

REGION 14 PY18 ANNUAL REPORT

Executive Summary

The Program Year 2018 offered many opportunities to work with individuals and partners in meeting the employment needs in our area. The area service providers along with the local Workforce Innovation and Opportunity Act provider continued to focus on matching the employment requirements of area businesses with the available workforce. This required regular meetings and communication in order to respond to the needs in a timely fashion. The following report accentuates some of the activities that took place in the Creston office.

Regional Snapshot

Region 14 includes the counties of Adair, Adams, Clarke, Decatur, Montgomery, Ringgold, Taylor and Union. Our One Stop consists of Career Planners from Title 1 Youth program, Title 1 Adult and Dislocated Program, Vocational Rehab and Wagner Peyser to serve job seekers in a holistic and seamless manner.

Regional Initiatives and Partnerships

Region 14 WIOA Titles I, II, III, and IV Leadership meet monthly during an established core partner meeting where leadership discuss any project or services they are working on. They also take the time to explore opportunities of growth and ways to improve integration. Our Region also hold monthly Integration Resource Team meetings for all core partner staff to attend. During these meetings partners discuss like customers to determine positive outcomes. They also discuss business needs, share business updates as well as discuss the ways they can partner in order to help businesses meet their recruitment and retention needs.

The AJC participates in many initiatives and partnerships throughout our area with the Core Partners as well as other partners in the community, not limited to Public Library Staff, Economic Development Agencies, Area Agency on Education, SHRM and the Southwestern Community College. Partnering allows the AJC to build relationships throughout the Region and to provide outreach on a wider scale, hence reaching out to individuals and businesses that may not be aware of our services. It also allows us to provide our expertise to our partners and other agencies. Together we have participated National Farmworkers Awareness Week, , Registered Apprenticeship Week Event, Osceola Community Resource Event, Latino Festival in Osceola, Southwestern Community College Advisory Committee, STEM – Tools for Life Camp, Family Ties, Proteus, Nodaway Valley High School Mock Interview Event, Manufacturing Day Event, AARP/SCSEP, Community Awareness Day at SWCC, Osceola Local Job Fair, National Disability Employment Awareness Event with IVRS and ABE-speaker presented on hiring individuals with abilities.

Employer Services and Business Engagement

Region 14 utilizes a series of Tune your Talent seminars all which have been designed to make employers aware of the most valuable asset, their employees. All of these workshops have been created by local workforce professionals based on the input and needs of local business leaders. On average, these 2 hour workshops provided insights on how supervisors/managers can have a positive influence on the workplace environment.

Titles of these on-site seminars included: Supervisory Boot Camp, Change in the Workplace, The Labor of Leadership and Save your Staff each workshop encouraged effective leadership and successful relationship building with team members.

Region 14 collaborated with Southern Iowa SHRM to hosted over 12 Employers' Council of Iowa Event subjects included: Work-Life Balance, Ex-Offenders, Mindfulness, E-Verify/19, Federal Bonding, Registered Apprenticeships, ADA & FMLA.

A successful Future Ready Iowa Summit took place on October 25, 2018. The summit allowed for Students, Employers and Non-profits to come together to discuss their role and impact on changes in the local workforce.

Relationships built with local business allowed for the planning and marketing of On-Site Hiring Event and Local Meet and Greets. Region 14 invited over twenty Local Employers into the American Job Center to discuss career opportunities and job openings to local job seekers.

Promising Practices and Success Stories

1. Rapid Response

The Region 11 America's Job Center responds to both WARN and Non-WARN Level requests from employers for Worker Information Meetings with representation from (at a minimum) Title I (Adult/Dislocated Worker Services) and Title III (Wagner-Peyser). These Rapid Response meetings are initially coordinated via contact with the local area employer in which information such as workforce size, dislocation dates, union representation and accommodations related to primary language and disability access is discussed. The Rapid Response meeting occurs at a location, date and time which is most convenient for the impacted employees. While these typically occur on-site of the business, meetings can and have occurred at the local AJC. Information is shared regarding Unemployment Insurance, Basic and Intensive Career Services, Training Services, Support Services and information on partner programs.

Region 14 Title I and Wagner Peyser staff responded to the Shopko business closures which is a large department store in our area. Our region had 3 different communities that it affected. In order to respond quickly and efficiently we held Rapid Response

meetings at all affected stores; Greenfield, Mt. Ayr and Red Oak. Due to these meetings we were able to answer many of the Unemployment questions employees had and offered them the support of job placement once their currently employment ended.

2. Registered Apprenticeship

Region 14 IowaWORKS Business Services Team members, along with our core partners business engagement members, have been collaborating on Registered Apprenticeship outreach to educate employers on the core components of creating and holding a program. This includes finding Registered Apprenticeship sponsors to share their experiences of program creation with the assistance with IowaWORKS and partner agency.

A best practice for spreading the word on Registered Apprenticeship program creation has been aligning with regional workforce committees and local agencies.

IowaWORKS Business Service Team Members have attended, and become members of, community partner and association committees including: healthcare, manufacturing, hospitality, and IT. Involvement with these committees has spawned numerous outreach opportunities and interest in growing intermediary programs.

To grow interest from a jobseeker perspective, Career Planners with IowaWORKS, have attending community outreach events such as the Community Resource Fairs held at Osceola Public Library and The Union County Ready Fest held at the Community College. IowaWORKS AJC invites job seekers and interested apprentices to attend our weekly scheduled Registered Apprenticeship workshop.

3. Offender Re-Entry

The Creston IowaWORKS office staff have direct contact with their local Correctional Office located just a block from the center. Information is shared about IowaWORKS upcoming events such as workshops, meet and greets, job fairs, WOTC and Federal Bonding. Correctional staff are on the IowaWORKS community email list so they also receive up to date information about all events, especially those with a quick turnaround that include meet and greets and other hiring events.

Correctional staff have IowaWORKS staff business cards to give to their clients so they are more comfortable coming in knowing who to ask for even though all staff at IowaWORKS work with all customers in reaching their educational and/or employment goals. Center staff assist these customers with job searching, resume building and interviewing skills and referrals to Iowa Vocational Rehabilitation. Center staff is well versed with online applications and resumes as well as doing a letter of explanation for those that may need to explain that they have a felony in

their background and would like to explain how they are changing their life path away from that “previous life”.

4. Serving Customers with Disabilities

Focus is continued on Region 14’s customers with disabilities as an untapped employment pool. Those that self-identify as having a disability are referred to partner agencies such as Department for the Blind (DOB) and Iowa Vocational Rehabilitation Services (IVRS) for services that will assist them in being job ready (or job search ready). Center staff also refer those with disabilities to community resources such as the local neighborhood centers, food pantries, LiHeap program, etc.

Those that are job ready and have an assignable Ticket (Ticket to Work TTW Program) will be referred to a specific IowaWORKS center staff person that will concentrate on helping the customer reach their employment goals through job leads, job search assistance and supportive services. Those that assign their Tickets to the IowaWORKS Employment Network will be case managed to insure the greater success of the participant in obtaining/ maintaining employment and self-sufficiency.

The AJC offers a weekly workshop that explains how earnings affect SSI/SSDI benefits and is facilitated by IVRS and partnered with the IowaWORKS TTW advisor.

Success Story: A new customer, new to Iowa brought with her a lot of barriers. She has a rare eye disease and is quickly losing her sight. She was a single mom with no family or support system near and that had been incarcerated in the past. During a visit to the center, she had been referred to the IVRS and Department for the Blind. Through Promise Jobs, she was connected to a FaDSS worker. She has been approved for housing and is applying for disability. With Ticket to Work money she was able to get a prepaid cell phone and a trolley pass to get her small son to and from school. Her next step is to go through extensive training to adjust to her loss of sight. With all that, she is still in communication with her FaDSS work and staff in the center and will soon be starting some workshops in the center. She will be better prepared than most in her position with sight.

5. Veteran Services

Outreach to Employer Efforts on behalf of Veterans and Veteran Employment Services: Region 14 makes an intentional effort to provide above and beyond services to local veterans. Outreach to employers has been done primarily through the Business Service Team based in the Des Moines office. Outreach consists of discussions with employers when businesses contact the center for job order questions or when approaching businesses about Registered Apprenticeship program or other business services offered by the One-Stop. Part of the discussion includes

how the One-Stop can assist employers in hiring qualified veterans for their open positions.

Region 14 continues to offer workshops at the center to veterans such as Orientation to Center Services, Create a Great Resume, Interview and Negotiate, Job Applications, Meet and Greets, Immediate Interview Events, and several others. The National Career Readiness Certification is available and offered at the convenience of the customer. Each Veteran that enters the One-Stop in Region 14 is provided job referrals, resume assistance, connections to local businesses and a variety of services offered in the One-Stop.

Success Story: After completing Essential Tools, Interviewing and a mock interview, Lonnie was referred to the team R & P team where they called an employer of his choice to make an introduction for him. Lonnie was not hired with that employer, but it gave him the confidence to apply for a welding position (that he has not done in years) and he landed it by himself. He will be making \$18/hr +.50/shift differential. Lonnie recently shared that he was told his welds are better than his mentor's! He is delighted to be doing what he loves with a great company.

6. Priority of Services

We implemented a procedural strategic process to give Veterans priority through the development of ways in which staff and all Workforce Development Systems through the design and operations of processes such as: intake, registration procedures, client intake and flow, adaptation, identify roles of DVOP and LVERS. As well as, identifying the status of customers who enter the American Job Center immediately at the point of entry at the American Job Center:

- 1). Pre-registration
- 2) Question and discovery
- 3). Client Flow
- 4). Establish priority work space for Veterans

Veterans are given Priority for all programs in our office including workshops and training dollars.

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