

Region 7
Program Year 2016
Annual Report

WIOA Title I and Title III

Executive Summary

Program Year 2016 was exciting due to low unemployment rates, high work participation rates, new economic development initiatives, and employer expansions in Region 7. Region 7's employment opportunities are diverse and continuously growing. Even with improved economic opportunities over the last year, Region 7 experienced retail employer dislocations. As we look into Program Year 2017 we hope to continue our work implementing WIOA and increasing access to employment and training opportunities to our community.

Minority Hiring Committee

The State Workforce Development Board created the Minority Unemployment and Outreach Committee to address disparities in the minority unemployment rate in Iowa. According to the latest Census information, Iowa's statewide unemployment rate was 3.9 percent, while African Americans had an unemployment rate of 14.2 percent, Native Americans had a rate of 11 percent, Asian Americans had a rate of 5.3 percent (other pacific islanders had a rate of 13.6 percent) and Hispanic Americans had a rate of 8.1 percent for the same time period. Four counties were selected for pilot communities: Polk, Dubuque, Black Hawk, and Pottawattamie.

We held two listening sessions in Black Hawk County where community members, community leaders, and statewide leaders were involved. During these listening sessions the community discussing hiring practices, barriers to employment, and the lack of opportunities in specific fields. Additionally, family impact, childcare, and shift work issues were discussed. Black Hawk County will continue to work with the Region 7 RWDB, State Workforce Development Board, and the Future Ready Iowa committees.

Career Fairs

Cedar Valley IowaWORKS planned and held nine career fairs outside of the One-Stop in the past year. We also supported five events sponsored by our local Business/agency partners. Due to the large attendance and number of successful events we scheduled daily hiring events with employers of every size and industry at the One-Stop. These personalized hiring events drawn large numbers of applicants into Cedar Valley IowaWORKS One-Stop. We will continue to develop business and industry partnerships into the next year.

Sector Boards

Advanced Manufacturing

Cedar Valley Advanced Manufacturing Partnership has recently narrowed down their focus to new business recruitment and scheduling tours of area manufacturers. There is a need for more businesses to be involved in the group so that it becomes a well-rounded representation of industry and area. Rose Zepeda with TDS Automation has taken the lead from the business side

in hopes to increase more peer communication. Tours have been held at Schumacher Elevator and TDS Automation in recent months.

Healthcare

The Healthcare Sector Board has focused on developing a CNA pipeline over the past year. Prepare to Care non-credit classes were introduced to two companies in the Cedar Valley. These companies are running the class at their establishments to train individuals to become CNA's. CNA enrollment has increased significantly recently which means strategies to highlight the field have worked. One new health care training program, Patient Access and Front Desk, has been created at Hawkeye Community College with the input from the sector board. Patient Access & Front Desk will run for the first time in fall 2017. The goal for the upcoming year is to branch out into the various career pathways within health care to have greater representation on the board.

Ticket-to-Work and Disability Employment Initiative

Region 7's Ticket to Work program had another outstanding year. We served over 100 people with at least one third of them obtaining employment. Region 7 continues to lead the state of Iowa in ticket holders obtaining employment, wages earned, and connecting job seekers to career pathway opportunities. Region 7 has played an integral role of assisting job seekers through career pathway development and integrated resource team meetings. Lastly, Region 7 also developed a Regional Workforce Development Committee Disability Access Subcommittee.

National Emergency Grants

Region 7 continued to work on three National Emergency Grants to provide career services to dislocated workers. The 2 grants are listed below.

- Job Driven National Emergency Grant (JD-NEG)
- Sector Partnership National Dislocated Worker Grant (SP-NEG)
- John Deere National Dislocated Worker Grant (NDWG)

The JD-NEG was used to connect dislocated workers with potential registered apprenticeship sponsors. The JD-NEG assisted over 300 dislocated workers. The SP-NEG was used jointly with the JD-NEG to connect dislocated workers with employment and training opportunities through regional employers and post-secondary education. We served over 250 individuals with the SP-NEG. The SP-NEG and JD-NEG ended June 30, 2017. As of June 30, 2017 Region 7 provided individualized and training services to 180 John Deere affected workers. The John Deere National Dislocated Worker Grant ends March 31, 2018.

Trade Adjustment Assistance

Region 7 is still dealing with large business closures and layoffs. In the last year we have worked with Ocwen, Terex, and John Deere to assist dislocated workers from each employer obtain workforce services. All three employers were Trade certified and Region 7 received State Emergency Grants or National Emergency Grants to provide direct services to the affected workers.

Iowa Workforce Development provided Region 7 an Ocwen State Emergency Grant which ended March 31, 2017. Region 7 was required to serve 55 affected individuals. As of March 31, 2017 we had served 128 affected Ocwen employees. The Terex closure was devastating to the Waverly and Cedar Valley area and Iowa Workforce Development provided a State Emergency Grant to service 50 affected workers by December 31, 2017. As of June 30, 2017 we had served 41 Terex employees. Lastly, the Cedar Valley is still reeling with John Deere mass layoffs.

Youth

In the last year Region 7 has adjusted to WIOA requirements for our youth program. During this fiscal year we met our expenditures requirements and plan to meet them again next year. Below is a quick break down of our successes:

- 40 new enrollments in Young Adult Program
- WEPs started; 8 ISY and 16 OSY
- 9 credentials earned
- 13 ISTs started; 7 completed IST successfully
- 6 SECs started; 5 completed SEC successfully

K-12 Partnerships

IowaWORKS Cedar Valley and Waterloo Schools have partnered to bring in an employment specialist to work with the Waterloo School District. The employment specialists will work with students in East High School, West High School, and Expo. Region 7's employment specialist works with high school students to provide work readiness and soft skills training. Students learn how to fill out job applications, interview skills, resumes, showing up on time, and what employers expect from employees. Students also learn about Future Ready Iowa, registered apprenticeships, and how career assessments can drive their career pathway discussion with their parents, guardians, and counselors. Services are provided either one on one with students or in large group settings.

Veteran Services

- Region 7 served 35 new veterans come through membership
- 244 veterans are currently registered with the center and looking for work
- On March 9, 2017 Region 7 co-Sponsored a ESGR Event with a training in the morning for employers and a Veteran Hiring Event in the afternoon, 36 employers attended hiring event
- Any hiring events that IowaWORKS host all veterans are identified with stars on the name tag to notify a businesses looking to hire that they are a veteran
- Region 7's DVOP and Business Service Team meet with Donaldson Filtration Solutions as they are interested in hiring more veterans in June.
- 51 veterans entered in case management and 41 found employment.

GAP/PACE

In the past year, the GAP program added three new short-term programs:

- Patient Access and Front Desk
- Information Technology
- Microsoft Office Specialist

Region 7 also rebuild our Pharmacy Technician and Certified Professional Coder-Medical Coding training. All GAP approved training programs require a minimum bronze level NCRC score. WIOA and GAP/PACE partnered to create a common intake form to encourage co-enrollments. Additionally, all customers regardless of funding source attend GAP's 16-hour Navigating Your Journey workshop as a pre-requisite to enter training. The workshop focuses on goal-setting and overcoming barriers, which has proven to be a successful model for our customers.

Success Stories

John was laid off from John Deere in Waterloo. John came in to the Dislocated Worker Transition Center (DWTC) in Buchanan Hall at Hawkeye Community College to learn about Trade Adjustment Assistance. John Deere National Emergency Grant staff assisted John with his unemployment benefits questions, Trade Adjustment Assistance packets, and enrolling at Hawkeye Community College. He enrolled in the short term Industrial Maintenance Certificate program at Hawkeye which was approved in September 2016. John completed the program and was excited to reenter the workforce. However, John did not have a job upon completion of the program but kept applying for jobs. Shortly after graduation he started at Conagra in Waterloo as a Production Technician 1 at \$20.00 per hour and is currently working 50 hours a week.

Jean worked at GMAC/Ocwen for four years. Jean was laid off due to her position being outsourced. She had previously worked in customer support for large printers and as a manager in a retail store. She had seen others lose similar jobs due to advanced technology, automation, and retail store closing. Jean researched several different career options and found that there has been solid growth in all areas of the medical field. She knew direct care in the medical field was not the best fit for her, but she felt that Medical Office Management would be a great career pathway for her to go due to the growth in the field and taking into account previous customer service experience.

Jean decided to enroll in the Medical Office Management program at Kaplan University. The program was just over a year in length with an internship as part of the last term of her program. Lisa felt this would be a great way to tie her classroom training with her previous on the job experience. While she was working on her internship hours the site she was placed at had a position open. Jean decided to apply and was offered the job as a Patient Service Representative shortly thereafter. She is excited that her training and internship prepared her for this new opportunity and is looking forward to learning more about the medical field.

WIOA Title II

High School Completion (HSC) Program

We enrolled 451 students in HSC during the past year. There were 49 completers of a High School Equivalency Diploma (HSED). The HSED graduation ceremony was held on June 29, 2017 at Tama Hall on Hawkeye's main campus.

English Language Learning (ELL) Program

We enrolled 565 students in ELL during the past year. Seven levels of classes were offered spanning from Pre-Literacy to Advanced/Bridge to College. ELL Next Step Ceremony was held May 17 at 10:30 AM, at Waterloo Center for the Arts. Students were recognized for obtaining U.S. Citizenship, perfect attendance, I-BEST program completion. Scholarships to Hawkeye Community College were awarded.

I-BEST Program

We enrolled 39 students in the I-BEST program during the past year. Thirty students enrolled in I-BEST CNA and 9 students enrolled in I-BEST CNC. WIOA legislation includes mandate for IET (Integrated Education and Training). I-BEST is a strong example of one way to provide IET. Hawkeye currently runs the only I-BEST program in the state.

I-BEST is an acronym that stands for Integrated Basic Education and Skills Training. I-BEST is an instructional model that was developed in Washington State and is now used nationally. The key components of an I-BEST class are:

- *Integrated Content*: Students earn college credits by completing coursework in a career pathway. Coursework is in an identified area of local employer demand. Basic skills instruction in reading, math, and English language acquisition is integrated into course content. This integration increases student motivation and decreases barriers to learning.
- *Co-teaching*: One content area instructor and one basic skills instructor co-teach the class. In the I-BEST instructional model, there are two teachers in the classroom with at least a 50% instructional overlap during the class time. Instructors are expected to jointly develop and deliver integrated outcomes, curriculum, and assessments.
- *Streamlined pathway*: Addressing the dual needs of adult learners to obtain workplace skills and basic skills, and doing so in an integrated way, compresses the time traditionally needed for this instruction. Additional supports offered to students through I-BEST often produce enhanced outcomes with an at-risk student population.

Open Competition for Federal AEL Funding

For the first time ever, Iowa had an open competition for the federal funds allocated to provide AEL services. For the first time ever, the funding period will be a three-year cycle. Funded organizations received funds to be used July 1, 2017---June 30, 2020.

Key dates:

- May 1, 2017: RFP for Title II Funds submitted
- May 12, 2017: Local Board Recommendations on Title II Applications
- May 15, 2017: Title II applications reviewed by Iowa Department of Education
- May 29, 2017: Negotiations and Budget Reviews

- June 10, 2017: Title II Providers Announced

Hawkeye Community College AEL Program was awarded \$147,963 for the AEL base grant; \$50,000 for the IET grant; \$40,000 for the IELCE grant; \$5225 for Professional Development that is required of all AEL employees; \$2230 for CASAS testing materials. Total award: \$245,418

Thank you to the RWDB for their adherence to the May 12, 2017 deadline for Local Board Recommendation on Hawkeye's Title II Application.

AEL State Funding

State legislature approved the same level of funding for the coming school year as was received in the year just completed. They will explore a 50% cut for the subsequent school year. Total state funds awarded: \$336,025.51

Family Literacy Program

Hawkeye has the only Family Literacy Program in the state. It is locally supported with funding from Cedar Valley United Way, Community Foundation of Northeast Iowa, and Hawkeye Community College. It began with federal funding in 2005, federal funding ended in 2009.

Construction of New Facility for AEL Programming Underway

Construction is underway for Hawkeye's new Adult Learning Center in downtown Waterloo. The building is located on the parcel of land next to the Sportsplex on Jefferson Street across from Burger King. Groundbreaking ceremony was October 25, 2016. 2016-18 will be transition years for the college's Martin Luther King, Jr. Center and the Metro Center. The MLK Center had abbreviated hours during 2016 and closed as of July 1, 2017. At that time, all classes and activities previously scheduled at MLK transitioned to the Metro Center. When the new building on Jefferson is complete, all MLK/Metro Center classes and activities will transition to the new site. There is quite a bit of excitement at the possibilities that will be available in the new space. Anticipated occupancy is mid-August 2018 if construction remains on schedule.

WIOA Title IV

TICKECT TO WORK, AUGUST 2017

In August IVRS received 41 Notice of Decisions and **IVRS will receive cost reimbursement money from SSA totaling \$214,086.25**. All offices contributed. The money received from SSA goes back into IVRS client services. And in July IVRS received 80 Notice of Decisions and will receive cost reimbursement money from SSA totaling \$479,707.24

Pre-Employment Transition Services.

The Federal Rehabilitation Services Administration requires the 15% of staff time and 15% of IVRS dollars be spent on providing Pre-Employment Transition Services to high school students receiving special education services. The Waterloo Area IVRS office is at 87% with this goal, and it appears the goal will be met by 9/30/17.

National Disability Employment Awareness Month 2017

This year's National Disability Employment Awareness Month (NDEAM) theme is “**Inclusion Drives Innovation.**” Observed each October, NDEAM celebrates the contributions of workers with disabilities and educates about the value of a workforce inclusive of their skills and talents. The Waterloo IVRS office will be holding an event on Thursday Oct 26, 2017 8:30am – 10:30am at Hawkeye Community College, Tama Hall Room 106, Waterloo, Iowa.

INCLUSION DRIVES INNOVATION

Agenda

Welcome- David Mitchell, IVRS administrator

Proclamation- Jim Brown, Mayor of Cedar Falls

Awards- Waterloo Staff

Closing- Kyle Horn Americas Honor Jobs

Networking

RSVP michelle.krefft@iowa.gov

Project Search

IVRS Waterloo had their Project Search reverse job fair. Eleven job candidates participated. Eight were hired upon graduation from Project Search, with all 11 working by August. These are students considered to be most significantly disable. Employer comments: “This is the most exciting thing I have been to having enthusiastic candidates ready to sell themselves,” and “Great energy, great candidates.”

VISIT WITH OMEGA CABINETS IN SEPTEMBER

From: Krefft, Michelle, michelle.krefft@iowa.gov

Date: Thu, Sep 7, 2017 at 4:42 PM

I wanted to share a great end to the day! Jody Gibson from Waterloo has an AMAZING partnership with Omega Cabinets. If our Waterloo office makes a referral, chances are pretty high ort JC will get hired. Jody wanted to take the relationship to the next level and invited me to join her and Jeanette for a visit. We met with Omega and really talked about the benefit of job sharing and job restructuring to increase their pool of talented workers. We shared a story of a business who told us that their turnover rate was 33% but the hires through IVRS were only at 22%- we do an excellent job of prescreening and placing job applicants in the right job.

Waterloo Candidate Update

The Waterloo IVRS office currently serves 1,125 Job Candidates. To date has helped 145 become employed and statewide it is 1,763. There are 103 JC's attending HCC, 128 attending UNI and 60 attending other colleges in our area, 168 JC's in high school, 68 JC's receiving supported employment services and 104 JC's who have started working.