

**I O W A**

**WIA Annual Report**

**Program Year 2002**

**The Iowa Workforce Development Board**

**December 1, 2003**

# **Iowa Workforce Development Board Members**

## **Business Members**

Dean Hicks – West Des Moines  
Norma Schmoker – Fort Dodge  
Sally Falb – West Union  
Denise Baldwin – Denison

## **Employee Representatives**

Ernie Nelson – Fort Madison  
Pat Marshall - Cedar Rapids  
Ken Sagar – Des Moines  
Ben Duehr – Dubuque

## **Non-Profit Workforce Development Organization Representative**

John Watson – Iowa City

## **Ex-Officio Non-Voting Representatives**

Dr. Tahira K. Hira – Regents Institutions  
Jan Varner – AFSCME  
Steve Ovel – Community Colleges  
Dr. Phillip Langerman – Private Colleges and Universities  
Senator Neal Schuerer – State Legislature\*  
Senator Bill Dotzler – State Legislature  
Senator Bryan Seivers – State Legislature  
Representative Willard Jenkins – State Legislature  
Representative Wayne Ford – State Legislature

\* Term has ended

**WORKFORCE INVESTMENT ACT ANNUAL REPORT**  
**PROGRAM YEAR 2002**  
**July 1, 2002 to June 30, 2003**

**I. The Economic Environment**

Throughout the period covered by PY 2002, Iowa was waiting for the long-anticipated recovery that failed to materialize during 2002 or the first half of 2003. Officially, the 2001 recession had ended in November of that year. Little progress toward a recovery was made during 2002, leaving many unemployed Iowans faced with a “jobless recovery.” Due to historically low interest rates, the bright spot in the Iowa economy appeared to be the boom in the housing market that managed to funnel consumer dollars into the state’s construction and finance industries.

With business investment still down, consumers almost single-handedly kept the economy afloat even though an increasing number of them experienced periods of unemployment. During PY 2002, Iowa’s unemployment rate increased to 4.5 percent from 3.7 percent for the prior year. This increase in unemployment moved the number of unemployed persons to 74,500. However, the statewide unemployment rate still compared favorably with the U.S. jobless rate of 5.9 percent for the same 12-month period.

The single industry that was most affected by the downturn in the state’s economy was manufacturing. From March 2001 through June 2003, the industry lost almost 25,000 jobs. In Iowa, a loss of this magnitude in manufacturing has significant repercussions. Because the state’s non-farm employment has a high concentration of manufacturing, that industry is an important economic driver and influences the well-being of several other major industries. Of the 104 permanent layoffs or closures that occurred in 2002, 61 were in manufacturing. The recession also took a heavy toll on trade and transportation, which incurred a loss of 10,800 jobs over the same period.

The overall economic outlook for the state grew brighter toward the end of third quarter 2003. While unemployment remained stable at 4.6 percent during the quarter, a turnaround could be noted in the state’s nonfarm employment series. If the trend continues, Iowa could move from a “jobless recovery” into a recovery that generates widespread job gains. Factory orders have recently been on the increase, suggesting that a sustained improvement should be reflected in manufacturing. Other factors that will promote a more solid, broad-based recovery during 2004 are strong productivity growth, a dollar that has declined significantly since early 2002, sharply rising equity prices, and long-term interest rates that remain historically low.

However, although the short-term economic outlook may be exhibiting initial signs of improvement, long-term projections that the State will face a major shortfall in its labor force continue to challenge the employment and training system. This very real threat of an impending labor shortage is another major factor in the planning and activities for both the State Workforce Board and Iowa Workforce Development (IWD).

## **II. Evaluation of Workforce Investment Activities**

Given the current state of the economy in Iowa and the nation and the disturbing projections of a labor shortage in the State, the Iowa Workforce Development Board is strongly focused on building systems and a labor force that will support ongoing economic growth in the State. Iowa's workforce development and economic development efforts are coordinated to reinforce each other, and a review of the Board's activities in PY 02 reveals that coordination.

In PY 02, the State Workforce Board sought to obtain information and knowledge from a variety of economic development and workforce experts. The Director of the Department of Economic Development and the Economic Development Technology Advisor to the Governor made presentations to the Board. Other speakers who addressed the Board included the former State Economist, a representative of the State's Venture Capital Fund, and former Assistant Secretary of Labor Ray Uhalde. In addition, the Board received extensive information from the Iowa business community. With the information and insight provided by these speakers, the Board provided direction and guidance to several Departmental initiatives that support the overall employment and training system.

## **III. Engaging the Business Community**

One fact that is abundantly clear in directing the employment and training system is the need to engage business in the process of building and improving the One-Stop system. To that end, a number of activities took place in PY 2002 to better connect Iowa's employment and training system with business.

### **A. Business Roundtables**

More than 400 Iowa employers participated in the roundtable sessions. In addition, stakeholder organizations, such as economic development groups, colleges and universities, local schools, labor and other government organizations, also participated. These sessions were held to determine the level of business awareness about Iowa Workforce Development and the employment and training system, to assess strengths and weaknesses in the system, and to identify gaps in services and the best ways to deliver services.

The roundtable sessions demonstrated that businesses:

- Want job applicants that are screened for their positions and have good employability skills;
- Expect rules and regulations to keep pace with business practices and to be applied equitably;
- Would like to have access to a regulatory assistance office;
- Would benefit from better marketing of labor market information resources;

- Want applicant screening to incorporate better assessment tools; and
- Appreciate personal follow-up visits after services are provided.

## **B. Business Marketing Consortium**

The business marketing initiative involved the National Business Engagement Consortium. The purpose of the consortium was to identify effective new ways to increase employer awareness and usage of the One-Stop Centers. Iowa was one of seven states selected to participate in the consortium. Under a grant from the U.S. Department of Labor, focus groups were held with employers in each state. A mix of small and large employers, as well as urban and rural employers participated in the project.

The focus groups found that employers want assistance in finding workers with good basic skills and work ethics and they believe that the One-Stop Centers could be helpful in that effort. However, there was some skepticism that One-Stop Centers can deliver because they may not understand business needs. The conclusion of the study was that employers want:

- One-Stop websites;
- Recruiting and prescreening of applicants;
- Assistance in understanding regulations and tax credits;
- Some basic skills training for employees or potential employees; and
- Some knowledge of labor market information products.

## **C. Employers Councils of Iowa**

Employers Councils of Iowa have been organized and operating in a number of areas in the State for years. These groups are designed to provide input and advice to the operation of local Iowa Workforce Development offices, as well as to gain knowledge and information on workforce issues through presentations and seminars on a variety of workforce topics. In response to the need to closely engage business in the employment and training system, Iowa Workforce Development made a major effort in PY 02 to increase the number of these Councils in the State and to broaden their input on the employment and training system to Regional Workforce Investment Boards and the State Workforce Board. This effort continues to grow and promises to provide an important local link in the One-Stop network.

## **D. Laborshed Surveys**

Iowa Workforce Development assists economic development efforts throughout the State by conducting “Laborshed Surveys.” 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 entities and are designed to quantify the available workforce for current and prospective employers. Community colleges are often partners in the laborshed process to ensure that training programs are in place for workers who need retraining to return to the workforce or to upgrade their current skills.

A laborshed study addresses the following:

- Availability and willingness of individuals to change employment
- Potential labor force
- Job skills
- Education and training needs
- Wages, wage thresholds and benefits
- Current and desired occupations
- Distance willing to commute one-way to work

#### **IV. Expanding Services to Job Seekers**

The planning processes described above have lead to a number of initiatives to help resolve Iowa's critical labor and skill shortages. Especially prevalent among these efforts are several projects that focus on bringing more individuals into our labor force, especially from populations that are currently under-represented there. These projects include:

##### **A. Expanded Assessment**

Recognizing the need for better assessment tools, as identified in both the marketing consortium and business roundtables, Iowa Workforce Development expanded assessment materials being used in the One-Stop Centers. WorkKeys is an assessment system that has been administered by the Workforce Development Centers throughout Iowa for a number of years. It is used by businesses, educational systems and job training programs to test skills a number of workplace skill areas. In PY 02 a new assessment tool was made available in the One-Stop Centers. The Office Proficiency Assessment & Certification (OPAC) test evaluates individual skills in Word, Excel, Access, PowerPoint, and Windows, and features exams for such skills as keyboarding, 10-key, data entry and proofreading.

##### **B. New Iowans 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 and semi-skilled workers are employed in all sectors of a community and often work in jobs that many Iowans don't choose. These entry-level jobs are essential to keeping the state's economy growing and communities strong. 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.

New Iowan Centers are established in Muscatine and Sioux City, and another center was opened during the year in Ottumwa. Activity in the Centers has been very high. For example, in 12 months the Muscatine Center worked with 723 companies and organizations to provide employment opportunities for newcomers. More than 11,000 individuals participated in diversity training from about 200 companies and organizations.

Some of the services offered by the Centers include:

- Economic and community development strategy initiatives
- Workforce development programming
- Cultural and multicultural event planning
- Cross-cultural diversity training
- Networking to create and identify cross-cultural market opportunity
- Entrepreneurial, business development consultation
- Translation/interpretation referral

#### **C. Assistance to the Denison Job Corps Center**

During PY 2002, the Iowa Workforce Development Board developed a greater partnership with Iowa's only Job Corps Center, located in Denison. With the Board's support and participation, the Job Corps Industry Advisory Council has been formed. Four members from the State Board participate, as well as representatives from the business community. The Industry Advisory Council works with the Job Corps Center to select occupational programs that are meeting the demands of industry and labor and represent demand occupations. The Advisory Council also approves all Job Corps purchases for equipment related to their course offerings.

#### **D. Iowa's Jobs for America's Graduates**

Commitment to in-school youth who are at-risk of dropping out was supported in PY 2002 by a major grant to the Iowa's Jobs for America's Graduates (IJAG) program. This funding supported the operation of 10 IJAG sites that could serve up to 400 youth in the State. Goals of the program include high school completion, development of job skills and employment or further education after graduation. A special feature of the program is a one-year follow-up with former participants to ensure successful transition to post-high school activities. The IJAG grant continues into PY 03.

## **E. Youth Collaborative**

Developing comprehensive services for youth also continued to receive a significant emphasis in PY 02. Iowa Workforce Development participates in a multi-agency organization devoted to coordinating the variety of programs and services that support comprehensive youth development in the State. This organization, called the Iowa Youth Development Collaborative (ICYD), is funded through a federal grant and includes representatives of the workforce, education, social services, and justice systems. Through the efforts of this group, coordinated planning for youth services is developed and direct support is provided to communities that are developing local initiatives to build comprehensive youth services and support networks. Both State and regional employment and training representatives participate in the process.

The ICYD partnership is making grant opportunities available for pilot communities to receive technical assistance in the development of comprehensive community planning for youth, based on a youth development framework. The funding for this initiative is through grants from the Department of Health and Human Services and the National Crime Prevention Council. It is anticipated that the WIA local youth service providers or Youth Advisory Councils will participate actively in these local initiatives.

## **F. Welfare Reform Programs**

In addition to regional operation of the federal Welfare-to-Work grants, Iowa Workforce Development continues to play a primary role in the employment and training activities provided to welfare recipients under the Temporary Assistance to Needy Families (TANF) Act. Under a contract with the Iowa Department of Human Services, IWD operates the PROMISE JOBS program for all welfare recipients through the regionally based WIA program operators and local IWD offices. PROMISE JOBS is a major partner in the One-Stop Centers and contributes significantly to the services that are available to center customers. The success of PROMISE JOBS has been recognized in each of the last two years by Performance Bonus Awards of more than \$6 million in each year.

## **G. Individuals with Disabilities**

Iowa has a number of State and local initiatives underway to support the successful engagement of individuals with disabilities in the employment and training system. Special projects with State funding, the availability of assistive technology devices, and benefits planning services are just a few of these efforts. In PY 02, a significant step forward to provide more effective and comprehensive services to this population was achieved through the development of a Memorandum of Agreement (MOA) among all of the major State agencies that provide service to individuals with disabilities.



The purpose of the MOA is promote services to individuals with disabilities, but this document is different from the typical agreement of this sort in that it extends well beyond the normal agreement clauses. More than a statement of philosophy or commitment, the MOA establishes an ongoing function of communication and resolution for issues that arise in providing services. It contains review and evaluation functions that will ensure that the employment and training system is responsive to the unique needs and issues of individuals with disabilities. Furthermore, the recent receipt of federal funds to establish a number of Disability Navigator positions throughout the State will coincide exceptionally well with the principles of the MOA.

## **V. Building the System and the Partnership**

The partnership of the employment and training system in Iowa continues to grow through the efforts of IWD and the oversight of the State Workforce Development Board. While it would be inaccurate to state that the full partnership envisioned by the WIA legislation has been achieved, it can be clearly demonstrated that the improved coordination of services within the employment and training system are operating effectively and that the State's businesses and workforce are benefiting from it.

During Program Year 2002, the State Workforce Board and Iowa Workforce Development were successful in working with the Iowa Legislature to establish landmark legislation that will support Iowa's employment and training system for years into the future. This legislation involved authorization for expenditure of Reed Act funds recently distributed to the States by the Federal government and the extension of a State-established surcharge paid by employers to support the operation of local workforce development offices.

The Surcharge legislation that was passed extends the current tax for three years but provides for the tax to cease after that time. However, local offices that are supported by these funds will not lose their funding because of legislative action on the use of Reed Act funds. By uniquely coupling these funding sources, the Legislature has provided a mechanism to eliminate the surcharge for business, while maintaining local offices as a part of the One-Stop system

Iowa received over \$80 million under the Reed Act distribution. The Board and IWD sought to utilize these funds to support businesses, workers, and the employment and training system. From the Reed Act funds, \$40 million will be put into a fund that will initiate a reserve account from which to support local offices in future years. By supplementing this base amount, this fund will grow to a point where the support of local offices can be maintained using interest from the account, and the surcharge currently being paid by businesses will cease.

In addition, the department sought and received authorization to expend \$20 million in Reed Act funds for the renovation and creation of an automated benefit system and a tax redesign system for the UI administration. This system will greatly simplify and expedite

the unemployment tax payment process for businesses. Finally, the remaining \$20.7 million of Reed Act funds will be used to provide enhanced services to claimants through infrastructure improvements and the administrative and technology costs associated with these services. Initiatives under this category will include improved mentoring and assessment tools, intensive job placement, career exploration, on-the-job training, as well as upgraded technology in the labor exchange system.

## VI. Cost Effectiveness of the WIA programs

The State of Iowa 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 being 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 4<sup>th</sup> and 5<sup>th</sup> quarters after exit over those reported for the 2<sup>nd</sup> and 3<sup>rd</sup> 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. Cost/ Participant	Avg. 12 mos. Earnings Change	C-E Ratio
Adult	\$2,871,608	1105	\$2,599	\$5,445	1:2.09
Youth	\$3,568,625	1094	\$3,261	\$4,751	1:1.45
Dislocated Worker	\$3,350,526	2745	\$1,220	\$1,245 **	1:1.02

\*\* 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.

Wage record data was available for 56% of Adults exiting the program. For each \$1.00 of WIA Adult resources spent there was an increase of \$2.09 in participant earnings 12 months after the completion of services. For Youth, 47% had wage record data, which showed that each \$1.00 of WIA Youth resources resulted in an increase of \$1.45 in participant earnings. For the 67% of Dislocated Workers wage records obtained, each \$1.00 of WIA Dislocated Worker resources spent resulted in an increase of \$1.02 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.

## **VII. Program Results**

Services under the three program funding streams of WIA are all delivered through local entities, as selected by Regional Workforce Investment Boards. Following is a description of each program and a summary of the activities in each funding stream during PY 2002.

### **A. The Adult Program**

The purpose of the Adult program is to provide 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: core services, intensive services, and training services. Adults must first receive 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.

During Program Year 2002, the WIA Adult program served 1,106 participants were served at a cost of \$2,871,608. Adult participants achieving employment after program participation earned an average of \$3,077 more per quarter than they earned prior to participation. All four of the performance measures for the adult program were achieved at the Department of Labor required performance levels.

### **B. The Dislocated Worker Program**

The purpose of the Dislocated Worker program is to provide services to individuals who are unemployed due to a layoff or business closing and are unlikely to return to their previous occupation. Dislocated workers include displaced homemakers and the self-employed. Services for dislocated workers are provided when a participant is unable to find a job comparable to their job of dislocation. The goal for the participant is to become re-employed into positions that will lead to self-sufficiency. The levels of service are the same as for the Adult program: core services, intensive services, and training services.

## **1. Formula Dislocated Worker Funds**

During Program Year 2002, the WIA Dislocated Worker Formula program served 2,748 participants at a cost of \$3,350,526. The participants who became employed after leaving the program were able to achieve at least 90% of their pre-program wage levels, therefore meeting the federal expectations for the program. The Dislocated Worker program achieved all four of the program performance measures at the Department of Labor required performance levels.

## **2. Rapid Response Program for Dislocated Workers**

As the name implies, the Rapid Response program reacts as quickly as possible to announcements of mass layoffs or dislocations in the State. The State Dislocated Worker Unit conducts Rapid Response. If a business that employs 100 or more individuals is either closing or experiencing a permanent lay off of 50 or more individuals, the Worker Adjustment and Retraining Notification (WARN) Act is in effect. The State Dislocated Worker Unit receives the WARN notice that, in turn, often triggers a Rapid Response. The Rapid Response coordinator contacts local Iowa Workforce Development and Workforce Investment Act providers, the business, and the local service providers to arrange a Rapid Response meeting. The purpose of this 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.

During Program Year 2002, 42 WARN notices were received by the State Dislocated Worker Unit, impacting 4,115 workers (several notices were issued without indicating the number of affected employees and thus this reported number may be significantly low). From these notices, the Dislocated Worker Unit identified those dislocations involving significant numbers of workers and conducted 24 Rapid Response meetings.

## **3. Early Intervention Grants**

Early Intervention Grants are funded through the Governor's 25% set-aside funds. The grants are awarded to regions that have experienced a business closure or permanent reduction that has resulted in the displacement of a minimum of 30 or more employees. The Grants are awarded to the WIA Region Contract provider at the rate of \$65 per individual displaced and range from a minimum of \$1,950 (30 employees) to a \$20,000 maximum. 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, and intensive services, and training to help the displaced workers transition from being unemployed to

employed. These funds may also be utilized for providing Iowa Advantage classes.

During Program Year 2002, the Early Intervention Grant program supported eight Early Intervention Grants that were transitioned into the year at a cost of \$42,185. These funds provided services to 664 participants. Twenty-nine additional Early Intervention Grants were awarded during the course of the year. These grants provided \$240,602 in funding to the local Regions to serve 3,822 participants.

#### **4. Special Intervention Funds**

In PY02 a new program was created called Special Intervention Funds (SIF) to assist regions with expenses associated with workers displaced due to foreign competition. It is similar in nature to Early Intervention Funds but provides a higher rate per individual (\$200 vs. \$65), lasts for six months (vs. 120 days), and is directed to specific target groups.

The purpose of the Special Intervention Funds (SIF) is to assist the Regions impacted by closings and mass layoffs where a National Emergency Grant (NEG) would not be appropriate due to pending certification of Trade Adjustment Assistance (TAA) or North American Free Trade Agreement (NAFTA). If a Region has expended or obligated its Dislocated Worker funds and a NEG 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 (EI) funds, which can be used to defray the costs of workshops.

During Program Year 2002, the Special Intervention Funds program funded six Special Intervention Funds (SIF) grants that provided services to 995 participants at a cost of \$124,400.

#### **5. National Emergency Grants**

National Emergency Grants (NEG) are awarded by the Department of Labor to the State of Iowa based upon an applications submitted by the state on behalf of dislocated workers from a business that has experienced a closure or permanent reduction in staff. Since a National Emergency Grant (NEG) requires a minimum of 50 participants, multiple companies may be combined within the region to achieve the 50 or more displacements. The state then subcontracts the grant to the WIA Region service provider. The money from these grants are 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” of a maximum of 3 years.

Sixteen National Emergency Grants were transitioned into the program year. These grants provided \$9,725,648 to assist up to 2,107 participants. During the course of the year, three additional NEG's were awarded to provide services to 285 participants at a cost of \$1,350,235.

## **6. Special State Funded Projects**

In PY02 two projects that were denied or appeared they would be denied for a National Emergency Grant (NEG) were funded through State Set-Aside Funds to operate in a similar fashion to a National Emergency Grant (NEG). Neither region had sufficient formula dollars to operate the projects without utilizing State Set-Aside Funds. The solution was to add the funds to their regular formula dollars with the restriction that the funds could only be used to serve the dislocated workers from the companies that were denied or appeared they would be denied. The Special State Funded Projects totaled \$518,075 and were designed to serve 204 participants.

## **C. The Youth Program**

The Iowa WIA Youth Program continues to grow and develop into a comprehensive youth development program rather than an employment and training program. Across the state, workforce development approaches are becoming more integrated with a youth development framework in the provision of comprehensive services to WIA eligible youth. Local partnerships are becoming more the norm in providing youth services as demonstrated in the youth plans or Individual Service Strategies (ISS) developed for each youth.

During Program Year 2002, a total of 388 Older Youth (age 19 to 21) participated in the program, an increase of 16% from the previous year. As for Younger Youth (age 14 to 18), 707 participants represent an 81% increase from PY 2001. Total costs for the Youth program were \$3,568,625. All Older Youth and Younger Youth performance standards were achieved above the federally negotiated level.

## **VIII. Regional Reports**

Each region of the State has developed a brief annual report of significant activities, challenges, and successes of their programs in PY 2002. The following section includes excerpts from these reports in an effort to bring the system to life for the reader, and provide a sense of the manner in which the One-Stop system operates on behalf of its customers.

### **Region 1, Dubuque**

The Region 1 One Stop System has made substantial progress towards enhancing business partnerships and coordinating business visits. During the last program year, Region 1 IWD and Coordinating Service Provider (CSP) partners made 2,094 business contacts. Efforts to reduce duplication of services were accomplished through the Region 1 business plan, CSP marketing plan and coordination of workshops.

An electronic common intake system has been used extensively for referrals to partner agencies. This has improved coordination among partners and provided more timely services to customers. Staff in all offices has received cross-training on partner agency services, further enhancing seamless services to customers.

Recently, Region 1 has announced a partnership with AccessDubuque.com, a community Web site operated by the Dubuque Telegraph Herald newspaper. "The partnership, dubbed 'The Power of One,' is believed to be the first public/private-sector collaboration of its kind," said Rob Denson, president of Northeast Iowa community College. The partnership provides hyperlinks between the IWD Region 1 Web site ([www.iowaworkforce.org/region1](http://www.iowaworkforce.org/region1)) and AccessDubuque.com. All jobs posted on Access Dubuque will automatically be sent to IWD, which offers employers resume screening and other recruitment services at no charge.

"We must create as many opportunities as possible for people who are here to know the many good jobs available, and for anyone who has left to find their way back to this area," said Denson.

### **Region 2, Mason City**

Region 2 has successfully implemented the transition to the One Stop Center and is co-located with IWD, Vocational Rehabilitation, PROMISE JOBS, Adult Basic Education, Elderbridge, Welfare-to-Work, Experience Works, North Iowa Vocational Center, Economic Development and the Bridge to Employment Project Coordinator and Benefits Planner (Employment Policy Group, University of Iowa). Iowa Department of the Blind, Proteus, North Iowa Community Action Organization and Language Opportunities provide on-site services as necessary.

To help combat budget cuts, Region 2 has worked more closely with its partners, often sharing the cost of services. Workshops offered by partner agencies are open to participants of other programs in the Center as well as the general public at no fee.

Staff development is an ongoing activity in Region 2. The Heartland Conference, the AIWP Conference, Universal Accessibility for People with Disabilities Workshop, Meth Abuse Workshop, Education and Business Partnership Forum, Future of our Workforce Conference, Wired Differently for Women, Iowa Women's Foundation Forum, computer classes and State Youth Advocacy

meetings have been attended by one or both WIA staff. Region 2 also has monthly staff meetings that provide ongoing staff training on pertinent issues.

### **Region 3, Spencer**

Spencer is the largest city within 100 miles in northwest Iowa and it is the hub of services and activities within Region 3. Partner agencies located in the Spencer Region 3 one-stop center are: the Department of Human Services, Iowa Workforce Development, Vocational Rehabilitation, the Northwest Iowa Planning and Development Commission and the Workforce Investment Act.

Region 3 has developed an extensive networking of service providers that include: schools, colleges, CASA, ADTU, Upper Des Moines Opportunity, Goodwill, Social Security, mental health, doctors and specialists, Northwest Aging and the judicial system. As all programs have experienced funding cuts, counselors have become case managers who are knowledgeable about all programs and services in the region and who make referrals to partner agencies.

The following success story illustrates how the strong coordination in Region 3 works to benefit participants. A woman was receiving TANF while her husband was in prison. Her children had been placed in foster care and she was working with the DHS family reunification program. She decided to attend Iowa Lakes Community College in the Medical Secretary program. WIA assisted her with tuition costs for school, and the PROMISE JOBS program funded her child care and transportation. The three workers became a support system for the woman to help her with her needs during training. Subsequently, she graduated from Iowa Lakes and is now self-sufficient. She states that she would not have succeeded without the help from all her partners in training.

### **Region 4, Sheldon**

Region 4 has a population base that possesses a very strong work ethic. This is demonstrated by the fact that a majority of dislocated workers seek re-employment before they have exhausted their unemployment benefits. Accordingly, the region emphasizes employment workshops and assessment testing. Adult and youth clients under the WIA program also are included in these workshops.

The development of the youth program has been a primary focus in Region 4. It has been several years since this region had a full-time worker dedicated to the youth program. During this program year, the youth worker met with the school systems and college personnel to develop outreach for both in and out of school youth. In-school youth have been placed in Work Experience and Limited Internships. After graduation, some clients have enrolled in postsecondary education to continue their training. Out of school youth are recruited by offering GED, High School Completion, Postsecondary Education and employment opportunities.



### **Region 5, Fort Dodge**

A five-time convicted felon, David was heavily tattooed, including some tattoos with racially offensive symbols. Not surprisingly, he also had socially adaptive problems. He had long dreamed of being a truck driver but had no means to accomplish this goal, and his felony record presented a challenge in finding employment in the trucking industry. WIA staff worked closely with David and the Iowa Central Transportation Department in providing training, placement and supportive services. Attitude and personal appearance were two significant components of employment counseling sessions. David completed Iowa Central's truck driving program and is employed full-time by Keim Transport in Fort Dodge. He's planning to marry soon, and he maintains contact with WIA staff even though he's been exited from the program.

The greatest challenge facing WIA staff in Region 5 is to maintain caseloads given greater budget limitations. Despite the demonstrated benefits of training for some clients such as David, costly training services have been drastically reduced while the focus has shifted to no cost and low cost services.. This year WIA staff provided in-house training for clients in many areas including interviewing skills, resume writing and career exploration. In spite of budget limitations, Region 5 staff remains committed to providing services for those who might otherwise "fall through the cracks."

### **Region 6, Marshalltown**

Region 6 continues to work towards a unified One-Stop System. A major accomplishment for the system during this past year was the move of the Iowa Workforce Development Office in Grinnell into the Grinnell center of Iowa Valley Community College. This move has facilitated greater partnering between IWD and Iowa Valley Community College. Several employer workshops were sponsored by this enhanced partnership. In addition, the Adult and Dislocated Worker programs of WIA continue to work in close partnership with IWD at all three of Region 6's One-Stop Centers.

Because of ongoing layoffs in the manufacturing and hospitality industries and limited WIA formula dollars, Region 6 relies heavily on IWD programs and other partner agencies to provide services to the dislocated workers. WIA has been fortunate to work with partners providing core and intensive services to specific groups of dislocated workers. Many participants were directly referred to WIA by IWD staff following unsuccessful intensive job searches or placement services. The willingness and ability of the partners to coordinate services is excellent and positively noted by regional job seekers.

A significant barrier that has been addressed in Region 6 is the persistent lack of funds to provide services, specifically training and support services. The region has implemented a process to evaluate new applicants for the appropriate needed services and then to place those wanting expensive training and support services

on a waiting list until funds become available. Whenever possible, participants are enrolled immediately for less costly services leading to employment.

### **Region 7, Waterloo**

When Laura entered the WIA program in Region 7, she was enrolled as a 17-year old “Younger Youth.” With her disability, Laura had just started working with Vocational Rehabilitation and was also enrolled in the IJAG (Iowa Jobs for America’s Graduates) program. Laura was a senior who needed career guidance to assist her in making decisions about college next year. She was sure she wanted to work in a helping profession, but could not decide between nursing and prosthetics/orthotics. With her life experiences, she had encountered people in these professions many, many times. She needed more than just career information or a job shadow; she needed a more in-depth experience in the field to help her make her decision.

The WIA program worked with an area business to provide Laura a Work Experience in the field of prosthetics. Staff created a learning contract that would allow Laura to be involved in the making of casts and fittings, among many other duties, under a certified prosthetist. It was through this experience that Laura decided to pursue this field, starting with general studies at Hawkeye Community College (HCC).

Through WIA, Laura also attended Career Learning workshops and was involved in the National Collaborative for Workforce and Youth with Disability study. Laura is currently attending HCC and working with WIA through Post Program Services.

### **Region 8, Carroll**

George had been working for a local farmer in Sac County in Region 8 by helping him convert the farm into a soybean processing facility. He also had worked with hogs and helped haul grains. After three years of seasonal work, George contemplated pursuing a new career that had interested him for years in truck driving.

Three main obstacles were blocking George’s way to the open road: the cost of truck driving school; traveling expenses from Sac City to Fort Dodge while attending classes; and the rigorous coursework that was involved in the truck-driving program.

Through his adversity, George found support in more than one form. “I first found out about Proteus and Experience Works from their fliers that were posted up at the DHS office in Sac City,” George recalled. He then contacted Proteus in Fort Dodge. After completing intake with Proteus, George qualified for the National Farmworker Jobs Program because of his previous farm work. Since he was over 55 years old, he also qualified for assistance through Experience Works. George also qualified for WIA, so Proteus and WIA split the cost of tuition and

WIA provided transportation to Iowa Central Community College (ICCC). Experience Works paid George a \$5.15 an hour stipend for 20 of the 40 hours George spent in class each week.

Proteus, Experience Works, the Region XII Council of Governments and ICCC are partners in the One-Stop System. George's experience demonstrates how this system works to avoid duplication of services while maximizing the effectiveness of each program. The much-needed help from these programs made George's dream a reality. George currently works for D&F Truck'n of Gilmore City and makes runs between Chicago and Denver and earns about \$18 an hour.

### **Region 9, Davenport**

Region 9 has an active workforce partnership. Eastern Iowa Job Training (EIJT) and the workforce partners participated in many community events and assisted employers, such as Family Dollar, and most recently, John Deere, during major hiring. EIJT calls together Rapid Response meetings during layoffs and applies for federal assistance if local resources are not adequate for layoffs, such as Rockwell, Tyco, Eagles and many others. The partners work together at job fairs, have developed a one-stop partner brochure, and meet on a regular basis to ensure all job seekers have access to partner services. Early in the year an employer forum was held, and service to dislocated workers and companies was complimented.

A dislocated worker, Mary, was a toll-free telephone operator for AT&T when the company shut down its Davenport operation in April 2002. She was earning \$19 per hour and had a good benefits package. She knew she didn't have the skills she would need to find a job that would pay her as well as AT&T had. She tried a job as a waitress, but now says: "I was good with the customers, but I wasn't a good waitress."

Mary took advantage of the programs at Eastern Iowa Job Training and discovered that she had an aptitude for a law-related career. After scoring very high on a paralegal exam, the 33-year-old single mother enrolled in the paralegal program at Scott Community College. Last March she began working part-time in a local law office. When she graduated recently, Mary moved to full-time. "I never thought I'd be so grateful to lose a job," Mary said.

### **Region 10, Cedar Rapids**

During PY2002, Region 10 has focused on improving the partnerships with the One-Stop partners, improving WIA client performance, increasing WIA enrollments and increasing participant spending. Increased enrollment was gained by strong partnerships with the One Stop and strategic outreach campaigns that included site visits to companies, schools, boards and Kirkwood County Centers.

Early Intervention grants provided the Dislocated Worker Unit additional resources to provide creative and innovative job and career fairs for workers who were dislocated from GC Services and Rockwell.

The following success story illustrates that partnerships between programs, businesses and the individual participants can reap rewards. Last spring, Henry Herwig, owner of HJ Limited and an RWIB Board member, expressed his interest in the On-the-Job (OJT) component. The WIA consultant worked with the WIA staff team and requested referrals for the OJT. A man from the PROMISE JOBS program was referred to the WIA program and determined to be eligible for the program.

After completing the assessment process, he was referred to HJ Limited to discuss the OJT opportunity. He started the OJT in April with WIA reimbursing HJ Limited one-half of the \$10 wage for six months in exchange for providing the training on the job. In addition, the participant also was enrolled in the Welfare-to-Work program to assist with the cost of work-related clothing and mileage from Marengo to Iowa City.

After successfully completing his OJT, the participant has acquired the skills and knowledge related to blueprint reading, sheet metal fabrication, compliance and quality assurance and the code requirements for heating and cooling installation. The family is no longer receiving TANF or Food Stamps and the participant is now a full-time employee of HJ Limited.

### **Region 11, Des Moines**

Lack of funds in all programs has caused Region 11 to make better use of the resources that are available and to collaborate with other agencies to meet participant needs. The Central Iowa Employment and Training Consortium (CIETC) operates the WIA program in this region. CIETC belongs to several different county collaborations and often coordinates with other agencies on youth and adult-based grants.

The rising unemployment rate in Iowa has caused program changes, such as an increase in alternative schools and GED centers opening in rural areas of the region. The unemployment rate also has required that WIA counselors acquire better job development skills in order to assist adults and youth in obtaining employment opportunities.

Coordination with other agencies also has improved. WIA counselors coordinate with the WAGES program operated through the Metro Transit Authority (MTA), Job Corps and with other partners in the One-Stop System.

Through coordination of the Youth Advisory Council, Regional Workforce Investment Board and Local Elected Officials, Region 11 improves programming and accesses additional resources. This is accomplished by applying for grants

from the U.S. Dept. of Labor and through researching how other regions operate through networking with peers at conferences and training sessions.

### **Region 12, Sioux City**

Meeting the needs of the Region 12 workforce with shrinking budgets was the major challenge of the past year. One approach has been to increase the level of cooperation among agencies. WIA and IWD are working closely to plan and present the Iowa Advantage Workshop. A Work Incentive Grant (WIG) was able to address the removal of physical barriers to the disabled population, not only at the One Stop Center but also at partner agencies. The WIG also sponsored a number of staff training for serving the disabled population. In addition, Region 12 has implemented staff training and certification with a nationally recognized certificate known as Global Career Development Facilitator. This 120-hour curriculum was earned by 11 staff members within our system and is an ongoing effort this year.

Project Serve, a local collaboration, won the 2002 Ziegler Award for service to the learning disabled. This project involves the Department of Human Services, Vocational Rehabilitation, Iowa Workforce Development and Western Iowa Tech Community College. The purpose of the project is to find ways to identify and provide special services to persons on welfare who have been screened for learning disabilities.

### **Region 13, Council Bluffs**

Region 13 has worked closely with Project Bridge, a program funded through a Vocational Rehabilitation grant and operated by the Iowa Western Community Adult Learning Center. This program works with disabled youth to help them successfully complete school and obtain employment or enter post-secondary training. Activities provided through WIA funding include assessment, work experience and institutional skill training. The region also works with Iowa Jobs for America's Graduates (IJAG) projects in Council Bluffs and Glenwood.

The One-Stop System in Region 13 is operating at a fairly optimal level. The RWIB and CEO are both active and involved, and the partner group meets quarterly. With the assistance of a Work Incentive Grant, Region 13 educated the one-stop staff on working with individuals with disabilities and made improvements in facilities and programs to make them more accessible. The region does, however, continue to struggle with youth enrollments and diminished interest on the part of the Youth Council.

### **Region 14, Creston**

During the past year, Region 14 has experienced major plant closings in Osceola, Afton, Greenfield and Red Oak that affected more than 500 workers. A significant drought also has impacted the farming community. Due to these events, dislocated workers have been a major focus of efforts in the region. Two

of the plant closings are NAFTA-related and the region is working with State officials to coordinate services.

WIA staff in Region 14 travel throughout the eight counties for enrollment activities. One additional staff person was hired to assist specifically with the plant closing of Siemens Manufacturing in Osceola that affected 400 workers.

While Region 14 has many participant success stories, the region also takes great pride in recognizing the Center's Vocational Rehabilitation Counselor Jerry Huffman. Jerry has recently been named the State of Iowa Vocational Rehabilitation Counselor of the Year. He had worked very diligently to ensure that the Region 14 One-Stop is both assisting the disabled and coordinating services. Additionally, Jerry is the labor representative on the Region 14 RWIB.

### **Region 15, Ottumwa**

Region 15 is the largest region geographically in Iowa and includes 10 counties in southeast Iowa. The region is predominately 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 population in the state.

WIA staff in Region 15 initiated programming that offered youth a broad range of services, such as occupational and academic learning, leadership skills and preparation for transition to higher education, additional training and, eventually, employment. Fifty-two younger youth were enrolled in the WIA youth program and 18 youth exited the program. Eighty percent of the youth achieved the goals set for them in the basic skills and occupational skill development.

Ten older youth were enrolled in the WIA youth program. Seventy-five percent entered employment and 50 percent received a credential. High school completion and work experience are the most common activities for older youth.

### **Region 16, Burlington**

Region 16 used a wide array of strategies and resources to meet the challenges presented by the highest unemployment levels in Iowa that climbed to over seven percent during the last year. The region had to manage more than 30,000 unemployment questions and claims, and used Rapid Response meetings and Iowa Advantage workshops to provide immediate information and services to dislocated workers. These activities were further assisted by the work of business service representatives and a great deal of collaboration with state and federal legislators.

Dislocated workers also needed a significant increase in funding to meet their needs, and a variety of grants were sought and received. These funding sources included Early Intervention Grants, Special Intervention Funds, National Emergency Grants, and Statewide Emergency Funds.

Last fall the Region 16 Workforce Investment Board and the Region 16 Youth Advisory Council received Volunteer Awards from Governor Thomas J. Vilsak. Most members of the RWIB have served more than four years and are very committed to determining the best strategies to assist individuals who need employment services. RWIB members volunteered at least two and sometimes three hours per month during the regular RWIB meetings. The Youth Advisory Council (YAC) members participated in monthly meetings to determine the direction and focus of the WIA youth funds. Most YAC members also have served more than four years.

## WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69	76	500	2,418	767	65.2
Employers	69	77	500	5,383	708	70.6

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	80.6	353
			438
Employment Retention Rate	77	87.1	417
			479
Earnings Change in Six Month	3,800	3,301	1,251,248
			379
Employment and Credential Rate	51	55.6	168
			302



**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	75	69	77.8	21	73.9	34	79.3	23
		92		27		46		29
Employment Retention Rate	87.1	74	73.1	19	81.8	36	75	21
		85		26		44		28
Earnings Change in Six Months	5,508	358,011	3,462	58,850	5,210	156,302	-148	-2,964
		65		17		30		20
Employment and Credential Rate	51.6	49	50	6	62.5	20	100	4
		95		12		32		4

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	79.1	174	82.1	179
		220		218
Employment Retention Rate	89	219	85	198
		246		233
Earnings Change in Six Months	4,910	962,368	1,579	288,880
		196		183

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	79	86.6	1,171
			1,352
Employment Retention Rate	89	92.6	1,084
			1,171
Earnings Replacement in Six Months	94	88.8	11,360,421
			12,789,527
Employment and Credential Rate	62	58.7	417
			710

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	81.8	121	85.1	57	78.5	128	83.3	10
		148		67		163		12
Employment Retention Rate	92.6	112	94.7	54	86.7	111	90	9
		121		57		128		10
Earnings Replacement Rate	85.8	1,342,375	101.3	540,492	75	948,375	143.8	66,094
		1,564,031		533,352		1,263,923		45,962
Employment And Credential Rate	59.7	46	62.9	22	54.4	31	50	5
		77		35		57		10

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	88.7	630	84.3
710			642	
Employment Retention Rate	92.5	583	92.6	501
		630		541
Earnings Replacement Rate	93.2	6,184,572	84.1	5,175,849
		6,638,157		6,151,370

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	69
Employment Retention Rate	78	82.4	103
			89
Earnings Change in Six Months	2,800	3,855	265,980
			69
Credential Rate	53	46	64
			139

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	78.9	30 38	100	2 2	83.3	5 6	78.8
Employment Retention Rate	86.5	32 37	100	2 2	77.8	7 9	78.8	67 85
Earnings Change in Six Months	3,736	100,871 27	7,473	14,946 2	5,036	25,178 5	3,267	163,326 50
Credential Rate	51	25 49	100	2 2	60	6 10	41.7	45 108

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	70	73.7	522 708
Diploma or Equivalent Attainment Rate	57	75.8	150 198
Retention Rate	56	68.6	94 137

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	75.4	150	83.3	135	67.5	102
		199		162		151
Diploma or Equivalent Attainment Rate	76.9	40	86.8	46	39.5	17
		52		53		43
Retention Rate	75	27	73.1	19	74.1	43
		36		26		58

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	83.1	295	5,715	1,440,109	3.1	11	3,814	1,224,141	46	80
		355		252		353		321		174
Dislocated Workers	89.4	644	99.4	6,558,161	4.5	53	5,113	5,542,517	37.6	237
		720		6,595,927		1,170		1,084		630
Older Youth	80.5	66	5,216	276,423	2.5	2	1,802	124,335		
		82		53		81		69		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>1,108</b>	<b>633</b>
<b>Dislocated Workers</b>	<b>2,743</b>	<b>1,390</b>
<b>Older Youth</b>	<b>391</b>	<b>206</b>
<b>Younger Youth</b>	<b>768</b>	<b>342</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$3,134,318.00</b>
<b>Local Dislocated Workers</b>		<b>\$3,988,300.00</b>
<b>Local Youth</b>		<b>\$3,761,038.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$560,067.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,053,369.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	
<b>Total of All Federal Spending Listed Above</b>		<b>\$12,497,092.00</b>

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Burlington Workforce Development Board Region 16	<b>Total Participants Served</b>	Adults	68
		Dislocated Workers	478
		Older Youth	36
		Younger Youth	34
	<b>Total Exiters</b>	Adults	45
		Dislocated Workers	165
		Older Youth	18
		Younger Youth	11

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	68
	Employers	69	73
Entered Employment Rate	Adults	77	77.8
	Dislocated Workers	81	68.5
	Older Youth	69	81.8
Retention Rate	Adults	77	79.3
	Dislocated Workers	89	87
	Older Youth	74	88.9
	Younger Youth	56	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,426
	Dislocated Workers	94	88.9
	Older Youth (\$)	2,700	564
Credential / Diploma Rate	Adults	51	59.3
	Dislocated Workers	62	68.5
	Older Youth	53	45.5
	Younger Youth	57	75
Skill Attainment Rate	Younger Youth	70	84
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	5	11

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Iowa Employment & Training Consortium Region 11	<b>Total Participants Served</b>	Adults	69
		Dislocated Workers	197
		Older Youth	47
		Younger Youth	130
	<b>Total Exiters</b>	Adults	56
		Dislocated Workers	136
		Older Youth	32
		Younger Youth	66

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	66
	Employers	69	76
Entered Employment Rate	Adults	68	69.8
	Dislocated Workers	79	85.4
	Older Youth	75	70.6
Retention Rate	Adults	83	81.6
	Dislocated Workers	89	94.5
	Older Youth	82	68.8
	Younger Youth	57	86.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	3,495
	Dislocated Workers	94	91.6
	Older Youth (\$)	2,800	2,722
Credential / Diploma Rate	Adults	51	17.4
	Dislocated Workers	62	36.7
	Older Youth	53	36.4
	Younger Youth	56	71
Skill Attainment Rate	Younger Youth	70	53.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	4	7	6



# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Council of Governments Region 8	Total Participants Served	Adults	12
		Dislocated Workers	38
		Older Youth	8
		Younger Youth	3
	Total Exiters	Adults	4
		Dislocated Workers	20
		Older Youth	3
		Younger Youth	2

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	68
	Employers	69	74
Entered Employment Rate	Adults	72	83.3
	Dislocated Workers	79	90.9
	Older Youth	69	100
Retention Rate	Adults	78	100
	Dislocated Workers	89	90
	Older Youth	78	100
	Younger Youth	56	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	11,198
	Dislocated Workers	94	81.4
	Older Youth (\$)	2,800	6,172
Credential / Diploma Rate	Adults	51	100
	Dislocated Workers	62	44.4
	Older Youth	53	75
	Younger Youth	57	0
Skill Attainment Rate	Younger Youth	70	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	2	3
	Met	3	12

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Eastern Iowa Community College 9	Total Participants Served	Adults	110
		Dislocated Workers	276
		Older Youth	80
		Younger Youth	124
	Total Exiters	Adults	69
		Dislocated Workers	174
		Older Youth	41
		Younger Youth	59

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78
	Employers	69	75
Entered Employment Rate	Adults	72	79.1
	Dislocated Workers	82	91.7
	Older Youth	69	76.5
Retention Rate	Adults	77	84.4
	Dislocated Workers	89	94.4
	Older Youth	78	80
	Younger Youth	56	60.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	5,935
	Dislocated Workers	94	102.6
	Older Youth (\$)	2,700	5,056
Credential / Diploma Rate	Adults	51	51.4
	Dislocated Workers	62	57.3
	Older Youth	53	33.3
	Younger Youth	57	72
Skill Attainment Rate	Younger Youth	70	77.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hawkeye Community College Workforce Development	<b>Total Participants Served</b>	Adults	82
		Dislocated Workers	110
		Older Youth	23
		Younger Youth	47
	<b>Total Exiters</b>	Adults	41
		Dislocated Workers	52
		Older Youth	8
		Younger Youth	15

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	82	
	Employers	69	79	
Entered Employment Rate	Adults	73	85.7	
	Dislocated Workers	83	90.4	
	Older Youth	73	75	
Retention Rate	Adults	80	93.5	
	Dislocated Workers	87	97.9	
	Older Youth	79	66.7	
	Younger Youth	56	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	4,002	
	Dislocated Workers	94	87.2	
	Older Youth (\$)	2,900	6,972	
Credential / Diploma Rate	Adults	51	82.9	
	Dislocated Workers	62	63	
	Older Youth	53	60	
	Younger Youth	57	77.8	
Skill Attainment Rate	Younger Youth	70	76.5	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Indian Hills Workforce Development 15	Total Participants Served	Adults	108
		Dislocated Workers	109
		Older Youth	10
		Younger Youth	52
	Total Exiters	Adults	59
		Dislocated Workers	43
		Older Youth	3
		Younger Youth	22

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	87
	Employers	69	81
Entered Employment Rate	Adults	71	83.7
	Dislocated Workers	79	82.5
	Older Youth	75	87.5
Retention Rate	Adults	77	81.5
	Dislocated Workers	89	93.9
	Older Youth	75	50
	Younger Youth	56	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	2,859
	Dislocated Workers	94	94.2
	Older Youth (\$)	2,700	9,952
Credential / Diploma Rate	Adults	51	62.8
	Dislocated Workers	62	72
	Older Youth	53	50
	Younger Youth	57	70.6
Skill Attainment Rate	Younger Youth	70	81.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	2	13

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Iowa Valley Employment and Training 6	Total Participants Served	Adults	20
		Dislocated Workers	69
		Older Youth	6
		Younger Youth	6
	Total Exiters	Adults	8
		Dislocated Workers	35
		Older Youth	3
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	83	
	Employers	69	78	
Entered Employment Rate	Adults	77	77.8	
	Dislocated Workers	78	93.1	
	Older Youth	67	100	
Retention Rate	Adults	83	100	
	Dislocated Workers	89	92.6	
	Older Youth	70	100	
	Younger Youth	56	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	3,569	
	Dislocated Workers	94	83.9	
	Older Youth (\$)	2,400	7,534	
Credential / Diploma Rate	Adults	51	62.5	
	Dislocated Workers	62	58.8	
	Older Youth	53	100	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	70	60	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Iowa Western Workforce Development Region 13	<b>Total Participants Served</b>	Adults	57
		Dislocated Workers	136
		Older Youth	22
		Younger Youth	25
	<b>Total Exiters</b>	Adults	33
		Dislocated Workers	75
		Older Youth	17
		Younger Youth	11

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	85
	Employers	69	79
Entered Employment Rate	Adults	67	66.7
	Dislocated Workers	77	94.1
	Older Youth	67	100
Retention Rate	Adults	68	96.3
	Dislocated Workers	87	87.5
	Older Youth	77	90.9
	Younger Youth	56	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,100	4,951
	Dislocated Workers	87	87.5
	Older Youth (\$)	2,800	1,909
Credential / Diploma Rate	Adults	51	69.2
	Dislocated Workers	70	75
	Older Youth	53	54.6
	Younger Youth	57	62.5
Skill Attainment Rate	Younger Youth	70	75
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	14

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Iowa Workforce Development Region 10	Total Participants Served	Adults	240
		Dislocated Workers	342
		Older Youth	34
		Younger Youth	81
	Total Exiters	Adults	152
		Dislocated Workers	215
		Older Youth	13
		Younger Youth	27

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	65
	Employers	69	72
Entered Employment Rate	Adults	71	79.7
	Dislocated Workers	79	86.9
	Older Youth	65	100
Retention Rate	Adults	80	89.1
	Dislocated Workers	90	93.4
	Older Youth	77	83.3
	Younger Youth	56	70
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	1,315
	Dislocated Workers	94	74.6
	Older Youth (\$)	2,800	2,220
Credential / Diploma Rate	Adults	51	43.8
	Dislocated Workers	62	67.4
	Older Youth	53	50
	Younger Youth	57	42.9
Skill Attainment Rate	Younger Youth	70	58.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	5	9

# WIA Annual Report Data

State Name: IA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Iowa Workforce Development Region 14	Total Participants Served	Adults	56
		Dislocated Workers	132
		Older Youth	19
		Younger Youth	21
	Total Exiters	Adults	32
		Dislocated Workers	41
		Older Youth	9
		Younger Youth	8

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	77	
	Employers	69	81	
Entered Employment Rate	Adults	73	90.5	
	Dislocated Workers	78	93	
	Older Youth	75	100	
Retention Rate	Adults	77	81.5	
	Dislocated Workers	90	98.1	
	Older Youth	82	100	
	Younger Youth	56	80	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	2,859	
	Dislocated Workers	94	85.2	
	Older Youth (\$)	2,800	16,356	
Credential / Diploma Rate	Adults	51	40	
	Dislocated Workers	62	80	
	Older Youth	53	33.3	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	70	77.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13



# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Iowa Workforce Development Region 2	Total Participants Served	Adults	21
		Dislocated Workers	63
		Older Youth	3
		Younger Youth	8
	Total Exiters	Adults	12
		Dislocated Workers	34
		Older Youth	1
		Younger Youth	6

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	76	
	Employers	69	70	
Entered Employment Rate	Adults	75	80	
	Dislocated Workers	83	98.3	
	Older Youth	75	100	
Retention Rate	Adults	78	100	
	Dislocated Workers	86	94.7	
	Older Youth	82	100	
	Younger Youth	57	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	5,382	
	Dislocated Workers	94	77.9	
	Older Youth (\$)	2,900	7,991	
Credential / Diploma Rate	Adults	51	83.3	
	Dislocated Workers	62	70	
	Older Youth	53	100	
	Younger Youth	57	100	
Skill Attainment Rate	Younger Youth	70	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: NW Iowa Planning Region 3&4-1	Total Participants Served	Adults	15
		Dislocated Workers	63
		Older Youth	16
		Younger Youth	38
	Total Exiters	Adults	8
		Dislocated Workers	34
		Older Youth	10
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	79
	Employers	69	75
Entered Employment Rate	Adults	70	66.7
	Dislocated Workers	73	100
	Older Youth	66	100
Retention Rate	Adults	83	80
	Dislocated Workers	89	100
	Older Youth	75	100
	Younger Youth	56	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	6,706
	Dislocated Workers	94	86.1
	Older Youth (\$)	2,800	2,322
Credential / Diploma Rate	Adults	51	83.3
	Dislocated Workers	62	33.3
	Older Youth	53	33.3
	Younger Youth	57	100
Skill Attainment Rate	Younger Youth	70	93.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	4	11

# WIA Annual Report Data

State Name: IA

Program Year: 2002

Table O: Summary of Participants

Local Area Name: NW Iowa Planning Region 3&4-2	Total Participants Served	Adults	9
		Dislocated Workers	20
		Older Youth	4
		Younger Youth	18
	Total Exiters	Adults	4
		Dislocated Workers	9
		Older Youth	2
		Younger Youth	6

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78
	Employers	69	70
Entered Employment Rate	Adults	70	100
	Dislocated Workers	76	87.5
	Older Youth	69	100
Retention Rate	Adults	78	66.7
	Dislocated Workers	88	71.4
	Older Youth	78	0
	Younger Youth	56	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	-2,281
	Dislocated Workers	94	67.4
	Older Youth (\$)	2,800	0
Credential / Diploma Rate	Adults	51	66.7
	Dislocated Workers	62	57.1
	Older Youth	53	0
	Younger Youth	56	100
Skill Attainment Rate	Younger Youth	70	84.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	5	3	9

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Upper Exploreland Workforce Board Region 1	<b>Total Participants Served</b>	Adults	116
		Dislocated Workers	448
		Older Youth	43
		Younger Youth	67
	<b>Total Exiters</b>	Adults	48
		Dislocated Workers	211
		Older Youth	2
		Younger Youth	46

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	81	
	Employers	69	83	
Entered Employment Rate	Adults	73	75.7	
	Dislocated Workers	79	85.5	
	Older Youth	67	66.7	
Retention Rate	Adults	79	87.1	
	Dislocated Workers	89	87.2	
	Older Youth	79	88.9	
	Younger Youth	56	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	4,713	
	Dislocated Workers	94	84.2	
	Older Youth (\$)	2,900	1,752	
Credential / Diploma Rate	Adults	51	64	
	Dislocated Workers	62	56	
	Older Youth	53	58.3	
	Younger Youth	56	60	
Skill Attainment Rate	Younger Youth	70	73.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Western Iowa Tech Community College Region 12	<b>Total Participants Served</b>	Adults	100
		Dislocated Workers	154
		Older Youth	32
		Younger Youth	37
	<b>Total Exiters</b>	Adults	50
		Dislocated Workers	88
		Older Youth	26
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	79	
	Employers	69	76	
Entered Employment Rate	Adults	70	91.3	
	Dislocated Workers	74	89.9	
	Older Youth	65	50	
Retention Rate	Adults	75	94.7	
	Dislocated Workers	90	92	
	Older Youth	75	87.5	
	Younger Youth	56	88.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	-19	
	Dislocated Workers	94	98.4	
	Older Youth (\$)	2,800	3,696	
Credential / Diploma Rate	Adults	51	60	
	Dislocated Workers	62	68.9	
	Older Youth	53	50	
	Younger Youth	56	88.2	
Skill Attainment Rate	Younger Youth	70	56.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	2	13

# WIA Annual Report Data

State Name: IA

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Workforce Investment Board Region 5	Total Participants Served	Adults	25
		Dislocated Workers	111
		Older Youth	5
		Younger Youth	16
	Total Exiters	Adults	12
		Dislocated Workers	58
		Older Youth	2
		Younger Youth	2

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	75
	Employers	69	77
Entered Employment Rate	Adults	67	88.9
	Dislocated Workers	81	85
	Older Youth	69	0
Retention Rate	Adults	80	90.9
	Dislocated Workers	89	94.1
	Older Youth	80	0
	Younger Youth	56	67.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,200	7,027
	Dislocated Workers	94	85
	Older Youth (\$)	2,900	0
Credential / Diploma Rate	Adults	51	71.4
	Dislocated Workers	62	53.9
	Older Youth	53	0
	Younger Youth	57	100
Skill Attainment Rate	Younger Youth	70	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	2	11