

REGION 12 PY18 ANNUAL REPORT

Executive Summary

IowaWORKS AJC in Region 12 is located in Sioux City, Iowa, which is located in Woodbury County. This One Stop has multiple partners co-located in one location, this provides an ease of connectivity for customers who enter the One Stop. Partners include Title 1 Adult, Dislocated, and Youth Services, Title 3 (Iowa Workforce Development) Title 4 (Iowa Vocational Rehabilitation Services), American Indian Council, Goodwill of the Great Plains, and Job Corps.

Region 12 continues to serve residents of Cherokee, Ida, Monona, Plymouth, and Woodbury counties. The unemployment rate for the region shows staying about the same as the end of the year for each county: Cherokee - 2.3%, Ida - 1.8%, Plymouth - 2.1%, Woodbury - 2.5% and Monona 2.9%.

Region 12 continued to see growth in the occupations of Food Manufacturing, Health Care, Hospitality, Transportation, Social Services, and Educational Services.

Regional Snapshot

Title 1 in Region 12 serves residents in Woodbury, Plymouth, Ida, Monona, and Cherokee County. Title 1 has 3.5 staff dedicated to serving residents in this area who meet eligibility qualifications for Title 1 Adult/Dislocated Workers and Youth programs. Title 1 adult/dislocated workers serves individuals who have lost their job through no fault of their own such as a plant or business closing or a permanent layoff, and those individuals who are low income or receiving state assistance may qualify for WIOA funding. There are limits on the amount of financial assistance a person can receive so some costs may be your responsibility. There are two categories of youth services that are provided to residents, Out-of-School Youth and In-School youth. *Out-of-School Youth must be aged 16-24*, not attending any school, and meet one or more additional conditions, which could include: School dropout; within the age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment. *In-school youth must be aged 14-21*, attending school, low income, and meet one or more additional conditions, which could include: Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete

an educational program or to secure and hold employment. Both youth programs focus on placing participants in Work Experience Programs.

Iowa Workforce Development staff are also located in the Region 12 One Stop. These staff serve Residents in Cherokee, Ida, Plymouth, Monona and Woodbury Counties. During this reporting period there were a total of 8 staff members who provide Employment Services, 5 staff dedicated to serving customers under the PROMISE Jobs program, 1 staff dedicated to Reemployment Services (RESEA), 1 staff dedicated to Veteran Services under the Disabled Veteran's Outreach Program (DVOP), 1 Business Marketing Specialist, and 1 Supervisor. There were 6,277 customers who registered for services at the One Stop during PY 2018. During this reporting period there 306 customers were made partner referrals within the One Stop to help them overcome barriers or obtain assistance in education or training. Staff who assist PROMISE Jobs customers had an average caseload of 72 participants receiving active services. PROMISE Jobs, "Promoting Independence and Self Sufficiency through Employment," is Iowa's TANF Employment & Training program designed to assist cash assistance recipients to become self-sufficient through participation in work ready activities. Program participants develop an individualized Employment Plan outlining work ready activities in order to reach their individualized goals and reduce their dependency on the welfare support systems. Supportive services are offered to program participants as they prepare to become work ready individuals. Services may include: transportation assistance, childcare, housing assistance, tuition/books, work related licensing, assistance with interviewing and work uniforms. Each local area has a network of community resources and supportive services. Staff who work under employment services also assist with programs such as: Unemployment Insurance, Migrant and Seasonal Farm Worker Program, Ticket to Work, Trade Act, Future Ready Iowa, and Home Base Iowa.

Iowa Vocational Rehabilitation Services (IVRS) in the Region 12 One Stop serves residents in Woodbury, Ida, Plymouth, Monona, Sioux, Lyon, O'Brien and Osceola Counties. To better serve residents in the northern counties, Vocational Rehabilitation has a satellite location located in Sheldon, Iowa where 2 staff are placed. Vocational Rehabilitation has a total of 14 staff, this includes 3 clerical, 7 Counselors, 1 Assistant, 1 Associate, 1 Business Development Specialist and 1 Supervisor. Vocational Rehabilitation serves customers with a diagnosed disability, impediments to employment, multiple services needed over an extended period of time. The focus is employment- freshman in HS- to any age as long as able to work. IVRS also has retention services to help people maintain employment if they are already working, but at risk of losing their job due to a physical or mental disability. Additional services may be available to assist with training, understanding new career options, and support services to eligible individuals. Counselors with IVRS in Region 12 have an average caseload of 125 individuals receiving active services.

American Indian Council houses 1 staff member in the Region 12 One Stop. This staff member can assist any Iowa Resident who is an American Indian with lineage enrolled in a federally recognized Tribe, Alaska Native or Native Hawaiian who are; unemployed, underemployed, or a low-income individual; a recipient of a bona fide lay-off notice; employed but determined in

need of Employment and Training services to obtain or retain employment that allows for self-sufficiency. There were 142 clients served under this program during this reporting period.

Goodwill of the Great Plains was also located in the Region 12 One Stop during PY 2018. Goodwill was a grant holder of the Disability Employment Initiative. This was a grant designed to further support employment and training of individuals who self-disclosed a disability when working with One-Stop partners or during the registration process. Goodwill dedicated 1 staff member to this position during PY 2018. This staff person assisted customers with intensive case management services to assist them in finding/maintaining employment or assistance in pursuing training/education opportunities that would assist them in meeting their employment goals. There were 65 people assisted during this reporting period through the Disability Employment Initiative Grant.

Job Corps is another partner located in the Region 12 One Stop. Job Corps employs one staff member who covers counties in both Iowa and Nebraska. These Iowa counties include: Buena Vista, Cherokee, Clay, Dickinson, Emmet, Ida, Kossuth, Lyon, Monona, O'Brien, Osceola, Plymouth, Plato Alto, Sioux, Woodbury, Sac, Crawford, Carroll, and Dakota County located in Nebraska. There were 64 total participants who completed the enrollment process and were successfully placed into a Job Corp program. 33 of these placements were female and 31 male.

Regional Initiatives and Partnerships

Staff members from Region 12 partners with Sioux City College Access Network. The purpose of this group aligns with the Future Ready Iowa strategic plan. Staff participated on the board as well as in action committees to help educate the community on post-secondary options. These action groups assisted the community with items like: FAFSA education and preparation, Information on Registered Apprenticeships, creating an up-to-date community resource guide, identifying ways to create parent engagement, identifying ways to decrease summer melt after graduation from high school, involvement in equity groups within the local school system, etc.

Title I collaborated with Western Iowa Tech Community College and IowaWORKS to administer and allocate the GAP Tuition Assistance program. This program targets individuals who do not qualify for Federal Financial Aid and lack the financial resources to complete a short-term training program. Many of these individuals are dual-enrolled in Title I programs and any other partner agencies and services are coordinated to ensure participants success.

Title I also collaborated with a DHS grants program targets at individuals utilizing SNAP (Supplemental Nutrition Assistance Program) benefits and Promise Jobs. This program intended to reduce dependence on SNAP benefits via improved wages and employment in high demand jobs. Our role is to assist them with training costs and attainment of these services to SNAP recipients.

IowaWORKS and Title I co-host a large scale job fair two times a year with the goal to provide opportunities for regional employers to meet with students planning to graduate and community members looking for career options. Employers in the Region have come to expect this event and build this into their recruiting plans. The last two career fairs have included an emphasis on career clusters and Registered Apprenticeship. This allows for students and community members to better navigate the large-scale event. This event during this program year fall career fair 2018 had (80) employers and spring career fair 2019 (94) employers attended.

The Adult Basic Education offered onsite services with Title II staff three days a week. The partner group continued to use the referral process during this program year, which has increased success connecting the customer to partner programs that can best assist their career and educational needs. Adult Basic Education (ABE) had 1,188 students enrolled in our program with a 281 student increase since last program year. They had 670 students enrolled in English Language (ELL) and 518 in High School Education (HSED). This referral process has also increased co-enrollments and referrals to Title 1, Title III and Title IV. We had 45 participants that were co-enrolled in programming last program year.

IVRS and IowaWORKS collaborate each year for summer programming for our transition age youth to further explore the STEM career paths. We partner together to implement programming for the students as well as engage with local businesses to assist in providing these hands on experiences for the youth.

Region 12 hosted a Future Ready Iowa Summit in October. The goal of the summit was to bring together education and business to collaborate how the Region, at a local level, can implement strategies to help ensure that 70% of the workforce has a post-secondary education by 2025. This summit focused on youth as well as adult learners

Employer Services and Business Engagement

Region 12 Employer Services is led by a Business Marketing Specialist employed by Iowa Workforce Development. The One Stop offers a variety of services to benefit employers, including recruitment assistance, tax credits to hire new employees and outreach to targeted groups. During this program year, the One Stop concentrated on expanding services and adding in partners from the One Stop to enhance employer services. This resulted in all core and required partners invited to attend weekly meetings as well as join in employer visits. This strengthened partnerships between Title 3, Title 1, and IVRS. Many of the programs in the One Stop can provide Job Shadows, On-the-Job Training, or Work Experiences for individuals who have limited work history or experience, are considering a career change and want more information, or just need additional supports in place to obtain and maintain employment. Expanding and sharing business connections through Region 12 has improved networking for all agencies as well as opened up more experiences for the customers that we serve.

During this reporting period, there were 270 new business contacts made in Region 12. A new business is defined by an employer who has not had any contact with IowaWORKS in the past 6 months and is made in person or by telephone. There were an additional 721 employers in the area that also received services during this reporting period.

Employer's Council of Iowa is another method that the One Stop uses to connect with local employers. Its purpose is to guide IWD's business focus, address topics of concern to employers, sponsor training initiatives, and assist IWD in meeting critical human resource needs. During this reporting period, there was an active group in both Sioux City, located in Woodbury County and Ida Grove, located in Ida County.

There were 160 onsite recruitment events during this reporting period. This allows local employers to come to the One Stop and interface with job seekers. The One Stop team offers this as another way for employers to recruit for their open positions. Staff are educated on openings that the company has as well as promotes these events to job seekers so they can plan on meeting with an employer they are interested in. The Business Service team also participated in 52 community events during this reporting period with the goal to educate the local community about IowaWORKS and One Stop services.

Promising Practices and Success Stories

1. Rapid Response

Region 12 experienced retail and production employers permanently closing, throughout the program year, resulting in dislocated workers. Region 12 IowaWORKS staff and Title I staff coordinated Rapid Response meeting with the employee groups impacted by the following business closures:

Kmart, Cherokee (20 employees impacted), Shopko, Onawa (16 employees impacted), Shopko, Ida Grove, (10 employees impacted), Shopko, Sioux City (26 employees impacted), Sears, Sioux City, (40 employees impacted), Prince Hydraulics, Sioux City (38 employees impacted), Payless Shoes (11 employees impacted).

The goal of coordinated Rapid Response events are to help educate employees of a closing business about the services provided at the One Stop, a general explanation of their Unemployment Benefits, as well as training and education funding that may be available to them as a Dislocated Worker.

"Angel" 26-year old married with one child, dislocated worker. She lost her job with local employer due to downsizing of her position. Angel came into the IowaWORKS center and worked with career planners, learned of services available and referrals to other partner agencies. Angel registered for the NCRC assessment. She completed NCRC and earned a silver certificate. She also registered for other workshops. She completed labor market information for a career pathway in the accounting field. Angel

successfully completed Accounting Diploma Degree. Angel had taken a part-time job with Coffee King while working on her accounting degree and learned skills needed in the accounting field. She completed degree and graduated with a diploma degree on May 14, 2019. Coffee King offered her a full-time position in the accounting department doing payroll, accounts payable and receivable. They increased her wage once she became full-time to a wage of \$13.50 an hour. Without the assistance of staff at IowaWORKS and Title I she would not have been able to complete her degree and become employed in a job that she loves and enjoys going to work each day.

2. Registered Apprenticeship

Region 12 continues to promote Registered Apprenticeship to both Employers as a way to build their workforce, increase retention, and upskill current employees to meet workforce needs and to Job Seekers as a viable solution to find in demand careers, coupled with education and training.

During this reporting period a Registered Apprenticeship workshop was added to workshop curriculum offered in the center. This allowed for those interested in learning more about Registered Apprenticeship the opportunity to learn what sponsors were hiring in the area, skills needed, and a personal connection to those hiring sponsors. There have been 61 job seekers who have participated in this targeted workshop.

There was also an emphasis for staff to learn more about the various Registered Apprenticeship opportunities in the area and how we could effectively communicate these to job seekers who were interested. Sponsors from a variety of industries have been brought in to speak at morning meetings to educate One Stop partners and staff about the occupations they are hiring for, the application process, what skills are needed, as well as what makes a good candidate for their positions.

Experts on both the Job Seeker and Employer side of Registered Apprenticeship also met with partner staff to educate them on what a Registered Apprenticeship is, why this can be an opportunity for their customer's to look into as well. An internal referral process was created as a result between IVRS and Title 3 to ensure that IVRS customers who were interested in this career path had the support and assistance needed while determining if this was a right fit for them.

There was one Registered Apprenticeship program created in Region 12 during this reporting period.

3. Offender Re-Entry

Region 12 continues to build and maintain partnerships in the community to enhance services to our re-entering services. There is currently an IowaWORKS staff member on the Board of Dismas Charities. This is a Federal Re-entry center that assists re-entering

citizens stabilizing back into the community. Staff from IowaWORKS provide classroom curriculum weekly to residents to assist with Job Placement and soft skills. . During that class, services and programs available at the One Stop, the Federal Bonding Program, and WOTC are also discussed. Residents are educated on how these programs can assist them in obtaining and maintaining employment.

Region 12 also partners with Woodbury County Jail. The goal of this partnership is to help those incarcerated get connected to IowaWORKS services prior to their release. Staff provide services in the jail twice per month. During this workshop, those attending are educated about services and partners that we have in the One Stop, how each program may be able to help the participant eliminate some of their biggest barriers. Other topics that we focus during the Step on up class are: Job search, resumes, interview preparation, NCRC, the Federal Bonding Program, WOTC. Career Development (short term certificates, apprenticeships, HiSet, Etc.)

Region 12 has also created a referral process between Probation and Parole where the officers will refer their re-entering citizens that are currently in custody to come to the center so that they can register for services to do their job searching activities. Intensive Case management services are also provided as necessary and needed to help accelerate their job placement. Releases of information are also signed so that there is clear communication between probation/parole and the case manager on progress and barriers that the customer is encountering to help increase their success.

4. Serving Customers with Disabilities

During PY 2018, the Disability Access Committee was solidified. This is an advisory group of partners, stakeholders, and business who conducted programmatic assessments of One Stop services by utilizing focus groups of customers who have or use the One Stop Center. This group meets quarterly at a minimum to discuss best practices serving customers with disabilities.

The Disability Employment Initiative Grant finished in PY 2018. This was a grant designed to further support employment and training of individuals who self-disclosed a disability when working with One-Stop partners or during the registration process. There were a total of 65 Customers served by the Grant during this reporting period. Customers learned about this program opportunity through co-enrollment, partner referrals, and community outreach in Region 12.

In PY2018, IVRS served 1008 job candidates. Of that 1008, 332 were high school students and 676 were adults. IVRS had 153 successful employment outcomes in PY2018. In addition to those numbers, IVRS served 477 other students who are potentially eligible. These students received pre-employment transition services and are being assessed if they would be appropriate referrals for IVRS.

“David” was homeless and living at the gospel mission. He received counseling through the VA and was referred to the DVOP for employment assistance. David also co-enrolled into DEI. He received resume guidance, job referrals, and meet and greet information from the DVOP, DEI, and office. He was able to meet with IMKO during a meet and greet. IMKO assisted him with obtaining a job at Sabre. “David” started working at Sabre earning \$14.00 an hour and working up to 50 hours a week.

David was able to save for a vehicle and get an apartment. Even though David secured employment, he was still looking for something that better fit him. Job leads were sent to his email through IWD and information was provided about possibly furthering his education.

David shared that he is an ordained pastor and likes helping people. He decided he would like to go back to school for Addiction Studies so he can help other Vets as he feels his personal story would impact and motivate others. Over the past year, he has overcome homelessness, lack of transportation, unemployment, and has decided to pursue his education despite his disability. With the assistance of IWD staff and referrals to AJC partner agencies he was able to obtain full-time employment, get the work items he needed, and obtain funding to pursue his education. He is currently earning A’s in his courses and attributes much of his success to the office and their dedication to helping him succeed!

5. Veteran Services

Region 12 is fortunate enough to have a DVOP (Disabled Veterans Outreach Specialist) located in the One Stop. The DVOP provides intensive services to meet the employment needs of disabled veterans and other eligible veterans. The employee is required to provide services to eligible veterans and other eligible persons as outlined in Title 38 Chapter 41, of the United States Code, Sub-section 4103A. During this reporting period 51 veterans were enrolled into the DVOP program and received intensive services to aid them in job readiness, placement, and education/training.

Region 12 is in its second year of having a designated Veteran Team comprised of a Disability Resource Coordinator, Title 1 staff, Title 3 staff, and DVOP. The goal is to create personalized follow-up with all Veterans who enter into the One Stop. This group is responsible for conducting outreach to any Veteran that is found on the Home Base Iowa website who is interested in employment within Region 12. This structure provides the Veteran with a personal connection to the One-Stop and an integrated resource team to help the Veteran with their next career steps. This group also participates in community events where Veterans are celebrated, as well as resource fairs. This office is unique in that the DVOP is half Wagner Peyser and able to not only assist Veterans

who identified that they had a significant barrier to employment, but all Veterans. This allows every veteran to benefit from the knowledge and connection of the DVOP.

IowaWORKS Business Marketing Specialist (BMS) meets quarterly with Employers at the 185th Air Refueling Wing on behalf of ESGR. Employers come to learn about the unit, what guard members do when active, and USERRA. BMS discusses the benefits of hiring Veterans and Guard members as well as ways to recruit and retain this talent. Businesses frequently ask specifically for our Vet Team and BSR Team to assist in developing strategies to attract and hire more veterans.

Region 12 has its DVOP attend Veteran Court Meetings, held at the Woodbury County Courthouse. This is a collaboration with the Judge, Parole Officers, Prosecutor, VA Clinic, Woodbury County Veterans Director, and a Commander from the 185th ARW. It gives the DVOP the opportunity to identify veterans, their barriers, and determine if a veteran is employment ready. The DVOP provides information about available services in the region and in the Region 12 One Stop. The Veteran is either connected with the DVOP or someone from the Veteran Team for follow up as part of their probation.

6. Priority of Services

Veterans and Adult Priority of Services

Veterans and eligible spouses continue to receive priority of service for all DOL-funded job training programs, which include WIOA Title I programs. A veteran must meet each program's eligibility criteria to receive services under the respective employment and training program. When job seekers register for services, either at each point of entry or by internet application, they self-disclose their veteran status. All veterans and eligible spouses accessing the center are pre-screened for eligibility by IowaWORKS (non-DVOP) staff as part of the welcoming process in the One-Stop.

Application of Priority

In regards to WIOA Adult funds, priority must be provided in the following order:

1. To veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services with WIOA Title I Adult formula funds for individualized career services and training services.
2. To non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Title I Adult formula funds.
3. To veterans and eligible spouses who are not included in WIOA's priority groups.

4. To priority populations established by the Governor and/or Local Workforce Development Board (Local WDB).
5. To non-covered persons outside the groups given priority under WIOA.

Priority of Service for Adult Program Funds

1. Recipients of public assistance
 - a. Temporary Assistance to Needy Families (TANF)
 - b. General Assistance (GA)
 - c. Refugee Cash Assistance (RCA)
 - d. Supplemental Security Income (SSI)
 - e. Supplemental Nutrition Assistance Program (SNAP)
 - f. Other income based public assistance
2. Low-Income Individuals
 - a. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the SNAP, TANF, SSI under Title XVI of the Social Security Act, or state or local income-based public assistance program; or
 - b. Receives an income or is a member of a family receiving an income that in relation to family size, is not in excess of the current U.S. DOL 70 percent Lower Living Standard Income Level Guidelines and U.S. Department of Health and Human Services Poverty Guidelines, or
 - c. Is a homeless individual, or
 - d. Is an individual with a disability whose own income meets the income requirements above, but who is a member of a family whose income does not meet this requirement.
3. Individuals Who Are Basic-Skills Deficient must meet at least one of the following:
 - a. Lacks a high school diploma or equivalency and is not enrolled in secondary education; or
 - b. Is enrolled in Title II adult education (including enrolled for English Language Acquisition); or
 - c. Has poor English-language skills and would be appropriate for ESL, even if the individual isn't enrolled at the time of WIOA participation; or
 - d. The career planner makes observations of deficient functioning, and, as justification, records those observations in the data management system; or
 - e. Scores below 9.0 grade level (8.9 or below) on the Test of Adult Basic Education (TABE); Comprehensive Adult Student Assessment Systems

(CASAS) or other allowable assessments as per National Reporting System (NRS) developed by the U.S. Department of Education's Division of Adult Education and Literacy; or

- f. Individual does not earn the National Career Readiness Certificate (NCRC) (e.g., one or more of the scores are below a Level 3 on the Workplace Documents, Applied Math, or Graphic Literacy assessments).
4. Individuals with Barriers to Employment. Individuals with barriers to employment may include:
- a. Displaced homemakers
 - b. Indians, Alaska Natives, and Native Hawaiians
 - c. Individuals with disabilities, including youth who are individuals with disabilities
 - d. Older individuals (age 55 and older)
 - e. Ex-offenders
 - f. Youth who are in or have aged out of the foster care system
 - g. Individuals who are:
 - i. English language learners
 - ii. Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual's family, or in society); and
 - h. Individuals facing substantial cultural barriers
 - i. Eligible migrant and seasonal farmworkers
 - j. Individuals within two years of exhausting lifetime TANF eligibility
 - k. Single parents (including single pregnant women)
 - l. Long-term unemployed individuals (unemployed for 27 or more consecutive weeks)
 - m. Underemployed Individuals. Underemployed individuals may include:
 - i. Individuals employed less than full-time who are seeking full-time employment
 - ii. Individuals who are employed in a position that is inadequate with respect to their skills and training
 - iii. Individuals who are employed who meet the definition of a low-income individual
 - iv. Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, per state and/or local policy

The above list is used only for applying priority for the individual to receive individualized career services and training services. Certain individualized career services or training services may require pre- and post-test scores to measure skills gain for the specific activity; in this case the determination is made by administering an acceptable skills assessment or by using scores from any partner's previous assessment.

7. Other Promising Practices and Success Stories

"Brian" is a youth who was a referral to Title I from Goodwill Industries, seeking an opportunity to prove himself on a job. Brian had good computer skills, but his disability made it difficult to make a good first impression and have an employer take a chance on giving him a job. An internship was set up with a local company, where Brian hired to make computer molds of dental implants. Brian received pay for 500 hours of work for the company, and the employer was able to try him out on the job.

In the end, the company kept him on as a valuable employee who is their go-to-designer of difficult cases. Brian would not have had the opportunity to prove himself without the assistance of a paid internship, where he was able to prove himself, with no obligation for the employer to keep him on. Brian was able to show what he could do, and the company was eager to keep him and filled a need they had for a quality employee. Brian is now able to earn a self-sustaining wage and remains a loyal employee to this day.

"Jane" is a woman with a young family who came into IowaWORKS, having been let go from a low-wage job. She qualifies as a low-income adult, receiving food assistance. She was tired of going job to job with no future and no prospects. She was referred to Title I services from career planner at IowaWORKS.

Jane completed the NCRC and some assessments, and they found she had a good aptitude for certified nursing assistant. Jane eventually enrolled in Tri State Nursing and completed the CNA course on May 25, 2018. Title I Adult Program paid for the course and required scrubs. She passed the course there, passed the state test, and is employed as a CNA now and earning a self-sufficient wage for her family. Jane expressed gratitude for the opportunity and the assistance of the career planners at IowaWORKS and Title I. She is now able to provide a better future for her family.

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