the Center has integrated its delivery of the basic career services required under WIOA and its Final Rules, by identifying which one-stop partner programs are participating in the provision of each.
- 8) Section 4.4.6 evaluates how well the Center has integrated its delivery of the individualized career services required under WIOA and its Final Rules, by identifying which one-stop partner programs are participating in the provision of each.

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#### **4.5. Coordination of Services at the Center.**

- 1) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center coordinates services among one-stop partner programs and how well the Center supports continuous improvement.
- 2) The System under WIOA includes multiple federal programs as one-stop partners. Sections 4.5.1 through 4.5.20 evaluate how well the Center coordinates each one-stop partner program with the other one-stop partner programs, including co-enrollment, referrals, coordination of services among co-enrolled participants, and standard practices.
- 3) Section 4.5.21 evaluates how well the Center's integrated business services team coordinates its services and activities with one-stop partner program staff who work with participants.

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#### **4.6. How cost-efficient are the Center's operations?**

- 1) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center operates in a cost-efficient manner and support continuous improvement.
- 2) Section 4.6.1 evaluates the cost-efficiency of the Center's physical location by considering how its lease was procured, what the lease covers, and how many one-stop partner programs are co-located to share the costs associated with the Center's physical location.
- 3) Section 4.6.2. evaluates how cost-efficient the Center's data and case management system(s) are by evaluating how they are supported and how many one-stop partner programs use them.
- 4) Section 4.6.3 evaluates how cost-efficient the Center's personnel is by considering the share of the Center's budget that is dedicated to personnel.
- 5) Section 4.6.4 evaluates how cost-efficient the Center's one-stop operator services are by evaluating the procurement process, how the role is defined, whether the Region joined with other Regions to procure one-stop operator services, and the cost relative to the Region's available federal funding for the Title I Youth, Adult, and Dislocated Worker programs.
- 6) Section 4.6.5 evaluates how well the Center leverages non-federal resources.

- 7) Section 4.6.6 evaluates how efficient the Center’s use of accessible information technology (IT) is, which is a benefit of integration identified by the U.S. Departments of Labor, Education, and Health and Human Services.

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#### **4.7. Access to One-Stop Partner Program Services at the Center.**

- 1) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must evaluate how well the Center provides access to one-stop partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local Board, and how well the Center supports continuous improvement.
- 2) WIOA and its Final Rules require that the Center provide “access to” all one-stop partner programs. Access to one-stop partner programs at the Center can take one or more of three alternative forms:
  - a. Having a program staff member physically present at the Center;
  - b. Having a staff member from a different partner program physically present at the Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
  - c. Making available a direct linkage through technology to a program staff member who can provide to customers meaningful information or services.
- 3) One of the goals of the Iowa WIOA Unified State Plan is that *all* Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- 4) Section 4.7.1 evaluates whether the Center provides services outside of regular business hours where there is a workforce need.
- 5) Section 4.7.2 evaluates how well the Center provides access to the WIOA core one-stop partner programs during regular business hours. This Section uses a scoring system that rewards each of three allowable methods of providing access to a one-stop partner program under WIOA and its Final Rules.
- 6) Section 4.7.3 evaluates how well the Center provides access to each of the non-core required one-stop partner programs during regular business hours. This Section uses a scoring system that rewards each of three allowable methods of providing access to a one-stop partner program under WIOA and its Final Rules.

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#### **4.8. Evaluation of Equal Opportunity in the Center and System.**

- 1) This Section is intended to meet the requirement under WIOA and its Final Rules that One-Stop Certification criteria must include evaluations of effectiveness that include how well each Center and System take actions to comply with the disability-related regulations implementing WIOA section 188, set forth at 29 C.F.R. part 38, including but not limited to:
  - a. Providing reasonable accommodations for people with disabilities;
  - b. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against people with disabilities;
  - c. Administering programs in the most integrated setting appropriate;
  - d. Communicating with people with disabilities as effectively as with others;
  - e. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford people with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity; and
  - f. Providing for the physical and programmatic accessibility of the Center to individuals with disabilities.
- 2) This Section is also intended to support continuous improvement.
- 3) One of the goals of the Iowa WIOA Unified State Plan is that Iowa employers will have access to an advanced, skilled, diverse, and Future Ready workforce. Another goal is that *all* Iowans will be provided access to a continuum of high quality education, training, and career opportunities. Accessibility was a theme of the plan.
- 4) This Section focuses on the six itemized areas of focus in the WIOA Final Rules on One-Stop Certification, recognizing that the State Equal Opportunity Officer monitoring covers this same territory and not wanting to engage in a redundant assessment. The One-Stop Certification incorporates State Equal Opportunity Officer monitoring and rewards it to reinforce the importance of that process and avoid the unnecessary duplication of efforts.
- 5) Section 4.8.1 evaluates how well the Center provides reasonable accommodations to people with disabilities, using factors that include policy, procedures, training, and standard practice.
- 6) Section 4.8.2 evaluates how well the Center takes actions to make reasonable modifications to policies, practices, and procedures to ensure that people with disabilities enjoy the full benefit of the Center's programs, activities, and services.
- 7) Section 4.8.3 evaluates how well the Center takes actions to administer programs in the most integrated setting appropriate, using factors that include policy, procedures, and standard practice with respect to the integrated administration of programs, services, and activities, and

whether the Center, where appropriate, provides reasonable accommodations and modifications for people with disabilities that include a segregated setting where necessary to allow them to enjoy the full benefit of programs, services, and activities.

- 8) Section 4.8.4 evaluates how well the Center takes actions to communicate as effectively with people with disabilities as other people, using factors that include outreach and marketing materials, signage, electronic resources, and how the Center provides auxiliary aids and services to people who are Deaf, hard of hearing, Blind, or have a sight impairment.
- 9) Section 4.8.5 evaluates how well the Center takes actions to provide appropriate auxiliary aids and services, including assistive technology devices and services, to people with disabilities.
- 10) Section 4.8.6 evaluates how well the Center takes actions to ensure physical and programmatic accessibility by using whether the Center participated in State Equal Opportunity monitoring and whether the Local Board has established a Disability Access Committee as part of the State Board's Disability Access Initiative.
- 11) Section 4.8.7 evaluates how well Affiliated Sites provide reasonable accommodations to people with disabilities, using factors that include policy, procedures, training, and standard practice.
- 12) Section 4.8.8 evaluates how well Affiliated Sites take actions to make reasonable modifications to policies, practices, and procedures to ensure that people with disabilities enjoy the full benefit of the Center's programs, activities, and services.
- 13) Section 4.8.9 evaluates how well Affiliated Sites take actions to administer programs in the most integrated setting appropriate, using factors that include policy, procedures, and standard practice with respect to the integrated administration of programs, services, and activities, and whether the Center, where appropriate, provides reasonable accommodations and modifications to allow people with disabilities that include a segregated setting where necessary to allow people with disabilities to enjoy the full benefit of programs, services, and activities.
- 14) Section 4.8.10 evaluates how well Affiliated Sites take actions to communicate as effectively with people with disabilities as other people, using factors that include outreach and marketing materials, signage on the interior and exterior of the Center, electronic resources, and how the Center provides auxiliary aids and services to people who are Deaf, hard of hearing, Blind, or have a sight impairment.
- 15) Section 4.8.11 evaluates how well Affiliated Sites take actions to provide appropriate auxiliary aids and services, including assistive technology devices and services, to people with disabilities.
- 16) Section 4.8.12 evaluates how well the Affiliated Sites take action to meet the physical and programmatic accessibility requirements, using the question of whether they have participated in a State Equal Opportunity monitoring within the previous three years.

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## Scoring

- 1) The One-Stop Certification criteria scoring is intended to create a point system that awards compliance with WIOA and its Final Rules and fulfillment of the WIOA vision for an integrated System with a truly comprehensive Center at its heart.
- 2) Each Region's score will set a benchmark against which the Region will be measured during the period of time between this and the next One-Stop Certification, as well as during that One-Stop Certification. This will promote continuous improvement in the areas of focus under the mandatory One-Stop Certification criteria as set forth in the WIOA Final Rules.
- 3) The State Board, Local Boards, chief elected officials, and one-stop partners will use the scores from all Regions to identify strengths, areas of opportunity, statewide staff training needs, and where to devote technical assistance resources.

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## Questions

If you have any questions, please contact:

Ben Humphrey  
Iowa Workforce Development

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Phone: 515-725-5682



## GUIDANCE: 2017 One-Stop Certification Procedures

Issued: September 18, 2017

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### **Background.**

1. Congress enacted the federal Workforce Innovation and Opportunity Act (WIOA) on July 22, 2014.
2. The U.S. Department of Labor (USDOL), U.S. Department of Education (USDOE), and Rehabilitation Services Administration (RSA) published in the Federal Register final implementing regulations (Final Rules) on August 19, 2016.
3. WIOA and its Final Rules contain requirements with respect to the One-Stop Delivery Systems (Systems), Comprehensive One-Stop Centers (Centers), Affiliated Sites in the System, Equal Opportunity, and One-Stop Certification of Centers and Systems.
4. Under WIOA, Local Workforce Development Boards (Local Boards) are charged with oversight of the System, including the performance of One-Stop Certification at least once every three (3) years, in accordance with criteria and procedures developed by the State Workforce Development Board (State Board).
5. Under WIOA, One-Stop Certification focuses on the Center, but also includes evaluations of how well the System meets the Equal Opportunity obligations under WIOA section 188.
6. WIOA and its Final Rules require that One-Stop Certification include evaluations of effectiveness that include how well the Center:
  - a. Integrates available services for participants and businesses;
  - b. Meets the workforce development needs of participants and the employment needs of local employers;
  - c. Operates in a cost-efficient manner;
  - d. Coordinates services among the one-stop partner programs;
  - e. Provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local Board.

7. WIOA and its Final Rules require that One-Stop Certification evaluations of effectiveness take into account feedback from one-stop customers.
8. WIOA and its Final Rules require that One-Stop Certification include evaluations of the effectiveness that address how well each Center and System take actions to comply with the disability-related regulations implementing WIOA section 188, set forth at 29 C.F.R. part 38, including but not limited to:
  - a. Providing reasonable accommodations for people with disabilities;
  - b. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against people with disabilities;
  - c. Administering programs in the most integrated setting appropriate;
  - d. Communicating with people with disabilities as effectively as with others;
  - e. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford people with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity; and
  - f. Providing for the physical and programmatic accessibility of the Center to individuals with disabilities.
9. One-Stop Certification must evaluate continuous improvement, including how well the Center supports the achievement of the negotiated levels of performances for the indicators of performance for the Local Workforce Development Area (Local Area) described in WIOA section 116(b)(2) and the Final Rules. Other continuous improvement factors in One-Stop Certification may include:
  - a. Whether there is regular process for identifying and responding to technical assistance needs;
  - b. Whether there is regular system of continuing professional staff development; and
  - c. Whether there are systems in place to capture and respond to specific customer feedback.
10. WIOA requires that the State Board, in consultation with chief elected officials (CEOs) and Local Boards, develop statewide One-Stop Certification criteria and procedures.
11. Local Boards may establish additional criteria, or set higher standards for service coordination, than those set by the State Board's One-Stop Certification criteria.
12. WIOA requires Local Boards to certify Centers in order to be eligible to use infrastructure funds in the State funding mechanism under WIOA section 121(h).

13. This Guidance contains the procedures for One-Stop Certification in Iowa, which Local Boards must complete on or before December 31, 2017.

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## **1. Comment Period.**

1. Iowa Workforce Development (IWD) will post the draft One-Stop Certification criteria, procedures, and guidance for review and comment by Local Boards, CEOs, and one-stop partner programs.
2. Any comments must be submitted on or before September 11, 2017.
3. IWD will consider the comments received by Local Boards, CEOs, and one-stop partner programs, and make any changes to the One-Stop Certification criteria, procedures, and guidance deemed appropriate by IWD.

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## **2. Distribution to Local Boards.**

1. On or before September 18, 2017, IWD must distribute to the Local Boards the final One-Stop Certification criteria, procedures, and guidance.
2. On or before September 18, 2017, IWD must post online the State One-Stop Certification criteria, procedures, and guidance, as well as the agency's responses to any comments received on the draft One-Stop Certification criteria, procedures, and guidance.

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## **3. Local Board Completion of One-Stop Certification.**

1. WIOA requires the Local Board to perform One-Stop Certification, using the State criteria and procedures as well as any additional criteria or increased coordination requirements developed by the Local Board.
2. The Local Board must complete One-Stop Certification on or before December 31, 2017.
3. Only the Local Board is required by WIOA to vote on One-Stop Certification. CEOs do not need to vote on One-Stop Certification.
4. The Local Board must transmit its completed One-Stop Certification to IWD within seven (7) days of completion.
5. Using the completed One-Stop Certifications transmitted by Local Boards, IWD will develop reports for distribution to the State Board, Local Boards, CEOs, and one-stop partners to help identify strengths, areas of opportunity, statewide staff training needs, and where to devote technical assistance resources.



6. The Local Board may post its Region's final One-Stop Certification on [www.IowaWDB.gov](http://www.IowaWDB.gov).

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#### **4. Deadline for One-Stop Certification Completion.**

Every Local Board must complete One-Stop Certification on or before December 31, 2017.

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#### **Questions**

If you have any questions, please contact:

Ben Humphrey, Iowa Workforce Development

Email: [Benjamin.Humphrey@iwd.iowa.gov](mailto:Benjamin.Humphrey@iwd.iowa.gov)

Phone: 515-725-5682

## Region 10 Vision, Mission, Strategic Priorities and Goals

July 1, 2016-June 30, 2019

**Vision:** Providing a seamless and integrated workforce delivery system for businesses and individuals by:

1. Ensuring accessibility for all individuals, including those with barriers to employment.
2. Sustaining and strengthen regional economic growth through innovative sector partnerships
3. Creating pathways that connect a pipeline of educated and skilled workers to current and emerging industries leading to self-sufficient careers.

**Mission:** Effectively contributing to Iowa's Creative Corridor's quality of life by connecting businesses and individuals to workforce solutions.

### Strategic Priorities and Goals:

**Priority #1.** Community Awareness of Integrated Workforce System: Design an integrated workforce system that focuses on increased awareness of the workforce system with external customers (businesses) and internal customers (four core partner programs).

Goal	Responsible Party	Estimated Date	Progress Report
1.1 Develop a Workforce System Orientation for use with Businesses and Customers.	Core Partners	June 30, 2017	July-September 2016: Joint workgroup (4 core partners) working on integrating business service activities. October 2016: Report out to full staff with an action plan ready to implement. December 2016-Implementation Workgroup Meeting. Starting to work on implementation of business services joint outreach and orientation. March 2017-Workgroup team met with KCC Marketing. Will be developing an outline and

			gathering video for a short 3 minute video to be used with new enrollments, on facebook and with partners to share what workforce system means. June 2017-Video finalized, shared with board, and beginning to be used in orientations, workshops, marketing.
<b>1.2</b> Increase visibility through joint outreach, marketing and awareness campaigns, especially seeking local media outlets.	Core Partners	December 31, 2017	July-September 2016: Joint workgroup (4 core partners) working on integrating outreach activities and education the public on the full workforce ‘system’ of services. October 2016: Report out to full staff with an action plan ready to implement. December 2016-Implementation Workgroup Meeting. Starting to work on implementation of activities, including a tool for staff and partners to know and understand all WIOA services, activities and referral process. Jan-March 2017-Teams have developed a referral tool for staff and partners. Almost ready for print. Developing “display boards” outlining all workforce services to be displayed with all partners and used at job fairs, etc.
<b>1.3</b> Provide ongoing staff training, continuously integrate services and evaluate regularly.	All Workforce Partners	Ongoing	June 2016-Team members attended WIOA conference. September 2016-Team members attended training on enter business services October 2016-Workforce Partner In-Service. Teams will present on work group efforts, field questions. December 2016-Implementation Workgroup Meeting. Starting to work on implementation of activities, including a tool for staff and partners to know and understand all WIOA services, activities

			<p>and referral process. Developing electronic referral tool.</p> <p>February 2017-All 4 core partners completed a day long training together. Worked on teamwork and partnership with an outside speaker. Collected next steps from team members, and surveyed team members on what we should do to keep momentum going. Developing ongoing trainings, and silo-breaking activities.</p> <p>June 2017-Completed COLORS training with all staff.</p> <p>May-June 2017-Planning fall team building activities at Camp Wapsi.</p> <p>August 2017-Finalized planning for Camp Wapsie team building in October.</p>
<p><b>1.4</b> Develop a referral process between the four core programs which includes a hand off and follow up process.</p>	<p>Core Partners</p>	<p>December 31, 2017</p>	<p>July-September 2016: Joint workgroup (4 core partners) working on developing a more efficient referral tool and method.</p> <p>October 2016: Report out to full staff with an action plan ready to implement.</p> <p>Jan-March 2017-Team is researching options for making electronic referrals. SmartSheet is being researched as a quick tool.</p> <p>May 2017-Also looking at a google doc that can be shared among partners. GeoSolutions software system train-the-trainer training begins in May. Will be sending several staff to start transition process. New system has built in referral tool.</p> <p>July-September 2017-Finalized referral guide. Created online referral tool, and gathered feedback from partners.</p>
<p><b>1.5</b> Inform customers of career pathways and</p>	<p>Core Partners with</p>	<p>June 30, 2018</p>	<p>June 2016-RWDB met with Advance Mfg Sector Board to learn about pathways and workforce needs</p>

occupations that lead to self-sufficiency.	Sector Boards		<p>September 2016-RWBD met with Customer Service/Insurance/Banking Sector Board to learn about pathways and workforce needs.</p> <p>November 2016-Hosted apprenticeship awareness event with 23 businesses and 11 job seekers.</p> <p>May 2017-Promoting and recruiting non-native English speakers to a free Transportation Communication class that educates them on the various career pathways in transportation and logistics and prepares them to enter into those training programs.</p> <p>June-July 2017-Preparing to host Industry Sector Board facilitators for a lunch and learn with workforce partners.</p> <p>September 2017-hosted sector board facilitators, with goal of re-convening to focus on “opportunity” clients served through IowaWORKS. Meeting may be with Jennifer Daly and board chairs.</p>
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**Priority #2.** Preparation of the Workforce: Design, develop and offer training for individuals, including those with barriers to employment--to prepare for current and emerging industry workforce skill requirements. Support the region's workforce through pathways that provide advanced, skilled and future ready workers.

Goal	Responsible Party	Estimated Date	Progress Report
<p><b>2.1</b> Design and develop career exploration and training pathways (including basic, soft and hard skills), especially focused on Advanced Manufacturing and Financial Services/Insurance/Customer</p>	<p>Core Partners</p> <p>Advanced Manufacturing Sector Board</p> <p>Financial Services/Insurance</p>	<p>June 30, 2017</p>	<p>November 2016-Meeting with Financial Services/Insurance/Customer service board to review next steps to increasing partnerships between IowaWORKS and this board.</p> <p>November 2016-January 2017-Met with leadership of Financial Services/Customer Services/Insurance sector board. They identified an outline for basic customer service and industry training/awareness that could be completed through IowaWORKS</p>

Service sector board pathways.	and Customer Service Board		workshops. They will be working with the full board to outline what this might look like and help with implementing by offering their time/tours/locations for portions of the workshops. Sector board leadership would like to present to WIOA partners to educate on their industry and workforce needs. May – June 2017-Transportation Communication and pathway class held and participants reviewed and selected next step in pathway. Assisted with additional support and referrals to continue on pathway.
<b>2.2</b> Provide training information on STEM and high-demand occupations in the Creative Corridor.	Core Partners	Ongoing June 30, 2017 (aligned with goal 2.1)	To be completed-FS/I/CS sector board leadership would like to present to WIOA partners to educate on their industry and workforce needs. August-September 2017-Ongoing work with refugee groups. Beginning work with Nordstrom to develop training program incorporating English language training, occupational skills training in warehouse/shipping/receiving and soft skills/employability skills for refugee groups.
<b>2.3</b> Provide tools, resources, and services to reduce barriers to work and education/training.	Core Partners	Ongoing	Ongoing-Support services provided to customers in training.
<b>2.4</b> Align partner services to training pathways to reduce barriers and ensure customers receive needed support.	Core Partners	December 31, 2017	Fall 2016-Developed a referral tool. Workgroup of local core partners is turning tool into a more user-friendly online/fillable form. Goal is to complete by January 2017 and present to all workforce partners. December 2016-Implementation workgroup met to begin turning tool into electronic format. Plan to present to full workforce partner system team at January partner meeting.

			<p>February-March 2017-Development of a basic skills in transportation certificate targeting ESL participants to help them pathway into Class A, B and Transportation Specialist training                  May 2017-Class began in May with 9 students.                  Aug-Sept 2017-Combining Adult Basic Ed, Title 1 training services and IowaWORKS job readiness services together to present to Nordstrom a plan to train refugees to pipeline into the warehousing/shipping/packaging industry.</p>
<p><b>2.5</b> Expand access to training and education opportunities through the use of distance learning tools, videoconferencing, and other technology.</p>	<p>Core Partners</p>	<p>June 30, 2017</p>	<p>Ongoing-FS/Ins/Banking creating IowaWORKS workshops around sector needs. Discussed using online modules created by businesses, or linking into businesses directly to facilitate portions of training.                  July 2017-Will begin implementation talks with Industry Sector Board facilitators in July 2017 at lunch and learn meetings.</p>
<p><b>2.6</b> Co-enroll participants in core partner programs as appropriate to provide participants with access to needed and available services.</p>	<p>Core Partners</p>	<p>Ongoing</p>	<p>December 2017-Implementation workgroup is finalizing a flip charge to help WIOA staff, workforce partners, and customers have a clear visual on what services are available, who might be eligible and how to connect.                  March 2017-Flip chart “referral tool” almost ready for print.                  June 2017-Final referral tool edits submitted. Final product being updated and prepared for printing. Strong request for this tool among not just staff, but other partners. Video received final edits and is being prepared for final version.</p>

**Priority #3.** Effective Business Engagement: Engage more effectively and widely, and collaborate more extensively with employers in workforce planning. Provide access to individuals with workforce resources aligned to business needs and the region's current and emerging sectors to bolster regional workforce competitiveness.

Goal	Responsible Party	Estimated Date	Progress Report
<p><b>3.1</b> Support all regional sector board work focusing on Advanced Manufacturing, Financial Services/Insurance/Customer Service, and STEM by ensuring alignment to regional workforce needs/demands.</p>	<p>Core Partners  RWDB</p>	<p>Ongoing</p>	<p>November 2017-Meeting with FS/Ins/CS board to review meeting with RWDB in September and identify areas for increased partnership. Ongoing-Working with leadership of FS/Ins/CS Sector Board to present to WIOA staff on industry and workforce needs. May 2017-Transportation Communication class and pathway options for non-native English speakers.</p>
<p><b>3.2</b> Create workforce system programming aligned to local business demands/needs.</p>	<p>Core Partners  RWDB  Sector Boards</p>	<p>Ongoing</p>	<p>Ongoing-Developing in house workshops around FS/I/B sector needs. Discussed using online modules created by businesses, or linking into businesses directly to facilitate portions of training.  January-February 2017-Developing in partnership with ABE/ESL a pre-training/pre-employment pathway for IAC impacted workers including additional courses for these workers within computer literacy, ESL classes, linkage with ongoing job readiness and job search classes, that pathway into employment or additional training.  August/September 2017-Working collaboratively with Nordstrom to develop a program targeting refugee population wishing to enter into a warehousing pathway</p>
<p><b>3.3</b> Integrate current apprenticeship career</p>	<p>Core Partners</p>	<p>June 30, 2018</p>	<p>November 2017-Hosted an apprenticeship awareness event with 23 businesses and 11 job</p>



<p>opportunities into career and training pathways and expand apprenticeship opportunities with regional employers.</p>	<p>Apprenticeship Employers</p>	<p>Ongoing</p>	<p>seekers. Have developed 2 new leads for businesses interested in apprenticeships and are helping 5 job seekers enter into more intensive services.</p> <p>December – January 2017-Several apprentices impacted by recent layoffs at several companies. Enrolling and serving these apprentices by continuing their classroom training and helping them connect with similar apprenticeship opportunities in the region.</p> <p>June 2017-Wrapping up SP-NEG and JD-NEG grant activities with participants. Continuing to develop pipelines of workers for current and new apprenticeship opportunities. Continuing services as allowed through formula DW funds for enrolled participants.</p>
<p><b>3.4</b> Develop systems to better prepare and help individuals with barriers to employment to enter into training career opportunities and long-term employment.</p>	<p>Core Partners</p>	<p>Ongoing</p>	<p>January-February 2017-IowaWORKS is developing in partnership with ABE/ESL a pre-training/pre-employment pathway for IAC impacted workers including additional courses for these workers within computer literacy, ESL classes, linkage with ongoing job readiness and job search classes, that pathway into employment or additional training. Ongoing-improving process to refer job ready candidates to business services team. Making adjustments to staffing to create a stronger link and job placement process for candidates.</p>

# Grants Report

## Budget Overview

Special Programs Total Participant Budget					
	FY17 Carryover	Anticipated New FY18 Funds	TOTAL Budget	Expenditures	Funds Remaining
Gap Tuition Assistance IAGAP	\$108,547.87	\$312,711.00	\$421,258.87	\$54,786.27	\$366,472.60*

Other Funds					
	FY17 Carryover	Anticipated New FY18 Funds	TOTAL Budget	Expenditures	Funds Remaining
IA PACE—KPACE program	\$14,199.31	\$751,801.73	\$766,001.04	\$29,858.09	\$736,142.95*
GIVF Reimbursement Funds	\$5,089.02	\$0	\$5,089.02	\$55.00	\$5,034.02
Kirkwood Community College Foundation <sup>+</sup>	\$4,400.00	\$0	\$4,400.00	\$0	\$4,400.00

<sup>+</sup>Total available will increase as new funds are donated.

\*Anticipated funds remaining once new allocation has been received.

## Special Programs Enrollments FY18

(7/1/17 – 6/30/18)

Gap Tuition Assistance	17
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E&T FFY17 (10/1/16 – 6/30/17)	25
E&T FFY17 (7/1/17 – 9/30/17)	5

E&T runs on the federal fiscal year. Data above was pulled for the timeframe to match the state fiscal year.

KPACE	2
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Fall cohorts began in August 2017. Spring cohorts began in January and March 2018.

Non-cohort enrollments will be throughout the year.

Credit enrollments typically happen at the beginning of the credit term.

## Gap Tuition Assistance Program

### Referrals

Referrals FY18	28
Historical Program Total	7852

### Interviews

Interviews Scheduled FY18	22
Historical Program Total	1782

### Approved Participants

Approved Participants FY18	17
Historical Program Total	1254

### Participant Completions

Historical Program Total	857 of 1090 = 78.62%
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Fiscal Year	In Training	Completed Training	Did Not Complete	Completion Rate
2014	0	118	31	118 of 149 = 79.19%
2015	0	150	32	150 of 182 = 82.42%
2016	0	88	19	88 of 107 = 82.24%
2017	0	101	29	101 of 130 = 77.69%
2018*	25	3	2	3 of 5 = 60.00%

\*Includes carryover training participants from FY17.

### Participant Employment

New Employment FY18	10 of 23	43.48%
Overall Employment FY18	10 of 23	43.48%
Historical Overall Employment	703 of 728	96.57%

New employment: Completer has obtained different employment since enrolling in the program.

Overall employment includes all completers who are working, including those who have new employment and those who have increased responsibility with the same employer.

Fiscal Year	New Employment	Same Employer (increased duties)	Deceased	Other FT Activities	Unable to Contact	Looking for work or need employer information	Overall Employment Rate
2014	68	19	0	1	1	0	87 of 87 = 100%
2015	101	15	0	8	6	4	116 of 120 = 96.67%
2016	59	3	0	1	2	0	62 of 62 = 100%
2017	59	4	0	10	7	0	63 of 63 = 100%
2018	10	0	0	1	0	13 <sup>+</sup> *1	10 of 23 = 43.48%

\*Many graduates completed training recently and are now pursuing employment.

\*Those graduates still looking for work on 7/1/17 and still engaged in services were moved into the FY17 pool for employment.

<sup>1</sup> Those new graduates who are still looking for work on 6/30/17 and still engaged in services will be moved into the FY18 pool for employment.

## Project status:

Program Information (to date)	FY14	FY15	FY16	FY17	FY18	Total
91 Hour Nurse Aide	63	49	42	42	7	385
Accelerated Welding Certificate	5	15	5	2	0	27
Administrative Professional Certificate		9	2	8	2	21
Advanced Workplace Computing Certificate	1					4
Basic Workplace Computing Certificate	1					10
Bookkeeping Certificate	11					25
Business Application Specialist Certificate		1	5			6
Business Bookkeeping Computer Certificate		1	1	4	0	6
Call Center Customer Service Certificate	12	3	1	8	0	36
Certificate in Office Professionals	9	0	0			36
Certificate in Web Site Design	2					19
Certificate in Website Development	0	0	0	0	0	11
Certified Business Computing Professionals	7	1				42
Class B CDL	0	0	1	1	0	10
CNC Machinist Certificate	16	1	3	7	0	30
CNC Milling Operator Certificate	0	0	0			0
CNC Turning Operator Certificate	0	0	0			0
Combination Welder Certificate	2	1				45
Combination Welder SERIES	1	0				1
Community Living Professional			0	0	0	0
Core Construction Certificate			1	1	0	2
EKG Technician		0	1	2	1	4
Electrical Specialist	0	2	0	0	1	10
Electro Mechanical Certificate	0	0	0	0		0
Gas Metal Arc Welding Sense I			10	2	0	12
Graphic Design Certificate	3					10
Graphic Designer Certificate		2	4	1	2	9
Health Support Professional			0	0	1	1
Industrial Maintenance Certificate	1	0	0	0	0	1

Job Planning, Benchwork, Layout Certificate	0	0	0			0
Kirkwood Culinary KickStart Certificate	2	2	0	0	0	4
Logistics/Supply Chain Certificate	1	0	0			1
Manufacturing Basics & CNC Machinist Certificate	0	0	0			4
Measurement, Materials, Safety Certificate	0	0	0			0
Medical Office Professional				4	0	4
Modern Manufacturing Series Certificate	0	0	0			4
Personal Support Professional			1	0	0	1
Phlebotomy	11	14	7	3	0	68
Production MIG Certificate	10	10	0			20
Sales Professional Certificate		0	0	0	0	0
Supervising in Healthcare Facilities			0	0	0	0
Transportation Service Class B Training Certificate	1	3	0	0	0	4
Transportation Specialist			0	0	0	0
Transportation Technician			0	0	0	0
Truck Driver Class A CDL	37	32	43	38	2	262
Web Designer Certificate		3	2	2	1	8
Other certificates no longer offered/available						90
<b>TOTALS</b>	196	149	129	125	17	1233

## Gap Reporting Form - General Information

Revised July 2017

<b>Institution</b>	Kirkwood Community College		
<b>Contact Person</b>	Bethany Parker	319-365-9474 x31155	<a href="mailto:bparker@kirkwood.edu">bparker@kirkwood.edu</a>
<b>Quarterly Reporting Period</b>	FY18	July 2017	

## Budget Summary

Line Item	Expenses per Quarter				YTD Expenditures
	Q1	Q2	Q3	Q4	
<b>Direct Costs:</b>					
Tuition & Books	\$51,149.45				\$51,149.45
Equipment	\$757.10				\$757.10
Fees/Assessment/Testing	\$353.89				\$353.89
<i>Subtotal</i>					\$52,260.44
<b>Other Costs:</b>					
Staff Support/Services	\$2,525.83				\$2,525.83
<b>Total:</b>	<b>\$54,786.27</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$54,786.27</b>

## Participant Summary

**Instructions:** This subsection must be completed **quarterly**. Quarterly numbers must be **unduplicated**.

	Q1	Q2	Q3	Q4	YTD Total
<b>Number of Completed Applications:</b>	10				10
<b>Number of Approved Participants:</b>	17				17
<b>Status of Approved Participants:</b>					
Participating or Waiting to Participate:	62				27
<b>Number of <u>Third</u> Party Credentials Received:</b>	3				3

Financial Reporting  
as of Sept 18 2017  
22% of the Year Completed\*

Grant Name	Carryover	Total Grant	Total Budget	Staff & Overhead Expenditures	Participant Expenditures	Staff & Overhead Obligations	Participant Obligations	Unobligated Balance	% of FY18 Grant Spent/Obligated	% of Unobligated Funds	
WIOA Admin	21,247	65,649	86,896	14,426	6,031	6,433	5,909	54,097	17.60%	82.40%	3 month budget
WIOA Adult	14,588	23,481	38,069	17,005	5,411	10,944	4,374	335	98.57%	1.43%	3 month budget
WIOA Dislocated Worker	21,928	58,117	80,045	35,871	5,182	10,404	12,622	15,966	72.53%	27.47%	3 month budget
WIOA Youth In School	11,638	101,850	113,487	16,349	2,298	68,503	12,202	14,135	86.12%	13.88%	
WIOA Youth Out of School	25,569	407,398	432,967	51,005	13,714	156,421	39,309	172,518	57.65%	42.35%	
WIOA SP Extended		36,808	36,808	0	4,049	0	13,259	19,500	47.02%	52.98%	
KPACE	14,199	751,802	766,001	62,914	42,538	261,542	228,042	170,965	77.26%	22.74%	
SNAP		162,720	162,720	122,975	0	39,745	0	0	100.00%	0.00%	
GAP	108,548	312,711	421,259	3,246	94,850	30,072	29,185	263,907	15.61%	84.39%	

Experiential Learning  
Actuals      Current %  
23,467.24      28.15%

\*SNAP 96% of the grant cycle completed

Financial Reporting  
as of July 17, 2017  
100% of the Year Completed\*

Grant Name	Carryover	Total Grant	Total Budget	Actuals	Balance	% of FY17 Grant Spent/Obligated	% of Unobligated Funds
WIOA Admin	31,844	93,805	125,649	104,402	21,247	-33.95%	22.65%
WIOA Adult	27,521	180,437	207,958	193,370	14,588	-15.25%	8.08%
WIOA Dislocated Worker	27,243	195,021	222,264	200,335	21,928	-13.97%	11.24%
WIOA Youth In School	9,626	84,384	94,010	82,372	11,638	-11.41%	13.79%
WIOA Youth Out of School	43,849	384,418	428,267	402,698	25,569	-11.41%	6.65%
WIOA JDNEG	205,248	206,130	411,378	400,990	10,388	-99.57%	5.04%
WIOA SPNEG	0	380,463	380,463	105,346	275,117	0.00%	72.31%
KPACE	14,656	754,583	769,239	755,040	14,199	-1.94%	1.88%
SNAP	0	162,720	162,720	123,921	38,799	0.00%	23.84%
GAP	32,391	312,711	345,102	236,554	108,548	-10.36%	34.71%
			3,147,049	2,605,026			

	Experiential Learning
	Actuals                      Current %
	143,346.00                      25%

\*JDNEG 100.00% of the grant cycle completed

\*SNAP 79% of the grant cycle completed





**New Members/One-Stop Customers INTEGRATION STATISTICS AT A GLANCE**

Month of: Jul 2017

Total Membership

Location	Reg #	Total New Members	Regional Unemp Claims	Ratio of New Members to Unemp Claims	Gender				Disability		Age					
					# Male of New Members	Male Gender Ratio to Tot Members	# Female of New Members	Female Gender Ratio to Tot Members	# Disabled of New Members	Overall Disabled Served	Age 18-23	% of Young Adults Age 18-23 of New Members	Age 24-54	% Adults Age 24-54 of New Members	Age 55 and Above	% 55 and Above of New Members
Dubuque	1	318	517	61.5%	166	52.2%	150	47.2%	27	8.5%	48	15.1%	222	69.8%	48	15.1%
Decorah	1	109	202	54.0%	60	55.0%	48	44.0%	22	20.2%	10	9.2%	74	67.9%	25	22.9%
Mason City	2	287	363	79.1%	155	54.0%	132	46.0%	35	12.2%	37	12.9%	200	69.7%	50	17.4%
Spencer	3 & 4	162	620	26.1%	93	57.4%	69	42.6%	11	6.8%	7	4.3%	105	64.8%	50	30.9%
Fort Dodge	5	169	240	70.4%	107	63.3%	62	36.7%	21	12.4%	13	7.7%	123	72.8%	33	19.5%
Webster City*	5	10	47	21.3%	7	70.0%	3	30.0%	1	10.0%	0	0.0%	6	60.0%	4	40.0%
Marshalltown	6	405	234	173.1%	241	59.5%	163	40.2%	28	6.9%	70	17.3%	285	70.4%	50	12.3%
Waterloo	7	779	1530	50.9%	475	61.0%	304	39.0%	77	9.9%	73	9.4%	567	72.8%	139	17.8%
Waterloo*																
Carroll	8	138	118	116.9%	68	49.3%	70	50.7%	10	7.2%	24	17.4%	87	63.0%	27	19.6%
Denison*																
Davenport	9	759	1167	65.0%	426	56.1%	331	43.6%	77	10.1%	76	10.0%	534	70.4%	149	19.6%
Cedar Rapids	10	639	1550	41.2%	323	50.5%	315	49.3%	77	12.1%	80	12.5%	451	70.6%	108	16.9%
Des Moines	11	1605	1938	82.8%	831	51.8%	771	48.0%	175	10.9%	162	10.1%	1180	73.5%	263	16.4%
Sioux City	12	574	358	160.3%	281	49.0%	290	50.5%	70	12.2%	68	11.8%	413	72.0%	93	16.2%
Council Bluffs	13	309	338	91.4%	155	50.2%	153	49.5%	31	10.0%	50	16.2%	208	67.3%	51	16.5%
Creston	14	136	135	100.7%	64	47.1%	72	52.9%	16	11.8%	18	13.2%	81	59.6%	37	27.2%
Ottumwa	15	508	707	71.9%	317	62.4%	191	37.6%	40	7.9%	76	15.0%	336	66.1%	96	18.9%
Burlington	16	331	931	35.6%	191	57.7%	140	42.3%	34	10.3%	41	12.4%	233	70.4%	57	17.2%
<b>Total</b>		<b>7238</b>	<b>10995</b>	<b>65.8%</b>	<b>3960</b>	<b>54.7%</b>	<b>3264</b>	<b>45.1%</b>	<b>752</b>	<b>10.4%</b>	<b>853</b>	<b>11.8%</b>	<b>5105</b>	<b>70.5%</b>	<b>1280</b>	<b>17.7%</b>

\* = NEG/NDWG Nat'l Emerg Grant transition center only.

(x) = closed office



Region 10 Intensive & Training Enrollments

Total (duplicate) Members FY 17: 8,195

Adult 26  
 Dislocated Worker 70  
 Youth 59

Location	Reg #	Total New Members
----------	-------	-------------------

Dubuque	1	318
Decorah	1	109
Mason City	2	287
Spencer	3 & 4	162

Fort Dodge	5	169
Webster City*	5	10
Marshalltown	6	405
Waterloo	7	779
Waterloo*		
Carroll	8	138
Denison*		

Davenport	9	759
Cedar Rapids	10	639
Des Moines	11	1605
Sioux City	12	574

Council Bluffs	13	309
Creston	14	136
Ottumwa	15	508
Burlington	16	331
<b>Total</b>		<b>7238</b>

7238

Education						
Need GED	% of New Memb Need High Sch Equiv.	High Sch Dipl	% of New Memb Attain High School Dipl or Equiv.	Some College Ed	College Degree	Educ. Beyond College "17 & Abv"

44	13.8%	182	57.2%	60	26	6
16	14.7%	54	49.5%	25	12	2
30	10.5%	163	56.8%	67	22	5
6	3.7%	107	66.0%	34	14	1

17	10.1%	84	49.7%	50	13	5
2	20.0%	4	40.0%	4	0	0
97	24.0%	231	57.0%	61	12	4
84	10.8%	479	61.5%	160	50	6
27	19.6%	75	54.3%	24	8	4

55	7.2%	491	64.7%	152	43	18
68	10.6%	327	51.2%	162	61	21
226	14.1%	833	51.9%	329	169	48
95	16.6%	307	53.5%	116	49	7

56	18.1%	190	61.5%	51	8	4
20	14.7%	64	47.1%	35	11	6
65	12.8%	325	64.0%	89	22	7
24	7.3%	214	64.7%	72	14	7
<b>932</b>	<b>12.9%</b>	<b>4130</b>	<b>57.1%</b>	<b>1491</b>	<b>534</b>	<b>151</b>

932 4130 1491 534 151

Veteran			
Veteran	% Ratio	Veteran Rpt'd D'abled	% Ratio Veteran Rpt'd D'abled

20	6.3%	2	0.6%
11	10.1%	3	2.8%
15	5.2%	3	1.0%
11	6.8%	1	0.6%

16	9.5%	3	1.8%
0	0.0%	0	0.0%
14	3.5%	3	0.7%
50	6.4%	8	1.0%
6	4.3%	1	0.7%

52	6.9%	10	1.3%
33	5.2%	3	0.5%
87	5.4%	21	1.3%
39	6.8%	7	1.2%

12	3.9%	4	1.3%
6	4.4%	1	0.7%
32	6.3%	4	0.8%
26	7.9%	4	8.0%
<b>430</b>	<b>5.9%</b>	<b>78</b>	<b>1.1%</b>

430 78 <====Check

\* = NEG/NDWG Nat'l Emerg Grant transition ce

(x) = closed office



Ethnicity/Race

Location	Reg #	Total New Members	Hispanic		Race-AIAN*		Race-Asian		Race-Black/African Amer		Race-HNPI**		Race-White	
			Count	% Ratio	Count	% Ratio	Count	% Ratio	Count	% Ratio	Count	% Ratio	Count	% Ratio
Dubuque	1	318	14	4.4%	4	1.3%	5	1.6%	57	17.9%	7	2.2%	227	71.4%
Decorah	1	109	8	7.3%	0	0.0%	1	0.9%	7	6.4%	0	0.0%	90	82.6%
Mason City	2	287	22	7.7%	5	1.7%	7	2.4%	23	8.0%	4	1.4%	212	73.9%
Spencer	3 & 4	162	11	6.8%	1	0.6%	3	1.9%	4	2.5%	0	0.0%	143	88.3%
Fort Dodge	5	169	17	10.1%	3	1.8%	2	1.2%	19	11.2%	1	0.6%	123	72.8%
Webster City*	5	10	3	30.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	60.0%
Marshalltown	6	405	134	33.1%	21	5.2%	18	4.4%	51	12.6%	3	0.7%	220	54.3%
Waterloo	7	779	55	7.1%	11	1.4%	11	1.4%	216	27.7%	11	1.4%	476	61.1%
Waterloo*														
Carroll	8	138	21	15.2%	3	2.2%	1	0.7%	19	13.8%	0	0.0%	102	73.9%
Denison*														
Davenport	9	759	80	10.5%	14	1.8%	5	0.7%	200	26.4%	3	0.4%	454	59.8%
Cedar Rapids	10	639	35	5.5%	8	1.3%	11	1.7%	153	23.9%	3	0.5%	427	66.8%
Des Moines	11	1605	146	9.1%	26	1.6%	101	6.3%	420	26.2%	8	0.5%	902	56.2%
Sioux City	12	574	158	27.5%	23	4.0%	5	0.9%	69	12.0%	5	0.9%	315	54.9%
Council Bluffs	13	309	35	11.3%	5	1.6%	6	1.9%	18	5.8%	3	1.0%	220	71.2%
Creston	14	136	10	7.4%	3	2.2%	0	0.0%	0	0.0%	0	0.0%	106	77.9%
Ottumwa	15	508	67	13.2%	10	2.0%	3	0.6%	43	8.5%	10	2.0%	366	72.0%
Burlington	16	331	13	3.9%	5	1.5%	2	0.6%	56	16.9%	0	0.0%	238	71.9%
<b>Total</b>		<b>7238</b>	<b>829</b>	<b>11.5%</b>	<b>142</b>	<b>2.0%</b>	<b>181</b>	<b>2.5%</b>	<b>1355</b>	<b>18.7%</b>	<b>58</b>	<b>0.8%</b>	<b>4627</b>	<b>63.9%</b>

7238

829

142

181

1355

58

4627

\* = NEG/NDWG Nat'l Emerg Grant transition ce

\*American Indian/Alaska Native=AIAN

\*\*Hawaiian Native/Pacific Islander

(x) = closed office

Location	Reg #	Total New Members	Referrals to/CoEnrollments					PJ MSFW Seasonal			Initial ServPlan # New Members with Initial Services Plan	ACTIVE Total # of Members Receiving Services (Active)	
			WIA Adult Intnsive	% Ratio Referrals to WIA Adult Intensive to Total New Members	WIA DW Intnsive	% Ratio Referrals to WIA DW Intensive to Total New Members	WIA Displac'd Hmkr	PJ	MSFW Migrant Worker	MSFW Seasonal Farm Worker			
Dubuque	1	318	158	49.7%	48	15.1%	1			2	2		1116
Decorah	1	109	59	54.1%	28	25.7%	0			1	1		394
Mason City	2	287	148	51.6%	37	12.9%	6			0	1		1068
Spencer	3 & 4	162	92	56.8%	66	40.7%	0			0	0		526
Fort Dodge	5	169	77	45.6%	22	13.0%	2			0	3		794
Webster City*	5	10	5	50.0%	3	30.0%	0			1	1		66
Marshalltown	6	405	171	42.2%	31	7.7%	5			7	23		1400
Waterloo	7	779	355	45.6%	125	16.0%	11			3	5		2504
Waterloo*													
Carroll	8	138	81	58.7%	25	18.1%	0			0	1		433
Denison*													
Davenport	9	759	375	49.4%	120	15.8%	4			1	6		2363
Cedar Rapids	10	639	355	55.6%	110	17.2%	8			1	2		2217
Des Moines	11	1605	873	54.4%	205	12.8%	22			13	8		4632
Sioux City	12	574	317	55.2%	59	10.3%	8			1	5		2238
Council Bluffs	13	309	132	42.7%	35	11.3%	4			0	4		1188
Creston	14	136	82	60.3%	20	14.7%	0			1	4		497
Ottumwa	15	508	167	32.9%	42	8.3%	7			2	9		1604
Burlington	16	331	164	49.5%	55	16.6%	4			1	1		1069
<b>Total</b>		<b>7238</b>	<b>3611</b>	<b>49.9%</b>	<b>1031</b>	<b>14.2%</b>	<b>82</b>			<b>34</b>	<b>76</b>		<b>24109</b>
		7238	3611		1031	====Check	82			34	76		24109

\* = NEG/NDWG Nat'l Emerg Grant transition ce

(x) = closed office



**This report Reflects June-August 2017**

**Current Job Openings (Incudes indexed jobs)**

	<b>Statewide</b>	<b>Regional</b>
<b>June</b>	<b>32, 357</b>	<b>3, 244</b>
<b>July</b>	<b>32, 197</b>	<b>3, 503</b>
<b>August</b>	<b>37, 023</b>	<b>3, 997</b>

<i>Unemployment Rates- County rates are not seasonally adjusted</i>			
	<b>August 2017</b>	<b>July 2017</b>	<b>August 2016</b>
<b>United States (seasonally Adjusted)</b>	4.4%	4.3%	4.9%
<b>State of Iowa (seasonally adjusted)</b>	3.3%	3.2%	3.7%
<b>Benton</b>	2.9%	3.6%	3.4%
<b>Cedar</b>	2.6%	3.2%	2.9%
<b>Iowa</b>	2.4%	3.1%	2.8%
<b>Johnson</b>	2.2%	2.5%	2.4%
<b>Jones</b>	3.6%	4.6%	4.4%
<b>Linn</b>	3.1%	3.4%	3.6%
<b>Washington</b>	2.7%	3.1%	2.5%

**Business Services:**

In addition to business visits, the business services team assisted the following businesses during this reporting period through targeting recruiting events in the IowaWORKS center:

Kim Reynolds, Governor  
Adam Gregg, Lt. Governor  
Beth Townsend, Director



**Cedar Rapids Recruiting Events:**

June-August 2017

Kum and Go 2  
Ruffalo Noel Levitz 2  
RGIS 5  
QPS 3  
Schneider International 2  
Aerotek 2  
Alorica  
Pic Group 2  
Whirlpool-Several dates including evening and weekends at the center  
Transamerica  
Ross Dress for Less  
HyVee-Including an evening event

**Iowa City Recruiting Events:**

June-August 2017

Team Staffing  
Zachry Industrial  
Affordable Cleaning 2  
Aerotek 4  
PerMar  
Servicemaster 2  
ACS  
ASInc  
Key Resources  
Kelly Services-Evening event in center

Kim Reynolds, Governor  
Adam Gregg, Lt. Governor  
Beth Townsend, Director



**Center activities in June-August:**

**JUNE:**

Corridor Career Fair  
June 1, 2017  
Iowa City

Eastern Iowa Human Resources Association  
June 13, 2017  
Difficult Conversations - Gale Mote  
(Handling difficult conversations with employees and fellow staff)  
Kirkwood Hotel

Informational sessions at Department of Correctional Services  
June 15, 2017 and June 28, 2017  
Jenny Lahey presented to probation/parole officers about IowaWORKS services

ECI LMI Update  
Ryan Murphy (Labor Market Information Division)  
June 22, 2017  
Cedar Rapids Metro Economic Alliance

Re-Entry Workshop  
June 29, 2017  
Cedar Rapids Public Library

Gazette Business Breakfast panelist-Kate Pine  
Spoke about services available at IowaWORKS/apprenticeships, and LMI

Kate Pine-Provided Registered Apprenticeship training for WIOA staff in Eastern Iowa

**JULY:**

Open House/Workforce system services  
July 19, 2017  
Invited employers into IowaWORKS to learn the various services available, which included a tour of the center as they learned.

Center of Influence ESGR event

Kim Reynolds, Governor  
Adam Gregg, Lt. Governor  
Beth Townsend, Director



July 20, 2017

Resource and Networking event designed to educate about hiring veterans and benefits of HBI

**AUGUST:**

EIHRA Networking Event-Culture

August 1, 2017

Utilized information learned from session and incorporated into skills meetings to determine areas of need/training

Veterans Resource Fair

August 9, 2017

Event to assist veteran job seekers, with barriers to employment; by way of providing veteran community resources in Cedar Valley. Networking and informational Home Base Iowa details furnished to community partners

Whirlpool Recruitment Event

Saturday August 12, 2017

Cedar Rapids IowaWORKS office

ECI Seminar - Benefits of Hiring Refugees

August 16, 2017

Merge in Iowa City (ICAD)

The focus of the seminar was to educate employers on the benefits of hiring refugees and immigrants.

(Panel Style presentation with businesses and job seekers)

Open House - Diversity and Dual Hiring

August 29, 2017

Merge in Iowa City

Event showcasing recruitment in the Corridor for spouses looking for jobs and how we can partner to assist in finding resources to get them employment.

EDRN Reverse Job fair

3 phases-Bootcamp, Dry Run, and actual event-Partnership with Voc Rehab, Vets, Goodwill, Dept. of Blind and Promise Jobs.



Kim Reynolds, Governor  
Adam Gregg, Lt. Governor  
Beth Townsend, Director



Iowa City Reverse Job Fair  
3 phases-Bootcamp, dry run, and actual event

Jane Boyd Entrepreneurial Networking Event-Kate presented about IowaWORKS services available.

On-going Registered Apprenticeship training for Eastern District-Kate Pine

**Rapid Response Activities:**

Adidas-Closing at the end of September, impacting 98 workers. We are hosting a job fair for workers on September 26<sup>th</sup> and currently have around 16 employers participating.

Wabash Transformer closed in Cedar County on 8/31/17 impacting 13 employees. We provided a rapid response meeting for workers on 8/24/17.

IAC-Was approved for trade benefits and sessions were held over 2 days in September for impacted workers.

## **Adult Education Report—September 2017**

### **Enrollment Update**

We are off to a good pace again this program year! Our data through August shows we have increased our walk-in traffic by 26% from this time last year, and our official enrollment is up 24% from August of 2016. We continue to see good numbers at many of our locations. One particular example is in Washington, where we had 40 students come to registration for our ESL classes.

### **Changes in Service Sites**

We have changed some of our programming delivery sites and options in the first quarter of the 2018 program year. As you may know, Kirkwood Community College relocated its Cedar County Center in Tipton to a new location on the south edge of town. With this new space, we have changed our programming delivery in Cedar County, offering our adult diploma program, HiSET, and CASAS testing on site. Students interested in HiSET® preparation are being referred to other locations where classes are offered in the area.

We have also made the decision to discontinue HiSET® services at the Linn County Jail effective September 30<sup>th</sup>. In looking at our data, we are primarily serving offenders being housed at the jail for federal offenses. Those offenders will receive HiSET® services when they are placed into federal custody, and we were serving very few county offenders.

ESL programming in Monticello has been put on hold for the 2017-18 school year. Our enrollment the past two years has been very low. We also had a partnership with the Monticello Community School District to provide school-age services but with our numbers low, theirs were as well, so they are trying an after-school program this year. Eastern Iowa Community College is offering ESL classes in Cascade, which is less than 15 minutes from Monticello.

While we have changed programming in some locations, we are expanding services elsewhere, particularly in our ESL programming. We have added four sections of evening classes in Johnson County at the Kirkwood Regional Center at the University of Iowa, which doubles our evening class capacity in the Iowa City-Coralville area. We have also added staff in Washington where we had great turnout for our fall class registration.

### **HSED Options Statewide Set to Change**

Last legislative session, HF473 was passed and signed into law, which expanded the options available to the Iowa Department of Education for granting High School Equivalency Diplomas. A working group of the High School Equivalency Diploma (HSED) task force met in June and July

## **Adult Education Report—September 2017**

to make proposals for additional diploma options, which includes a high school credit option, awarding a HSED based on the completion of a college degree, as well as awarding a HSED for students with college degrees from foreign countries. Proposed rules to enact these options were presented to the State Board of Education at the September meeting, and will be before the Legislative Rules Committee later this fall. If adopted, tentative effective date for these options will likely be July of 2018.

### **HSED Test Option RFP to be Released**

The state of Iowa will also be working to release an RFP to rebid the state's test option for earning a High School Equivalency Diploma. In 2013, the state awarded Educational Testing Service (ETS,) providers of the HiSET<sup>®</sup>, as the sole test option in Iowa. The contract is coming to an end, so a rebidding process is necessary. The Department of Education is working to convene a committee to assist in this process.

### **Work on IET/IELCE Implementation**

As part of WIOA implementation, adult education and literacy in Iowa is adopting Integrated Education and Training (IET,) as well as Integrated English Language and Civics Education (IELCE.) The state is providing technical assistance to Kirkwood Community College, as well as other community colleges in the state, on how these programs are designed and implemented.

Kirkwood's Adult Education program, in collaboration with WIOA Title I, the City of Cedar Rapids, the Cedar Rapids Public Library, and the Intercultural Center of Iowa, are currently working on the development of an IET program whose focus would be on warehousing and logistics for English Language Learners. Our goal is to offer this program as part of the launch of a Center for Working Families at the Ladd Library in Southwest Cedar Rapids. More details will be shared at future meetings on this project.