

IOWA



WIA ANNUAL REPORT

PROGRAM YEAR 2007

The Iowa Workforce Development Board

October 1, 2008

CONTENTS

	<u>Page</u>
Iowa Workforce Development Board Members.....	1
Vision Statement.....	2
I. The Economic Environment	3
II. Iowa Workforce Development Board Activities	4
III. Supporting Economic Development.....	6
A. Employers Councils of Iowa.....	6
B. Laborsheds.....	7
IV. Workforce Initiatives	8
A. New Iowan Centers.....	8
B. Individuals with Disabilities.....	9
V. Cost Effectiveness of the WIA Programs	11
VI. Program Results	13
A. Adult Program	13
B. Youth Program.....	14
C. Dislocated Worker Program	15
1. Formula Dislocated Worker Funds.....	15
2. Rapid Response Program for Dislocated Workers	16
3. Early Intervention Grants	16
4. Special Intervention Grants	17
5. National Emergency Grants	18
6. Special State Funded Projects.....	20
D. Wagner-Peyser.....	21

	<u>Page</u>
VII. Regional Reports.....	22
Region 1 – Dubuque/Postville	23
Region 2 – Mason City	24
Region 3 and 4 – Spencer/Sheldon.....	27
Region 5 – Fort Dodge	30
Region 6 – Marshalltown.....	32
Region 7 – Waterloo	33
Region 8 – Carroll	35
Region 9 – Davenport	36
Region 10 – Cedar Rapids	39
Region 11 – Des Moines.....	43
Region 12 – Sioux City	46
Region 13 – Council Bluffs	48
Region 14 – Creston.....	50
Region 15 – Ottumwa	52
Region 16 – Burlington	53
VIII. Performance Reports.....	54
WIA Customer Satisfaction	
WIA Adult	
WIA Dislocated Worker	
WIA Older Youth	
WIA Younger Youth	

IOWA WORKFORCE DEVELOPMENT BOARD MEMBERS

EMPLOYER REPRESENTATIVES

Kenneth Anderson – Marshalltown
Kimberline Ingram – Des Moines
Norma Schmoker – Fort Dodge *
Dee Vanderhoef – Iowa City

EMPLOYEE REPRESENTATIVES

Jerome Amos, Jr. – Waterloo **
Roger Grobstich – Cedar Rapids
David Owen – Des Moines
Ken Sagar – Des Moines

NON-PROFIT WORKFORCE DEVELOPMENT ORGANIZATION REPRESENTATIVE

Jean Logan – Sioux City

EX-OFFICIO NON-VOTING REPRESENTATIVES

Senator William Dotzler – State Legislature
Representative Dave Jacoby – State Legislature
Greg Lewis - AFSCME
Steve Ovel – Community Colleges
Christy Twait – Regents Institutions
Senator Petricia Ward – State Legislature
Representative Tami J. Wiencek – State Legislature
Nancy Williams – Private Colleges and Universities

* Chair

** Vice-Chair

The background of the page features a large, semi-transparent image of the Iowa state flag. The flag is white with a blue canton in the upper left corner. In the center is a black silhouette of an eagle with its wings spread, perched on a banner that reads "OUR LIBERTIES WE PRIZE". Below the eagle, the word "IOWA" is written in red. The flag is set against a light blue sky and a golden field of corn.

VISION:

A prosperous, healthy and productive Iowa.

Our vision is of a prosperous, healthy and productive Iowa, well equipped to thrive in an increasingly competitive global economy. More than ever before, the primary prerequisite for prosperity is a well educated, skilled and productive workforce employed in safe and healthy high performance workplaces.

- State Workforce Development Board

I. The Economic Environment

As 2007 came to a close, Iowa had marked close to four years of prosperity that was largely driven by a thriving housing market, a strong agricultural economy, and resurgence in the state's manufacturing industries. The economic climate slowly changed during the second half of 2007, as the housing boom that had fueled both the national and states' economies for several years came to a halt. Home sales in Iowa fell about 18 percent in 2007, reflecting the slowdown in the housing market. However, Iowa's situation remained favorable compared to many other states since construction comprises only 5 percent of the state's nonfarm employment.

Iowa's labor force dropped slightly in 2007 to 1,661,000, while the total number of working Iowans edged down to 1,598,300. Peak levels for these indicators were achieved in 2006, as the Iowa economy continued to benefit from a strong construction boom. Despite the slowdown in housing, the statewide economy remained stable throughout 2007 due to a strong agricultural economy and an increase in exports. Prices for corn, soybeans and other commodities doubled over the past two years, and the value of Iowa's farmland set a record in 2007 for the fifth year in a row. Meanwhile, a weak dollar contributed to a record \$9.6 billion in exports last year. The 2007 figure represented a gain of 14.3 percent from \$8.4 billion in 2006.

The state's unemployment rate remained at 3.8 percent in 2007, while the total number of unemployed averaged 62,700. About 40 percent of the state's unemployed received benefits in 2007. Iowa's county unemployment rates for 2007 ranged from a low of 2.6 percent for Lyon and Sioux counties to a high of 7.0 percent for Appanoose County. The closing of the Rubbermaid plant in Centerville, Iowa in late 2006 contributed to the high level of unemployment experienced in Appanoose County.

Iowa's total nonfarm employment increased by 12,800 in 2007, bringing the total to a record level of 1,516,200. The gain was less than the previous two years, when nonfarm employment averaged gains of 23,100. The service-providing industries were the catalyst for growth in 2007, bolstering employment by 16,400. On the other hand, the goods-producing industries shed 3,600 jobs. Within the goods-producing sector, construction lost the most jobs, down 1,900. These losses were reflective of the housing slowdown, which had dampened construction activity in most parts of the country.

By the close of the first half of 2008, Iowa was recovering from floods that had resulted in substantial losses to crops and personal property/income. Net losses from the 2008 floods will take some time to calculate, but they could easily surpass the 1993 total of

\$1.45 billion. Cedar Rapids, the state's second largest city, suffered severe infrastructure losses in the downtown area. Preliminary damage estimates for Cedar Rapids have been placed at \$736 million.

II. Iowa Workforce Development Board Activities

The Iowa Workforce Development (IWD) Board was involved in a number of activities during Program Year 2007 as detailed below with the objective of providing outstanding customer service to job seekers and businesses statewide:

- ✓ **Iowa Workforce Development and the Iowa Department of Education**– The State Workforce Development Board conducted a joint meeting with the Iowa Department of Education Board in September 2007. The Board heard a presentation on Kirkwood Community College's Career Academies, which are assisting students explore careers, earn college credit while in high school and gain relevant skills required for today's workforce. Also, discussed was the Workplace Learning Connection initiative in the Cedar Rapids area whose mission is to develop Iowa's future workforce by connecting business and education to relevant, work-based learning activities for K-12 students and teachers.

At the meeting information was also shared on IWD's laborshed/vacancy surveys which give communities the ability to document and illustrate the characteristics of its labor force. The Iowa laborsheds are unique and no other state can develop a laborshed exactly like one produced by IWD. The Vacancy Survey samples local employers across industrial classifications and employment ranges to determine their current and upcoming vacancies. By using this information educational institutions can then determine what courses to offer and what future training needs will be for students and employers.

- ✓ **Governor's Workforce Summit, Workforce Conference, and Transformational Forum** – State Workforce Board members participated in the December 2007 Governor's Workforce Summit which discussed solutions to the workforce shortage facing Iowa businesses, both large and small. The Board also is financially supporting the Workforce Conference scheduled for October 2008.
- ✓ Board Chair Ken Sagar participated in the Transformational Forum conducted by the U.S. Department of Labor in Chicago that focused on the workforce system structure, governance issues, and understanding the current and future economy.

- ✓ **Board Strategic Planning** – In November 2007 the Board conducted a strategic planning session focusing on six main topics facing IWD: the critical measures of success, major strengths, major weaknesses, major opportunities, major threats, and the most important issues to be addressed in the next 1-3 years.

As a result of the planning session five strategic goals were identified:

- Ensure that Iowa has enough workers with the necessary skills to meet current and future workforce needs.
- Develop and enrich the skills, talents and diversity of IWD's current and future workforce to fulfill the agency's mission.
- Create a performance-based framework within IWD that ensures the efficient delivery of value-added services.
- Enhance the value of IWD to the state's workforce and economy by providing a system of efficient, effective and open communication between the public, stakeholders and IWD employees.
- Successfully fund a comprehensive system of workforce development programs in a fiscally responsible manner to meet public demand.

One-Stop Certification and Work Readiness Certificates – The State Board discussed One-Stop Certification and reviewed the requirements of the certification for IWD customers, partners and facilities. This discussion will continue into the next program year. The Board also continued to receive information on the Career Readiness Certificate which is designed to improve Iowa workers' job skills through a worker credential program to enhance the labor exchange linkages between employers and job seekers. Region One and Twelve are pilot sites for implementing the Career Readiness Certification System in Iowa. It is expected a final report on the project will be available to the State Board in October 2008.

Region 11 WIA Program and Services – Due to local administrative changes in Region 11 (Des Moines area) the State Workforce Board will be assuming the responsibility for oversight and operation of the WIA operations and services previously assumed by the Region 11 Workforce Investment Board. Changes to this effect were submitted to the U.S. Department of Labor and the WIA State Plan was amended.

Workforce Innovation Plan – The State Board will be involved in the development of the Workforce Innovation Plan, along with the Employers' Council of Iowa and the Iowa Workforce Partners Association. The Plan will

include recommendations for coordinating the workforce system, collocation and integration and improving the effectiveness of the regional workforce system. The plan is due to be completed by January 1, 2009. Five State Board members are serving on the Plan Work Subcommittee. Also, IWD has set a goal of having at least one certified one-stop center in each of the fifteen workforce regions by the year 2012.

Iowa Workers' Monument - The Board, in its role as the Board of Directors for IWD, continued to lend support to the building of the Iowa Workers' Monument to honor all working men and women in the state. The Monument was dedicated in April 2008.

III. Supporting Economic Development

A. Employers Councils of Iowa

Employers' Councils of Iowa (ECIs) are located throughout the state and are composed of groups of employers who work in partnership with IWD staff to meet the workforce needs of employers. ECIs have been active in Iowa since the early 1980's. ECIs provide an employer's perspective in advising IWD and other policy makers on the full range of workforce issues and topics of concern to employers.

Currently 19 local councils support the mission of ECI by conducting regular meetings, lunch and learn events, seminars, conferences, job fairs, legislative sessions and other programs that assist employers. Some of the ECIs have broadened their mission to include scholarship awards, computer purchases, and other items needed by job seekers. Membership in ECI is free and open to all Iowa employers.

The State ECI meets quarterly and is composed of representative from the local ECI chapters. The State ECI financially supported the Governor's Workforce Summit held in December 2007 and the Risky Business Conference for Youth held in May 2008. Many Employers' Council of Iowa workshops/seminars are now offering HRCI credit for Human Resource professionals to assist in their credentialing.

The special role of the State ECI is to help gather and disseminate information about the activities of the local councils. In Program Year 2004, the State ECI adopted a three-year strategy and work plan, which outlined the principles of

success for the organization and the core services for the local ECIs. The strategic plan has continued to be implemented during Program Year 2007. Some of the recent topics that have been addressed by ECIs include:

- ✓ Employment Law
- ✓ Diversity in the Workplace
- ✓ Laborsheds and Employee Availability
- ✓ ADA and FMLA Compliance
- ✓ Workers' Compensation
- ✓ Employer Sponsored Benefit Programs
- ✓ Employer Support for the Guard and Reserve
- ✓ Worker Opportunity Tax Credit (WOTC)
- ✓ Immigration and Homeland Security
- ✓ Disaster Preparedness & Business Continuity Planning
- ✓ Civil Rights and Workplace Harassment
- ✓ Learning About the Unemployment System
- ✓ Legislative Networking Meetings
- ✓ Discipline on the Job
- ✓ Screenscraping
- ✓ Tax Redesign
- ✓ The Talent Crunch

B. Laborsheds

Iowa Workforce Development assists economic development efforts throughout the state by conducting "Laborshed Studies. A laborshed is defined as the area or region from which an employment center draws its commuting workers regardless of natural or political boundaries. These projects are conducted in partnership with local economic development groups, utilities, community colleges, and local officials.

A laborshed gives communities the ability to document and illustrate the characteristics of their labor force, which has proven to be a unique and effective tool for retaining and expanding their existing businesses while also attracting prospective new employers into the area.

A laborshed study addresses the following:

- ✓ Potential Labor force
- ✓ Availability & willingness to change/enter employment

- ✓ Occupations (previous/current)
- ✓ Wages (current/desired)
- ✓ Benefits (traditional/non-traditional)
- ✓ Commuting Distances
- ✓ Advertising sources for Employers
- ✓ Out commute / In commute
- ✓ Education / Training needs
- ✓ Underemployment

In the fiscal year 2007, the Strategic Workforce Initiatives Unit completed 69 individual laborshed studies and eight regional analyses. The information collected from these surveys was compiled into a fact sheet that was provided to economic developers and regional/community leaders in the affected areas to further provide details on available labor.

IV. Workforce Initiatives

The Workforce Development Board supports all job seekers in the state, but is particularly focused on special populations. Activities and initiatives in PY07 are especially notable for three of these populations: New Iowans, Youth, and Individuals with Disabilities.

A. New Iowan Centers

The focus of the New Iowan Centers is to help anyone new to Iowa, whether from another state or another nation, feel welcome. Unskilled, semi-skilled and skilled workers are employed in all sectors of a community and add to the community's assets. These jobs are essential to keeping the state's economy growing and communities strong. In addition, newcomers bring their education and experience to be utilized by our state. The focus of the New Iowan program has changed from giving services to newcomers to Iowa to a broader range of economic development and the incorporation of newcomers into their communities.

In July of 2005, the NIC program applied for and received a three-year DOL demonstration grant, which was used to expand services delivery. In addition to the New Iowan Centers originally established in Muscatine, Sioux City and Ottumwa, new full service New Iowan Centers are also operating in Council Bluffs, Des Moines, Mt. Pleasant and Marshalltown. Additional outreach locations are in Perry, Storm Lake, Orange City, Denison and Iowa City. The

grant came to a close in June 2008 after three successful years of service to Iowa and is now being fully funded by Workforce Development. DOL made several site visits during the inception and near the close of the grant. A report will be generated by DOL and is anticipated to be released in the spring of 2009 with information about Iowa and Arkansas's *New American Centers* under this demonstration grant.

Activity in the Centers continues at a high rate. For example, in PY 2008, over 13,000 customers were served with over 64,000 services delivered statewide. During the same period, over 10,000 training opportunities were provided to the community, business and customers. These included Rosetta Stone instruction (ESL), Citizenship, Civics and Money Smart classes, special employer requested trainings, diversity presentations, translations, interpretations, immigration updates and presentations, marketing and staffing assistance.

Services offered by the Centers include:

- ✓ Economic and community development of strategic initiatives
- ✓ Workforce development programming
- ✓ Cultural and multicultural event planning
- ✓ Cross-cultural diversity training
- ✓ Networking to create and identify cross-cultural market opportunities
- ✓ Entrepreneurial, businesses development consultation
- ✓ Translation/Interpretation assistance and referral
- ✓ ESL software, citizenship and basic computer classes
- ✓ Immigration information assistance and referral
- ✓ Financial classes
- ✓ Housing Information and programming
- ✓ Migrant and Seasonal Farm worker outreach services

B. Individuals with Disabilities

Iowa Workforce Development has been working collaboratively with

- Iowa Vocational Rehabilitation Services
- Iowa Department for the Blind
- Iowa Department of Human Services
- Iowa Department of Education
- Iowa Division of Persons with Disabilities
- Iowa Governor's Developmental Disabilities Council

to implement several initiatives designed to increase the impact that Iowa's Labor Exchange System and participating One-Stop workforce center services and products have for Iowans with disabilities. Through the collaborative planning and implementation, these efforts are woven together in a manner designed to support the related programs in serving the community together.

Iowa Regional workforce center systems include *Disability Program Navigators*, who support staff of our employment service agencies in their service and inclusion of Iowans with disabilities, as well as supporting Iowa businesses in employing people with disabilities. The state of Iowa just completed its fifth year in implementation of the navigator program. Implementation in the sixth year is being done through three contractors who will employ and support the navigators throughout the state. This coming year is seen as a period of transition for the navigator role. Iowa One-Stops have become employment networks through the *Ticket to Work* program with the Social Security Administration. This is in partnership with Iowa's rehabilitation agencies (Iowa Division of Vocational Rehabilitation Services and Iowa Department for the Blind) and other Employment Networks throughout the state. Our objective is for Iowa One-Stops who wish to continue the role to be able to do so through Ticket to Work revenue within three years. The Ticket to Work program is designed to support SSA disability beneficiaries who seek to become more successful in their careers, and with that success, less dependent on Social Security benefits.

Through a Social Security Administration grant known as the Work Incentive Planning and Assistance grant, IWD employs two *Community Work Incentive Coordinators*. These individuals maintain a network of professionals across the state, working in a variety of organizations, for the purpose of supporting Iowa's Social Security Disability beneficiaries in effectively utilizing work incentives to pursue meaningful careers.

Through Iowa's TANF employment program, known as PROMISE JOBS, eight *Disability Employment Specialist* positions have been created with a focus of coordinating with the above mentioned services and networks to effectively engage Iowans with disabilities who are currently enrolled in this welfare service program.

Recognizing that Iowa does have fine employment services, but the gaps between them sometimes can create barriers for job seekers with disabilities, Iowa Workforce Development has worked actively with the above mentioned state agencies to develop a memorandum of agreement to *Strengthen*

Employment Services for Iowans with Disabilities, which outlines flexibilities to local offices throughout the state which supports staff in sharing customers, resources and information for the purpose of improving employment outcomes. This agreement includes active participation with state and local partner agencies in reviewing policy and implementation in collaborative practices. The agreement was updated and re-released during the past year, after being in place for five years.

During the past year, this collaboration completed and released a new initiative focused on supporting business in their employment of Iowans with disabilities. The *Employers Disability Resource Network* is a link to resources available to them through our network of state agencies. Information will be web based and actively promoted through our collaborative network statewide. This effort will also assist Iowa businesses who wish to recruit qualified candidates with disabilities.

These state partner agencies recognize that Iowa's work ethic is well reflected in our citizens with disabilities. Social Security disability beneficiaries are more likely to be working while still on benefits in Iowa than in any other state. However, we still recognize that there is more to be done. The census reports that 84% of Iowans of working age are employed, but only 63% of Iowans with disability in the same age category. Our work together will make a difference.

V. Cost Effectiveness of the WIA Programs

The State of Iowa has been put into a position of needing to work with individuals with multiple barriers and harder to serve. Given the low unemployment rate and the growing need for workers by business we will need to utilize any individual that we can in order to meet business needs. Many of the individuals that we will be targeting for outreach are those that have not been in the workforce. Since many of these individuals will not have been in the workforce we anticipate the return on investment ratio to increase for the adult and youth populations. We feel that with the States willingness to maintain or increase the performance goals, even though we are dealing with harder to serve individuals, is a clear indicator that the State of Iowa is promoting continuous improvement.

The following is a brief description of the States return on investment posted in the PY 2007 annual report.

The State evaluates the cost effectiveness of its WIA programs by comparing the average cost of providing services (Average Cost per Participant) to the average increase in wages earned after WIA services were completed (Average 12 Month Earnings Change). This comparison is made for each of the three funding streams of Adult, Youth, and Dislocated Worker.

The chart below provides information on total expenditures in each funding stream as well as the number of participants. From this information, an Average Cost per Participant is calculated. The Average Cost per Participant is then compared to the Average Earnings Change in 12 Months to calculate a cost effectiveness ratio. The Average Earnings Change in 12 Months is a calculation of the average increase in Unemployment Insurance (UI) reported wages for the 4th and 5th quarters after exit over those reported for the 2nd and 3rd quarters prior to registration. The wage record information represents all data that was available for participants who exited from the Adult, Dislocated Worker, and Youth programs.

Program	Expenditures	Number Participants Served	Avg. Costs/ Participants	Avg. 12 Mos. Earnings Change	C-E Ratio
Adult	\$2,873,647	950	\$3,025	\$6,482	1:2.14
Youth	\$4,055,270	1161	\$3,493	\$4,208	1:1.21
Dislocated Worker	\$4,403,848	1973	\$2,232	\$3,501	1:1.57

Since the national goal for Wage Replacement for Dislocated Workers is 90%, the Earnings Change for Dislocated Workers was calculated based on 90% of pre-program earnings.

For the adults exiting the program wage record data indicated that for each \$1.00 of WIA Adult resources spent there was an increase of \$2.14 in participant earnings 12 months after the completion of services. For Youth, wage record data indicate that for each \$1.00 of WIA Youth resources resulted in an increase of \$1.21 in participant earnings. For Dislocated Workers wage records indicated that for each \$1.00 of WIA Dislocated Worker resources spent resulted in an increase of \$1.57 in participant earnings 12 months after the completion of services. For the dislocated worker population, maintaining wage levels is an acceptable outcome since these participants are working prior to enrollment and a primary program goal is re-employment at comparable wages.

This method provides a point-in-time comparison and does not involve cumulative increased earnings, potential reductions in public assistance payments and/or benefits, or increased federal and state tax revenues from personal income and sales tax.

Therefore, the overall cost effectiveness of the programs can be assumed to be considerably higher than this point-in-time, conservative measurement.

Impact on Customer Satisfaction

The State of Iowa anticipates that assisting business with filling their employee needs with this underutilized population should have a positive impact on customer satisfaction with employers. As stated previously, the state is virtually at full employment and employers are in need of this and any other underutilized populations to fill their needs.

The State has also seen that many of the most positive responses to the customer satisfaction survey have come from those individuals that receive the most in depth counseling, intensive services and training. Many within the population will be in need of one and possibly all three of these services. The State anticipates that this will lead to an increase in the positive response rate from our participants.

VI. Program Results

A. Adult Program

The Adult program provides employment and training assistance to adults (age 18 and older) to increase their employment, earnings, occupational skill attainment, and job retention. Three levels of service are available to adults: staff-assisted core services, intensive services, and training services. Adults must first receive staff-assisted core services before they can move on to intensive services, and must receive intensive services before they can move on to training services. Because Adult program funds are limited, priority in the provision of intensive and training services must be given to adults who are low-income or welfare recipients.

A group of adult and dislocated worker field staff meet during the program year to discuss Adult and Dislocated Worker program issues. This group meets twice annually and has representation from all 15 of Iowa's workforce regions. Their purpose is to identify ways to improve services in their respective regions. This is accomplished through discussions about performance changes, best practices, use and design of forms, and problem resolution.

During Program Year 2007, the WIA Adult program served 950 participants at a cost of \$2,873,647 or \$3,025 per participant. Adult

participants achieving employment after program participation earned an average of \$10,233.00 for the second and third quarters after exit. All three of the common measures for performance in the adult program were achieved at the required levels. After leaving the program 84.2% of the participants became employed and 94.3% retained their employment for at least six months.

B. Youth Program

The Iowa Youth Program continues to implement the Employment and Training Administration's New Strategic Youth Vision to more effectively serve out-of-school and at-risk youth through the workforce system. The new strategic vision focuses on four major areas: 1) high quality alternative education; 2) skills for jobs and career pathways in high-growth, high-demand industries; 3) the neediest youth (those in foster care or aging out of foster care, youth offenders, disabled youth, etc.); and 4) the common measures, or a performance-based Youth program focused on outcomes.

The Iowa Collaboration for Youth Development (ICYD), the Shared Youth Vision team, is a network of state agencies committed to improving results among Iowa youth through the adoption and application of positive youth development principles and practices at the state and local levels

Through an \$118,000 grant received from the U.S. Department of Labor, the Shared Youth Vision Team is currently working with public-private coalitions in Dubuque and Buena Vista counties, to increase partnerships, build capacity, and integrate services and resources to improve outcomes among youth ages 14 to 21 who are involved in or who have aged out of Iowa's Child Welfare / Juvenile Justice system. Locally-led efforts have convened stakeholders and engaged partners who are critical to coordinating and expanding services and supporting system-involved youth. In addition, training and technical assistance has been made available to these communities for youth engagement and youth-centered planning models. The goals are for the youth to be successful – have leadership skills, positive work experiences, an education, safe and stable housing, and be independent.

The strategies developed and refined in Dubuque and Buena Vista counties will be shared with other communities throughout the state. A *"Guide to Effective Transitions for System-Involved Youth"* based on the results of the pilot and related efforts underway in the state will be distributed. The grant will end December 31, 2008.

Ultimately, the goal of Iowa's shared youth vision is to incorporate this collaborative approach to leverage other systems and private resources to address the multiple needs of these youth by engaging additional partners and coordinating services in the areas of employment, housing, education and health care.

The Youth Advocacy Committee (YAC), a group of field staff, met in PY2007 to discuss WIA Youth Program issues. This group meets twice annually and has representation from all 15 of Iowa's regions. The purpose of the group is for members to identify ways to improve services in their respective regions. This is accomplished through discussions about best practices, performance measures, the use and design of forms and problem resolution. The Summer Youth activity has been greatly enhanced in many regions by the sharing of best practices among the group members.

The YAC also serves as an informal network for WIA Youth specialists throughout the State. The members of the group also received youth safety training, an introduction to the Character Counts training, and Bridges out of Poverty training. Guest speakers have presented information on Job Corps, Grant scholarships for Foster Care Youth (Iowa College Student Aid Commission), and Iowa's anti-bullying law (Department of Education).

During Program Year 2007, 404 Older Youth (age 19 to 21) participated in the program. During Program Year 2007, 740 Younger Youth (age 14 to 18) participated in the program. Total costs for the Youth program were 4,055,270, or 4,511 per participant. All Older Youth and Younger Youth performance standards were achieved at or above the level required by DOL.

C. Dislocated Worker Program

1. Formula Dislocated Worker Funds

During Program Year 2007, the WIA Dislocated Worker Formula program served 1,973 participants at a cost of \$4,403,848, or a cost of \$2,232 per participant. After leaving the program, about 92.2% of participants became employed, and 99.3% retained their jobs for at least six months. The average earnings for the dislocated workers in the second and third quarters after participation were \$12,856. The Dislocated Worker program

achieved all three of the program common measures for performance required by the Department of Labor.

2. Rapid Response Program for Dislocated Workers

The Rapid Response Program is operated by the State Dislocated Worker Unit. If a business employees 100 or more individuals and is either closing or experiencing a permanent layoff of 50 or more individuals, the Worker Adjustment and Retraining Notification (WARN) Act is in effect. The State Dislocated Worker Unit receives the notice triggering Rapid Response. The Rapid Response coordinator contacts local IWD and WIA providers, the Company, and local service providers to arrange a Rapid Response meeting. The sole purpose of this "management" meeting is to share information regarding all available programs and determine a schedule to disseminate this information to the workers. The Rapid Response Coordinator has the responsibility of arranging this meeting and also serving as the facilitator.

Program Year 2007 Highlights / Results

During PY 07, there were 19 WARN notices received by the State Dislocated Worker Unit. This involved 2,737 affected individuals. The State conducted 10 Rapid Response meeting throughout PY 07. The discrepancy in the number of WARN notices received and the number of Rapid Response meetings is due to the issuance of WARN notices for layoffs and or closings affecting less than 50 individuals, or the layoffs were determined to be temporary. These Rapid Response meetings are facilitated locally. There are also situations where a WARN is issued but all employees are retained by a new owner. There are other situations where an employer will issue an amendment not requiring an additional Rapid Response meeting.

3. Early Intervention Grants

Early Intervention Grants are funded through the Governor's 15% Rapid Response funds. The grants are awarded to regions that experience a business closure or permanent reduction within a business resulting in the displacement of 30 or more employees. The regions use these funds over a 120-day calendar period to provide services such as recruitment, initial assessment, core services, staff-assisted core services, intensive services, and training to help the displaced workers transition back to employment.

The Grants are presently awarded to the WIA Region Contract provider at the rate of \$100 per displaced individual and range from a minimum of \$3,000 (30 employees) to a \$30,000 maximum (300 or more employees).

During Program Year 2007 Early Intervention Grants transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. Five additional Early Intervention Grants were awarded during Program Year 2007 totaling \$19,240 in regional funding and serving 281 participants.

4. Special Intervention Funds

In PY02 the Special Intervention Funds (SIF) program was created to assist regions with expenses associated with workers displaced because of foreign competition. It is similar in nature to Early Intervention Funds but provides a higher rate per individual (\$200 vs. \$100), lasts for six months (vs. 120 days), and is directed to specific target groups. The program continues to function and has proven to be very beneficial to both the participants and the contractor.

Special Intervention Funds (SIF) are used to assist those regions impacted by closings and permanent mass layoffs where a National Emergency Grant (NEG) would, initially, not be appropriate due to pending certification of Trade Adjustment Assistance (TAA). If a region has expended or obligated its Dislocated Worker funds and a NEG, initially, would not be appropriate, SIF may be requested to provide immediate assistance to eligible workers to initiate case management, provide assessment and career counseling, and develop an Individual Employment Plan (IEP). These funds are intended to fund staff, staff-related expenses, and assessment costs. The funds may also be used in conjunction with Early Intervention (E.I.) funds, which can be used to defray the costs of workshops. It should be noted that during Program Year 2004 that the Department of Labor, Employment and Training Administration, started allowing Trade Dual Enrollment NEG's to be written to provide "wrap around services" to TAA-eligible participants. These "wrap around services" would include childcare, transportation allowances for non-TAA covered mileage, and other services not covered by TAA.

During Program Year 2007, there were no Special Intervention Funds awarded. This was primarily due to eligible dislocations occurring early in the Program Year when the local regions had not spent and/or obligated all of their Dislocated Worker funds. Further, a region's access to both Early Intervention Funds and a fast response on eligibility for Trade dramatically reduced the necessity for Special Intervention Funds (SIF).

5. National Emergency Grants

National Emergency Grants (NEG) are awarded by the Department of Labor to the State of Iowa based upon applications submitted on behalf of dislocated workers from businesses that experience a closure or permanent reduction in staff. In January 2004 the Training and Employment Guidance Letter (TEGL) number 16-03 was issued, which established new guidelines for eligibility of National Emergency Grants.

Highlights of the changes include: displacement of 50 or more employees, requires a minimum enrollment of 50 participants into a NEG; with limited exceptions there will be no "bundling" of companies; dislocations that occur more than 4 months (120 calendar days) prior to an application for a NEG will be denied, with few exceptions; an expenditure rate of 70% or more of formula dollar funds for dislocated workers based upon the previous program year will have to be proven in the application - for regions as well as the state; if the dislocation raised the unemployment rate by 1% or more over the previous six months a provision for community impact can be used to determine eligibility; and industry-wide layoffs from companies in the same industry, as determined by the three-digit code level in the North American Industrial Classification System (NAIC), can be used to establish eligibility. In addition, the new regulations required that Early Intervention Funds be used to establish a basis for development of a National Emergency Grant request. Further, as previously mentioned under Special Intervention Funds (SIF) above, during Program Year 2004 the Department of Labor, Employment and Training Administration, started allowing Trade Dual Enrollment NEG's to be written to provide "wrap around services" to TAA-eligible participants.

These new rules made it far more difficult for rural states like Iowa, which frequently have smaller employers closing or permanently laying off

employees and who had previously “bundled” companies into a single NEG, to apply for and receive a National Emergency Grant.

In addition, on April 27, 2007, the Department of Labor (DOL) announced an additional change in National Emergency Grants (NEG) in TEGL No. 16-03, Change 5. Under the Community Impact provision for eligibility, DOL announced the use of NEG funds for “Regional Innovation Grants,” to be known as RIG. RIG funds are to be used to initiate comprehensive, sustainable, and integrated regional planning using the “Workforce Innovation in Regional Economic Development (WIRED)” conceptual framework and principles. The activities from these grants will result in a strategic and transformative regional plan that, when implemented, will counteract the effects of events resulting from an economic shock in a region and will prepare workers and businesses to compete and succeed in a global economy. Region 16 started developing a RIG proposal during June of Program Year 2006; however, it was not submitted until August of Program Year 2007.

This RIG, subsequently named the “Great River RIG,” was approved and awarded during Program Year 2007. It was approved for the maximum amount of \$250,000 for an 18-month period. During Program Year 2007 there were two additional RIGs developed, submitted, and approved by the Department of Labor at the maximum of \$250,000 each and, again, for an 18-month period. These were the “Cedar Valley RIG” for Region 7 and the “Tri-State Siouland RIG” for Region 12 (Note: The latter encompassed regions in the 3 states of Iowa, Nebraska, and South Dakota). A RIG developed out of the state of Minnesota that encompassed part of Minnesota, Wisconsin, and Region 1 of Iowa was also approved at the maximum level of \$250,000 for an 18-month period and is known as the “7 Rivers RIG.” If you include the original “demo RIG” that was awarded to Newton, IA for the Whirlpool closure and started the entire RIG award process, Iowa had during Program Year 2007 five awarded and operational RIGs within the state. Due to the requirement that a region, in order to be eligible to apply for a RIG, must have a “significant” dislocation within the region to “wrap” the RIG request around several regions in Iowa were initially not eligible. However, with the natural disasters that occurred in Iowa in the latter part of Program Year 2007 eligibility for RIGs changed as they could be “wrapped” around the results of the natural disasters. Accordingly, there are now 9 additional regions in Iowa that are looking at the development

of RIG requests. The results of these will be reported in the Program Year 2008 Annual Report.

Once a NEG application is approved, the state subcontracts the grant to the WIA regional service provider. The money from these grants is used in addition to Formula Dislocated Worker funds to provide recruitment, initial assessment, core services, staff-assisted services, intensive services, and training to assist the displaced workers in their return to the workforce. These funds have a “life span” maximum of three years with the exception of RIGs which have a “life span” maximum of eighteen months.

Four Regular and Trade Dual-Enrollment National Emergency Grants were transitioned into the Program Year 2007. These grants provided \$2,997,331 to assist up to 640 participants. During the course of the Program Year 2007, one additional Regular NEG’s was awarded to provide services to 1,754 participants and staff at a cost of \$17,127,000. This NEG was a Disaster NEG for the Severe Storm/Tornado/Flooding that hit Iowa during June 2008. These natural disasters allowed FEMA to subsequently declare 84 counties in Iowa as being eligible for “Public Assistance.” This meant that Iowa could utilize the \$17,127,000 to create Emergency Public Jobs (EPJ) to help in the clean-up and restoration of public property affected by the severe storm/tornado/flooding and to provide humanitarian services. There were no Trade Dual Enrollment NEGs requested during Program Year 2007; however, there will be a significant number in the upcoming Program Year as there were submissions during June of 2008 that had requested a start date of July 1, 2008. In addition, as mentioned above, there were three Regional Innovation Grants (RIG) developed and awarded during Program Year 2007.

6. Special State Funded Projects

In Program Year 2007, Special State Funded Projects (referred to as State Emergency Grants [SEG]) transitioned in from the previous Program Year were zero due to a change in policy to not carry-over allocations from Rapid Response Funds into the new Program Year. As reported for Program Year 2004, these Special State Funded Projects are either denied, or appeared they would be denied, for a National Emergency Grant (NEG) based on the rule changes previously noted above.

Additionally, in Program Year 2007, there were five new or continuing projects funded through Rapid Response Funds for Special State Funded Projects that did not meet eligibility for a NEG under the new rule changes. These five grants provided \$562,179 over the 2-year life-span of the projects to provide services to 100 participants during the 24-month time limit of the grants.

D. Wagner-Peyser

Iowa Workforce Development is responsible for the delivery of federally funded employment and labor exchange services offered using Wagner-Peyser funding. Services are delivered through 15 regional one-stop centers and 56 local offices.

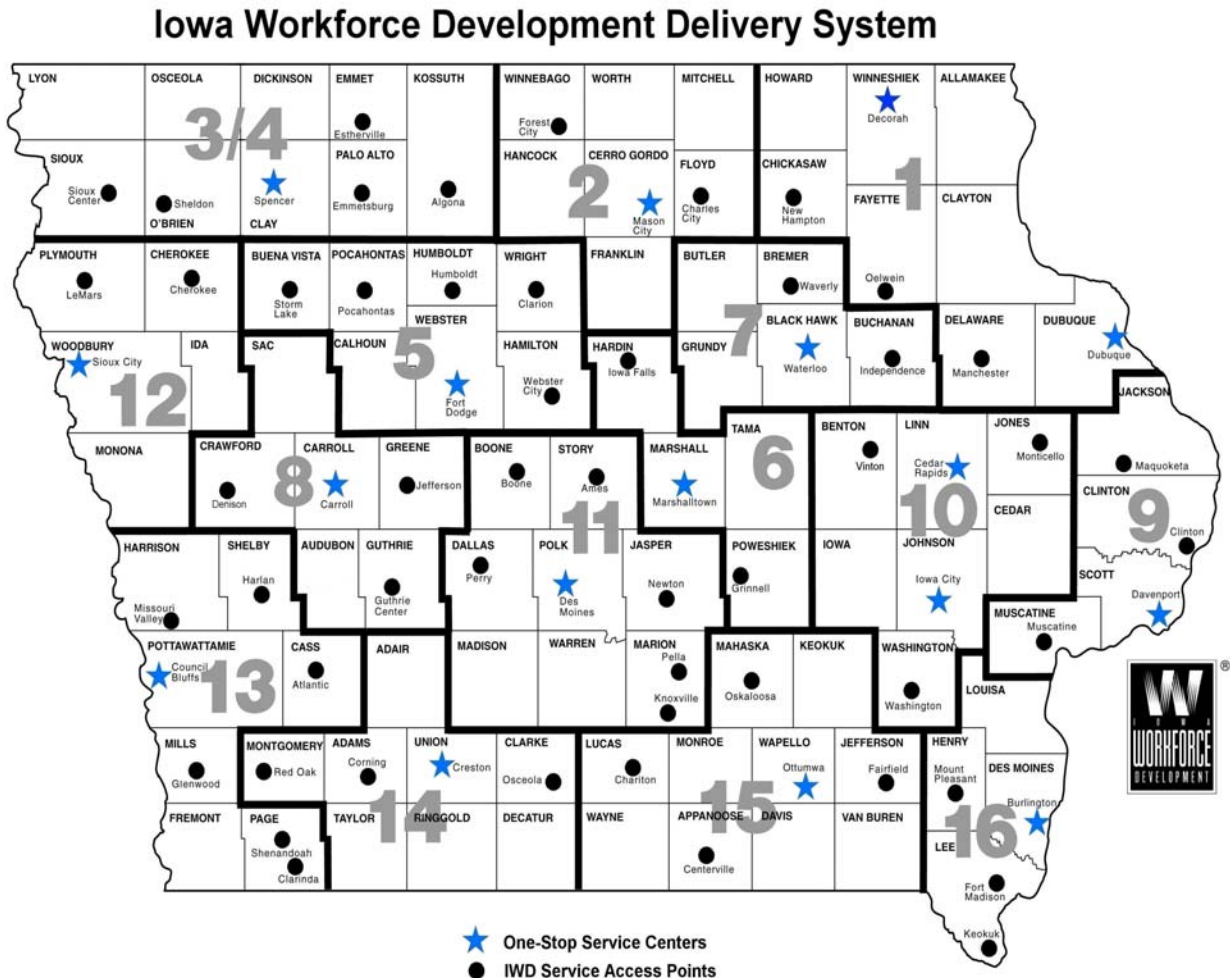
The regional one-stop centers and offices provide a variety of services to meet the workforce and workplace needs of job seekers, dislocated workers, unemployed persons and Iowa businesses. They provide job counseling, job placement and assistance to special needs populations, as well a variety of employment related services to businesses.

During Program Year 2007, 219,705 job seekers were registered and available for services. Of these 14,139 were military veterans or others eligible for veteran services. There were 113,710 job seekers referred to employment.

A total of 7,997 employers listed 112,031 job openings during the program. There were 79,789 job seekers provided services who found new or different employment during the period.

VII. Regional Reports

Each of the WIA service providers provided information specific for their regions regarding the activities conducted there during PY 2007. The map below indicates the grouping of Iowa's counties into the 15 Regions.



Iowa Workforce REGIONS

Region 1 – Dubuque/Postville

Region 1 continues to stress excellence in programming, effective partnerships, and a focus on high wage/high demand occupations as the cornerstone to its philosophy for preparing the local workforce to meet the needs of area businesses, now, and in the future. However, these efforts were hampered somewhat last year, due to a reduced WIA annual budget as well as a \$55,399 rescission to previously awarded funds.

Dislocated Worker Emphasis

The need for services to Dislocated Workers continued to be strong last year and was once more a major focus of WIA resources. On top of the over \$391,000 in WIA formula funds earmarked for Dislocated Workers, several state and national grants were also obtained to provide services to additional Dislocated Workers affected by mass layoffs and plant closings. A National Emergency Grant (NEG) was secured to provide services to workers idled by the closing of the Regency Thermographers plant. State Emergency Grants (SEGs) and Early Intervention Grants were also obtained to provide services to workers affected by mass layoffs at DURA, Accument Global Tech, Eagle Window and Door, Inc. and John Deere Dubuque Works. To date, services have been provided to 177 workers through these state and national grants. In addition to these recent layoffs, Northern Engraving of Waukon announced in June that the plant would close August 8th of this year, affecting an additional 207 workers.

Youth Offender Grant

Region 1 Employment & Training has been included in an expansion grant from the United States Department of Labor to provide employment and training services to youth offenders and youth at risk of becoming offenders. The original grant, X-Treme Opportunities, received by Workforce Connections, Inc. of southwestern Wisconsin was expanded to include Region 1 in Iowa and Workforce Development, Inc in southeastern Minnesota. The new grant, known as the Youth Offender Expansion grant, is designed to help youth offenders find and retain employment in high demand/high growth occupations of interest to the youth. Participants work one-on-one with a case manager who helps them develop a personalized plan for obtaining long-term employment. Approximately \$200,000 to serve 50 youth during the 18 month duration of the grant, which ends May 31, 2009.

Emergency Public Jobs

Region 1 also received an initial award of \$650,538 in NEG funds to assist with the clean up from the summer flooding. While not as hard hit as some other regions in Iowa, Region 1 did suffer significant damage to county and state parks and nature trails. All eight counties were declared presidential disaster counties eligible for public assistance.

Region 2 – Mason City

Economic Condition

Regional economic development is the number one priority noted in the Region 2 Customer Service Plan. Working with our partners, efforts are being targeted at new and expanding businesses that provide good wages and benefits, with Workforce Development Partnership services offered as part of the recruitment package. The Regional Accelerator Grant position funded through the Iowa Department of Economic Development is providing current businesses with the opportunity for assistance where maintaining existing jobs and possible expansion is a priority. A business incubator project for new and emerging entrepreneurs is now open on the North Iowa Area Community College (NIACC) campus. NIACC is also making loans out of a \$99,000 grant awarded to them by the United States Department of Agriculture. The funds established a revolving loan fund to support the growth of small businesses in Region 2. A Regional Laborshed and Industry Cluster Analysis were completed in 2005 and the Regional Laborshed was updated in late 2007.

Despite some lay-offs and company closings, the seven-county Iowa Workforce Development Region 2 economic climate is strong. The unemployment rate for Region 2 ending July 2007 was on average 5.6% (IWD) slightly higher than the State of Iowa average for the same period of 4.3% (IWD). The regional average hourly wage has increased from \$13.67 in fiscal year 2008 (IDED) to \$14.48 for at the beginning of fiscal year 2009 (IDED).

There have been several significant business expansions in Region 2 in the past year. These include: Golden Oval Eggs (Thompson); Martin-Brower Company (Mason City); AADG, Inc. – Graham Division (Mason City); AADG, Inc. – Curries Division (Mason City); Manly Terminal, LLC. (Manly); TOPS Business Forms (Osage); Florida Power & Light (Mason City).

In June, it was announced that the Winnebago plant in Charles City would be closing on August 1, 2008. The Rapid Response meeting with management was

held on June 10 and representatives met with the two hundred-seventy employees on June 16-17. Region 2 applied for and received an Early Intervention Grant in order to start assisting the laid off workers with activities including a job fair and basic computer classes. Additional temporary staff was employed to facilitate grant projects.

Youth Program RFP

The Region 2 Youth program became available for open bidding for program operations fiscal year 2008-2009. A request for proposal process was administered by placing notice in local newspapers. An informational meeting was held on May 15th at the Workforce Development Center. Two entities attended the informational meeting. One entity declined interest in administering the program. NIACC was the only entity which submitted a proposal. Because of successful past services, on June 11, the Region 2 RWIB approved NIACC's as the grant recipient for youth services.

WIA Funding

WIA Funding: Region 2 suffered a devastating cut in funding for the next program year. Announced April 11, 2008, Region 2 would receive \$150,125 for Dislocated Worker funding compared to \$350,976 the previous year. While there was a general cut back in Dislocated Worker state funding, this \$200,000 was the largest percent loss for a region. This funding is based on a 6 factor allocation plan that the local RWIB would like to see re-evaluated.

Special Projects

Region 2's Workforce Development Partnership received a Literary/Workforce Preparation grant for \$74,986. The grant focus was to concentrate efforts to enhance English language literacy for North Iowa's growing Hispanic population and other underrepresented residents. The curriculum was infused with computer literacy training and job skills training. In addition, two specific short-term training programs were offered – welding and Certified Nursing Assistant (CNA). Neither of these programs requires a GED so were quickly accessible to students. Both programs result in a certificate in a high demand occupation in Region 2.

The Region 2 One Stop is participating in a pilot program entitled Iowa Career Access Point (ICAP) through Iowa Workforce Development and the Department of Labor. Two ICAP locations were opened to the public in early June. An open house for ICAP locations in Mason City and Forest City was held in July to bring awareness to the public. An ICAP location is a faith-based or community

organization that provides a volunteer(s) to work at least eight hours a week, preferably evening and weekend hours, to oversee internet access to the One-Stop job opening system via a computer donated by Region 2. An ICAP will provide basic reports to Region 2 regarding usage of the system.

Region 2, through a Literacy Grant offered free *Computers for Beginners* classes at the Mason City One Stop Center to introduce underserved individuals to the world of personal computers, with a specific focus on employment. Objectives included learning how to operate a computer, use email to send and receive messages, use word processing software to develop a resume, and use the internet to register with IWD, conduct job searches and apply for jobs. The classes were held one evening a week for eight weeks, and were taught in English with handouts provided in English and Spanish. A bilingual staff member is available to assist Spanish-speaking students and one class was being taught entirely in Spanish.

An Emergency Grant Coordinator for the Emergency Public Jobs program was hired to help coordinate flood relief in the 7-county North Iowa area. Displaced workers are placed at eligible worksites to assist with flood-related clean up.

Awards

In April of 2008 Region 2 received an award for Excellence in Business and Economic Development due to an application submitted by Terry Schumaker. The award was presented to Region 2 at the Heartland Conference and sponsored by Great Lakes Employment and Training Association.

Region 2 was awarded a Veteran's Incentive Award of \$3,880 for their successful collaborative efforts with One-Stop partners and local veteran service providers. Partner staff participated in a local homeless awareness campaign, delivered holiday gifts to over 60 veterans and their families and a portion of their literacy grant award to specifically target veterans. The incentive money is to be used for hosting summer veteran celebrations, sending care packages to men and women serving overseas, or any worthy causes targeting

Success story

"Buddy" is co-enrolled in the W.I.A. and Trade Adjustment Act programs. Buddy was 55 years of age at enrollment and did not have his GED or High School diploma. He completed his GED in less than a month. He entered the heating and air conditioning program at N.I.A.C.C. and is maintaining a 3.0 grade point average.

Region 3 and 4 – Spencer/Sheldon

Service Delivery Area: Iowa Region 3 & 4 - comprised of the Iowa Counties of Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux

Introduction and Executive Summary: PY 2007 was the second year that the previous SDR 3 and SDR 4 operated as one merged region known as SDR 3 & 4. Service delivery following the merger remained seamless to clients. The merger did make it possible to be more flexible in serving clients by looking at where the clients most in need were instead of where the funds and staff were located.

The overall challenge facing the region continued to be a shortage of workforce. The number of unemployed persons has dwindled in the region and employers are looking at ways to fill open positions. This shortage is the result of a long term combination of an aging population and the related out migration of younger persons. This means that there remains even more of a need for training of the workforce remaining, but at the same time, this remaining group tends to be individuals with more barriers to employment and who utilize more available resources. The second overall challenge is that of making the most of declining resources as funds and budgets continue to shrink. In order to address this need, it was, and still is, the goal of the WIA staff to explore more low cost ways to serve the most in need clients, and to serve more clients if possible. This was done in PY 2007 by not only looking at in-house services, such as workshops, but also by partnering with other agencies' programs and coenrolling clients. Some of these partnerships included PROMISE JOBS, which was the source of the most coenrollments, Vocational Rehabilitation Services, and the One-Stop primary partnership of the programs of Iowa Workforce Development. This latter partnership is especially strong and usually is most visible during the time of an employment dislocation event. During PY 2007, there were no large business closings. The local Eaton Corporation plant in Spencer announced in PY 2006 that job positions were being moved to plants in Mexico. This, however, did not occur. During PY 2007 a significant challenge, to a much lesser degree than the eastern side of the state, was the significant rainfall which occurred in May and June 2008, causing flooding. Kossuth, Palo Alto, and Lyon counties within our region were declared FEMA Disaster Areas due to infrastructure damage to roads and bridges within their counties. As part of the National Emergency Grant, counties were offered assistance with clean-up and repair. As of this writing, none of the three counties have indicated a need for workers related to the floods.

Program Summary

As in previous years, during this program year, the Northwest Iowa Planning and Development Commission continued to contract with the Region 3 & 4 RWIB to provide WIA services throughout the merged area. The Region 3 & 4 RWIB provides oversight and program goals, objectives and general and broad operating policies through the local service plan. In turn, the NWIPDC develops program direction that coordinated with the RWIB oversight.

The Spencer One-Stop Center continues to be the primary Workforce Center in the Region 3 & 4 area, and is also the headquarters for the whole NWIPDC, as well as IWD's regional operations. This means that the NWIPDC's administrative functions and the planning and development operations are located in the Spencer center. Also co-located in the Spencer center are Iowa Workforce Development, the Department of Vocational Rehabilitation, and the local cluster office of the Department of Human Services. This makes for a complete center where a client can get questions answered ranging from how to apply for unemployment assistance, to what economic development tools are available for job creation.

In addition, to the Spencer center, IWD maintains a presence in every county in the region, with itinerant offices in Dickinson, Lyon, and Osceola Counties, part-time offices in Emmet and Palo Alto Counties, and a full-time office in Kossuth and Sioux Counties. As full partners in the system, the WIA staff maintains schedules to be in these other offices and form a functional team with the IWD staff assigned to these offices. This makes for an increased level of service delivery to the clients, by making it easier for them to access services.

NWIPDC also maintains a WIA office in O'Brien County. This office is located in Sheldon on the campus of Northwest Iowa Community College, as a partner agency, and IWD does make use of this space in the same manner that IWD shares their other office spaces with NWIPDC WIA staff.

At the end of PY 2007, staff workload assignments were changed to reflect our region's move to a "generalist" approach rather than a "specialist" approach. This allows for greater flexibility in serving clients and maximizing budgets. There continues to be 3.2 WIA staff FTEs, providing Adult, Youth and Dislocated Worker services. Adults and Youth are served as contacts are made, or they learn about the program through partner contacts. Dislocated Workers are often served through notice of a layoff, and/or a plant closing. At the end of PY 2007, the region was notified of several pending business closures or layoffs due to the

business relocating products and/or services to other states. NWIPDC WIA staff is the Rapid Response coordinator for the area, so often meetings are set up for plant closings and larger layoffs through coordinating with the local IWD staff and other partners.

During PY 2007, the primary goals of the Region 3 & 4 WIA program tended to be the same as in the past. The priority goal was to serve as many clients as possible with the limited funds available. This goal included serving those most in need and with either multiple or more severe barriers to employment. NWIPDC staff strived to meet this goal in every way possible.

As highlighted earlier, partnering and coenrollments were utilized on an ongoing basis. In youth services, this partnering extended even further with a relationship between the school districts, Area Education Agencies and WIA staff. Becoming even stronger, this coordination led to more at-risk clients being served and the chance to assist individuals before they passed the educational point of dropping out.

It has always been a priority of the Region 3 & 4 job training programs to serve the most barriered individuals. However, during PY 2007 this was recognized even more so in youth services. The NWIPDC WIA youth staff has a reputation of serving those youth who others have given up on. This has grown to the point that the NWIPDC management was informed by IWD staff, during the previous year, that representatives of the United States Department of Labor had inquired as to how Iowa Region 3 & 4 staff were able to be so successful at serving so many youth with barriers and at a rate that exceeded all performance standards.

The overall issue for Region 3 & 4 is that Northwest Iowa needs to attract more individuals into the area. Like most other rural areas, this problem is being looked at by area economic developers and leaders to attempt to come up with a solution. Since the NWIPDC is not only a WIA service provider, but also a federally certified Economic Development District, the NWIPDC is involved in developing a Regional Innovation Grant to develop a plan for how to address the specific needs of the region. It can only be hoped that through this joint effort, a solution can be found that will be of the greatest benefit to Region 3 & 4, and in turn, to the State as a whole.

Special Projects

The NWIPDC School-to-Work program continues to operate in Region 3 & 4. What keeps the program unique is that at the beginning of each year, the StW

Consortium develops goals and objectives and then restructures the program to meet these goals.

During PY 2007, the SDR 3 & 4 StW program consisted of nine school districts continuing to contract with NWIPDC for StW services. This consortium received Carl Perkins funding and the Carl Perkins funds were utilized by the school districts to do vocational programming for grades 7-12. The NWIPDC coordination consisted of oversight for all vocational programs within the districts as well as fiscal oversight of the Carl Perkins funds.

In addition, NWIPDC staff operated a summer work experience program called the Supervised Career Preparation Program. This program was available to all high school youth 16 years of age and older. The program offered over 100 youth within the region an opportunity to work in an area of career interest. Youth were eligible for high school and college credit after successfully completing the program.

Region 5 – Fort Dodge

The Region 5 WIA is co-located with Iowa Workforce Development One Stop and its partners on Iowa Central Community College in Fort Dodge, Iowa. The Region 5 WIA program is a one-of-a-kind as IWD is the service provider in contrast to the organization of all other regions.

The on-campus location provides greater one-stop accessibility for students and staff of ICCC as well as the entire community. With the proximity to ICCC, Iowa Workforce Development assists the college in coordinating Job Fairs, at which IWD/WIA staff provide resume critiquing services, and in developing student placements upon completion of their education.

Besides the One-Stop regional office in Fort Dodge, services continue to be provided throughout the entire Region 5 area. Seven counties are included in Region 5. They are: Buena Vista, Pocahontas, Calhoun, Humboldt, Webster, Wright, and Hamilton. There were five offices within the region located in Storm Lake, Pocahontas, Dakota City/Humboldt, Fort Dodge, and Webster City.

WIA youth and adult programs continued their partnership with Promise Jobs and Voc Rehab allowing both programs to successfully target those clients most in need of assistance. Relationships include referrals, joint programming, assessment, and shared clients. The partnerships continue to be an effective

means of insuring the non-duplication of services and the maximization of resources leading to increased enrollments. WIA Adult program has been extremely successful in assisting clients in completion of RN training. The local area LMI information reinforces the local needs for Health Care professionals and the training leads to a very rewarding career for our clients.

Region 5 IWD & WIA have partnered once again with ICCC. The partnership has acquired a Literacy Grant that is providing pre-training in several of the local high demand occupations, such as truck driving, welding and CNA. All of the classes will have soft skills training included.

The Region 5 youth programs are also working closely with the local IJAG, GED classes and participating in the work being done with the Youth Vision Grant in the Storm Lake area.

The Region 5 economy is feeling many of the same effects as the rest of Iowa and the country at this time. The down turn in the housing market has affected the need for wall board and other gypsum products, causing the loss of 65 employees at a gypsum mill in Fort Dodge. WIA Dislocated Workers staff provided rapid response programs to affected employees. Of the 65 that were offered the services of the WIA program we have two enrolled at this time. Many of the workers found other employment or retired. With the addition of the Tate & Lyle plant and several other small expansions the local economy has stabilized.

We are still waiting to see what will happen with Electrolux in Webster City. They have been in the process of moving about 700 jobs to Mexico for several years, but outside of many temporary layoffs, we have no idea if or when it will happen. Currently the RWIB board, WIA, ICCC, and IWD are working with community leaders in Webster City and the surrounding area on how to best assist the employees who will be affected. In addition, we are assisting the communities with labor market information and other services as requested for economic development efforts in order to bring in new business. The goal is to help lessen the impact when these employees lose their jobs by being able to offer them other employment opportunities, as well as any training needs that they may have in order to be qualified for those jobs.

Region 5 RWIB has approved support for a RIG grant that will plan for the economic future of our region. Mid Iowa Growth Partnership and the local IWD/WIA are in the initial planning stages and are hoping to submit the RIG

grant this fall. At this time the process is moving ahead and on track for completion and submission.

The region continues to assist those with employment barriers by referring them to partners and services that may be able to help. These partners include but are not limited to WIA, IVRS, Veterans Employment Services, Disability Navigator, and New Iowans Center. In addition, staff continues to be a part of the Rockwell City Correctional Facility training by explaining programs and the services of IWD, and offering them some job search assistance skills. Iowa Advantage Workshops are also being offered monthly to offer assistance with a wide variety of job search assistance topics.

Region 6 – Marshalltown

Program Year '07 was a tough economic year for some counties in our region. Two of our counties, Hardin and Poweshiek hovered just above the state's unemployment average of 3.75, with rates respectively of 3.87 for Hardin County and 3.88 for Poweshiek County. Tama and Marshall Counties faced greater unemployment issues, with Tama County having the highest overall unemployment rate of 4.87 and Marshall County following with a 4.48 unemployment rate. Our region's overall average was 4.27.

A number of factors contributed to the higher unemployment rate for Region 6, but the most significant was the many plant closures and layoffs not only in our region but also in surrounding regions. The plant closures and layoffs in the surrounding areas had a great impact on the commuting workers of our region. We had three plant closures and several major layoffs that took place just outside our region boundaries and affected a great many workers in our region. Unfortunately these plant closures and layoffs didn't bring WIA money into the region. Most special grants are intended for the region where the closure or lay off takes place. We were successful in getting grants for closures within the region but we still didn't have enough funding to serve all the dislocated workers who lived in our region and wanted training assistance. As of June 30th of 2007, Region 6 adult and dislocated worker programs were totally obligated for Program 08. Without special grant funding no new training enrollments will be done. We will continue to provide job seeking assistance to new customers through our One Stop System.

Even though the region had a higher than average unemployment rate, some very positive things took place in the region. The Biodiesel plant in Hardin

County continued to expand and hire new people; and the ethanol plants in the county appeared to be on target for projected growth. In Marshall County, Alliant Energy finally got approval to move ahead with the building of a multimillion dollar power plant and large training facility. The construction of the plant should bring tremendous employment opportunities in Program Year 08. Tama County had hoped to break ground for a major ethanol plant, but that project continues to be put on hold by the owners. Tama is still hoping to get the plant up and running sometime in 08. Poweshiek County continues to grow the I 80 industrial park area. New businesses and expansion of business in this area has helped stabilize that county's unemployment rate.

Another positive aspect of our region is our long history of integrated services being available through our One Stop Center. Our region became an integrated One Stop in 1998 and for the last 10 years, we have fine tuned our center to meet the needs and expectations of job seekers and employers. Our high customer satisfaction ratings are evidence that our efforts are paying off. All of the partners within the center work toward the common goal of improving services and eliminating duplication. We feel our collaborative efforts to deliver TAA services to those workers who have lost their jobs to foreign competition to be one of our best endeavors at seamless cost effective service within our One Stop System. In this scenario the WIA counselors provided the career guidance and case management while IWD completed the necessary paper work to obtain the financial assistance the workers needed to move to their next career. In 08, IWD will turn over the TAA role to our local IWD office, which is a primary partner in our One Stop System. Moving the IWD portion out to our local One Stops will greatly enhance our collaboration. TAA will now be handled by our local team from beginning to end.

Lastly, this region is proud of all the accomplishments of our One Stop system. As single entities we make gains, but as a system we make the difference. In Region 6, our One Stop System is the wheel, and our many partners are the spokes of the wheel. Each of us knows that together we form a very powerful and effective delivery system that will roll us into the next decade.

Region 7 – Waterloo

The Workforce Investment Act (WIA) service provider in Region 7 is Hawkeye Community College (HCC) Iow@ Work. The central office is located at 3420 University Avenue in Waterloo. There are satellite offices in Independence, Waverly, and Allison and an itinerate office in Grundy Center.

Historically there have been two Workforce Development Centers located in Waterloo; one at the HCC Iow@ Work office and one at Iowa Workforce Development (IWD) on E. 4th Street. At the end of the PY 2006, plans were finalized for IWD to co-locate to the University Avenue location. Remodeling was scheduled for completion mid-November and the move was to occur around December 1st. Unexpectedly, the building on E. 4th Street was sold and IWD staff had to vacate the premises before October 1st. Iow@ Work offered space at the University Avenue office for them to use. What was to be a two month stay ended up lasting over six months; IWD was finally able to move to their new area the middle of March 2008. Although space had been very tight during the remodeling, things worked out well. The “togetherness” allowed staff the opportunity to get to know each other and to appreciate the work everyone does. Waterloo’s new One-Stop shop has been named the Cedar Valley Workforce Center and five Partner offices – Hawkeye Community College Iow@ Work, Iowa Department for the Blind, Iowa Vocational Rehabilitation Services, Iowa Workforce Development, and Job Corps - are now located under one roof.

The seventh annual Discovered Resources Job Fair was held on Wednesday, October 10, 2007 at the Five Sullivan Brothers Convention Center in Waterloo. Ninety-five businesses participated and hundreds of job-seekers attended the three and a half-hour event. The WIA Partners and the Greater Cedar Valley Alliance are responsible for creating and organizing this successful event. The Job Fair is now recognized by its colorful logo and is a well respected affair in the community.

On March 1, 2008 Region 7 received a \$250,000.00 Regional Innovation Grant (RIG) to develop a regional strategic plan to deal with major dislocations and to prepare workers and businesses to compete and succeed in a global economy. Studies have shown that those areas who took the time to develop a plan of talent development successfully transitioned workers into newly focused economies, while those without strategic plans had a harder time in recovering economically. Under the direction of the Region 7 Workforce Investment Board, the core partners – Hawkeye Community College, HCC Iow@ Work, the Greater Cedar Valley Alliance (representing the six-county Cedar Valley Regional Partnership), and Iowa Workforce Development – will involve key players locally in developing the long-range workforce plan for Region 7. The RIG is a nineteen month grant that will end on September 30, 2009.

According to Iowa Workforce Development statistics, the unemployment rate for Region 7 increased from 3.8% to 4.2% in PY 07. There was only one major

business closing in the Region that required Rapid Response and Employee Informational meetings. In May 2008, PRC, a telemarketing company, shut down operations in Cedar Falls, and also Marshalltown (Region 6) and Des Moines (Region 11). Surveys completed by the affected employees did not show much interest in WIA retraining services; historically most telemarketers have had no problem finding similar work.

Two major natural disasters struck Iowa in late spring. On May 25th, devastating tornadoes damaged many Iowa communities and the city of Parkersburg in Butler County was nearly demolished by an F-5 funnel cloud. A little over two weeks later, statewide flooding resulted in 84 of Iowa's 99 counties ultimately being declared federal disaster areas. All of Region 7 was included in this declaration; numerous businesses, as well as hundreds of residents, in the Cedar Valley's five counties have been affected. The Waverly IWD office, where Iow@ Work staff is co-located, has been shut down indefinitely due to the extensive flooding. Bremer County residents have to travel to Black Hawk County to receive Iow@ Work and IWD services.

Toward the end of PY 07, the Department of Labor announced that it would be awarding a National Emergency Grant (NEG) to the State to provide Emergency Public Jobs (EPJ) to dislocated workers to assist in the tornado and flood clean-up. Iow@ Work will initially receive \$1,144,363.00 to put people to work on the EPJ project.

Region 8 – Carroll

The overall economic conditions for Region 8 have not changed significantly in the past several years, despite several small-scale business closings. The six-county region remains driven by the agricultural and manufacturing sectors; wage levels are still below state and national averages; and the population continues to age, but appears to have stabilized. Population projections predict slight losses in population for most of the region save Guthrie County, which should grow slightly due mostly to its proximity to the Des Moines metropolitan area. The region's center and home to the one-stop center, Carroll, is expected to have slight growth or a worst remain stable.

The critical issue for the region is availability of a workforce. Long-term low unemployment rates are stifling business growth and making attraction and retention difficult. Exacerbating this problem is the need for training – both for incumbent workers and for those who are looking for new careers. An

additional noted problem is life skills, where companies report that those who seek jobs do not appear to have the skills necessary to successfully keep the job.

The region has sustained several smaller layoffs, none of which had a great effect on the communities or counties in which they were located. The disasters of this year, while having an impact on the public infrastructure, businesses, and the public, did not cause an immediate impact upon the local economy.

The region continues to be a center for renewable fuels in Iowa. There are currently 2 biodiesel facilities, 2 ethanol plants with 2 more under construction, and three wind farms with more planned. WIA staff (WIA Director) are intricately involved with the region's cooperative marketing initiative Western Iowa Advantage, which has now grown to include a host of regional economic development and workforce efforts.

During PY2007, the WIA program continued to foster active, productive partnerships, creating seamless referrals between partners' programs. The Partner's Group for Region 8 meets quarterly to share information on the workforce and programs. This group still enjoys strong attendance and interest from many workforce partners not in the one stop center. Trips major employers or emerging businesses continues. Participating partners include: IWD, Region XII COG, IVRS, West Central Development Corporation, DHS, Iowa Department of the Blind, Elderbridge Agency on Aging, and DMACC, ICCC, WITCC, Job Corps, Proteus, and Experience Works.

Region 9 – Davenport

Region 9 includes Scott, Clinton, Jackson, and Muscatine Counties in Eastern Iowa. The Regional Workforce Board is active and representative of our communities. Local Elected Officials support our workforce efforts. Workforce partners routinely work together, share information, and work together to provide businesses and job seekers with needed workforce and training services. The Workforce Investment Act provider in Region 9, Iow@Work, is a division of Eastern Iowa Community College (EICCD).

The Economy

The unemployment rate in the Quad Cities area (Iowa/Illinois) rose from 4.1% in June 2007 to 5.1% in June 2008. This compares to a June 2008 rate in Iowa of 4.0%/U.S. 5.5%/State of Illinois 7.1%. Jackson County had the highest June 2008 unemployment at 4.8% and Muscatine County had the lowest at 3.7%.

Employers continue to expand and close. As part of the Community College Economic Development Department, Iow@Work (along with partner IWD) has immediate access to information about expanding employers eligible under the 260E Economic Development fund. A Chamber/ Iow@Work/ IWD/ Community College partnership in Jackson County is assisting HUSCO to locate and hire new workers. They have hired the first shift of 30 or so and expect to employ 200+. Iow@Work assisted Musco Lighting in Muscatine in training and hiring welders as they continue to expand. A number of new employer prospects are considering our region and workforce is involved in providing information about the available workforce. Labor Shed information has been very helpful. There continues to be a huge demand for welders and CNC (especially), truck drivers, nurse aides, etc.

BRAC affected Defense Finance and Accounting Service (DFAS) closed 6-30-08. At one time 200+ workers were employed; all but 30 were placed by 6-30-08 through cooperation of WIA programs and other employers at Rock Island Arsenal working together. An Arsenal BRAC task force continues to work on upcoming TACOM closing scheduled for 2011 (over 900 employees). Generac in Jackson County has closed their call center (30 workers) and may soon close. Other closings include Purolator (43), Hawkeye Iron (17), Dicks Grocery, Dollar General (10), Meadowlawn Healthcare (39) and other smaller layoffs/closings. The region spent all but \$4,000 of its Dislocated Worker funds. We thank the State of Iowa for assistance with K's Merchandise (99 affected).

Services/Expenditures/Performance

Of course our region provides WIA Adult, Youth, and Dislocated Worker programs. WIA funds (insufficient during higher funded years) have been cut 31% over the last two years and our programs were mostly "full" as of July 2007. Our Region's workforce board's goal is to utilize (not carryover) funds and we are known to consistently meet expenditure goals. Department of Labor "rescinded" or took back funds from all regions regardless of spending. We suggest, it should have been from those who did not spend. On a positive note, this year, Eastern Iowa Community College generously reprogrammed \$100,000 in college funds to provide "GAP" tuition program for short term training. Graduates of the College's Career Link Essentials program are eligible for scholarships with 100% attendance. 93% of Career Link graduates accessed these funds. Between the fund's start in November 2007 and end of year June 2008, all funds were used and over 100 scholarships were given. WIA referred a significant number.

Region 9 Iow@Work participated in developing several new initiatives. Jackson County Iow@Work held a youth apprenticeship fair. Clinton Iow@Work partnered with high schools to focus on students in need, providing access to our "Touch Inspire" computer assessment, followed by company research in career interest area, company tours, and job shadowing. Iow@Work participated with the Council on Social Agencies and Transition Alliance Board to offer a community resource fair for parents, with over 100 families stopping by the Iow@Work youth booth for information on programming with lots of comments "did not know these services existed". We now plan to do this every other year.

Our Region applied for and was awarded an 18 month \$50,000 Literacy grant which started January 2008. An amazing instructor teaches 4 hours daily focusing on progress to GED, followed by GAP tuition scholarships in short term training and placement by WIA. Most are moving quickly to GED, through training, and into jobs. Just six months into the grant, we have served 29 and expect to almost double our predicted level of persons served.

Together with our IWD Partner, we continue to provide the Promise Jobs job search and training for welfare recipients with over 2,000 families on assistance in our area at one time/over 15,000 yearly.

One Stop Centers

Our Clinton County Iow@Work and IWD offices (once separate) are now co-located effective 6/30/08. The staff from each team has worked successfully to make the transition successful. WIA staff of 4 and IWD staff of 6 are making a concerted effort to work as a one stop center sharing resource room, conference rooms, and sharing clients and information. If Iow@Work Clinton staff had just one more wish, it would be for more no cost space to add GED, computer lab, and additional classroom space.

Our Jackson County Workforce Center is already co-located, but with lease ending, an RFP has been issued and in July 2009, partners will be locating in Eastern Iowa Community College's new Maquoketa Center building with numerous no cost classrooms, computer labs, and reception staff among other items.

The Challenges

Funding is an obvious challenge. There appears to be a growing disparity in job prospects for residents. About half of the Scott County welfare population lacks a GED. Pockets of poverty exist. In central Davenport, 39% of residents are

living in poverty, nearly double the poverty in 1970. Only 37% of adults living in this area have a HS diploma. The unemployment rate in central Davenport is 10.3% compared to 4.1% city-wide. 59% of the central city property is rental. Davenport public schools in this neighborhood are plagued by annual student turnover in excess of 50%. Even city-wide, half the students attending Davenport schools qualify for free or reduced lunches.. The school district is ranged forth in the state for low graduation with a 2005-06 dropout rate of 26.8% and a 55.6% dropout rate for African Americans. This compares to a state dropout rate of 9.22%. This is just one example of the pockets of poverty that exist in our region. Most do not have access to technology, internet, or funds to pay for college. These are the individuals we are outreaching, training in WIA, and placing in jobs.

Performance

We are pleased to report that our services, even from these challenging groups, resulted in a WIA job placement rate averaging 91%. Placement alone is not enough; persons served leave with increased skills and wages. Additional details on performance are provided in a separate state report.

Future

Iow@Work is involved in a bi-state Chamber Alliance to examine workforce issues, which have become one of the Chamber members' highest concerns. The Chamber commissioned a workforce study, and will soon release it. Together the Chamber, Education, Business, and Workforce Partners will develop strategies to improve the quality and quantity of the workforce. This will likely result in a bi-state application for a Regional Innovation Grant (RIG).

To celebrate the last year of success, the Regional Workforce Board and its workforce partners will again hold an Alumni Celebration on 11/25/08. In addition to recognizing an amazing group of individuals and their employers, we hope their journey will demonstrate the value of workforce services in the region.

Region 10 – Cedar Rapids

Introduction and Executive Summary

Region 10 Workforce Investment Act programs assist to prepare the local workforce to meet the needs of area businesses. The workforce partnerships in the region focus on streamlined services, customer choices, universal access, increased accountability, active regional boards and service provision.

Comprehensive services provided include access to employment, training and education, employer assistance and guidance. The Workforce Development System of Region 10 provides services to Linn, Johnson, Cedar, Iowa, Washington, Benton and Jones Counties.

During PY2007, Region 10's unemployment rate was 3.6 percent down/up from 3.3 percent in PY2006, indicating a strong economy where job seekers can find employment fairly quickly. Region 10 was impacted by only two mass layoffs engaging in two Rapid Response projects impacting 300 jobs in the region. In each of these situations, company buy-outs were positioned and the majority of these jobs were able to remain with the new company. Consequently, the regional economy was very strong, this was matched by the strongest performance Region 10 has realized through the WIA program since 1998.

Program Summary

Workforce Investment Act Program performance for the region was strong, serving over 500 participants with 125 new enrollments for the program year. The WIA program met all 17 performance measures. The Youth program maintained its focus on out-of-school youth and had excellent results from marketing and recruitment efforts, enrolling 199 participants during PY07. The Dislocated Worker and Adult programs enrolled 309 participants during PY07.

The Regional Workforce Investment Board (RWIB) and the Chief Elected Officials (CEO) Board of Region 10 work in partnership with the One-Stop system partners, business and industry, economic development organizations and education to provide direction and support to the workforce strategies for the region. These Boards concentrated on the following projects:

- The RWIB toured the Vinton-Shellsburg High School to learn about school-to-work and career academy initiatives that assist the development of youth in high-demand, high-growth occupations and training programs.
- The RWIB also conducted Board training in the areas of board roles, board oversight and board operations provided by state consultant Elizabeth Weinstein.
- The RWIB Audit Committee met twice during the year and reviewed financial, fiscal, audit, monitoring and personnel policy reports.
- The RWIB participated in the State's 100-day Plan and resulting Strategic Plan. The Director and Deputy Director of IWD attended the May 2006 RWIB meeting to update the board on the strategic plan and receive input to the plan.

- The RWIB engaged in discussions related to the one-stop system and invited presentations to the RWIB on a variety of regional workforce development initiatives including partnerships with apprenticeship programs, the Skills Advantage Research project and the resulting workforce skills level benchmark for the region, and the Skills 2010 Regional Workforce Assessment and resulting regional recommendations.

WIA Program Performance

For PY07 the WIA programs maintained a staffing ratio balance of 40 percent staff to 60 percent client spending in the DW/A program and 60 percent staff to 40 percent client spending in the Youth program. This guideline was determined in communication with IWD program technical staff and the RWIB. The DW/A program maintained 3 FTE for workforce consultants/career advisors and the Youth program maintained 3 FTE for workforce consultants/career advisors ensuring service coverage in the southern and northern regions of the technology corridor.

All performance measures for the WIA program were achieved: 106.18% in the Adult program; 109.95% in the Dislocated Worker program; and 101.38% in the Older Youth program; and 108.80% in the Younger Youth program.

Special Projects

The Workforce Investment Act Programs focused on increasing internal and external partnerships. Relationships with internal and external partners were enhanced through presentations to approved training providers, non-profit organizations and one-stop partners. In addition, the staff conducted business tours, employer panels, partnered in career fairs and hosted a legislative forum. These efforts resulted in more referrals to the One-Stop System and more placement opportunities for participants. Staff development activities focused on the development of job search plans, relationship development and case management, WIA service and regulatory compliance, One-Stop partner services and referrals, understanding and tracking of performance metrics, high-growth occupations and jobs in the region. Membership handbooks were developed for both the DW/A and Youth programs which contain information on program expectations, membership, career development, skills development and program guidelines.

Grant Projects

During PY07, the WIA program focused on the continued implementation of the following grant programs: IWD Literacy Grant – Health Career Literacy and

Skill-Builder Program, GAP Tuition Assistance Program, CareerLink Call Center Training Program and CareerLink Career Welding Training Program. Performances on each of the grant programs meet or exceeded grant requirements and WIA performance measures. As an example, the performance results for the CareerLink Call Center Training program are summarized.

The CareerLink Call Center Training Program completed in July, 2008. The following results were achieved: This program served 220 participants with 85% of all individuals served falling below 50% of the Median Family Income level. The program reached a 96.5% placement rate and for the Call Center Training program graduates, at six months and twelve months after graduation, 91% of the program graduates reported that they were still employed. The retention rate of graduates is significantly higher than the industry average. Data supports that the financial position of graduates changes significantly from the before-class earnings compared to the after-class earnings. This also demonstrates the lack of significant change in financial situation for the non-graduates. In most cases, the graduates are living with substantially more income, whereas the non-graduates are living with the same, slightly more, or slightly less income. This type of just-in-time, on-demand training program demonstrates the resulting wage impact that training interventions can obtain.

	Graduates	Non-Graduates
Class 1	117% increase	No data
Class 2	102% increase	No data
Class 3	14% increase	2% increase
Class 4	94% increase	13% decrease
Class 5	32% increase	No data
Class 6	49% increase	16% decrease

Successes and Testimonials

Feedback from individual participants receiving WIA services remains strong. On several occasions, clients volunteered to speak to legislators and other partner groups about their experiences with the program. The following testimonials support the partnerships between programs, businesses and individual participants.

WIA Dislocated Worker

Jane was laid off from MCI in Iowa City August 2005 where she had worked for four years. After assessment and goal setting, Jane attended training in Health

Information Technology. Jane is a very busy mom of two sets of twin daughters and felt very stressed at times but she persevered to complete her training. Jane received her AA degree in May 2008 and started working full time at Mercy Medical Center as a transcriptionist. Jane earns \$13.86 per hour. Jane has aspirations of continuing her college training part to complete a Bachelor Business Administration degree in Health Administration.

WIA Youth – Out-of-School Youth

Mike enrolled in the WIA program in February 2007 at the age of 21. When he enrolled he did not have a high school diploma, had not worked in six months and was living with his girlfriend's parents. Within two months Mike completed the High School Completion program at the Kirkwood Washington Center and earned his High School Diploma. Mike did not have a solid work history, he had misdemeanor convictions and he did not have a valid driver's license. Through the WIA Youth Program, Mike was able to complete a Limited Internship and an OJT at Archer's Appliance in Washington. Although Mike had no previous formal experience installing stereo systems, TV's or appliances, Mike was able to learn these skills and impress his supervisors at Archer's. He was hired on full time at the end of his OJT. Mike just recently moved into his own house and is taking steps to enroll in classes at Kirkwood to further his career in computers and electronics.

Region 11 – Des Moines

The past year has been marked a number of events and success; too many to mention in one report. The following are some of the highlights the partnership at IWD and IES @ DMACC has achieved:

- IES @ DMACC and Iowa Workforce Development (IWD) partnered with WHO television on Monday October 15 to highlight October as Disability Employment Awareness Month. The Project Employment staff identified a client that WHO reporter Lynn Melling interviewed and filmed on the job. Staff from the Workforce Center that specializes in serving persons with disabilities had an opportunity to talk on camera about our partnership and many of the issues the disabled face every day.
- A job fair for Maytag/Whirlpool employees was hosted by IES @ DMACC, IWD, and Right Management on October 10, 2007. Over 540 professional and production workers attended to meet with over 60 employers. TPI, Inc, a manufacturer of wind turbine blades met with local management of IWD and

IES@DMAACC, and members of the Newton Transformation Committee to discuss how IES and IWD would assist TPI in their training and recruitment.

- On December 13, 2007, the CIETC Board passed a resolution to accept the negotiated settlement reached with the Attorney General's office and the US DOL and to officially dissolve as a board. The federal government demanded that the State of Iowa repay \$1,300,000 "in compromise and settlement of all the allegedly disallowed cost identified since March 2006". The State will advance \$800,000 in state funds and CIETC and its member governments will contribute \$500,000 in cash.

The State of Iowa may recoup their cash advances from the proceeds of any recoveries from parties who may be responsible for all or part of the funds repaid to the federal government. The \$500,000 contribution by CIETC and the member governments includes \$197,491.20 which represents certain Risk Pool benefits from the Iowa Community Assurance Pool (ICAP) made available on behalf of certain CIETC Member Governments; \$11,008.80 which represents certain Employers Mutual Company (EMC) insurance proceeds; \$83,000 from liquidated assets of CIETC; \$89,357.14 from the City of Des Moines and \$119,142.86 from Polk County.

- IES @ DMAACC and Iowa Workforce Development (IWD) partnered to deliver the 1st Annual Tribute to Veterans Job Fair on November 8, 2007. It is estimated that 1800 to 2300 job seekers attended the event. 67 businesses participated and came ready with openings ready to take applications, and in some cases screen, interview and hire. 27 of those employers reported that more than 105 job interviews and job offers had been extended to the job fair's participants.
- IES @ DMAACC and Iowa Workforce Development (IWD) partnered to respond to the announcement of the Story City Pella Corporation production facility closing on March 9, 2008. On January 11th the IES and IWD staff met with Pella Corporation management to begin planning for the transition of their workers. Worker information sessions are scheduled for January 22nd and 23rd. On February 8th a Career and College Fair will occur on the premises of Pella Corporation. Pella Corporation received contacts from 130 companies who are interested in their employees. IWD also received numerous contacts from employers interested in this workforce. As a result, 93 of the 244 person workforce had secured employment prior to the actual closing.

- The Workforce Center at 430 E. Grand hosted a very successful legislative reception on February 27, 2008. Elisabeth Buck and Rob Denson spoke about the value of good partnerships and highlighted some of the recent successes. 12 of our state legislators, several business leaders, and workforce partners were able to participate in the event.
- The IWD Veterans Team in partnership with Des Moines Area Community College sponsored a career hiring event March 11 on the Ankeny campus. On hand were 42 employers with a commitment to hire veterans; and 10 service providers to provide onsite services to the veterans, including active military, and Guard / Reserve personnel. 600 job seekers attended the event, of which approximately 400 were veterans. 12 veterans were hired during this career fair with the following companies: SES Solutions, RailCrewXpress, Quality Services Corp, and O'Reilly Automotive. One of the veterans had moved out of Iowa last year to Pennsylvania, and has been offered a job as a Technical Writer with SES in their West Des Moines office.
- Effective July 1, 2008, the Regional Workforce Investment Alliance (RWIA) for Region 11 discontinued due to the fact that the Member Governments withdrew from the 28E Agreement dated January 3, 2007. Currently, IWD has requested a waiver from DOL to allow the State Workforce Investment Board to serve as the local governance.

In the previous year, IES at DMACC increased the total number of participants served by 92% and reduced the cost per client served by 45%. This past program year, we have continued that trend, with an additional 61% increase in clients served. Although costs per participant were not available, the report for the period ending March 31, 2008 shows further reductions in the cost per participant. IES at DMACC continues to strive at demonstrating success through partnerships. Our success in increasing the numbers of clients served and lowering costs is a tribute to those relationships.

Iowa Comprehensive Human Services Annual Youth Report

Iowa Comprehensive Human Services has had several new ventures this year. One of these was the agency beginning to use Lotus Notes data entry system, which made tracking participants much easier. The second venture was placing ICHS staff at the Workforce Center.

This staff position at the Workforce Center was funded in part by WIA and in part by a DOL Grassroots grant. This individual would serve approximately 10 WIA Youth and also as a Workforce Partner making referrals and providing core services to many youth since July 2008 start. This position was created due to the wishes of the Local Elected Officials, RWIB and the Youth Board. Through hard work and initiative by the ICHS staff person, 188 Youth have been served through Grassroots/WIA initiative during the first 12 months of this 18 month project, with many being referred to the WIA youth program. Efforts will be made to find additional money to continue this position of a “youth friendly service” at the one-stop center.

This year ICHS was to serve 150 WIA youth, but through collaboration with many other agencies and leveraging funds, 174 youth were served. The majority of the youth served are between 17-20, who worked on completing their high school diploma or their GED. This year ICHS has seen an increase in the number of youth going on to post-secondary education. A special effort has been made to assist youth in filling out Financial Aid applications and exploring their post-secondary options.

The agency has made the transition as of July 1, 2008 from working with the local officials and Boards to being under the guidance of the State Workforce Board. ICHS looks forward to establishing a close working relationship with this group in the upcoming years.

Region 12 – Sioux City

Service Delivery Area 12 is comprised of Cherokee, Ida, Monona, Plymouth, and Woodbury Counties. In 2007, the region’s average unemployment rate was 4.04%, which was slightly higher than the statewide average of 3 %. For 2008, the region’s year-to-date average unemployment rate still hovers around the 3.9% to 4.0% range, as compared to the statewide year-to-date average of 3.74%. As the following data table illustrates, the region’s unemployment rate has had a rollercoaster ride since the beginning of the decade. The unemployment rate is somewhat deceptive as a number of individuals have left the workforce since 2000 and there has been an out migration of residents to other localities outside the region. Had these workers remained in the workforce, the unemployment rate would most likely have been higher.

Census Bureau data shows the region’s population decreased by 3 percent since the Decennial Census in 2000, from 159,618 residents to an estimated 154,417

residents in 2007. Likewise, the civilian labor force lost 940 workers, from 85,290 workers in 2000 to 84,350 workers in 2007. According to Iowa Workforce Development labor market summaries; there were 1,700 fewer jobs in Sioux City, the region’s major employment center, than in 2000. This accounts for the majority of labor force losses in the region and equates to a total employment loss of negative 3.9 percent.

Data Table 4: Condition of Employment for the Workforce Development Region 12.

Workforce Indicators (color	2000	2001	2002	2003	2004	2005	2006	2007
Civilian labor Force	85,290	86,090	85,570	83,850	82,280	82,720	83,810	84,350
Individuals Unemployed	2,290	2,601	3,180	3,690	4,000	3,840	3,550	3,310
Unemployment Rate	2.7	3.04	3.74	4.26	4.76	4.62	4.2	4.04
Total Unemployment	83,000	83,490	82,380	80,170	78,280	78,770	80,260	81,030
Source: Iowa Workforce Information Network								

Industry layoffs in Region 12 are tracked on a calendar year by JTP. In calendar year 2007, 12 layoff/business closing events were listed for a total of 848 impacted workers. Already in the first 6 months of calendar year 2008, an additional 12 layoff/business closing events were recorded, with 3 more announced. These will impact over 650 workers in the service area. Job Training Partners worked together with our many workforce partners for a rapid response, seeking funds and the necessary resources to provide workforce services to these layoffs. WIA and IWD staff worked closely to ease the stress of transition for employees, many of whom needed assistance with new career preparation and training. The majority of these business closings (12) have occurred in the retail services sector. Younkers, Hancock Fabrics, Rex Electronics, Gap, Jo-Ann Fabrics, TJ Maxx, Wilson Leather, MF Formal Wear, John’s Café, Village Inn, Hatch Furniture, and Cato Clothing closed their doors to over 260 workers. The majority of job losses, however, were in the manufacturing sector. Ten downsizings in the manufacturing sector have accounted for over 1120 job layoffs. Region 12 continues to feel the effects of the sale of Gateway Computers with over 450 additional layoffs from Gateway, Acer and MPC Corp. Additionally, Wells Dairy, Harker Meats, Tyson, and John Morrell reported over 600 additional layoffs within this time.

Looming workforce challenges will continue to stretch the ability of the workforce system to meet the demands put upon it. Increasingly, today’s jobs— even those at the entry-level— require far more technical and basic skills than similar positions did decades ago. Demand for skilled workers is outpacing the supply within key industries in local labor markets throughout the state. Without

skills, Iowa workers face increasing difficulties in securing a family-supporting wage. Without skilled workers, Iowa businesses cannot compete, or even survive. Iowa is approaching a demographic cliff. By 2012, it's estimated that the state will have in excess of 150,000 more jobs than workers to fill them, the result of Iowa's stagnant population growth converging with impending baby boom retirements. This means that Iowa will be faced with a worker gap, at the same time it must also confront a skills gap. Iowa's capacity to meet this challenge, must build on the state's education, training, and workforce system to provide a firm foundation upon which to build the capacity to meet these challenges.

Yet resources to deal with these challenges continue to decrease from Federal sources. Response efforts this past program year was greatly complicated by the action of the U. S. Congress as it rescinded funding for unexpended-**yet obligated**-WIA dollars in Program Year 2006. Additionally new Region 12 WIA program funding was decreased by 30% (a total of \$170,000) within the Adult, Dislocated Worker and Youth areas. Obviously this level of reductions will hamper efforts to serve the continued needs of the existing workforce. As a result of this decrease in resources and increase in industry needs, the Regional Workforce Board and the WIA fiscal agent, Western Iowa Tech Community College, have been aggressive in seeking new resources to serve workforce needs. Within the past two years, four U. S. Department of Labor grants in the fields of Advanced Manufacturing, Biofuel/Boiler training, YouthBuild, and Regional Innovation have been submitted and funded to deal with the workforce challenges in Region 12. The resources afforded through these efforts will lay the foundation for future development of planning, recruitment, and training for the emerging industries as a complement to economic development.

Region 13 – Council Bluffs

Forging partnerships has always been a priority in Region 13, but during PY07 the Regional Partners expanded the role of their partnership through their support for the Ticket-to-Work, Employment Network (EN) concept, the State's EN application, and the local employment of a Disability Program Navigator. In addition, the Regional Partners involved themselves throughout the year in various issues including: the possible cooperative submission of a Youthbuild Grant with the local Municipal Housing Agency, exploration of regional transportation possibilities, potential coordination with the Manpower Tech Reach program, raising awareness of mental health work related issues and services, coordination with the Correctional Services Re-entry program, one-stop

customer service assessment, and the creation of a mapping based service locator website called "Community Connections." The Regional Partners meet on a monthly basis except for two months during the summer.

In order to continue to address identified literacy training and skill development needs, the region secured second year Literacy Grant funding for the Success in Steps (SIS) program. The new funding allowed the program to be expanded to include a new strategy called A Step Up (ASU). In addition to the original SIS goals, ASU has enhanced participant's chances for success by adding 1) a Strengths Quest assessment component; 2) a Career Pathways model; 3) short-term office certificate program offerings; and 4) an outside funding stream to assist with short-term training costs. Participants in the SIS program obtain their General Educational Development (GED) credential and gain the skills necessary to compete in the workplace. Unlike a normal GED class, which is drop-in and self-paced, classes are structured with specific goals and objectives to be accomplished each day. The classroom setting also allows for the introduction of additional workplace and soft skills training. Participants are assisted by the GED instructor to take the next step toward employment or post-secondary education. This includes additional help with job search activities, and resume' and interviewing preparation for those wanting to seek employment. For those wanting to pursue post-secondary education, this includes additional assessment, and assistance with application and financial aid processes. To date, forty-five individuals have been enrolled in the SIS program, and twenty-five have completed their GED; a 56% success rate compared to the traditional success rate of 20%.

Even as the economic outlook for the country began to ebb, the economy in Region 13 remained fairly steady throughout PY07. The most negative economic news in the region came from a five month lock-out of 242 employees from a Council Bluffs pipe manufacturer, and the scrapping of plans to build ethanol plants in Cass and Mills Counties. There were a few business start-ups including Duke Aerial Equipment with twenty-five jobs in Cass County, and there were numerous new and continuing construction projects in the region including: the building of a wind farm (20-30 wind generators) in Cass County, reconstruction of the Interstate Highway system through Council Bluffs, the building of two retail shopping centers in Council Bluffs, the construction of an ethanol plant in Pottawattamie County, and the building of a new high school in Mills County. Two construction projects were completed in PY07; the Google facility with an estimated workforce of 200 when it is fully functional, and the Mastercraft Door Manufacturing facility with an anticipated workforce of 400. A new dairy

operation in Harlan also became fully operational with 6000 head of cattle and sixty workers. Regional economic development took a step forward with an analysis of the marketing potential of the I-29 corridor in Regions 12 and 13. This corridor, which is made up land situated in the Missouri River basin near Interstate 29, could provide excellent water, rail and highway transportation options for new business and industry. This corridor may provide the base for a potential Regional Innovation Grant.

Region 14 – Creston

Region 14 has completed an active program year serving area individuals in the Dislocated Worker, Adult, Youth as well as the flood programs.

- **Dislocated Workers:** In 2007 we worked with several individuals affected by business closings. Mt. Ayr Products in Mt. Ayr closed affecting 26 workers. New Market School in New Market closed affecting 20 workers. Premier Communications in Stanton closed affecting 17 workers. Wausau Homes in Corning closed affecting 15 workers. Corning Pizza Hut closed due to flooding that occurred in June and affected 10 workers. The Region 14 team, IWD and SWCC, provided the worker information meetings and many of the dislocated workers from these closings were enrolled in WIA where they received Pre-Employment Training (PET) services to help them transition back to the workforce. Mt. Ayr Products workers were determined eligible for TRADE benefits and WIA assisted interested workers in completing their plans for submittal to TRADE. WIA guided 4 of these participants into training so they could develop new skills for employability. A total of 96 Dislocated Workers were helped with WIA services during PY07.
- **Adults:** 53 low-income adults were assisted in Region 14 in PY07. The 8 rural county Family Development Centers, Promise Jobs, Proteus, Vocational Rehabilitation counselors and the IWD associates in this region actively assist us by providing referrals to our program. Southwestern Community College is also actively involved in sending us referrals and is a valued partner in providing training to upgrade workers skills which boosts their ability to find employment at wages of self-sufficiency. The nursing program at SWCC is very active in sending referrals and the nursing students themselves refer their peers to our office for financial assistance. Region 14 employers remain actively involved with WIA by providing tours of their facilities, and enthusiastic support of our various activities.

New Business Associates

- Region 14 staff had an opportunity to work with a new Region 14 employer who stated interest in the affected Mt. Ayr Products workers. While we were working with the Mt. Ayr Products closure, we became aware that a new wind turbine manufacturing company was planning to locate in Mt. Ayr. WIA arranged a visit with a representative of Heartland Energy Solutions and we explained the various WIA and TRADE options available to them to assist them in training the workers needed for this new industry. WIA helped the workers develop resumes that showcased their individual skills and abilities and most of them went through interviews with the new company. Heartland chose 4 of these workers for the startup crew for the business, and WIA provided SUG training to these workers to give them needed welding skills. These 4 workers were recently hired by Heartland and are currently in OJT activities funded by TRADE so they can learn to run the equipment needed for the manufacturing of the turbines. Heartland Energy Solutions bought the Mt. Ayr Products building and are already planning expansions. They have retained the resumes and applications of the other Mt. Ayr Products workers and express their desire to offer them employment once they are ready for additional workers. They expect to hire 106 workers and will be paying wages higher than those paid by Mt. Ayr Products. WIA will stay involved in this project to assist the employer with their training needs while we place as many of our participants there as possible as they move forward.
- WIA has also been in contact with Majona, a steel fabrication business that is relocating to Osceola. We originally contacted them to invite them to the overview of the CUS activity we sponsored in PY06. The owner expressed an interest in a similar project, but ultimately chose to hire graduates of the SWCC program. As Majona completes their relocation, we will continue to offer WIA services to provide training to workers who may need new skills to enter this new industry.
- **Youth:** 42 Youth were served in Region 14 in PY07. Schools and TAP Coordinators throughout the region, IJAG, Promise Jobs and the Department of Vocational Rehabilitation Services created a very active stream of referrals this year. WIA has seen an increase in students facing multiple barriers, including homeless, youth from foster care, and pregnant/parenting youth. To provide maximum support, our staff has established strong communication connections to meet these needs. We are partnering services in many cases to maximize our ability to assist the youth in meeting their

goals and improving their employability skills. New OBA assessment tools have been implemented to help us develop relationships and engage these youth so they feel like they can contact whenever a need arises.

- **RIG:** Representatives from IWD, Education, Transportation, Economic Development, and Housing have joined us in several meetings to discuss a RIG for Region 14. We are still in the initial stages of development.
- **Flood/Tornado project.** All eight counties in Region 14 are eligible for public assistance. One business in our region closed after flooding. After flood waters reached the roof, Pizza Hut in Corning closed affecting 10 workers. At the end of PY06, Region 14 hired a coordinator to assist our staff in identifying worksites and workers to clean up and restore these areas. Our new coordinator was the manager of the Corning Pizza Hut that closed. Nearly 30 worksites have been identified and approximately 40 workers are being assessed for eligibility.

Region 15 – Ottumwa

Region 15 is predominantly rural and has some of the poorest counties in Iowa. Four of the secondary school districts in the region are the most disadvantaged of the populations in the state.

Indian Hills Workforce Development initiated programming that offered our youth a broad range of services such as occupational and academic learning, leadership skills and preparation for transition to higher education, comprehensive guidance and counseling, adult mentoring, paid work experience and other services appropriate to the needs of the individual youth. Youth are a hard population to recruit, but Region 15 continues to expand our enrollments.

As for the Adult and Dislocated Worker programs Indian Hills Workforce Development serves a broad range of clients with a wide variety of services such as assessment of skill levels, aptitudes abilities and support service needs; information on job skills necessary to obtain jobs. We work closely with all our One-Stop System partners to accomplish our goals set by the Regional Workforce Investment Board.

The WIA staff continues their efforts to increase their knowledge of WIA and develop activities and services that are most effective in assisting our customer to be self-sufficient through employment.

Region 16 - Burlington

Region 16 RWIB and CEO boards' Mission statement: To champion the Workforce Center's role in building a highly skilled market-ready workforce that strengthens the economic vitality of the Great River Region.

This program year served as our Year of Youth! We increased the number of youth customers by 25 percent and were able to offer some exciting programs helping prepare youth for careers. National youth presenter Edward deJesus traveled to the region to meet with youth, offering them new directions and hope for success. We saw youth attend team building and leadership development activities as we expanded our outreach throughout the region. We enhanced our recruitment efforts through advertising and created our own youth website!

Continuing our outreach to business, we again provided an "Employer Breakfast" to recognize our partners in building careers. Channeling our WIA incentive funds to support business partnerships, we collaborated with regional Chambers of Commerce to provide five business summits. One summit, led by futurist Ed Barlow, drew together business, educators and other community leaders to seek directions for the region's future success. Businesses repeatedly request better "soft" skills among applicants; we purchased a computerized system to expand our soft-skill-training capacity. Our annual job fair drew sixty five businesses wanting a booth; over 1800 people took advantage of the opportunity to meet with employers.

Unfortunately plant closures and layoffs have not stopped completely as the region swings back into manufacturing with businesses new to the area. We helped workers from six closing or down-sizing companies, including assisting with Trade Act petition submittals for three of the groups.

Building links in our community and beyond, we participated in numerous community service groups such as the Lee County Pregnancy Prevention Coalition and the region's youth coalition. We provided workshops at conferences and sat on state and national boards for workforce development.

Region 16 RWIB and CEO boards' Vision Statement: The Great River Region Workforce boards envision the Workforce Center as being proactive, adept and flexible in providing timely solutions to meet the ever-changing demands of the workforce of the Great River Region.

VIII. Performance Reports

The following reports provide Performance Measure results for Program Year 2007. Reports are available as follows: (see attachments)

- A. WIA Customer Satisfaction
- B. WIA Adult
- C. WIA Dislocated Worker
- D. WIA Older Youth
- E. WIA Younger Youth