

REGION 1 PY18 ANNUAL REPORT

Executive Summary

Program Year 2018 included many challenges in terms of the economy and employment opportunities, and it also included some very exciting developments in the areas of workforce system development and grant opportunities. The local Workforce Innovation and Opportunity Act (WIOA) service providers, along with our partners in the workforce system, experienced many successes in helping our job seekers to prepare for and obtain employment. Specific examples designed to help meet these challenges in Region 1, as well as, the effects of these efforts are highlighted in the following report. The use of technology has allowed increased coordination and collaboration between staff in the Decorah and Dubuque offices.

Regional Snapshot

IowaWORKS Region 1 Northeast Iowa is comprised of the following eight Iowa counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek. There is an American Job Center (AJC) in Dubuque, a satellite office in Decorah, and an expansion office in Postville. Core partners of WIOA Titles I and III are co-located in Dubuque while core partners of WIOA Titles I, III, and IV are co-located in Decorah.

Regional Initiatives and Partnerships

Region 1 WIOA Titles I, II, III, and IV Leadership meets on a monthly basis to coordinate service delivery. WINTAC Assessments were completed together to determine the top two priorities to focus on for the region. Business Services and Case Management rose to the top.

IowaWORKS Postville Expansion office partnered with Upper Explorerland Regional Planning Commission in Postville to provide a convenient location to meet with customers for their employment needs. This partnership grew into referrals being made between programs for services such as housing and translation services. IowaWORKS Career Planner assisted with 106 in person visits and 41 translation services.

Employer Services and Business Engagement

An emphasis this year has been creating more outreach opportunities to meet with businesses and make presentations on our services and top priorities, such as Registered Apprenticeship, Veteran Services and Future Ready Iowa. All of these outreach opportunities include our CORE partners of Title I, Title II and Title IV, through information sharing, planning events together, sharing tables at events, being a guest speaker or being invited to be a guest at the events.

Business Marketing Specialist invites IVRS to attend employer meetings together, job tours and assists in creating opportunities for IVRS clients to find employment at employers they meet with.

Job Corp is located in our Dubuque office and began attending job/career fairs with us to enhance the outreach opportunities for their program and finding interested students. We also assisted Job Corp in marketing an event they held for outreach on their programs.

There was a heightened renewal on partnering with our local K-12 schools to provide workforce skills presentations, Registered Apprenticeship information, assisting employers to become partners with the schools and encouraging the school systems to reach out to us with any workforce needs or questions they have.

Employers Council of Iowa held events throughout the year in both the Dubuque and Calmar locations providing training for employers. The topics of the events were: Employee Investigations, Social Media, UI Appeals, Disability Awareness and Sensitivity Training, Fair Labor Standards Act, OSHA Record Keeping and SIDES system training.

Collaboration in the region resulted in approximately 84 outreach events and 3489 business contacts.

Region 1 Core Partners participate in the Advanced Manufacturing Sector Board, Information Technology Sector Board, and Long-term Healthcare (Calmar and Dubuque) Sector Boards that meet quarterly in-person, as well as, Community Sector Boards in Cascade, Cresco, New Hampton, Manchester, Oelwein, Waukon, and Elkader. These partnerships include representation from education, economic development, workforce development, and agency partners, as well as local employers.

Promising Practices and Success Stories

1. Rapid Response

Rapid Response throughout the region includes education, economic development, and workforce partners with a focus on unemployment insurance, re-employment, and retraining. Every effort is made to conduct outreach for all business closures or layoffs and not just those associated with WARN events. During PY18, 24 Worker Information Meetings were held in Region 1.

“Tim”, a veteran, became a dislocated worker in the spring of 2016 due to a major layoff from a manufacturing company. He was co-enrolled in the WIOA Title I Dislocated Worker Program, Job Driven National Emergency Grant (NEG), Sector Partnership NEG, and Trade Act. After completing various career assessments and researching labor market information at the IowaWORKS Dubuque office, he decided to attend classes at Scott Community College in Davenport for an Associates Degree in HVAC. He graduated in May 2018 with a 4.0 cumulative Grade Point Average and accepted employment as a refrigeration technician with Arctic Glacier in Dubuque.

“Jessica” became a dislocated worker due to a major layoff from a local manufacturing company in the spring of 2016. She was eligible for the Trade Act program so after thorough research of career options through career assessment testing, labor market information, and interviewing somebody working in the field, “Jessica” decided to pursue an Associate’s Degree for Health Information Technology at a local community college. “Jessica” graduated in May of 2018 and was offered a job at Mayo Clinic in the Medical Records department.

2. Registered Apprenticeship

Registered Apprenticeships were finalized with Department of Labor for Unified Therapy Services for Medical Secretary. The Kwik Stop for Retail Management, CNA Med- Aide and Culinary through NICC are still in process. City of Dubuque for Utility Worker- Public Works position is planning to also hire a second apprentice.

Promotion and follow-up on Registered Apprenticeship. Several speaking events completed include programs on Registered Apprenticeship to the Prosperity Eastern Iowa Board Meeting, University of Dubuque staff, at Business Bashes/Small Business Development events, Tri-State Area Human Resource Association, Several Sector Board presentations, IOwa Big North events, NE Iowa City Clerks, Dubuque/Delaware County City Clerks, Western Dubuque class rooms. Also share RA openings at outreach events and job fairs.

Promoted Registered Apprenticeship on Facebook and in outreach for Registered Apprenticeship week in October and also attended Explore the Trades Event. Conducting RA workshops through the center.

Referred several (3) companies to all-ready existing apprenticeship programs for their hires and facilitated meetings with them (Vicks, and Joe and Matt's Plumbing). Also had 2 more Quality Pre-apprenticeship programs added to Dubuque Community Schools and West Delaware is also in process of adding two more programs.

Shared information on Registered Apprenticeship and funding available at Future Ready Iowa Summits in Postville, Farley, Manchester and Dubuque in fall of 2019.

Working in-depth on Registered Apprenticeship leads. Registered Apprenticeships are in the works for maintenance for New Hampton area with multiple companies and Manchester. Unified Therapy Services hired their apprentice from within. KwikStop is planning to be hiring soon, based on management approvals.

Attended District-Wide Apprenticeship meetings.

3. Offender Re-Entry

Our regional DVOP attends the Veteran Group at the Anamosa State Penitentiary every 3rd Thursday of the month, providing workshops and support to veterans as they transition out of the penitentiary. Providing Opportunities for Exoffenders to Succeed (POETS) workshop is held once a month at the Dubuque Elm Street and West Union Correctional facilities assisting returning citizens on how to address their criminal backgrounds. The Fountain of Youth programs has a Real Talk group on Tuesday evenings, being a support group for people with a criminal history. IowaWORKS facilitates the "A Game Workshop" to the Real Talk group every other Tuesday evening to support their change in mindset and soft skills to be successful moving forward. In partnership with Northeast Iowa Community College and other Dubuque community partners, a Career Pathway called "Second Chances" was developed for students with a criminal history. In this pathway, students are referred to attend the POETS workshop at the IowaWORKS center as part of their curriculum. This gives the students additional support in discussing their criminal background with employers as they progress through their training program.

I am Adam Marshall, a 31 year old single father who, just 35 days ago, told myself THAT'S IT! It's too late to be a good father. It's too late to be an asset to my community. And, it's really too late to follow my dreams. I COULDN'T HAVE BEEN MORE WRONG. My entire outlook on life changed on February 28th, 2019. That day I attended the P.O.E.T.S. at the Dubuque Residential Facility. The tools I learned from that workshop laid the foundation for path of success I am on today – in less than 3 weeks, I have gone from unemployed and hopeless, to being passionately employed. I am enrolled in culinary classes at NICC in Dubuque. I am also a member of the Partners in Change program through the Fountain of Youth. To do all these, I've broken it down to three words; Focused, Determined and Unrattled. I live by these. I grew accustomed to living with the label of ex-offender; being a liability to the community. To overcome that, I had to change I had to break the mold and get comfortable with change. My story is proof that it's never too late to follow your dreams. NEVER let anyone tell you that you can't do anything you desire.

4. Serving Customers with Disabilities

The co-location of IVRS in the Decorah IowaWORKS Office has increased and improved partnership opportunities. Title I and IVRS staff meet monthly to discuss referrals and mutual clients, and integrated team meetings are held with clients whenever possible.

Both the Decorah and Dubuque offices have a Partnership Plus referral process with IVRS for the Ticket-to-Work program. Regular Disability Access Committee meetings are held which included planning for Disability Awareness Month activities and WINTAC assessment with a focus on Employer Services and Case Management. High school planning meetings are attended by IowaWORKS and IVRS staff in the spring and fall to coordinate outreach and services to students with disabilities.

5. Veteran Services

The veterans of Region 1 have been provided services in many different ways. We are continually looking for new and innovative ways to engage services to veterans and businesses. One of the new ideas implemented in Decorah is the Veteran Services Seminar as noted below. This has allowed veterans in the northern counties of our region access to in-person conversations with the DVOP and a representative from a local county Veteran Affairs office. The veterans who have attended are very grateful for the resources and information.

Veteran services and Home Base Iowa information is shared in the ECI newsletter and to every new business contact. Home Base Iowa website is shared with all work ready veterans with information about uploading their resume to the site.

DVOP and other team members were involved in the below veteran specific events:

September

- Presented Vet Services to Clayton County Interagency Meeting. Carol's Closet - Strawberry Point would like to partner with a clothing closet specific for veterans.

October

- Anamosa State Penn Vets Group - Certificates were made and will be given out at their November banquet.
- All The Way Home Event was held in Dubuque - Glen had a booth at the event.
- No Place Like Home Standown - Glen was on the planning committee for this event. 45 people attended and 9 veterans. Drop from last year but will be an annual event. Will see if Sedona or Express will come next year.

February 2019

- Decorah Veterans Seminar once a month to try and engage veterans more in the area along with a stronger partnership with Faith from the County VA office.

- March 2019 - IowaWORKS team members sent letters to veterans for the National Medal of Honor recognition day
- March 29, 2019 - Glen sent out link to National Vietnam War Veteran's Day to teams in DBQ and Decorah - information also posted on Facebook pages by Victor for recognition of this day.

April

- Glen met with counselors at the Mobile Veteran Health Clinic in West Union
- Veterans Services Seminar: Decorah, IA
- Manchester Veteran Event - Glen spoke at the Veteran Appreciation Dinner about veteran services.

May

- Veterans Services Seminar: Decorah, IA

June

- Delaware County Interagency Meeting - discussed veteran services.
- Veterans Services Seminar: Decorah, IA

6. Priority of Services Success Stories

Recipients of public assistance & Individuals Who Are Basic-Skills Deficient

"Tiana", a single parent and public assistance recipient, was co-enrolled in the WIOA Title I Adult Program, WIOA Title I Youth Program, and Promise Jobs Program. She successfully completed the Certified Nurse Aide (CNA) course at NICC, successfully completed the Nurse Aide course at NICC, passed her state boards, attained her Iowa CNA License, and began employment as a CNA at Luther Manor.

Low-Income Individual/Individual with Barriers to Employment

Theresa McCabe, WIOA Title III has been working with a local pharmacy to help them fill positions by partnering with WIOA Title I. Theresa reached out to Donlon's Pharmacy about a Work Ready/Title I client that would be a good fit for their Pharmacy Technician Trainee position. A meeting was scheduled to discuss services available (Internship, OJT, Federal Bonding, WOTC) and with a strong interest in our services, they decided to interview Joseline. Lisa met with Joseline to help her prepare for an interview and the next day, an interview was scheduled. That same week, Donlon's Pharmacy called Joseline and Lisa with intent to hire her for a full time Pharmacy Tech Trainee position and utilize the Title I On the Job Training service. Joseline accepted the position and started the next week. Within the first week of her hire, Joseline informed us that she had received a raise because she had caught an error and they felt her attention to detail merited a raise. Joseline's supervisor reported that she continues to make strides with her training and is progressing through her training quickly.

Veteran/Criminal Background

Jonathon Lehman, who is a veteran, first visited IowaWORKS in Dubuque on July 11, 2018. He was eager to get his career back on track and was open to services available at our center and ideas to begin his job search. As a returning citizen Jonathon faced two obstacles, one being that he needed to pay fines in order to have his driver's license reinstated so he could travel for work. In order to pay the fines he needed a job to pay his expenses including the fine. The second obstacle, which Jonathon over came very quickly, was his ability to speak articulately with the IowaWORKS team and employers about his background and how he is passionate about moving forward in life. We had also learned that Jonathon had received HVAC technician certification while in the military and had him add this to his resume to market himself to the fullest extent. Within two weeks Jonathon completed the NCRC (receiving a gold certificate) and attended the Registered Apprenticeship Workshop for Job Seekers. A week later he was transferred to Business Services as a work ready job seeker. Because of his positive attitude and commitment to secure a good job we all felt fortunate to work with Jonathon.

Since Jonathon had some experience with HVAC, he expressed an interest in pursuing a career in that field and was very open to registered apprenticeship opportunities in the Dubuque area. Jonathon was very active in applying for registered apprenticeship positions and also non-registered apprenticeship positions. Jonathon interviewed for two HVAC registered apprenticeships. Both companies were very interested in hiring Jonathon, but one company could not hire him without a driver's license. The other companies' human resource director was on board with hiring Jonathon but the final decision was left to the department supervisor and work load for the company. While working with Jonathon on registered apprenticeship opportunities he continued to apply for work and received job offers from various companies. In October he accepted a full time job offer with benefits in Maintenance. The company has Jonathon on a path to be promoted to a Master Mechanic, which he hopes to achieve by the end of this year. He is very happy with the direction of his career and the IowaWORKS team is very proud of him.

Jonathon is now well on his way to having an excellent career in a field that he truly enjoys. He mentioned that having a great resume and including his HVAC, Mechanical, and Military experience on his resume helped him secure his job at the current employer in Dubuque. Jonathon's success is a great example of being passionate about setting a goal and succeeding. It is also a good example of the IowaWORKS team working together to assist someone fulfilling their dreams for a bright future. *(Submitted by: Laura Quade and Ellie Heitritter– Jonathon has given permission to use his name and photograph. He verbally told Ellie when taking his picture and getting release that he felt adding his military HVAC experience to his resume helped him secure his current employment along with all the help he received from everyone at our Center. Laura prepared the Success Story and sent it to Jonathon--He also responded with the following after he read his success story. "I feel this represents me quite well. Thank you*

for the help Laura and everyone there at IowaWORKS. If you guys every need anything from me just let me know or if you want me to come share or talk to anyone there I'd be more than happy to.”) This Success was a Team Effort!



Completed By

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