

# **Region 11**

# **Customer Service Plan**



July 2007 to June 2009

Modified to June 30, 2012

Created in Partnership with:  
Central Iowa Workforce Investment Board  
And  
The Workforce Center Partners

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# I. Introduction



## Purpose

Welcome and please accept our invitation to review the Customer Service Plan (CSP) for July 1, 2007-June 30, 2011 for employment and training programs provided by Region 11 Workforce Development Partners described in the Memorandum of Understanding (Attachment A). The Region's plan will cover July 1, 2011-June 30, 2012.

In 1998, the Workforce Investment Act (WIA) set the overarching direction by giving the local workforce boards the responsibility to ensure that employment and training programs in their communities will be delivered at a high quality level and meet the needs of their two core customers; job seekers and employers. Since the current two year plan will expire on June 30, 2007 we now need to take stock with a new plan to provide the future direction for the most effective delivery of services.

We know that state and regional economies are dynamic and need to continually respond to the competition and demands of globalization for a highly skilled and well educated workforce in manufacturing, health care, state of the art technology, sciences and other sectors. Through their leadership and knowledge of emerging trends, the Central Iowa Workforce Investment Board is poised to make the necessary changes to address the strategic priorities for our workforce investment system.

In August, 2010, a newly appointed Central Iowa Workforce Investment Board met for the first time after three years of regional oversight by the State Workforce Investment Board. In January of 2011, this local Board was the first of its kind in Iowa to hire a Director and Administrative Assistant to support the work and ongoing initiatives of the Board.

This plan for Region 11 attempts to address issues related to the responsiveness of our services. For example, what types of workers/skills are needed by the employers in the Region? Since workforce skills need to be connected to life long learning strategies, are training programs in the Region available to train workers for the skills that are needed? Since partnerships are becoming more commonplace as business/industry, education and the public sector seek innovation to address existing workforce and skill shortages, are employers using the opportunities that are available to form these partnerships with education and labor? What services are available to assist in the recruitment of workers including underutilized workers, persons with disabilities, immigrants, minorities, welfare recipients, workers 50 and over, offenders and youth?

# The Region

## **Governance:**

Region 11 includes the employers, job seekers, and workers of the following counties: Boone, Dallas, Jasper, Madison, Marion, Polk, Story, and Warren. Strategic planning and oversight of the workforce system in Region 11 is the responsibility of the Central Iowa Workforce Investment Board. They provide direction to the One-Stop Operator on the priorities and goals for the workforce system, allocate resources, approve training providers, and select service providers for the WIA Adult, Dislocated Worker, and Youth programs.

The Central Iowa Workforce Investment Board meets quarterly. In addition, the full Board has established several committees to assist with the planning and oversight of workforce system services. The committees include an Executive Committee, Finance & Audit, Planning & Operations and a Youth Advisory Committee – the committees are currently meeting on a monthly basis. All Central Iowa Workforce Investment Board and committee meetings will be announced in accordance with the Open Meetings law Iowa Code Chapter 21.

## **Service Delivery:**

Coordination of service delivery of this plan and its programs is the responsibility of the One-Stop Operator in Region 11. The One-Stop Operator is comprised of the mandatory partners under the WIA legislation including Iowa Workforce Development (IWD), Iowa Employment Solutions (IES@DMACC), Des Moines Area Community College (DMACC), Iowa Comprehensive Human Services (ICHS), Job Corps, Experience Works, American Association for Retired Persons (AARP), Proteus, Iowa Vocational Rehabilitation Services (IVRS), Department for the Blind, and the American Indian Council.

The Workforce Center in Region 11 is called the “Workforce Center”. It is staffed primarily by IES @ DMACC personnel, Iowa Workforce Development personnel, and DMACC personnel who coordinate its many programs and services, i.e., WIA Title I programs (Adult, Dislocated Workers), Wagner-Peyser Employment Services and Unemployment Insurance, PROMISE JOBS, Veterans services, Family Self-Sufficiency Grants, New Iowan Center Services, Project Employment, Adult Basic Education, and Economic Development programs. A more thorough description of the activities of each of these programs is detailed in the Memorandum of Understanding – Attachment A.

Job Corps, Iowa Vocational Rehabilitation Services, AARP, and the American Indian Council are also co-located within the One-Stop.. Other Community Partners entered into Memorandums of Understanding with the now dissolved RWIA and RWIB and those documents are contained in Attachment A.

Region 11 also has satellite offices in Ames, Boone, Indianola, Newton, Pella, and Perry. Access or information on all programs and services is available at these offices and on the web at [www.iowaemploymentsolutions.org](http://www.iowaemploymentsolutions.org) and [www.iowaworkforce.org](http://www.iowaworkforce.org). (see Attachment A)

**Public Notice:**

Region 11 has expanded its process for collecting input for this plan and how it will get feedback in the future. Not only was the plan made available to business, labor and to the general public for comment, additional means of collecting regular feedback have been developed.

- The IES @ DMACC Executive Director distributed an on-line survey to nearly 50 local service providers seeking input on the plan and soliciting their active participation in the workforce system.
- In cooperation with Making Connections the IES @ DMACC Executive Director has established a forum for customers (and potential customers) to share their views on the services and accessibility of the Workforce Center.
- Making Connections has also committed to helping create a customer and employer feedback mechanism to aid in improving the services and process of the Workforce Center.

Format for the preparation of the Regional Customer Service Plan was discussed and determined in a public meeting of the now dissolved RWIB and RWIA Board at their February 15, 2007 meeting. Coordination for preparation of the plan was conducted at that meeting.

A public notice was printed in each of the eight official county newspapers in Region 11. The notice contained language that a draft plan was available for review and comment for a 30-day period. The public could request a copy of draft plan or the plan could be reviewed at the Workforce Center at 430 E. Grand and on our internet website, [www.iowaemploymentsolutions.org](http://www.iowaemploymentsolutions.org). The notice also stated that a public hearing to receive input and comments on the plan was scheduled for June 22, 2011 at the Workforce Center at 430 E. Grand from 9:00 – 10:30 a.m. All comments received will be included in the final plan.

Documentation of the public input process is contained in Attachment G of the Plan.

## II. Talent Development



### Priorities and Strategic Planning

The Central Iowa Workforce Investment Board recognize that Iowa, and specifically central Iowa, is at a cross road; job growth in information technology, financial services and insurance, construction, health care and several other industries is growing faster than the available trained labor pool can supply, while many higher paying manufacturing jobs are disappearing. Globalization, competition, innovation, and technology are changing the nature of the economy. Employers are demanding a more highly skilled and highly educated workforce.

The Central Iowa Workforce Investment Board, through the Coordinating Service Providers, will reach out to local economic developers, educators, business and labor leaders, and other workforce service providers in partnership to address the number one priority; regional economic development. Although the Boards are committed to ensuring WIA resources are committed to new and expanding business, only through partnership, can we begin to implement lasting change and develop a true workforce system.

#### **STRATEGIES**

The Board and the workforce development system have developed several strategies to begin to address regional economic development and to help guide the use of local resources.

1. Align strategies with area chambers of commerce and economic developers.
  - a. IES and IWD are working closely with the Greater Des Moines Partnership (GDMP) to implement strategic and sector intermediaries (i) in those industries with the greatest projected growth and design Career Pathways (ii) to guide persons into good jobs. As these become more mature, the Boards will want to evaluate if and how to best invest their resources in the Pathways to support continued economic growth.
  - b. IWD and IES are active members of local chambers, participating on various planning committees.
  - c. IWD and IES will reach out to other area chambers of commerce and brief them on the strategies and priorities of the Central Iowa Workforce Investment Board.
    - i. Sector intermediaries are Boards consisting of employers and other industry specific experts capable of clearly defining the highest demand occupations and related skills for their industry.
    - ii. Career Pathways is a term used to describe a series of connected education, training, and support service programs. These programs enable individuals to secure employment within a specific industry or occupational sector, and to then advance over time to successively higher levels of education and employment in that sector. Career Pathways target jobs in industries of importance to local economies. Their purpose is to create both avenues of advancement for current workers, jobseekers and

future labor market entrants while also meeting local employers' needs for qualified workers.

2. Create a strong base of employer and business services.
  - a. Regional economic development will rely on the ability of the workforce system to attract, retain, and educate the workforce. A strong base of employer services will include:
    - i. Providing and coordinating training in computer literacy, workplace readiness skills, and other needed skills.
    - ii. Conducting needs assessments at the business level and coordinating with local educators, economic developers, and other workforce professionals to address their needs.
    - iii. Providing technical assistance in working with special populations.
    - iv. Providing technical assistance with tax credits and information about bonding.
    - v. Recruitment, screening, job fairs, interview space.
    - vi. Provide access to needed labor market information.
    - vii. Provide education and networking opportunities through the Employers Council of Iowa.
    - viii. Conduct satisfaction surveys to identify gaps in service.
    - ix. Share evaluative data with business and all partners.
3. Develop clear industry-specific workforce development efforts that address the needs of employers and jobseekers.
  - a. In partnership with the GDMP, the Workforce Investment Board have identified healthcare, advanced manufacturing, information technology, FIRE (finance, insurance, and real estate), and construction industries as initial sectors on which to focus our economic development activities.
  - b. Working with business, we will develop Career Pathways within each of these industries.
  - c. When appropriate the Board may commit local resources to support these efforts.
  - d. As appropriate the Board may seek resources from business and industry to support workforce development efforts.
4. Create a network of local service providers and encourage specialization and collaboration. This is based on the premise that no one entity can begin to address all of the workforce development services for a community. Through partnerships and collaboration, the system can make better use of all available resources.
5. Develop system tracking and accountability measures. It is the intention of the workforce partners to develop a means of collecting key data elements about our respective clients and use that information to evaluate the effectiveness of the workforce system.
6. Provide opportunities for communication between business, job seekers, workers, and service providers. This will include feedback through customer satisfaction data from both employers and job seekers; conference and training opportunities; involvement in local chamber, Society of Human Resource Managers (SHRM), and other business oriented groups.

7. Increase the number of individuals served while minimizing the cost per participant. The Boards recognize that to begin to address the anticipated gaps in the labor pool, WIA and their partners must find ways to work more efficiently. This will be evaluated by the Central Iowa Workforce Investment Board at least quarterly.



## II. Talent Development



### Analysis of Regional Economy

To support the strategies described earlier, an analysis of the Region 11 economy has been prepared in terms of the needs of the key customer groups; business, job seekers, and workers.

#### **NEEDS OF BUSINESS**

To meet the upcoming challenges, Iowa businesses will need the assistance of a reinvigorated, integrated workforce development system more than ever before. Rapid advances in technology, deregulation, intense competition from global markets, and demographic changes will affect the way in which companies manage their businesses.

In view of these changes, IWD can identify business needs by answering each of the following questions:

- **What types of skills are needed by businesses in the Region?**
- **What skills are available in the Region?**
  - **How well do these skills meet the needs of businesses in the Region?**
  - **Where do the skills fall short of meeting businesses needs?**
- **What types of training programs are available in the Region to train workers for the skills that are needed?**
- **How are businesses using the opportunities that are available to form partnerships with education and labor?**
- **What services are available to assist in the recruitment of workers including underutilized workers?**
- **What types of information do businesses in the Region need?**
- **What other types of services are needed by businesses in the Region?**

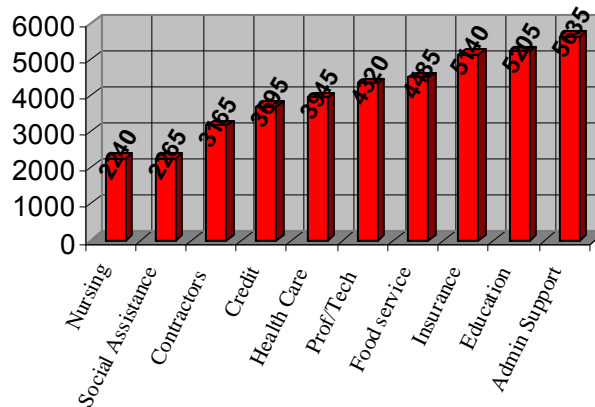
## II. Talent Development



### Needs of Businesses – Skills Needed

An analysis of available data clearly shows a strong economy and demand for most occupations. In addition to occupations in the service industries, customer service representatives, business operations/project managers, teachers, nurses, IT professionals, sales representatives, accountants and bookkeepers make up many of the fastest growing occupations in the industries described in the chart below.

#### Top Industry Growth to 2014



The service industry and office clerical, and production sectors still show a high demand as expected. However these also provide a lower starting wage, less than \$10.00 per hour; well below the accepted level for self-sufficiency. Occupations requiring post secondary education, including certificates, associate, bachelor, and master degrees generally offer higher wages in addition to significant growth in occupations. The following table demonstrates this diversity.

However, the most interesting characteristic is that all of the employers reporting describe a need for soft skills, regardless of the educational attainment; problem solving, service orientation, social perceptiveness, active listening, and time management are common throughout many of the occupations. This is consistent with the anecdotal feedback our IWD and IES business service representatives and job developers receive from employers.

## High Growth Occupations and Related Skills

Occupation Family	Yearly Projected Openings	
Office and Administrative Support Occupations	2,775	Mathematics, Critical Thinking, Active Learning, Reading Comprehension, Judgment and Decision Making, Active Listening, Complex Problem Solving, Social Perceptiveness, Time Management, Coordination Service Orientation, Persuasion, Speaking, Instructing, Writing, Coordination, Quality Control, Learning Strategies
Sales and Related Occupations	2,040	Active Listening, Speaking, Time Management, Reading Comprehension, Persuasion, Mathematics, Service Orientation, Critical Thinking Writing, Speaking, Installation, Repairing, Equip Selection, Troubleshooting, Quality Control, Negotiation Persuasion, Social Perceptiveness,
Food Prep and Serving Related Occupations	1,925	Active Listening, Reading Comprehension, Instructing, Speaking, Learning Strategies, Social Perceptiveness, Mathematics, Service Orientation. Equipment Maintenance, Coordination, Active Listening, Listening, Time Management, Judgment and Decision Making,
Transportation and Material Moving Occupations	1,095	Operation and Control, Coordination, Operation Monitoring, Speaking, Active Listening, Time Management, Equipment Maintenance, Reading Comprehension, Social Perceptiveness, Mathematics, Operation and Control, Writing, Speaking, Critical Thinking, Coordination
Business and Financial Operations Occupations	1,060	Active Listening, Critical Thinking, Reading Comprehension, Writing, Speaking, Time Management, Persuasion, Writing, Coordination, Active Learning, Judgment and Decision Making, Mathematics, Complex Problem Solving
Production Occupations	955	Quality Control Analysis, Operation and Control, Repairing, Equipment Maintenance, Operation, Operation Monitoring, Troubleshooting , Active Listening, Reading Comprehension, Instructing, Learning Strategies, Coordination, Time Management, Decision Making, Speaking Operation and Control, Equipment Selection , installation, Repairing
Management Occupations	910	Reading Comprehension, Critical Thinking, Judgment and Decision Coordination, Instructing, Mathematics, Active Listening, Speaking, Service Orientation, Writing, Management of Personnel Resources, Time Management, Instructing, Reading Comprehension, Social Perceptiveness
Education, Training, Library Occupations	785	Instructing, Speaking, Reading Comprehension, Learning Strategies, Active Listening, Monitoring, Time Management Social Perceptiveness, Critical Thinking, Coordination, Judgment and Decision, Attention to Detail Complex Problem Solving, Persuasion , Social Perceptiveness
Construction and Extraction Occupations	780	Mathematics, Active Listening, Installation, Critical Thinking, Coordination, Mathematics, Operation and Control, Equipment Selection, Reading Comprehension, Active Learning  Equipment Selection, Operation and Control, Operation Monitoring, Equipment Maintenance, Repairing
Healthcare Practitioners and Technical Occupations	705	Active Listening, Speaking, Reading Comprehension, Mathematics, Science, Critical Thinking, Complex Problem Solving, Programming, Troubleshooting, Active Learning Monitoring, Writing, Social Perceptiveness, Instructing, Coordination, Time Management

## II. Talent Development



### Needs of Businesses – Skills Available

Again, a logical place to begin assessing the skills available in our Region would be to review the occupations of the actively registered job seekers. Using information available on registered job seekers, we can plan for the training and recruitment needs of business.

Marketing efforts will be targeted in order to build the data base of qualified applicants as well as for the recruitment of position openings from employers.

#### **Sampling of qualified job seekers registered with the Workforce Center vs. the number of anticipated openings in Region 11**

Occupation Title	Applicants	Openings*	Applicant/ Opening Ratio
Production Workers, All Other	600	955	.63
Nursing Aides, Orderlies, & Attendants	81	130	.63
Cashiers	267	485	.55
Counter & Rental Clerks	20	70	.29
Office Clerks	307	425	.72
Bookkeeping, accounting, auditors	152	225	.68

**\* Anticipated openings based on employer surveys**

The sample above shows that we have not been able to keep up with the demands for various occupations, regardless of the educational attainment. Strategies described earlier in this section begin to address this dynamic; however, the Workforce Center must continuously recruit potential workers for all occupations and ensure it has an effective labor exchange system.

Region 11 workforce centers provide service to over 10,000 job seekers monthly. We serve all skill levels and provide outplacement, job search, retention skills, basic education, life skills training and services to our job seeking customers through out the entire Region. At this point in time, Region 11 has over 5,000 registered job applicants.

A review of projected openings with the applicant data entered into IWD job matching system shows recruitment is needed in a variety of skills sets to help fill employer positions. The following chart further strengthens the need for continuous marketing and recruitment of workers and to coordinate with employers on skills needed.

Occupation Title	Applicants IN Labor Exchange System	Openings
Civil Engineers	1	10
Physician Assistants	0	10
Registered Nurses	24	295
Counter Attendants, Cafeteria, Food Concession, & Coffee Shop	26	110
	35	70
Insurance Sales Agents	4	20

**IWD Job Applicants and Projected Openings for Region 11**

## II. Talent Development



### Needs of Businesses – Training Available

As described earlier, employers need workers with a combination of skills/talent development and soft skills to be successful. The Workforce Center can help by:

1. Offering soft skills training, assessments and basic skill development.
2. Funding through WIA adult and dislocated workers, PJ and incentive funds (as available) for education in high demand occupations.
3. Referrals to other service providers and education institutions.

Following are some examples of these offerings.

#### **Iowa Advantage Workshops**

Both Business and Job Seekers have the ability to refer or self-refer individuals to these workshops. Iowa Advantage provides Iowans in transition a series of workshops addressing their most immediate needs. These include dealing with job loss, financial management, applying for financial aid, résumé development, job search methods and tips on keeping a job in today's environment. The purpose of this project is to provide opportunity to Iowa workers who become dislocated to begin the important initial steps to re-employment. Workshops offered by the Iowa Advantage program include:

- Everything You Ever Wanted to Know About Unemployment Insurance
- I'm Unemployed: Where Do I Go From Here?
- Career Decision-Making
- Budgeting on a Shoestring
- Coping With Change
- Your Job Search: Ready-Set-Go!
- Community Resources
- Your New Job and You
- Going Back to School

These workshops are open to the public for no fee at the following offices: Des Moines, Ames, and Newton.

- **Adult Basic Education:** DMACC
- **GED** – Study with DMACC instructors to obtain a General Equivalency Diploma
- **English for non-English Speakers** – Public and private training programs are available for workplace or general needs to help employees communicate better on the job and in life – including Self Paced Training with Rosette Stone software.

- **WorkKeys™ Assessments:**  
 A system developed by American College Testing (ACT) that provides a structure for documenting and improving workplace skills. WorkKeys™ is implemented in three steps: job profiling, assessments and training targets. This process enables employers to screen employees for needed skills, determine training needs of entry-level and current employees and provide schools with information on how to prepare students for the workplace.
  
- **Sampling of Education/Training entities available :**  
 American Institute of Business (AIB) – Des Moines  
 Des Moines Area Community College – Ankeny, Ames, Boone, Urban, Newton, W. Des Moines  
 Des Moines Register Learning Center, Des Moines  
 Drake University – Des Moines  
 Grandview University – Des Moines  
 Hamilton College – Des Moines  
 Iowa State University – Ames  
 Mercy College of Health Sciences – Des Moines  
 Project Employment – Des Moines One Stop Center  
 Simpson College – Indianola  
 Vatterott College – Des Moines  
 University of Iowa – Iowa City  
 University of Northern Iowa – Cedar Falls  
 Upper Iowa University - Fayette
  
- **Customized Training**  
 IWD, IES and DMACC work together to create customized educational packages to meet the needs of each business. Private providers also provide customized educational packages.

## II. Talent Development



### Needs of Businesses – Education, Labor, & Business Partnerships.

Iowa Employment Solutions and Iowa Workforce Development have been very aggressive about creating new partnerships and relationships in the community to ensure better coordination and collaboration. Following are just some of the organizations with which we partner:

#### **AARP**

Administers the Senior Community Service Employment Program (SCSEP) in Polk County and fourteen other Iowa counties. This is a Department of Labor program designed to provide **temporary income** for lower income **individuals age 55 and older**. Participants are matched to part-time work-training assignments, and receive additional job search assistance in order to achieve their long range employment goals.

#### **American Indian Council**

Offers referral assistance, classroom training programs, work experience programs and on-the-job training programs and services to Native Americans/Alaskan Natives.

#### **Des Moines Area Community College (DMACC)**

Offers educational programs leading to over 70 career options, plus a transfer program that lets students/clients complete the first two years of a four-year undergraduate degree.

#### **Experience Works**

America's oldest and largest provider of mature and disadvantaged-worker training and employment. Experience Works is a national non-profit corporation whose mission is to strengthen families, communities, and our nation by providing such individuals with opportunities to learn, work, and serve others. The program operates in 45 states and territories providing a self-sufficiency model and opportunities to more than 40,000 people each year.

#### **Goodwill Industries**

Provides people with the tools they need to succeed in working. Goodwill is one of the world's largest nonprofit providers of employment and training services for people with disabilities and other disadvantaging conditions such as welfare dependency, illiteracy, criminal history and homelessness.

#### **Iowa Comprehensive Human Services**

Iowa Comprehensive Human Services (ICHS), which has been selected as the WIA Youth Services Provider in Region 11, has been serving youth for over 30 years and will provide outreach, intake services and eligibility determination, along with operating the WIA Youth programs.



### **Iowa Department for the Blind**

Offers employment services to eligible persons. These services may include:

- diagnostic and/or evaluation services
- pre-vocational and vocational training
- guidance & counseling
- career exploration, job placement & job retention counseling
- skills training in alternative techniques of blindness
- adaptive devices for training and employment
- employer development
- library and informational services

### **Iowa Employment Solutions @ DMACC**

Is the WIA Adult and Dislocated Worker Program service provider and fiscal agent for the Central Iowa Workforce Investment Board. Iowa Employment Solutions @ DMACC serves the City of Des Moines, and Boone, Dallas, Jasper, Madison, Marion, Polk, Story and Warren counties.

### **Iowa Vocational Rehabilitation**

Assists eligible persons with disabilities to achieve their employment goals. Services include:

- Medical and psychological assessment
- Vocational evaluation
- Counseling and guidance
- Physical and/or mental restoration services which may include therapy, wheelchairs, hearing aids, special adaptive equipment or devices, job training, occupational tools, equipment or licenses and job placement assistance.

### **Job Corps**

The nation's largest and most comprehensive residential education and job training program for at-risk youth, ages 16 through 24. Job Corps is a public-private partnership, administered by the U.S. Department of Labor.

### **Proteus, Inc.**

A culturally-sensitive corporation primarily serving migrant and seasonal farm workers and their families by responding to their needs for employment, training, education, health care and other services that promote self-sufficiency through personal and social growth.

### **New Iowans Center**

Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. The Centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.

## II. Talent Development



### Needs of Business – Underutilized Workers

In addition to a large population of welfare recipients, students and underemployed individuals, Region 11 has a large number of persons filing for unemployment insurance who are required to register for work. The Central Iowa Workforce Investment Board and Coordinating Service Provider are committed to developing strategies and policies to help prepare these workers for future occupations.

**U.S. Veteran's are an excellent source of quality workers.** After having served their country, we are proud to be able to assist veterans with their employment needs. More than 332 veterans in our area are ensured advanced notice of job opportunities through veteran's preference.

**Dislocated Workers.** A highly valued and trained workforce who, due to a business closing or downsizing, sometimes find themselves looking for work after years of service. We serve applicants in all categories and professions such as engineers, accountants and production.

**Persons with Disabilities.** The Department of Vocational Rehabilitation has an office in the Des Moines and Ames Workforce Center. In partnership with other community providers, they assist in the transition and placement of job ready individuals with disabilities. The Des Moines Workforce Center has a Promise Jobs Counselor as well as a targeted program, Project Employment, focused on training and employment of persons with disabilities.

**Diversity Groups.** Iowa Workforce Development promotes equal opportunity. A bilingual Workforce Advisor is on staff to assist Spanish-speaking customers. Additional language services are available through AT&T Language Services, family members of the customer, and purchased interpreter services.

**Mature Workers.** Many mature workers are individuals who have retired but would like to remain in or reenter the workforce. This valued population group combines experience and a strong work ethic.

**Youth.** IWD works with schools and career counselors to provide job opportunities. Local schools bring groups of students into the Centers for workshops on employment, career exploration, resumes, etc. Region 11 has a strong commitment to the youth in the Region. Staff do onsite visits to schools and workshops. The Region 11 Web Page has a link devoted to Youth. We also assist Iowa's youth by certifying their eligibility under the Child Labor Laws.

**PROMISE JOBS (Promoting Independency and Self-sufficiency through Employment Job Opportunities and Basic Skills)**

Our PROMISE JOBS program can provide businesses with workers and financial incentives. IWD is the primary service provider for placement services of welfare recipients through the PROMISE JOBS program. This population is primarily single parents in need of a family-friendly business who can assist them in finding stability and value in the work place.

## II. Talent Development



### Needs of Businesses – Information Needed

IWD and its partners have resources to help businesses maintain and comply with state and federal employment, safety and health issues. In addition to compliance information, businesses benefit from other information provided such as:

- Area wage information
- Area shift information
- Benefits Surveys
- Laborshed data
- Cost of living comparisons
- Crime rates
- Available labor force
- Retention strategies
- Childcare availability

This and other Labor Market Information provides a solid base from which to make business decisions. IWD works closely with regional Chamber offices to provide this information to current businesses in the Region as well as new prospects.

## II. Talent Development



### Needs of Business – Other Services Needed

#### Other Workforce Center Supports

- **WOTC (Work Opportunity Tax Credit)** is up to \$2,400 for each new hire, 40% of qualified first-year wages for those employed 400 or more hours and 25% for those employed at least 120 hours. Business tax credits are an important tool in a diverse toolbox of flexible strategies designed to help people gain on-the-job experience and move from welfare to work. We can help businesses through the certification process.
- **Hiring Ex-offenders:** An average of 2,750 ex-offenders are released from Iowa prisons each year. Iowa businesses may be allowed an additional deduction on their Iowa income tax returns for hiring ex-offenders. This deduction is 65% of the wages paid in the first 12 months of employment; the deduction ceiling is \$20,000 per employee. This deduction is in addition to the WOTC tax credit. The Region 11 Partnership is working with local Corrections and Correctional Institutions to provide job clubs, outreach and job fairs for this population of the work force.
- **Employer Handbooks:** The Regional 11 Workforce Centers have qualified staff to review employer handbooks and policies and make recommendations for compliance of EEO, ADA and other Labor Laws as they apply. Staff confers with IWD legal counsel for additional information to forward on to business. All Businesses are referred to their own legal counsel for finalization of any programs and/or policies to ensure compliance with all laws and regulations in the State.
- **Required Postings** are available from any workforce center in the Region. These are provided at no charge to business.
- **Business Seminars** are held at the Des Moines Workforce Center at little or no charge to employers. i.e. Retention, Recruiting, Labor Laws, Reporting requirements

#### Other Community Supports

- **John Pappajohn Business & Entrepreneurial Center:**

The mission of the John Pappajohn Business and Entrepreneurial Center is to enhance the quality of life for people in Central Iowa by: educating aspiring entrepreneurs, small business owners and managers, and students; providing service and support to increase the

probability of success for new ventures and expansions; and partnering with other area organizations to stimulate entrepreneurial activity.

- **DMACC Business Resources (DBR)**

DBR provides a broad spectrum of training services, including technical training in manufacturing and maintenance, management/supervisory skills, employee workplace skills, organizational change, and waste management and control. From needs assessment to the customized design and implementation of training programs, DBR consultants ensure schedules and budgets are met.

- **Small Business Development Center**

The Small Business Development Center in Des Moines is one of 14 Centers across Iowa. The SBDC program is currently the largest management and technical assistance program servicing the small business sector in the U.S. All SBDC offices are operated under cooperative agreements with the U.S. Small Business Administration. The Iowa SBDC program is administered by Iowa State University College of Business.

- **State Agencies:**

Dept of Economic Development	(515) 242-4700
Division of Business Development	(515) 242-4735
Small Business Bureau	(515) 242-4721

- **Small Business Administration**

Des Moines District Office	(515) 284-4422
210 Walnut Street	(515) 284-4572 Fax
Des Moines, IA 50309	

**Small Business Development Centers:**

Iowa Small Business Development Center	(800) 373-7232
	(515) 292-6351
IOWA STATE UNIVERSITY	Fax: (515) 292-0020
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Pella Area Development Corporation 518 Franklin St. Pella, IA 50219	(641) 628-4746 Fax: (641) 628-2626 <a href="http://www.pella.org">www.pella.org</a> <a href="http://www.positivelypella.com">www.positivelypella.com</a>
Knoxville Chamber and Economic Development 309 E Main Street Knoxville, Iowa 50138	(641) 828-7555 Fax: (641) 828-7978 <a href="mailto:knoxvillechamber@iowatelecom.net">knoxvillechamber@iowatelecom.net</a>
Boone Chamber – Economic Development 903 Story St., Boone, Iowa 50036	(515) 432-3342 Fax: (515) 432-3343
Madison County 112 N. John Wayne Dr. Winterset, Iowa 50273	<a href="http://www.madisoncoia.us">http://www.madisoncoia.us</a>
Waukee Area Chamber of Commerce Post Office Box 23 230 Highway 6 Waukee, Iowa 50263	Phone: 515-978-7115 Fax: 515-987-1845 <a href="mailto:nshirk@waukeechamber.com">nshirk@waukeechamber.com</a>
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## II. Talent Development



### Needs of Job Seekers

A critical component of the new workforce investment system is One-Stop service delivery, which will integrate numerous education, employment and training programs into a single, customer-friendly system. The vision for the Workforce Development Center System is to be recognized as the primary job-finding source.

Through the Workforce Development Center System, every individual will have access to core employment-related services. Customers will be able to obtain a wide range of job search information and assistance. Youth programs made available through the workforce investment system will be linked to the local labor market needs and will provide a strong connection between academic and occupational learning.

Based on this information and what is known about the regional economic climate, we can identify the needs of job seekers by answering each of the following questions:

- **What are the predominant types of jobs in the Region?**
- **How are job openings marketed in the Region?**
- **How are the workforce-related information needs of job seekers being met? If not, what types of information should be available?**
- **What other types of services are needed for job seekers?**



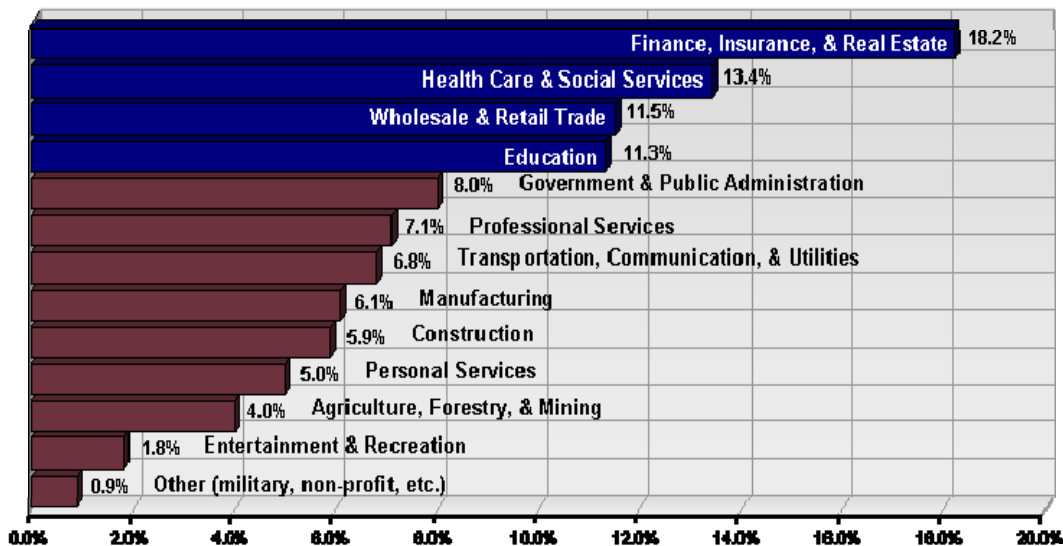
## II. Talent Development



### Needs of Job Seeker

#### Predominant Jobs

#### Region 11 Industry Breakdown



IWD: Region 11 Profile, Policy and information Division; IWD: LMI 2006 Profile; IWIN: Employment by Industry

Businesses within the Region employ a number of methods to market jobs.

- Iowa Workforce Development
- Smart Career Move
- Newspaper classified ads
- Radio ads
- Television ads
- Help Wanted sign
- Business web pages
- Internet recruiting
- School Placement offices
- Word of mouth

Jobs posted with Iowa Workforce Development are automatically posted to the IWD web site and America's Job Bank. Area businesses have received local, state, national and international responses to their IWD listings. Jobs meeting the \$30,000 salary requirement are also posted on the Iowa's SmartCareer Moves web site. Businesses may post to both America's Job Bank and SmartCareer Moves on their own if they wish.

The above methods of marketing are very effective for the average business and job seeker. It is often the underutilized groups of job seekers that require additional assistance in the job matching process.

## II. Talent Development



### Needs of Job Seekers – Information Needed

Substantial information is readily available to job seekers regarding career exploration, résumé preparation, job seeking and keeping skills and training opportunities. The Region 11 IWD Resource Centers maintain libraries of instructional books, videos, software and pamphlets as well as providing access to the wealth of information available on the Internet. Self study for Microsoft Office products are available at the Regional One Stop Center. Weekly and monthly workshops are also available.

All Resource Centers in the Region have internet access, with Microsoft Office products available, as well as fax machines and copiers.

Our experience indicates that job seekers are unaware of the importance of utilizing this information.

## II. Talent Development



### Needs of Workers

In the past businesses have indicated support for lifelong learning in the following ways:

- Internal training courses
- Employee orientation
- Workshops
- External training courses
- Seminars
- Job shadowing
- Mentoring
- Tuition assistance

Other programs available to increase the educational attainment of our workforce and improve training opportunities for those who choose not to go to college:

**Montgomery G.I. Bill – Active Duty and Selected Reservists:** Provides education benefits to veterans and reservists for degree and certificate programs, flight training, apprenticeship or on-the-job training, correspondence courses, and other training.

**Pell Grants:** Provide assistance to low and middle-income under-graduate students.

**Student Loans:** Provide guarantees of commercial loans under the Federal Family Education Loan Program, and direct loans to schools and students under the Direct Loan Program.

**Vocational Rehabilitation Act:** Provides tuition assistance to eligible persons with disabilities participating in post secondary education.

**Veterans Educational Assistance Program:** Provides benefits for degree and certificate programs and other training.

**Workforce Investment Act of 1998:** Provides workers with the information, job search assistance, education, training, and support they need to get and keep good jobs; and provides businesses with skilled workers.

Several area businesses utilize creative methods to offer career growth opportunities within their organization. While career growth may not always equal advancement in the traditional sense it is an opportunity to learn new skills that benefit both the company and the individual.

The current trend in business is toward a flat organization, or one without as many levels of supervision. While this is viewed as beneficial for many aspects of the organization it virtually eliminates many advancement opportunities within the organization.

In addition to the trend toward a flat organization, most area businesses tend to recruit high-level executives outside of the region or state. As a result, many individuals with the greatest potential are forced to move out of the region to seek advancement opportunities that are not available or offered to current residents.

The Region 11 Workforce Center is committed to working with local businesses and economic development groups to assist in recruiting high end jobs as well as high end job seekers, in order to promote Economic Development within the Region.

## II. Talent Development



### Resources for Youth

#### **Iowa Comprehensive Human Services**

Iowa Comprehensive Human Services (ICHS), which has been selected as the youth services provider in Region 11, has been serving youth for over 30 years and will provide outreach, intake services and eligibility determination, along with operating the youth programs. As the WIA Youth Services Provider, ICHS insures that the following services are provided:

- Tutoring and study skills training;
- Alternative secondary school offerings;
- Summer employment opportunities;
- Paid and unpaid work experiences, including internships and job shadowing;
- Occupational skill training;
- Leadership development opportunities which include community service and peer centered
- Activities encouraging responsibility and other positive social behaviors;
- Support services;
- Adult mentoring, that may occur both during and after program participation;
- Post-program services; and
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling.

#### **Iowa Vocational Rehabilitation Services**

Iowa Vocational Rehabilitation Services has a vocational counselor assigned to every public high school in the state, as well as at the Board of Regents post secondary schools and Iowa Community Colleges. IVRS facilitate effective transition to competitive employment for eligible individuals with disabilities.

#### **Jobs for America's Graduates (JAG)**

- JAG is a highly successful national program with a 19-year track record of extraordinary results helping students stay in school, graduate and then succeed in a job, further schooling or the military.
- The JAG program works with at-risk 12<sup>th</sup> graders to help them stay in school. The program provides an opportunity to focus on a narrow group of students who are potential dropouts due to academic, personal or vocational barriers. It provides educators with a program that helps at-risk youth graduate from high school and secure quality employment and/or enroll in post-secondary education.

Iowa JAG (I-JAG, Inc.) model will be offered to Iowa along with the 19 years of experience that includes:

- Comprehensive staff training, program implementation, handbooks and curriculum.
- Electronic data management systems that ensure consistent delivery of services and accountability.
- Annual accreditation process.
- 12 months of follow-up services for each youth participant.
- Links to businesses, community organizations and governmental agencies.
- Capacity to expand to all 4 high school grade levels.

**Job Corps:** The nation's largest and most comprehensive residential education and job training program for at-risk youth, ages 16 through 24. Job Corps is a public-private partnership, administered by the U.S. Department of Labor. For more information call (515) 281-9693.

### **Teachers/Counselors**

Iowa Workforce Development has the following Educational Training Resources available to assist with career education and instruction. IWD would be glad to come into any classroom to do a presentation and invite persons to visit the local Workforce Center.

- The Successful Job Search
- Mock Interviewing
- Resumes/Cover Letters
- Networking/Job Fairs
- Workforce Center Tours/Visits
- Website Demonstrations

The Workforce Centers have numerous on-line resources and publications available.

- IWD Information for Students: <http://www.iowaworkforce.org/files/students.htm>
- Iowa Workforce Information Network: <http://iwin.iwd.state.ia.us/iowa/OlmisZine>
- Making Connections: <http://www.iowaworkforce.org/connections>
- Merchandising Your Job Talents: <http://www.iowaworkforce.org/centers/70-1007english.pdf>
- Successfully Interviewing Job Applicants: <http://www.iowaworkforce.org/sig.htm>
- Work Based Learning Guide: <http://www.iowaworkforce.org/files/wlg02.pdf>
- Hiring Iowa Teens: <http://www.iowaworkforce.org/files/iowateens.pdf>
- Labor Market Information: <http://www.iowaworkforce.org/lmi/publications/index.html>
- Iowa Employment Solutions @ DMACC <http://www.employmenttraining.org/Polk.htm>

# III. Administration and Oversight



A complete list of Central Iowa Workforce Investment Board members is included at the end of this section. The Central Iowa Workforce Investment Board and its committees hold meetings as needed.

The Central Iowa Workforce Investment Board ensures that the public has access to meetings and Board activities through its website, [www.iowaemploymentsolutions.org](http://www.iowaemploymentsolutions.org), posting notices of Board meetings with agenda in the One-Stop Workforce Development Center at 430 E. Grand Avenue, Des Moines, Iowa, 50309-1920, and sending the agenda to the Ames Daily Tribune, the Boone News Republican, the Des Moines Register, the Knoxville Journal Express, the Newton Daily News, the Perry Daily Chief, the Record-Herald and Indianola Tribune, and the Winterset Madisonian, the major newspapers in the area.

The Central Iowa Workforce Investment Board review program budgets, performance information, expenditure levels, equitable services to all counties, and program enrollments at their public meetings.

## 1. Fiscal Monitoring

- a. A representative of the DMACC budget and accounting department provides monthly budget reports, and provides training for the Board on the budgets and expenditures.
- b. Both the Finance & Audit and Planning & Operations Committees of the Central Iowa Workforce Investment Board assists in the development of the budget and also in identifying how WIA resources are allocated throughout the Region. The committees meet as needed to review annual budget allocations and work with the IES @ DMACC Executive Director and Iowa Comprehensive Services to allocate resources; their recommendations are reported to the Central Iowa Workforce Investment Board. The committees and WIB Director work closely with IES @ DMACC Executive Director and Iowa Comprehensive Human Services staff to closely scrutinize and recommend strategies that will maximize the number of participants served and control the cost per participant.
- c. The Central Iowa Workforce Investment Board operating budget will be developed through negotiations, ensuring the Central Iowa Workforce Investment Board will receive enough resources to effectively perform its functions.



## 2. Program Performance Monitoring

- a. It is the desire of the Central Iowa Workforce Investment Board to continuously improve performance of the workforce system. This includes at a minimum that:
  - i. WIA Service Providers strive to increase the number of individuals served, minimize the cost per participant, and increase employer and customer satisfaction.
  - ii. Limit the number and significance of performance monitoring findings through process improvement and quality reviews.
  - iii. The WIA and IWD service providers demonstrate equitable levels of service in each county of the Region as defined by the Central Iowa Workforce Investment Board.
- b. The board reviews information generated through internal and state monitoring. Performance reports are provided to the Central Iowa Workforce Investment Board at each meeting which includes WIA performance, IWD performance and activities, and various partner activities. These reports provide service levels, obligations, and expenditures.
- c. Performance measures are monitored by state staff and reported to the Central Iowa Workforce Investment Board. Region 11 internal monitoring of the WIA program will be conducted on a quarterly basis by the IES @ DMACC Executive Director or designee by the following method:
  - i. A random sample of 10% of all participant files of participants enrolled or transferred into adult, dislocated worker and youth programs during the quarter will be reviewed using a prescribed case management review guide.
  - ii. Findings will be shared with the case manager and corrective action taken as necessary.
  - iii. Findings will be shared with the Central Iowa Workforce Investment Board Planning & Operations Committee.

## 3. Certified Training Providers

- a. The Central Iowa Workforce Investment Board will review and approve Instructional Skill Training Institutions and review all pertinent information as required by WIA. Standards for approval of certified training providers will be developed to coordinate with the development of regional economic development initiatives. Currently all training providers that meet the minimum requirements published in the WIA handbook are approved. A complete list of Certified Training Providers may be obtained by contacting Iowa Employment Solutions.

## 4. Grant Proposal Review

From time to time, grant proposals will be presented to the Central Iowa Workforce Investment Board for endorsement and support. Service providers requesting such support shall:

- a. Submit an electronic copy of a sample letter of support and a current draft of the proposed plan to the Director, Central Iowa Workforce Investment Board at least 10 calendar days in advance of their due date, for review and comment.

- b. The Director, Central Iowa Workforce Investment Board will distribute copies to the Central Iowa Workforce Investment Board Chair, Executive Committee members and any other partners impacted by the proposal for feedback.
- c. The Central Iowa Workforce Investment Board Director will research as completely as possible to determine if other regional organizations are making similar proposals to share with the Executive committee in order to:
  - i. The Central Iowa Workforce Investment Board Director will research as completely as possible to determine if other regional organizations are making similar proposals to share with the Executive Committee in order to: Help reduce duplication of services
  - ii. Encourage integration of services of the Workforce Development System, and
  - iii. Incorporate relevant services they provide into the proposals and advise the Boards accordingly.
- d. If requested, the Director will prepare the appropriate response on behalf of the Central Iowa Workforce Investment Board chair and distribute to the grantee applicant.

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## **IV. Identification of Fiscal Agent and Service Providers**



### **Grant Fund Disbursal**

The Central Iowa Workforce Investment Board have selected Des Moines Area Community College through a competitive process, to serve as their fiscal agent with authority to enter into sub-contracts with entities selected by the Central Iowa Workforce Investment Board for the delivery of services, obligate all funds awarded to the Central Iowa Workforce Investment Board, authorize draw downs of funds, and oversee quarterly reporting. An executed copy of the agreement is available on file with the Executive Director of IES at DMACC.

## **IV. Identification of Fiscal Agent and Service Providers**



### **Coordinating Service Provider**

The One-Stop Operator/Coordinating Service Provider consists of the “required” One-Stop Partners who sign the Memorandum of Understanding (MOU) which consists of the following agencies: Iowa Employment Solutions @ DMACC, Iowa Workforce Development, Proteus, Inc., Iowa Department for the Blind, Iowa Comprehensive Human Services, Experience Works, OMG/Job Corps, AARP, Des Moines Area Community College, American Indian Council, and Iowa Vocational Rehabilitation Services.

The One-Stop Operator/Coordinating Service Provider was selected at a public meeting following a public hearing in Region 11. Public notices were placed in the appropriate designated paper in each of the counties; posted in the Des Moines One-Stop; and was placed on the Region 11 website; [employmenttraining.org](http://employmenttraining.org). All mandatory One-Stop partners were also notified through a memo sent to them by the now dissolved RWIB and CEO Chairs.



## **IV. Identification of Fiscal Agent and Service Providers**



### **WIA Adult & Dislocated Worker Service Provider**

Des Moines Area Community College (DMACC) was selected through a competitive process on September 21, 2006 to serve as the WIA Adult and Dislocated Worker Service Provider in IWD Region 11. The selection was made at a public meeting following presentations from two (2) bidders. Public notices were placed in the appropriate designated paper in each of the counties, was posted in the Des Moines One-Stop, and was placed on the Region 11 website.

The Central Iowa Workforce Investment Board has extended the DMACC contract as the Adult and Dislocated Worker Service Provider through June 30, 2012. Public notices will be placed in the appropriate paper in each of the counties, will be posted in the Des Moines One-Stop, and on the Region 11 website.

IES at DMACC staff will determine participant eligibility and provide all other WIA related services for adults and dislocated workers. No other entities will conduct eligibility determination for these groups.

As a function of the proposal submitted by DMACC, IES@DMACC is committed to increasing the number of individuals served and to minimize the cost per participant. This will be accomplished not only with more aggressive recruitment, but through requests for proposals and subcontracts of WIA Adult and Dislocated Worker funds, with the approval of the Board, for services providers that can demonstrate successful placement of target populations into high growth industries and occupations.

## IV. Identification of Fiscal Agent and Service Providers



### WIA Youth Service Provider

Iowa Comprehensive Human Services (ICHS) was originally selected through a Request for Proposal (RFP) process and their subcontract has been extended yearly based on a review of program operations, expenditures, and performance. Their contract was extended through June 30, 2008 by the now dissolved RWIB and RWIA action in the March 2007 Board meeting. The ICHS contract was extended by the now dissolved RWIB and RWIA in 2008 for an additional year. In the event the contract is not extended in subsequent years, a request for proposal will be used to select a WIA Youth Program service provider for the second year of this Plan.

The Central Iowa Workforce Investment Board has extended the ICHS contract through June 30, 2012.

Iowa Comprehensive Human Services (ICHS), has been serving youth for over 35 years and will provide outreach, intake services and eligibility determination, along with operating the youth programs. During this time ICHS has developed relationships with school districts, area education agencies, training providers, and community based organizations. They will utilize these contacts as necessary for the recruitment of youth and in the provision of youth services. ICHS, along with Des Moines Area Community College will also provide information and referrals for youth programs and services through the Workforce Center in Des Moines, and also at other Workforce Centers in Region 11. ICHS makes presentations on youth programs to school districts, area education agencies, training providers, and community based organizations.

ICHS may hire one or more full or part-time job developers serving WIA youth placed in Screened Job Referrals, Staff Assisted Job Development, or Staff-Assisted Job Search and Placement Assistance activities. These individuals would work on developing relationships in the business community to assist youth in securing employment, as well as working with community collaborations in developing youth employment activities in Region 11 (ie: Youth Job Fairs, Youth Resource Fairs, Region 11 Youth website). These employees may be located at Workforce Development Centers in Region 11.

When Iowa Comprehensive Human Services, the region's youth service provider, determines that others are better able to deliver needed services, or that the agency can benefit from the assistance of others, it may, at its own discretion, through its procurement procedure, subcontract in part or total, by the use of an RFP, a portion of the youth services that it can operate on its own under its contract with the Iowa Department of Workforce Development.

Iowa Comprehensive Human Services, the region's youth service provider, may from time to time, at its sole discretion, enter into agreements with others to deliver a portion of youth

services, by using as applicable the agency's procurement procedure, while retaining elements of these services. It may use sole source procurement.

## **IV. Identification of Fiscal Agent and Service Providers**



### **Cost Sharing with Other Regions**

Region 11 has no plans to share the costs of delivering WIA services with another Region.

# V. The Regional Workforce Development Center System



## Integration of Services and Access Points

Iowa Employment Solutions @ DMACC and Iowa Workforce Development continue to work towards a quality One Stop system and foster a collaborative workforce development system. As evidenced by the expansion of the Memorandum of Understanding, partners are working together to improve customer services processes, employer networking, sharing of resources and partnering with other community organizations to eliminate duplication of services to customers. In an environment previously restricted only to the “mandatory” partners as described in the WIA legislation, IES and IWD have sought out new partnerships that continue to grow.

An essential part of working together and cost sharing has been the hiring of an Executive Director to oversee and give direction to IWD and IES staff and programs. This has helped facilitate the management team becoming unified in working towards a common goal to provide quality service to all our customers. Sharing of ideas, planning and setting common goals within the One Stop system is priority to achieving a cohesive system.

House File 2699 directed Iowa Workforce Development Board, in cooperation and consultation with the Association of Iowa Workforce Partners and the Employer’s Council of Iowa, to develop a “statewide workforce innovation plan” to optimize the role of the public workforce system. For optimum success, the public workforce system must play a comprehensive role in assuring a relevant pipeline by: aligning workforce services and resources to meet the needs of a skills-based economy’ Optimizing and significantly improving the “return on investment” that funds multiple programs; and ensuring customer access and participation, timeliness and responsiveness and maximum coordination for skills development services. As noted above, Region 11 currently has 2 integrated centers and continues to plan the restructuring and implementation of the remaining 4 offices. .

IES and IWD have further streamlined and reduced costs by agreeing to hire a single manager for the PROMISE JOBS program in Region 11. Previously there had been two managers. A single manager will bring greater consistency and reduce costs.

The Memorandum of Understanding will further the agenda for integration of services by describing a commitment to share resources, develop a common data tracking system, and remove barriers to sharing “safe data” under our confidentiality agreement.

Region 11 currently has 2 centers that are utilizing an integrated service model located in Des Moines and Newton. Other centers in the Region are located in Ames, Boone, Perry and Pella. All centers will move toward an integrated service model as strategies and resources permit.

In integrated Centers, all eligible (through self attestation and verification of age) members will have the opportunity to participate in one of three service strategies developed using staff assisted core services.

Staff-Assisted Core Initial Services available in this region:

- Eligibility Determination
- Initial Assessment
- Career Interest Assessments
- Work Opportunities Registration
- Skills inventories/assessments including review of job history/education
- Academic skills testing
- Personality Assessments
- Ability Profiler
- Work Importance Profiler
- Pre-Employment Training / Job Clubs
- Resume/job application assistance
- Interviewing assistance/ mock interview practice
- Networking
- Career Guidance & Counseling
- Development of Job Search Plan
- How to keep a job
- Customer Service training
- Information about labor market and jobs in demand
- Job seeking skills (including basic computer use, basic math, basic spelling, and others as need indicated)
- Budgeting/Personal finance
- Electronic job banks and other job search sources
- Cover letters/thank you notes
- Job vacancy listings
- Job referrals
- Job recommendations
- Job development
- Other services as need is indicated by either member or employers
- Referrals to other agencies or organizations as needed
- Eligible training providers
- Information about financial aid for training (including referrals)
- Information about eligibility for program training funds in the region
- Information on performance and program cost of eligible training providers

- Information on performance achievement of the One-Stop system
- Information on the availability of supportive service
- Information on other partner services and support services
- Information on filing for Unemployment Insurance
- Assistance in establishing eligibility for Welfare-to-Work and other financial aid assistance for employment and training not funded under the Workforce Investment Act
- Assist youth and employers with work permits, waivers, and youth job search sites

If members are not successful at finding employment after Initial Services and assessment completed during Initial Services indicate a need for more intensive or training services, members may be offered (if additional verifications of eligibility are provided and verified) the following array of services:

Intensive Services offered in the region:

- Comprehensive Objective Assessments
- Academic skills testing
- Skill Upgrading
- Development of an Employment Plan
- Internships
- Work Experiences
- Case Management

If members are not successful at finding employment after Intensive Services and if an assessment completed during Intensive Services indicates a need for training services, members may be offered (if eligible) the services to provide additional training as described below.

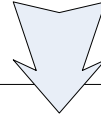
Training services offered in the region:

- Institutional Skills Training (IST)
- Entrepreneurial Training (ENT)
- Customized Training (CUS)
- Adult Educational & Literacy Training provided in conjunction with other allowable training services (RBS)
- On-the Job Training (OJT)
- Secondary Education Certificate (SEC)

In integrated Centers in Region 11, the customer flow is followed as described below:

- Greet/Identify Purpose of Visit
- Determine Membership Status and/or
- Conduct Service Triage
- Recommend Services
- Membership Application
- Self attestation
- Co-enrollment evaluation
- Introduce to Skills Development Team and/or
- Provide Appropriate Partner Referrals and/or
- Determine WIA eligibility for intensive/training services

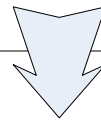
# Integrated



Greeted

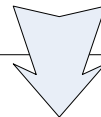
## Membership

- All customers are offered “Membership” which co-enrolls them in all programs for which they are eligible
- The customer enters their own data into database
- The customer is assessed into one of three service cohorts



## Skill Development

- Following Membership, all members are introduced to the Skills Development team
- The Skills Development Team determines services needed based upon the cohort Skills Development services are delivered to ensure that members are work-ready



## Recruitment and Placement

- The focus of this team is on meeting the workforce needs of employers
- Recruitment & Placement Team members work with the best local employers to fill job vacancies



Integrated Customer Flow – Based on an initial basic assessment, customers will progress through services in a unified, standard flow organized by “function” rather than “program.” Customers start with membership services (stream-lined program enrollment and initial triage); advance to skill development services (to build occupational and job seeking skills), and then either referral to employment opportunities or to recruitment and placement services (with connections to hiring employers) or referral to more intensive and, if warranted, training services.

All Center customers will move through a standardized membership process that co-enrolls them into multiple programs based on eligibility. This unified customer pool will be shared and served by multiple partners within the Center in conjunction with the North Central IowaWORKS staff. When eligibility permits, every member must be co-enrolled into all qualifying programs for staff assisted core services.

Within this flow, customers will be recommended to one of three general service cohorts: Career Development for new workers; Career Advancement for workers in transition; and Employment Express to quickly return skilled workers to the workforce. Services will continue to be customized to meet individual customer needs. Services will be tracked by Skills Development staff in the IWorks system.

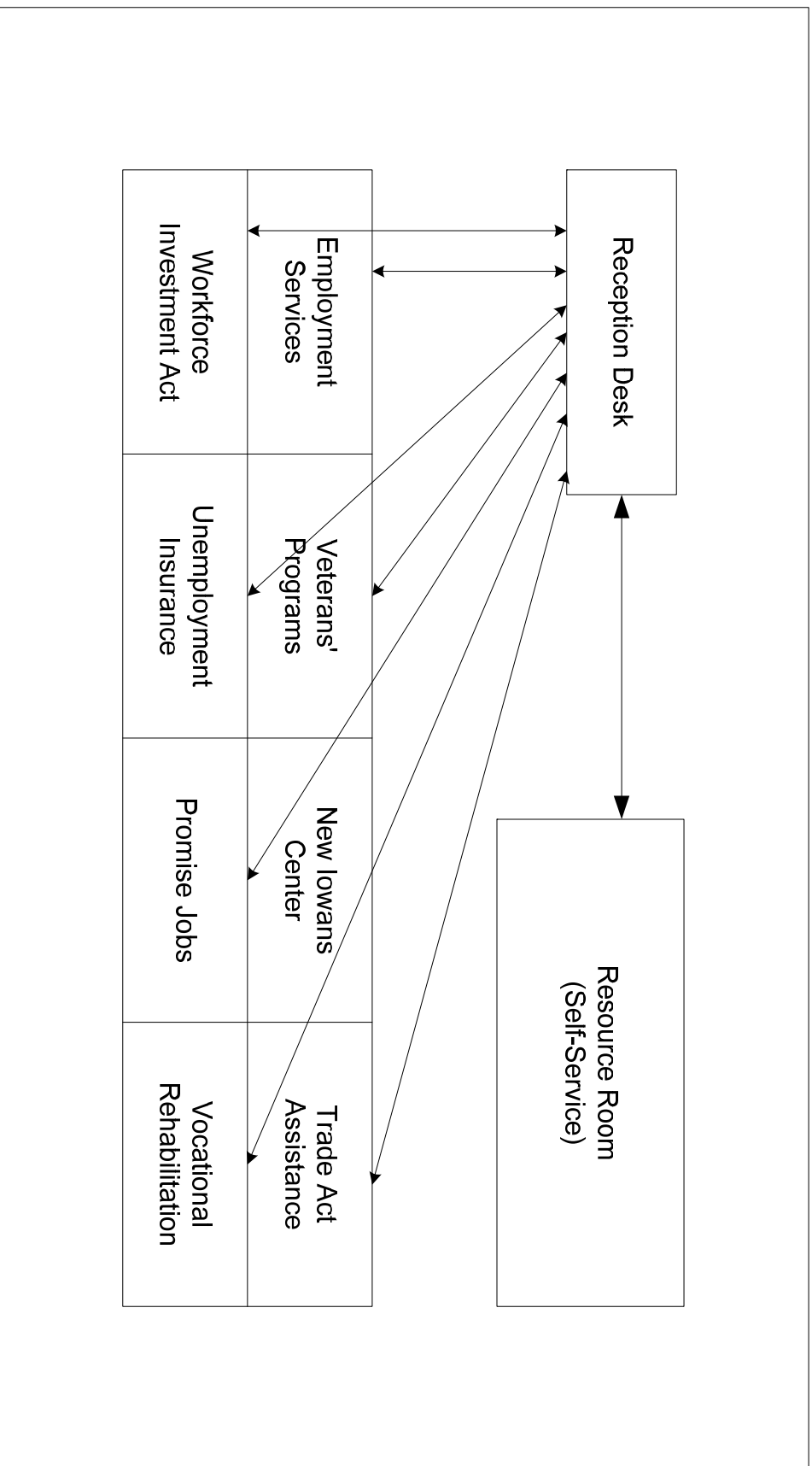
Skills Development comprises a hub of employment and training service delivery. Process steps and procedures are designed to meet one of the core missions of the workforce development system: That all individuals have the opportunity to “know their skills, grow their skills and get the best job possible with their skills.” To that end, an assessment of skills is a universal service delivered to each member of Skills Development. The outcome of service delivery in the Skills Development area is a relevant pool of talent – with skills in demand and job-search know-how. When members have completed Skills Development, have the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employment opportunities or introduced to the Recruitment and Placement Team/staff for assessment for recommendation to area employers.

If additional services are identified as needed, the Skills Development team will make the appropriate referrals or gather all eligibility verifications necessary to participate in WIA funded intensive and/or training services. Skills Development staff will document their decision for the need for Intensive Services in the IWorks system. Additional more comprehensive assessment, skills-upgrading, development of an employment plan and case management are some of the options available for improving the job skills of an eligible member. If the member completes this service and has the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employment opportunities or introduced to the Recruitment and Placement Team/staff for assessment for recommendation to area employers.

If Intensive Services do not lead to employment, then a decision for training services may be determined by Integrated Center staff. Skills Development staff will document their decision for the need for Training Services in the IWorks system. Using the employment plan developed during intensive services; training may be offered and must be obtained from a training program that is listed on the WIA Certified Training Provider list. When the member completes this service and has the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employment opportunities or introduced to the Recruitment and Placement Team/staff for assessment for recommendation to area employers.

Currently all non-integrated offices in Region 11 will utilize the following service methodology as depicted in the following flowchart:

# Non-Integrated



The following offices are located in the service region and Partner agencies utilize these offices to meet with clients.

Workforce Center – Polk County (Integrated Center)

Iowa Workforce Development

430 East Grand Avenue

Des Moines, Iowa 50309

(515) 281-9619

Center Hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

Newton Satellite – Jasper County (Integrated Center)

Iowa Workforce Development

600 North 2<sup>nd</sup> Ave. West, Suite S

Newton, IW 50208

(641) 791-5110

Center Hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

Pella Satellite – Marion County

Iowa Workforce Development

612 Franklin Street, Suite 101

(641) 628-4511

Pella, Iowa 50219

Center Hours: Mondays, Wednesdays and Fridays 8:00 a.m. to 4:30 p.m.

Boone Satellite – Boone County

Iowa Workforce Development

718 Eighth Street

Boone, Iowa 50036

(515) 432-5806

Center Hours: Mondays, Wednesdays, 8:00 a.m. to 4:30 p.m.

Perry Satellite – Dallas County

Iowa Workforce Development

607 1<sup>st</sup> Street

Perry, Iowa 50220

(515) 465-3537

Center Hours: Monday – Friday, 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

Ames Satellite – Story County

Iowa Workforce Development

126 S. Kellogg,

Suite 101

Ames, Iowa 50010

(515) 232-6572

Center Hours: Monday – Friday 8:00 a.m. to 4:30 p.m.

Additional Workforce Investment Act offices are located in the following counties:

Itinerant Office – Warren County  
Iowa Employment Solutions  
101 W. Salem  
Indianola, Iowa 50125  
(515) 961-8353  
WIA / PROMISE JOBS clients

Iowa Comprehensive Human Services  
1111 Ninth Street, Rm 260  
Des Moines, IA 50314  
(515) 245-7800  
WIA Youth Program Service Provider

Information can also be obtained from the following remote site locations in Region 11:

Colfax Library	Colfax
Indianola Library	Indianola
Winterset Library	Winterset
Newton Public Library	Newton
Monroe Public Library	Monroe
Pella Library	Pella
Knoxville Library	Knoxville
Ames Library	Ames
Boone Library	Boone
DSM Public Library (all sites)	Des Moines
Pleasant Hill Library	Pleasant Hill
Grimes Public Library	Grimes
West Des Moines Public Library	West Des Moines
Clive Public Library	Clive
Ankeny Public Library	Ankeny
Johnston Public Library	Johnston

The One Stop Center and satellite offices also have the following services available to clients:

#### **Internet Access Points**

- Job listings
- Job search techniques
- School-to-Work, Making Connections
- Career Exploration
- Labor Market Information
- Unemployment Insurance filing instructions
- Economic Development
- Workshop Schedules

#### **Informational Access Points**

- Job search techniques
- Labor Market Information

- Eligible training provider information
- One-Stop system performance achievement information
- Information on the availability of supportive services
- Unemployment Insurance filing instructions
- Economic Development

### **Telephone Access**

- Toll-free access to check on the status of an Unemployment claim / reporting each week, 1-800-850-5627, 515-281-6231
- TTY access: 1-800-831-1399
- Relay Iowa access: 711
- Toll-Free Access to the Department of Economic Development

### **Staff Flexibility**

Alternative arrangements can be made based upon request and need of the customer. Staff is flexible in making appointments outside of regular office hours. Staff continues to meet with clients in their respective counties unless the client prefers to be seen at another site.

# V. The Regional Workforce Development Center System



## Fee Based Services

**WorkKeys®** is a workplace skills analysis and assessment system developed by American College Testing (ACT) to help business and industry match workers with appropriate jobs and manage human resources more effectively.

The scientifically developed WorkKeys® system helps businesses:

- evaluate job requirements in several key skill areas through job profiling
- hire and promote employees based upon skills measured through testing
- upgrade skills of existing staff to better match job requirements through training

A job profile identifies the skill levels employees must have to perform a specific job in a particular company, based upon information provided by people who actually perform those jobs. The employer is charged a fee for the services, provided by Iowa Workforce Development.

**Annual Job Fair:** Iowa Workforce Development and Iowa Employment Solutions @ DMACC hold a yearly large-scale Job Fair that is open to the public. These Job Fairs are used by Central Iowa's top businesses and attract thousands of job seekers with a wide variety of skills. A fee is paid by the employer to secure a booth at the fair.

# V. The Regional Workforce Development Center System



## Partners and Their Services

### **Co-Located Partners include:**

#### Iowa Workforce Development: (IWD)

“IWD provides public labor exchange services and economic development assistance by providing technical assistance to employers, to include labor market information, labor recruitment, job posting, and Unemployment Insurance services. Job seeker services are provided through outreach, intake orientation, initial assessment, job search assistance, referral to job opportunities, placement, Talent Bank/Job Bank, Resource Center, career counseling, job related workshops, referral to educational and supportive services, UI Services, Veterans services and Promise Jobs program services.”

Staff is available to assist job seekers find employment opportunities in Iowa. The Resource Center provides assistance with testing, assessment, and resume writing. It provides customers with access to IowaJobs to give them access to all of the job listings in IWD's statewide system. IowaJobs provides links to job listings in other states through America's Job Bank, and additional local, state and federal jobs. The Labor Market Information page provides important statistical information for job seekers.

Staff is available at the Workforce Center and Satellite Offices to help answer unemployment insurance questions, take weekly-continued claims calls, calls about reactivating an existing claim, or guide applicants through the unemployment insurance process, and resolve any problems on existing claims.

Businesses can list their job openings free of charge and staff is available to assist businesses with finding qualified applicants.

#### Iowa Employment Solutions @ DMACC: (IES)

Iowa Employment Solutions at DMACC is responsible for providing services for Title I of the WIA. Services are provided to adults and dislocated workers. Eligible adults must be age 18 or older while eligible dislocated workers are generally individuals who have been terminated from their last employment and are unlikely to return to their previous industry or occupation. Displaced homemakers and self-employed individuals also may qualify for these services. Adult and dislocated worker services are provided through locally based One-Stop Career Centers. Comprehensive Workforce Centers provide access to a full range of services pertaining to employment, training and education, employer assistance, and guidance for obtaining other assistance.



Workforce Centers use varied strategies in providing the appropriate services to meet the needs of their customers:

- Core Services are available and include, in part, labor market information, initial assessment of skill levels, and job search and placement assistance.
- Intensive Services are available to eligible unemployed individuals who have completed at least one core service, but have not been able to obtain employment, or employed individuals needing additional services to obtain or keep employment that will lead to personal self-sufficiency.
- Training Services are available to eligible individuals who have met the requirements for intensive services and have not been able to obtain or keep employment. Individual Training Accounts are established to finance training based upon the individual's choice of selected training programs.

Des Moines Area Community College: (DMACC)

Des Moines Area Community College anticipates student and community needs, providing quality, learner-centered higher education and workforce development. Their programs and services encourage and develop career success, cultural understanding, social enrichment and life-long learning. DMACC accomplishes their mission through a process of responsible use of resources and continuous improvement. See [www.dmacc.edu](http://www.dmacc.edu).

DMACC's Goals:

- Prepare students to succeed by offering higher education courses in technical and occupational areas that lead to an associate's degree, certification or diploma.
- Through collaboration and cooperation with business and labor, prepare individuals for success in the work force by anticipating and responding to work place training and educational needs.
- Provide opportunities for high school students that include alternative high school completion programs, college-level academic and technical courses, and courses not currently available at their high schools.
- Provide support services for students that are under prepared or have other challenges that might prevent them from being successful in higher education programs.
- To meet the needs of our diverse population, develop partnerships with educational institutions, businesses, governmental agencies and communities.
- For students, faculty, staff, and community, continuously improve access to and make optimal use of current and emerging technology.
- Provide opportunities for students and members of the community to pursue vocational interests and personal development.
- Provide professional development opportunities for faculty and staff to create and maintain a campus climate conducive to collaboration and cooperation, responsible and innovative use of resources, and a process of continuous improvement.
- Provide opportunities for adults to complete their high school diploma.

### Iowa Comprehensive Human Services: (ICHS)

Iowa Comprehensive Human Services provides all WIA Youth services in Region 11. ICHS staff assist youth ages 14 through 21, low income, and meet at least one of six specific barriers to employment. A year-round youth program emphasizes attainment of basic skills competencies, enhances opportunities for academic and occupational training, and provides exposure to the job market and employment. Activities may include instruction leading to completion of secondary school, tutoring, internships, job shadowing, work experience, adult mentoring, and comprehensive guidance and counseling. The program emphasizes services for out-of-school youth.

ICHS collaborates with many community agencies and partners within Region 11 to make sure that the neediest youth are being served. ICHS currently works out of their central office at 1111 9<sup>th</sup> Street in Des Moines, Workforce Centers outside of Polk County. A Region 11 Youth Services Team is being established to make sure the needs of all youth are met. The team will include the DHS Foster Care System, Juvenile Court Liaisons, Public Schools, Heartland Area Education Agency, as well as all Workforce Partners.

### American Indian Council:

American Indian Council goals are to promote economic self-sufficiency, cultural awareness and preservation, for Native Americans and Alaska Natives. To achieve these goals, American Indian Council's objectives are:

- 1.) To promote, foster and encourage programs for the general welfare, education and social benefit of American Indian/Alaska Natives;
- 2.) To establish and maintain education, cultural, economic and recreational programs for American Indians/Alaska Natives;
- 3.) To work to eliminate barriers of discrimination of race, religion and gender; and,
- 4.) To educate and broaden the knowledge of the American public on Indian issues and culture, regarding its' unique positive contributions to American society.

### Iowa Vocational Rehabilitation Services: (IVRS)

The mission of IVRS is to work for and with individuals that have a disability to achieve their employment independence and economic goals. Services could include vocational training, counseling, prosthetics, assistive technology, vocational skill/aptitude assessments, and advanced educational training for the purpose of finding employment.

“To be eligible for services from the Iowa Vocational Rehabilitation Services an individual must have a disability that substantially limits their ability to work and they must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. An individual plan for employment, which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual.

Only agency IVRS counselors can determine eligibility and agree to provide services. IVRS staff can only be supervised by other IVRS staff.

IVRS must comply with confidentiality requirements and the provision of mediation and a fair hearing process as stated in the Rehabilitation Services Act of 1973 as amended.”

## AARP foundation / Senior Community Service Employment Program: (SCSEP)

This program provides temporary work experience for people aged 55 and older whose incomes fall at or below the federal poverty line. Clients are given temporary positions in non-profit community organizations where they have an opportunity to sharpen and develop skills while searching for a permanent job. SCSEP's goal is for each of its clients to obtain employment outside of the program. Through this program, seniors benefit from training, counseling, and community service assignments at faith-based and community organizations in their communities, prior to transitioning into the workforce.

### Job Corps:

Job Corps is a residential education and training program that each year helps approximately 62,000 students from the ages of 16 through 24 prepare for a career and take control of their lives. The program offers students an opportunity to learn a career skill, the chance to get their high school diploma or GED and help finding a job. Job Corps also provides assistance with transitional support for up to 18 months after the student begins a career. Simply put, Job Corps provides students with an opportunity to develop skills needed to succeed in a promising career.

Job Corps is a federally funded program that provides academic and career skills training at no cost to the student. When they join the program they will get paid a monthly allowance; the longer they stay with the program, the greater their allowance will be.

### **Partner Services located offsite include:**

#### Iowa Department of the Blind:

Counsel and provide adaptive skills training that lead to employment and/or retain employment for clients. Complete worksite assessments for clients related to their vocational interests and skills. Meet with clients in their homes to provide personal adjustment skills. Refer and may accompany clients to the Workforce Center to use the Career Center for job search. Provide employers with information regarding appropriate accommodations for clients. Generate employment related materials, such as Employee Handbook onto cassette tape or other alternative media.

#### Proteus:

Proteus assists eligible seasonal and migrant farm workers, and/or their dependents, to acquire full-time, non-seasonal jobs (outside of agriculture, or up-grade within agriculture) that offer financial stability, benefits, and opportunities for growth. The program enhances their opportunities for employability through basic education, vocational training, and other program services. Proteus also helps to stabilize their seasonal agricultural employment (if they choose to stay in agriculture) through the delivery of supportive services.

#### Experience Works:

Experience Works offers training and employment opportunities for people 55 and over that are income eligible. This includes a variety of services designed to help mature individuals enter the workforce including: job search assistance, tuition for courses for training, and on-the-job-training.

In addition to assisting mature workers, Experience Works can assist non-profit and for-profit businesses. Program eligible participants are assigned to community service positions, non-profit organizations and public agencies. Experience Works pays the wages for 20 hours of support-training per week for up to one year. Private sector businesses benefit by Experience Works On-The-Job-Training program. Using the OJT contract, Experience Works can pay full wages for up to 4 weeks or reimburse 50% of wages employer pays for an agreed upon training time. There is no fee for Experience Works services.

**Other Services Available through the Workforce Center include:**

New Iowans Center:

Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. The centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.

Promise Jobs:

Iowa's model for providing assistance to Family Investment Participant's (FIP) through specialized services. A partnership with the Department of Human Services assists in providing comprehensive work based services to help participants obtain financial independence through a Family Investment Agreement. Services include:

Orientation	Family Self Sufficiency Grant	Life Skills
Classroom Training	Adult Basic Education	General Education Diploma
Case Management	Transportation	Childcare
Assessment	Parenting Skills	Job Seeking/Keeping Skills
Work Experience	Employment	Family Development

Family Self-Sufficiency Grant:

A one-time cash grant to families in need of immediate financial assistance that would allow them to quickly obtain employment or prevent them from losing employment. Allowable expenses include car payments, car repairs, clothing and other items deemed appropriate.

Rapid Response:

In the event of a substantial layoff or plant closing that falls under the WARN (Worker Adjustment and Retraining Notification) Act, the Workforce Center will help in the coordination of a Rapid Response. The initial Rapid Response meeting with the employer and applicable labor organizations or employee representatives will provide an opportunity to exchange information about the layoff or closure and resources available to employees. At that meeting, arrangements will be made for a Worker Information Meeting. At that meeting, employees will be informed of assistance available from area agencies and organizations, including the Workforce Center and WIA.

Veteran's Services:

Designed to provide case management and veterans preferences in hiring. Businesses who are federal contractors are required to list their job openings through Iowa Workforce Development and Veterans representatives work individually with Veterans through a variety of work based issues. Apprenticeships, training, support services and acting, as liaisons with a variety of other Veteran's programs are only a few of the services.

Iowa Advantage Program:

A series of workshops designed to provide information that will assist workers in transition to becoming employed.

# V. The Regional Workforce Development Center System



## WIA Adult, Youth & Dislocated Worker Activities

The following is a general overview of all services provided under The Workforce Investment Act (WIA):

### **Adult and Dislocated Workers:**

The Act requires that WIA funds be used to provide core services to adults and dislocated workers through the Workforce Development Center System. Refer to Section V, page 50, for information outlining eligibility determination, core and staff assisted services.

#### **A. Self-Service and Informational Core Services:**

The following types of activities and services are considered self-service or informational core services:

- Determination of eligibility to receive services under WIA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the system;
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- Job search and placement assistance, and, where appropriate, career counseling;
- Provision of employment statistics information, including the provision of accurate information relating to local, regional and national labor market areas, including:
  - 1.) Job vacancy listings in such labor market areas;
  - 2.) Information on job skills necessary to obtain the jobs listed;
  - 3.) Information relating to local occupations in demand and the earnings and skill requirements for such positions.
- Provision of performance and program cost information on eligible providers of training services;
- Provision of information regarding how the local area is performing on the local performance measures and any additional information with respect to the Workforce Development Center System in the local region;
- Provision of accurate information relating to the availability of supportive services, including

child care and transportation available in the local Region, and referral to such services as appropriate;

- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for Programs ~~of~~ for financial aid for assistance for training and education programs that are not funded under the Act and are available in the Region.
- Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.

**B. Staff-Assisted Core Services:**

The following types of activities and services are considered staff-assisted core services:

- Staff-assisted job search and placement assistance, including career counseling;
- Screened job referrals;
- Staff-assisted job development; and
- Staff-assisted workshops and job clubs.

**1) Intensive Services:**

The Act requires that a participant receive intensive services before being determined to be in need of training services to obtain employment that leads to self-sufficiency. Region 11 defines “employment leading to self-sufficiency” as “income that is in excess of 150% of the lower living standard income level, or at least 95% of the wages at dislocation.” The following types of activities and services are considered intensive services:

- Comprehensive and specialized assessments of skill levels and service needs, including diagnostic testing and use of other assessment tools, and an in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- Case Management for participants seeking training services;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, English as a Second Language, and professional conduct to prepare individuals for unsubsidized employment or training;

- Out of area job search expenses;
- Relocation Expenses;
- Internships; and
- Work Experience

### **Training Services:**

The following types of activities and services are considered to be Training Services:

- Occupational skills training, including training for nontraditional employment;
- Programs that combine workplace training with related instruction, which may include cooperative education programs;
- Training programs operated by the private sector;
- Entrepreneurial training;
- Job readiness training; and
- Customized training.

### **Supportive Services**

Supportive services are those services that are necessary to enable an individual to participate in activities authorized under WIA. The following types of supportive services are allowable under WIA:

- Clothing - Cost of items such as clothes or shoes which are necessary for participation in WIA Training.
- Counseling
- Dependent care - Interim, temporary basis purchased from licensed institutions or from private sources agreed upon by the participant and staff. Based on individual need.
- Financial assistance
- Health care
- Housing assistance



- Miscellaneous services - Bonding is an allowable cost if it is not available under federally or locally sponsored programs. License fees/application fees can be purchased if occupationally required.
- Residential/meals support
- Services to individuals with disabilities - The cost of special services supplies, equipment, and tools necessary to enable a participant with a disability to participate in training are allowable.
- Supported employment and training - Payments are allowable to enable individuals requiring individualized assistance with one to one instruction (hiring of a mentor or tutor).
- Transportation - Car pool or gasoline arrangements will be taken into consideration. Public transportation use should be encouraged.

Follow-up services must be provided for all adults and dislocated workers who enter employment, for not less than 12 months after the first day of employment. The number of follow-up contacts will be based on Federal WIA requirements, unless otherwise required by State Regulations.

The types of follow-up services provided must be based on the needs of the adult or dislocated worker. Follow-up services may include such things as:

- counseling regarding the workplace;
- assistance to obtain better employment;
- determination of the need for additional assistance; and
- referral to services of partner agencies or other community resources.

## **Youth Services:**

WIA requires that an array of services be made available to youth. The list of youth services, which must be made available in each Region, is as follows:

- 1) Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies (RBS);
- 2) Alternative secondary school offerings (SEC);
- 3) Summer employment opportunities directly linked to academic and occupational learning (SUM)
- 4) Paid and unpaid work experiences, including internships and job shadowing (WEP), (LIN), (VEP);
- 5) Occupational skill training (OJT), (IST), (CUS);
- 6) Leadership development opportunities which include community service and peer centered activities encouraging responsibility and other positive social behaviors; (LSD)
- 7) Support services;
- 8) Adult mentoring for duration of at least 12 months that may occur both during and after program participation (MEN);
- 9) Post-program services (PPS); and
- 10) Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth (G&C).

The following is a list of additional activities and services that may be made available to support the ten required youth services available in each Region:

- Entrepreneurial Training (ENT)
- Job Club (JBC)
- Pre-Employment Training (PET)
- Skill Upgrading (SUG)

Support Services are those services that are necessary to enable an individual to participate in activities authorized under WIA. The following types of support services are allowable under WIA for youth:

- Clothing (CHG);
- Dependent Care (DPC);
- Financial Assistance, including housing assistance (FAS);
- Health Care (HLC)

- Incentive Bonus Payments (INB);
- Miscellaneous Services (MSS);
- Relocation (RLT);
- Residential/Meals support (RMS);
- Services for Individuals With Disabilities (SID);
- Stipends (STI);
- Supported Employment and Training (SET); and
- Transportation (TRN).

#### Activities and Services:

While the Workforce Investment Act and regulations list a number of allowable activities and services, not all of those are considered to be specific activities and services in the Iowa WIA program. Some of the activities and services listed in the Workforce Investment Act and regulations, such as outreach, eligibility determination and the provision of information are considered to be staff functions or processes rather than distinct activities or services. Others have been grouped into larger categories for ease in tracking and reporting.

Many of the activities and services contain policies relating to the maximum length or duration of the activities. These limitations are intended to be default policies. The Central Iowa Workforce Investment Board may increase or decrease the maximum length of an activity by specifying the regional policy in the Regional Customer Service Plan. (See Attachment C)

# V. The Regional Workforce Development Center System



## Individual Training Accounts

WIA Title 1 training services may be considered for WIA Adult and Dislocated Worker program participants who:

- a. have received core and intensive services, including at least objective assessment and an individual employment plan
- b. have been unable to obtain or retain employment that leads to self-sufficiency through intensive services
- c. have been determined in need of training services and have assessment results indicating they could successfully complete the selected training
- d. select a training program directly linked to employment opportunities in the area or in an area to which they are willing to relocate
- e. are unable to obtain grant assistance or scholarships from other sources to pay the entire costs of the training) including Pell Grants) or require WIA assistance in addition to other sources of assistance

Training services may include: occupational skills training, on-the-job training, entrepreneurial training, job readiness training, and customized training. Veterans will be given priority if there is a waiting list, if all other things are equal.

Payment of training costs will be accomplished through an Individual Training Account. Once a training provider has been selected and the maximum amount necessary to purchase the training and support services has been determined, that amount will be assigned to the participant's ITA.

Institutional Skills Training (IST) is intended to provide individuals with the technical skills and information required to perform a specific job or group of jobs and is conducted in a classroom setting. Participants in IST must be enrolled in training that correlates with available assessment regarding interests, aptitudes and other related factors. Assessment may be conducted within our agency or gathered from other sources. Information must be current (within the past year).

Participants requesting IST must document that the training will prepare them for a demand occupation. Such documentation may include information such as number of openings available in this area, starting salary and specific employers in the area who hire individuals with that type of training. If a participant is planning to relocate, he/she must obtain the same information for the area of relocation.

Assistance will be provided for vocational diploma or certificate programs. Assistance will be provided for an A.A. or A.A.S. only if it prepares the participant for specific employment. If a participant has already completed an A.A., assistance with completion of the final two years of a B.A. would be allowable. WIA funds will not be used to obtain a graduate degree. If a

participant has already completed a vocational diploma or certificate program, but is unable to work in that type of employment, a second vocational program may be considered.

IST participants must maintain a 2.0 grade point average (on a 4.0 scale). If not, a corrective action plan will be implemented for the following term. Grades below 2.0 for two semesters will result in termination of funding.

Information about certified training providers will be available to participants requesting IST. After investigating available providers and programs, the participant will meet with WIA staff to discuss their choice of training and implement an ITA. Payment amounts and duration of the ITA will be determined according to the individual's employment plan. If a person wishes to attend training, they will need to present information regarding cost, duration, and type of credential for all relevant training programs in the local area. If the participant wishes to attend one of the higher cost training programs, they will be responsible for the additional costs over the amount established in the Regional Customer Service Plan for training.

## VI. Targeted Populations and Projected Participant Costs



### Outreach to Target Populations

Iowa Employment Solutions @ DMACC utilizes the Region 11 One Stop system partners for outreach efforts to many targeted populations. As a Workforce Center partner, Iowa Vocational Rehabilitation Services (individuals with disabilities), provides referrals to the Workforce Center along with distributing information about services provided at the Center. Iowa Employment Solutions @ DMACC's Project Employment Program serves individuals with disabilities. Iowa Employment Solutions @ DMACC staff work with the veterans' staff present at the Workforce Center to provide information and referrals for services. Iowa Comprehensive Human Services staff works with special populations of low income youth, providing a variety of employment, skill enhancement, and support services. Proteus staff work with migrant and seasonal farm workers providing valuable information to this population about services provided at the Center and also serves as a referral source. AARP and Experience Works provide information along with referrals to the Workforce Center to older workers. Workforce Center staff actively participates in older worker conferences.

Workforce Center staff have weekly visits to the parole and probation offices providing outreach to the offender population. Periodic job fairs are also held at the correction facilities for inmates.

Other One Stop partners such as The Iowa Department of the Blind, OMG/Job Corps., and the American Indian Council also provide information and referral services.

The Workforce Center partners also have contacts and provide outreach with the minority community and faith based organizations through such agencies as Creative Visions, Spectrum Resources, and Urban Dreams.

The New Iowan Program staff provides outreach at the Workforce Center for newly located Iowans through public and private partnerships.

The Workforce Center partners further their outreach through public service announcements, Job fairs, and the IWD and IES web pages.

## **VI. Targeted Populations and Projected Participant Costs**



### **Veteran's Priority of Service**

Iowa Employment Solutions (IES) @ Des Moines Area Community College (DMACC) and Iowa Comprehensive Human Services (ICHS) will follow the directives on Veteran's Priority of Service as outlined in the Federal Register dated Friday, December 19, 2008, specifically as it relates to pages 78132 through 78144.

## **VI. Targeted Populations and Projected Participant Costs**



### **Youth Activities**

Iowa Comprehensive Human Services (ICHS) provides all WIA Youth Services in Region 11. ICHS collaborates with many community agencies and partners within Region 11 to make sure that the neediest youth are being served. ICHS currently works out of the United Way Campus building at 1111 9<sup>th</sup> street in Des Moines and Workforce Centers outside of Polk County. A Region 11 Youth Services Team is being established to make sure the needs of all youth are met. The team will include the ICHS, IES, IWD, DHS Foster Care System, Juvenile Court Liaisons, Public Schools, Heartland Area Education Agency, IVRS, as well as all Workforce Partners. Additional entities will be included as enhanced services are identified.



## **VI. Targeted Populations and Projected Participant Costs**



### **Estimated Cost Per Participant**

The WIA Adult Program projected cost per participant goal is planned to be \$87.

Dislocated Worker Program cost per participant goal is planned to be \$273.

The WIA Youth Program's cost per participant goal is planned to be \$1,869.

Results of co-enrolling through the new integration service model has resulted in a substantial increase in the number of adult and dislocated workers being served thus impacting the estimated cost per participant.

# Attachment A



## Memorandum of Understanding

### **INTRODUCTION**

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This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the Region 11 partners named herein, the Region 11 Workforce Investment Board (RWIB) and the Region 11 Regional Workforce Investment Alliance (RWIA).

It is intended to serve as the framework for further development and implementation of an integrated system of service to better serve our mutual customers, both job seekers and businesses.

The Workforce Center located at 430 East Grand Avenue will serve as the physical comprehensive Center for the system. IWD Satellite offices and partner sites will provide universal access across the Region, throughout all counties.

In entering into this Agreement, the parties make the commitment to maintain not only the basic provisions of WIA, but also to enact the basic guiding principles of the Iowa Workforce Development Delivery System. The basic guiding principles are providing for customer choice and opportunity in an efficient and accountable manner; focusing on customer satisfaction; and integrating products and services.

## VISION

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The purpose of the One Stop System is to advance the economic well-being of this workforce investment Region by developing and maintaining a quality workforce and by serving as the focal point for all local and regional workforce investment initiatives. This will be achieved through the delivery of high quality and integrated workforce investment, education, and economic development services for job seekers, incumbent workers, and businesses. The Workforce System is intended to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for both jobseeker and employer customers receiving services.

Services to be provided through the One Stop System are detailed in the Customer Service Plan. They include Core and Intensive services to adults, dislocated workers, youth, job seekers, current workers and businesses.

## RELATIONSHIPS & OVERSIGHT

Oversight of the Region 11 Workforce Development System begins with the Regional Workforce Investment Alliance (RWIA) representing each County Board of Supervisors within the Region. The RWIA with support of the Governor’s office selects and appoints representatives to serve as members to the Regional Workforce Investment Board (RWIB).

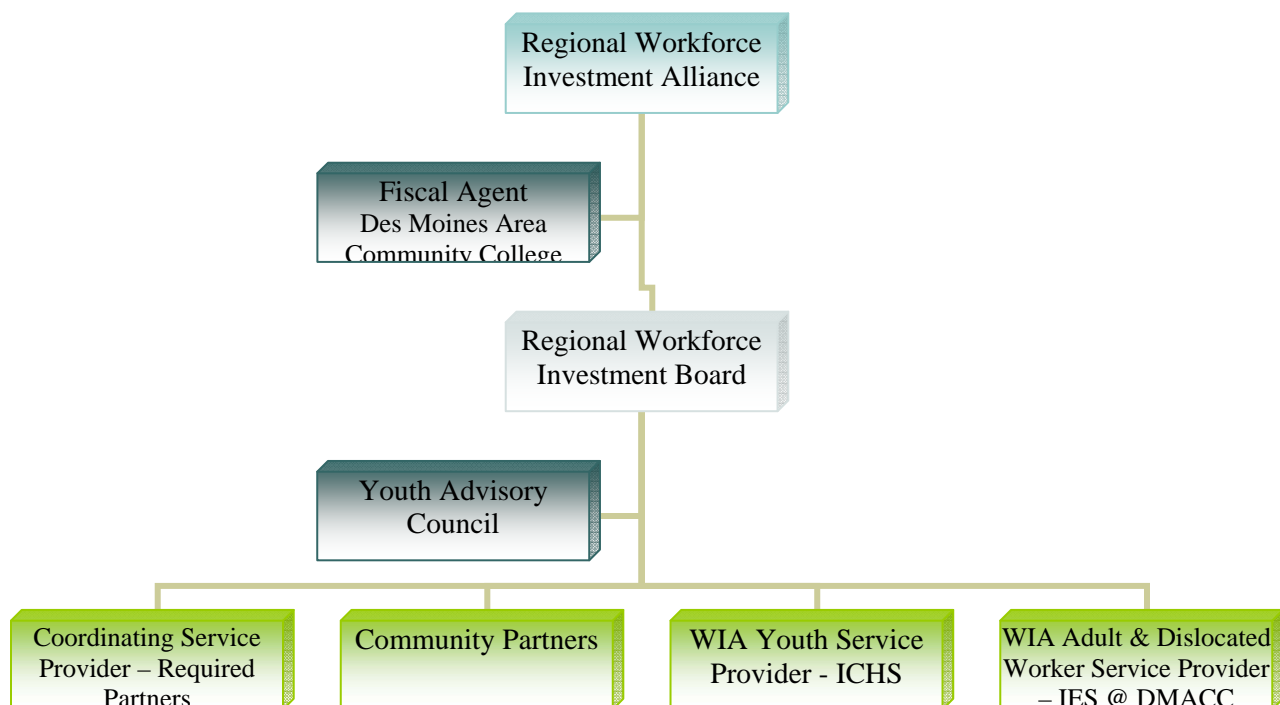
The RWIA and the RWIB are responsible for the oversight of the System, including needs assessment, performance measures, customer satisfaction and selection of the Adult, Dislocated Worker and Youth Service Providers under Title 1.

Together the RWIA and the RWIB appoint the One-Stop Operator or as in Iowa’s system, the “Coordinating Service Provider (CSP)”. The One-Stop Operator in Region 11 is responsible for the administration and management of the Center and the coordination of the system.

**One Stop Operator**—Coordinating Service Provider, as selected by the RWIA and RWIB, includes a partnership of the required One-Stop partners. The Coordinating Service Provider will select a Chair.

**Community Partners** – additional organizations, who desire to join the required partners as part of the Region 11 Workforce System, signatories of the MOU, also agree to:

- document agreed upon data elements for all shared customers
- provide cross information and training to partners regarding eligibility and services
- make and receive referrals and provide follow-up
- share applicable information regarding mutual clients with referrals
- abide by WIA confidentiality requirements, as well as, those that apply to all other partners.



## **PROCESS**

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The Regional Workforce Investment Board and the Regional Workforce Investment Alliance designated the One-Stop Operator (Coordinating Service Provider) to negotiate the Memorandums of Understanding on their behalf. The Chair of Coordinating Service Provider is designated as the Representative and initiated development of the Memorandum of Understanding through a series of local meetings.

The Coordinating Service Provider and Community Partners meet regularly to share information on programs, coordinate services, discuss grant opportunities, and share new products and services. Local discussions address Vision, Core Services, Access, Referrals, and Costs.

MOUs will be reviewed annually by the partners and the RWIA/RWIB Boards.

## INFORMATION SHARING AND CONFIDENTIALITY

A referral is that process in which a customer is connected with other partner agency programs and follow-up occurs to ensure the service is received. Partners to the Agreement concur that for local communities to effectively maximize resources there is a need to exchange information in a manner that also safeguards confidentiality. All Partners to this Agreement are subject to the comparable standards of confidentiality and HIPAA requirements.

### **Agency Regulations**

<b>IVRS &amp; Blind</b>	<b>DHS</b>	<b>Dept. of Education</b>
Rehab Act of 1973 as amended (34CFR 361.38)	402(a)(1)(iv) of the Social Security Act (FIP and PROMISE JOBS)	Family Educational Rights and Privacy Act (FERPA) (34CFR Part 99)
Public Law 93-282, Confidentiality of Alcohol & Drug Abuse Patient Records	42 CFR 431.301 through 431.306 (Medicaid) 45 CFR Parts 160 and 164 as amended to August 14, 2002 (HIPAA)	Protection of Pupil Rights Amendment (PPRA)
Iowa Code Section 141.23 on release of HIV/AIDS information	Iowa Code Section 217.30	Individuals with Disabilities Education Act (IDEA)
IVRS Policy Section 1.3	441 IAC 9, especially 441 IAC 9.7(17A, 22, 228) and 441 IAC 9.10(17A, 22)	Federal Drug & Alcohol Patient Records Confidentiality Law (42 CFR)

State Partners including the Iowa Dept. for the Blind, Iowa Dept. of Education, Iowa Vocational Rehabilitation Services, Iowa Dept. of Human Rights, Iowa Dept. of Human Services, Iowa Governor’s Developmental Disability Council and Iowa Workforce Development have signed a Memorandum of Agreement (MOA) that allows them to share **safe data** without the need for a release of information. Safe data includes:

- identifying information: name, date of birth, gender, Social Security number, citizenship, ethnicity, marital status, number in household
- contact information: address, telephone, cell phone, and email
- functional employment data: education level, limited English proficiencies, functional limitations, reasonable accommodations for work or school, employment history, and transferable skills
- financial assistance: general, refugee, SSI, SSDI, FIP, Veterans, Workers compensation, food assistance, health insurance coverage type.

Partners may share information that is necessary for purposes related to vocational rehabilitation, training and/or placement. It is the understanding of all Partners that safe data can be confidently shared with one another under agreed upon methods of obtaining the client’s informed consent. All information shared between agencies shall be used only for purposes of administration of programs, services or assistance and cannot be disclosed to or used by persons or agencies outside of this Agreement without customer authorization. This release is valid for the duration of service provision.

**Secure data includes information specific to mental health, disability, alcohol or drug abuse or HIV/AIDS information will only be shared between the Partners through specific authorization.**

## **NON-DISCRIMINATION**

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All partners certify that they are equal opportunity employers. All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, mental or physical disability, or veteran's status, or on the basis of any other classification protected under state or federal law. The partners certify that they have in place policies and procedures to address these issues, and that such policy and procedures have been disseminated to their employees and otherwise posted as required by law. The parties further certify that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues and that they are unaware, or will inform other partners, of any claims currently pending against them before any court or administrative body relative to alleged violations of such laws.



## METHOD OF REFERRAL AND FOLLOW-UP

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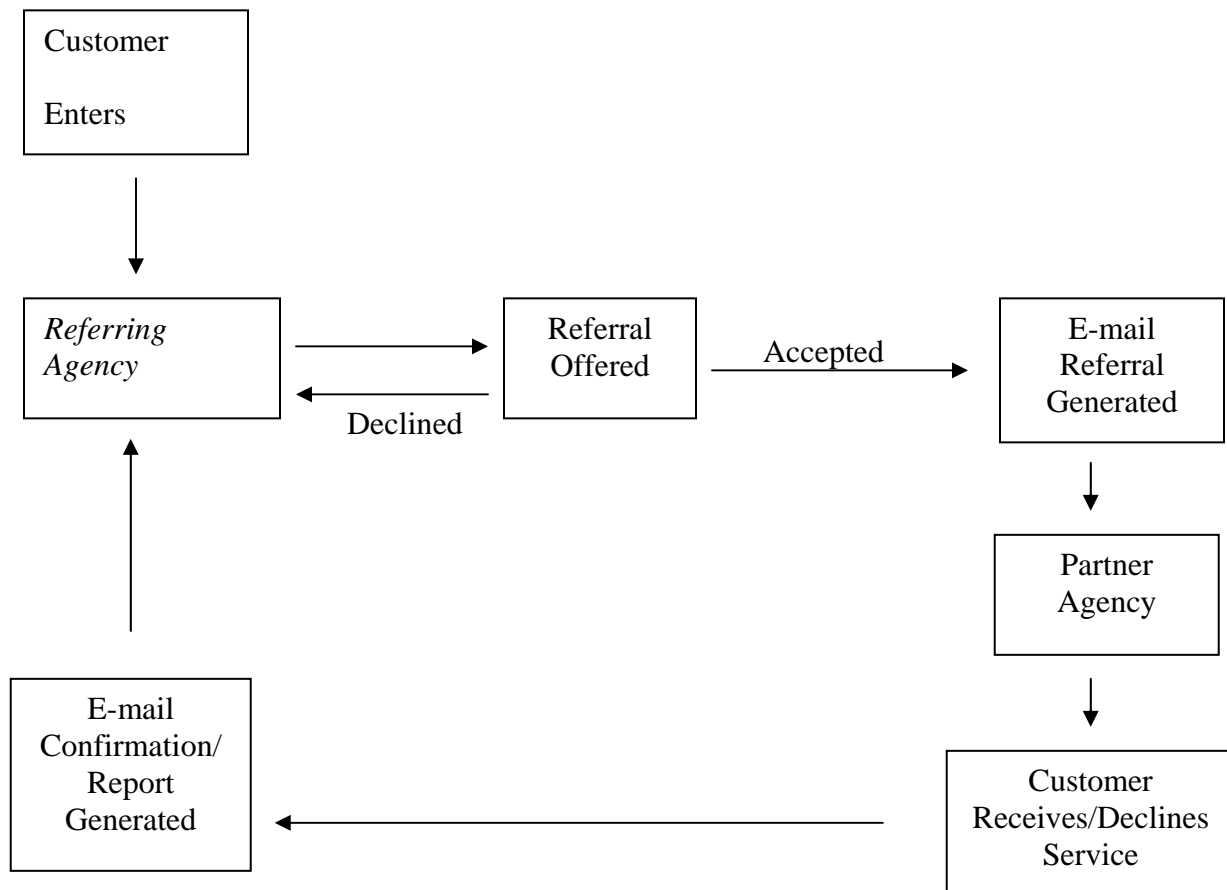
Partners have agreed to handle referrals by e-mail or phone. A referral between agencies should list:

- Customer Name
- Customer Address
- Customer County of Residence
- Customer Birth Date
- Statement of Service(s) Needed
- Customer Accommodations if needed

Each agency will be responsible for developing their personal tracking system. The tracking system should maintain, at a minimum, what service was provided, if the customer was referred to other agencies for help, if the customer was referred to job openings and if they became employed.

The referral system enhances the relationship with off-site partners. While this process is also applicable to on-site partners, the usual method of referral is personal contact. Often customers interested in a referral are immediately introduced to a representative.

A customer flow chart is as follows:



## **METHOD OF REFERRAL AND FOLLOW-UP**

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- All partners agree to provide an informational presentation to the RWIB regarding eligibility and program services available.
- All partners agree to provide cross-information and training to other partners regarding eligibility and program services available.
- The referring partner is responsible for conducting follow-up to ensure that the customer did, in fact, receive services from the receiving partner.
- All partners agree to develop and utilize a method to share safe data so that customer job seeker need not provide basic demographic, contact, employment, and financial assistance data more than once after entrance into the Workforce system.
- The long-range goal of the partners is to achieve electronic integration of program intake and case management through the IWD IT System. Subset goals include:
  - All partners agree to register all customers receiving staff-assisted core service, intensive services or training services into the IWD IT System.
  - All partners agree to follow-up on all registered customers and to report placements and periodic follow-up required by WIA.
  - All partners agree to work on a system whereby a service coordinator would be designated for customers who are receiving services concurrently from multiple partners.

## **NEGOTIATIONS**

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Partners are committed to negotiating in good faith to develop a method of cost sharing (when applicable) and service delivery.

Each partner/agency must assign one representative who is fully authorized to speak on behalf of the organization, negotiate and sign the Memorandum.

A partner/agency will be considered to have negotiated in good faith only when the representative who is solely authorized to sign the Memorandum of Understanding directly and personally participates in the negotiation process.

## **AMENDMENTS**

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This MOU may be amended at the request of the RWIB, RWIA or a Regional Workforce Development Partner. This request must be in writing and must be mailed to the Chairpersons of the RWIB, RWIA and CSP. The request must be acted upon within 45 days and all partners must be notified of the requested changes and have an opportunity to provide input. The RWIB with the agreement of the RWIA must approve all amendments and these must be communicated in writing to all parties within five (5) working days of agreement.

## **DURATION**

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This Memorandum of Understanding is effective after all signatures have been obtained and approved by the Regional Workforce Investment Board and Regional Workforce Investment Alliance. The Memorandum will be effective July 1, 2007 and continue until termination of the Agreement by the RWIB and RWIA.

## **COSTS**

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The Workforce Investment Act requires that required partners must use the Workforce Development Center system to provide customers access to services. The Act requires that as a required partner, all must use a portion of their resources allocated to create, support and maintain the Workforce Center system and share these costs to provide core services. Costs will be allocated within the scope of legislative requirements governing the parties' respective programs.

In developing the Memorandum of Understanding costs were broadly discussed in three categories: System costs, Center costs and Service Costs. The One-Stop Operator and the associated programs under its control currently pay System, Center and Service Costs of Universal WIA core services within the Workforce Center system.

Memorandums of Understanding effective July 1, 2007, reflect each required partner's Cost Allocation Plan.

Levels of participation for cost and resource sharing are available for community partners.

# COSTS

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## *Level 1: Integrated and Cost Shared Systems and Services*

The programs of the One-Stop Operator (Coordinating Service Provider) strive for integrated service delivery and cost sharing methods. Staff deliver on-site services during normal hours of operation and on some occasions at alternate sites utilizing IWD technology services as appropriate.

The base cost sharing plan is based on either a predetermined rental agreement with the State and/or the number of employees physically located at the Center (FTE). The formula is fixed and does not change based on full time or part time presence.

Other cost allocation methods may be used as consistent with the federal guidelines, OMB Circular A087 and or other prevailing or applicable regulations.

In addition to Core Services, costs include Center costs such as operation of the Workforce Center, System costs such as the maintenance and support of the Regional Workforce Investment Alliance, Regional Workforce Investment Board and Youth Advisory Council and Technology costs of the system.

**Core Services** are provided through the above named programs and are universally available through the One-Stop Center System. Iowa Employment Solutions (IES) staff is responsible for making eligibility determinations for the Adult and Dislocated Worker Programs.

Eligibility Determination  
Outreach/Intake Orientation  
Integrated Technology (Common Intake/Case Management)  
Resource Center  
Labor Market Information  
Career Exploration  
Referrals  
Assessment  
Job Search  
Information on Performance  
Job Keeping Skills  
Career Decision Making  
Resume Writing Assistance  
Information on Unemployment Claims  
Support Services  
Adult Basic Education  
General Education Diploma  
Business Services  
Help with Financial Aid  
Follow-up

## COSTS

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### *Level 2: Co-located, lease-based system*

Iowa Vocational Rehabilitation Services is located at the Workforce Center and pays rent based on a lease arrangement with the State of Iowa.

The lease agreement may be terminated with appropriate notice. (See sublease provisions)

### *Level 3:*

All remaining partners contribute to One-Stop costs as specified in their MOU.



## **REQUIRED PARTNERS**

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AARP Foundation—Senior Community Service Employment Program  
3311 SW 9<sup>th</sup> Street  
Des Moines, Iowa 50315

Adult Basic Education—Des Moines Area Community College  
800 Porter  
Des Moines, Iowa 50315

American Indian Council  
310 Armour Road – Suite 205  
North Kansas City, Missouri 64116

Experience Works  
3720 N. 2nd Ave.  
Des Moines, IA 50313

Iowa Comprehensive Human Services  
1111 9<sup>th</sup> St.—Suite 260  
Des Moines, IA 50314

Iowa Department for the Blind  
524 Fourth Street  
Des Moines, Iowa 50309

Iowa Employment Solutions @ DMAACC – Des Moines, IA  
430 East Grand Avenue  
Des Moines, IA 50309

Iowa Vocational Rehabilitation Services  
510 East 12<sup>th</sup> Street  
Des Moines, Iowa 50319

Iowa Workforce Development  
430 East Grand Avenue  
Des Moines, IA 50309

Job Corps/Odle Management Group  
430 East Grand Avenue  
Des Moines, Iowa 50309

Proteus  
3850 Merle Hay Rd, Suite 500  
Des Moines, Iowa 50310

## **COMMUNITY PARTNERS**

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The following agencies are not legally required partners under the Workforce Investment System. They do have a physical presence within the Region and are engaged in complimentary employment and training activities.

Children & Families of Iowa  
1111 University Ave.  
Des Moines, IA 50314

Goodwill Industries of Central Iowa  
4900 NE 22<sup>nd</sup> St.  
Des Moines, IA 50313

ISED Ventures  
1111 Ninth St.  
Des Moines, IA 50314

Link Associates  
4301 NE 14<sup>th</sup> St.  
Des Moines, IA 50313

Mainstream Living Inc.  
333 SW 9<sup>th</sup>—Suite C  
Des Moines, IA 50309

New Iowan Centers/Iowa Workforce Development  
150 Des Moines St.  
Des Moines, IA 50309

Polk County Family Enrichment Center  
401 E. Court  
Des Moines, IA 50309

Primary Health Care Inc.  
979 Oakridge Dr.  
Des Moines, IA 50314

## **ONE STOP OPERATOR – COORDINATING SERVICE PROVIDER**

The One-Stop Operator, representing all required partners, agrees to the General Provisions and to otherwise abide by the Memorandum of Understanding for Region 11 and the Cost Allocation Plans for the Workforce Development Delivery System.

The Workforce Investment Act requires that we must use the Workforce Development Center system to provide customers access to our services. The Act requires that as a partner, all must use a portion of their resources allocated to create, support and maintain the Center system and share these costs to provide core services. Costs must be allocated within the scope of legislative requirements governing the parties' respective programs.

The One-Stop operator will provide the following:

1. Under the direction of the Regional Workforce Investment Alliance and Regional Workforce Investment Board provide administration of the Comprehensive Workforce Center located at 430 East Grand Avenue, Iowa.
2. Satellite and itinerant facilities for the Workforce Development Delivery System in the counties served.
3. Services include:
  - Workforce Investment Act Core, Intensive and Training Services
  - Case Management, Follow-up, Resource Center, Reception, Intake, Information Technology Services, Referrals, Support Services, General Education Diploma, Job Seeking and Keeping courses, Financial Aide Assistance, Adult Basic Education courses, Labor Market Information, and other services deemed appropriate and necessary to carry out the mission of the system.
4. Administration and provision of program services and costs.

The dollars available vary from program year to program year. Costs are allocated consistent with Federal and State guidelines.

Dollars are equitably distributed to pay for the cost of the System based on existing lease arrangements, FTE allocation and/or other applicable and allowable cost allocation methods.

Contributions are made towards System, Center and Service costs as described in the body of the Memorandum of Understanding.

# **Individual Partner Agreements**



(Original signatures on file at the Workforce Center, 430 E. Grand Ave., Des Moines, IA)

# **AARP Foundation**

## **Senior Community Service Employment Program**

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AARP Foundation SCSEP is a work training program for persons 55 and over who meet residency and income requirements. Low-income older workers receive the job training and placement they need to re-join the workforce. This opportunity depends on partnerships with other non-profit organizations which provide key training opportunities and employers who hire recently trained mature workers.

### **Core Services:**

Offer to work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, and training. AARP Foundation SCSEP provides intensive one-on-one support to older workers who are finding it difficult to secure employment on their own. SCSEP provides assessment, IEP development, soft skills training, resume preparation, interviewing skills, job search techniques. SCSEP places individuals into temporary, paid job training positions where participants further develop their skills. From there participants are connected to employers with appropriate open positions. Employers may also take advantage of short term 'trial employment' opportunities offered through the SCSEP program.

### **Location and Hours of Service:**

Des Moines, IA office is open M-F from 9:00 AM to 4:00 PM. This office serves the counties of Polk, Tama, Marshall, Jasper and Poweshiek. This distribution is determined through a competition held by the US Dept. of Labor. Currently there is a representative for AARP/SCSEP at IWD in Des Moines and in Newton. We are working on developing a position in Marshalltown as well.

### **Cost Allocation Plan:**

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Gay-Ellen Fisher                      Date  
AARP/SCSEP

# **ADULT BASIC EDUCATION/DMACC**

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DMACC provides Adult Basic Education to clients at IWD which includes GED instruction and testing. We also provide College information and advising.

Core Services:

Under the direction of the Community College will provide administration of the Adult Basic Education and General Education Diploma services located at 430 E. Grand, Des Moines, Iowa.

- GED classes, Job Seeking Skills, Job Keeping Skills, English as a Second Language and/or other educational activities as deemed appropriate.

Location of Services:

- Satellite and itinerant facilities for the Workforce Development Delivery System in the counties served. Workforce Center: Monday-Friday 8:30am-2:30pm.

Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Doug Williams                      Date  
Des Moines Area Community College

# American Indian Council

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American Indian Council goals are to promote economic self-sufficiency, cultural awareness and preservation, for Native Americans and Alaska Natives. To achieve these goals, American Indian Council's objectives are:

- To promote, foster and encourage programs for the general welfare, education and social benefit of American Indian/Alaska Natives;
- To establish and maintain education, cultural, economic and recreational programs for American Indians/Alaska Natives;
- To work to eliminate barriers of discrimination of race, religion and gender; and,
- To educate and broaden the knowledge of the American public on Indian issues and culture, regarding its' unique positive contributions to American society.

## Core Services:

Eligibility determination, intake/outreach/orientation, assessment, job search/placement/counseling, information on job listings/skills/demands, performance-certified training programs, information and referral-support services and financial aid, and 12-months follow-up post placement.

Other services include: referral assistance, job search, GED preparation, personal counseling, child care, other social services, classroom training programs, career development, tuition assistance, academic counseling, living stipend assistance, work experience, on-the-job training.

## Location and Hours of Service:

Services are currently accessed by contacting the Regional office in Kansas City by calling 800-546-4898.

## Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Christine Molle                      Date  
American Indian Council

# Experience Works

---

Experience Works Employment and Training Agency provides service to persons 55 and older with little or no income through the Senior Community Service Employment Program (SCSEP). Experience Works is designed to meet the needs of the older worker by helping upgrade current skills, learning new skills, determining additional education needs and ultimately helping the individual find employment.

## Core Services:

- Eligibility Determination for WIA Title I Adult, Dislocated Worker and Youth
- Intake/Outreach/Orientation
- Initial Assessment
- Job Search, Job Placement, Job Counseling
- Employment Statistics
- Information on Job Listings, Job Skills, and Job Demands
- Information on Performance of Certified Training Programs
- Information on Unemployment Insurance Claims Filing
- Information on Support Services
- Assistance with Financial Aide
- Follow-up for 12 Months Post Placement

## Location and Hours of Service:

3720 Second Ave., Des Moines, IA 50313

Currently serving Story, Boone, Dallas, Madison, Marion, and Warren counties. By appointment only.

## Cost Allocation Plan:

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Richard G. Freeman                      Date  
Experience Works—Regional Director



# Iowa Department for the Blind

---

The Department for the Blind is a state agency providing vocational rehabilitation and independent living services to Iowans who are blind or severely visually impaired. The Department also houses the Iowa Library for the Blind and Physically Handicapped which provides library services and materials in alternative media to Iowans who, because of physical limitations, cannot easily read standard print.

## Core Services:

To be eligible for services from IDB, an individual must have a qualifying visual impairment that substantially limits his/her ability to work and he/she must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IDB will deliver client services as described below:

- Eligibility determination
- Diagnostic and/or evaluation services
- Pre-vocational and vocational training
- Guidance & counseling
- Career exploration, job placement & job retention counseling
- Skills training in alternative techniques of blindness
- Adaptive devices for training and employment
- Employer development
- Library and informational services
- Independent living services

An Individual Plan for Employment (IPE), which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual. Only IDB counselors can determine eligibility and agree to provide services. IDB staff can only be supervised by other IDB staff. IDB must comply with confidentiality requirements and the provision of mediation and a fair hearing process as stated in the Rehabilitation Services Act of 1973 as amended.

## Location and Hours of Service:

Des Moines Office Iowa Department for the Blind 524 Fourth Street Des Moines, IA 50309-2364  
Waterloo District Office Iowa Department for the Blind - Waterloo 3420 University Avenue, Suite A Waterloo, IA 50701  
Cedar Rapids District Office Iowa Department for the Blind - Cedar Rapids 411 3rd Street SE Suite 745 Cedar Rapids, IA 52401-1811  
Hours of Operation: 8 am to 5 pm - Monday through Friday, excluding established holidays.

## Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Allen C. Harris                      Date  
Department for the Blind

# Iowa Employment Solutions at DMACC

---

Iowa Employment Solutions (IES) provides access to employment and training services for those who are economically disadvantaged or on public assistance. This includes referral to GED, vocational, and post-secondary education, and such activities as work experience, on-the-job training and placement.

## Core Services:

- Eligibility Determination for WIA Title I Adult, Dislocated Worker and Youth
- Intake/Outreach/Orientation
- Initial Assessment
- Job Search, Job Placement, Job Counseling
- Employment Statistics
- Information on Job Listings, Job Skills, and Job Demands
- Information on Performance of Certified Training Programs
- Information on Unemployment Insurance Claims Filing
- Information on Support Services
- Assistance With Financial Aide
- Follow-up for 12 Months Post Placement

## Location and Hours of Service:

Iowa Employment Solutions has one full time office in Des Moines open from 8-4:30 Monday through Friday. There are several itinerant locations serving the outer counties; Indianola, Ames, Boone, Knoxville, Newton, Winterset (DHS), Perry.

## Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Michael Wilkinson                      Date  
Iowa Employment Solutions @ DMACC

# Iowa Vocational Rehabilitation Services

---

Iowa Vocational Rehabilitation Services (IVRS) provides a variety of services to individuals with significant disabilities that cause vocational barriers. The ultimate goal is employment.

## Core Services:

Agrees to work jointly with the Workforce System in the areas of job placement, supportive services/work supports, training, financial aid, and business services. Note that not all eligible clients receive funding for training. It is strictly based on individual needs and skills.

To be eligible for services from the IVRS an individual must have a disability that substantially limits their ability to work and they must need vocational rehabilitation services to be able to prepare for, enter or retain a job. The IVRS will deliver client services as described below.

1. Eligibility determination for Vocational Rehabilitation services.
2. Specialized services to eligible individuals with disabilities, which may include items 3 through 10 below.
3. Diagnostic and/or evaluation services needed to assess employability and vocational rehabilitation potential of individuals with disabilities.
4. Physical and mental restoration for individuals with disabilities.
5. Vocational training for individuals with disabilities.
6. Guidance and counseling for individuals with disabilities.
7. Career exploration, job placement and retention counseling for individuals with disabilities.
8. Post employment services, as appropriate, for individuals with disabilities.
9. Adaptive devices for individuals with disabilities.
10. Other appropriate services and programs for individuals with disabilities.

An *individual plan for employment (IPE)* which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual. Only agency IVRS counselors can determine eligibility and agree to provide services. Iowa IVRS staff can only be supervised by other IVRS staff.

IVRS must comply with confidentiality requirements and the provision of mediation and a fair hearing process as stated in the Rehabilitation Services Act of 1973 as amended.

## Location and Hours of Service:

There are 13 area offices across the state and we serve all 99 counties and all high schools. Hours are typically 8:00am to 4:30pm.

## Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Stephen Wooderson                      Date  
Iowa Vocational Rehabilitation Services

# Iowa Workforce Development

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IWD provides public labor exchange services and economic development assistance by providing technical assistance to employers, to include labor market information, labor recruitment, job posting, and Unemployment Insurance services. Job seeker services are provided through outreach, intake orientation, initial assessment, job search assistance, referral to job opportunities, placement, Talent Bank/Job Bank, Resource Center, career counseling, training in Life Skills and Job seeking Skills, referral to educational and supportive services, UI Services, Veterans services and Promise Jobs program services

## Core Services:

- Eligibility Determination for WIA Title I Adult, Dislocated Worker and Youth
- Intake/Outreach/Orientation
- Initial Assessment
- Job Search, Job Placement, Job Counseling
- Job Bank, Talent Bank, Labor Market Exchange, Computer Lab/Resource Center
- Employment Statistics
- Information on Job Listings, Job Skills, and Job Demands [Job Bank, Talent Bank, Labor Market Exchange, Computer Lab/Resource Center]
- Information on Performance of Certified Training Programs
- Information on Unemployment Insurance Claims Filing
- Information on Support Services
- Assistance With Financial Aide
- Follow-up for 12 Months Post Placement

## Location and Hours of Service:

IWD has three (3) full time offices in the Region open M-F 8-4:30: Des Moines, Ames, and Newton. There are three part time offices; Pella, Perry, and Boone.

## Cost Allocation Plan:

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

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J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Michael Wilkinson                      Date  
Iowa Workforce Development

## **Odle Management Group/Job Corps**

---

OMG/Job Corps 'Job Corps is the nation's largest residential, educational, and vocational training program for youth ages 16-24. Other benefits of the program include social and employability skills training, driver's education, career and personal counseling, basic health care, clothing and personal allowances and post graduation follow up services. Job Corps in Iowa is located in Region 8, Denison, Iowa. Students are offered other training locations outside of Iowa.'

### **Core Services:**

Agrees to work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, training, and business services. Providing services to economically disadvantaged youth across the state of Iowa. Providing follow up services for a period of 12 months after first job. Providing students a chance to finish their education, learn a trade, and possibly further their education after Job Corps or with our assistance.

### **Location and Hours of Service:**

Job Corps staff are located in Des Moines, Cedar Rapids, Waterloo, Davenport, Burlington, Council Bluffs and Sioux City Iowa Workforce Development offices. All offices are open Monday through Friday. Staff work one night a week but normal hours are 8-4:30pm

Cost Allocation Plan:

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel  
RWIB Chair

Date

---

Dave Reed  
RWIA Chair

Date

---

Sarah Witt  
OMG/Job Corps

Date

# **PROTEUS**

---

We provide farm workers, immigrants and others with a variety of services that improve their health, education and economic opportunities. Proteus is a state-wide service provider with offices in Des Moines, Ft. Dodge and Iowa City.

## **Core Services:**

Work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, training, financial aid, and business services. Job Placement - We collaborate with you for placement of NFJP participants and notify you of any job openings we are aware of. Support Services - We can often provide support services for concurrently enrolled WIA/NFJP clients. Business Services - We can offer OJT contracts for concurrently enrolled participants. Workshops/Training - We can provide outreach training and assistance with translation and interpretation. Financial Aide - We will concurrently enroll participants with you. We offer student stipends.

## **Location and Hours of Service:**

All offices are open 8:00 AM - 4:30 PM M-F Able and willing to provide services after office hours and on week-ends if needed by clients.

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Terry Y. Meek                              Date  
Proteus

# CHILDREN & FAMILIES OF IOWA

---

Children & Families of Iowa (CFI) is a private, non-profit organization committed to helping at-risk children and families learn to help themselves. Children & Families of Iowa has been assisting Iowa's most vulnerable families since 1888, when a group of concerned citizens founded Children & Families of Iowa to find safe, loving homes for Iowa's orphaned children. Since then, the agency has grown into a nationally-accredited, locally-respected organization. All of Children & Families of Iowa's programs are accredited or licensed, including accreditation from the Council on Accreditation for Children and Family Services, an international accrediting body.

## **Core Services:**

Offers to work jointly with the Workforce System in the areas of workshops, supportive services/work supports and counseling/therapy and child care. CFI offers a variety of services that support the growth and well-being of children, adults and families including: · Therapy and Counseling: Strengthening families in crisis through a family-centered approach to issues facing families, children, and adults. · Programs for Troubled Teens: Building bright futures for teens with troubled pasts, helping them overcome addiction, mental health, and behavioral issues. · Supporting Victims of Domestic Violence: Restoring the hope for a better life in victims of domestic violence through shelter, outreach, and support. · Adoption and Foster Care: Helping families stay together and creating safe homes for children. · Affordable Child Care: Giving kids and families the tools for healthy, successful futures.

## **Location and Hours of Service:**

Counseling and therapy services: 1111 University Ave, Des Moines, Monday through Thursday from 8am to 8:30pm and Fridays from 8am to 5pm Counseling and therapy services: 501 SW Ankeny Road, Ankeny, Monday through Thursday from 8am to 8pm and Fridays from 8am to 5pm Child care services at the Child Development Center, 801 Forest, Des Moines, Monday through Friday from 6:30am to 5:30pm, and registered child care homes are available with varying schedules

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Gloria Gray                                      Date  
Children and Families of Iowa

# **GOODWILL INDUSTRIES OF CENTRAL IOWA**

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Goodwill is a community-based service provider that works with people with barriers to employment. Our mission is to assist people in becoming employed and self-sufficient. This is accomplished through provision of support services, training programs, on-the-job-training, employment placement, job development, job coaching, case management, and day services.

## **Core Services:**

Agrees to work jointly with the workforce system in the areas of job placement, workshops, supportive services/work supports, training, business services, sector (industry specific) training.

## **Location and Hours of Service:**

- Main location at 4900 NE 22nd Street(M-F, 8-4:30) --OJT --classes/training -- assessments --day services --work habits training & experience --job seeking skills training
- Community-based locations (hours & days vary) --job development --job coaching -- job carving

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Marlyn McKeen, President                      Date  
Goodwill Industries



# **IOWA COMPREHENSIVE HUMAN SERVICES**

---

The agency promotes the social welfare of the unemployed and underemployed youth and adults within the State of Iowa and strives to improve the employment, recreational, social, cultural, economic and educational opportunities of the disadvantaged residents of the State of Iowa by assisting local governmental units in providing manpower training and youth opportunity programs that combat juvenile delinquency and community deterioration.

## **Core Services:**

Offers to work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, business services, and accept referrals. The agency has delivered youth and adult employment and training services for over forty years under the Federal guidelines of EOA (Economic Opportunity Act), CETA (Comprehensive Employment Training Act), JTPA (Job Training Partnership Act), and WIA (Workforce Investment Act) as well as through state and local initiatives. Strengths of the organization include competent and dedicated employees, intensive client case management and resource development and the linkages with other service providers to strengthen and utilize their services.

## **Location and Hours of Service:**

The agency is located in the Human Service Campus at 1111 9th Street, Suite 260, Des Moines, Iowa 50314. It is within the city's designated Enterprise Community and Annie E. Casey's Making Connections Neighborhoods. The hours of operation are Monday-Thursday, 8:00 a.m. to 5:00 p.m. and Fridays 8:00 a.m. to 2:00 p.m.

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

James D. Underwood                      Date  
Iowa Comprehensive Human Services

# ISED VENTURES

---

ISED Ventures is a non-profit community development organization creating economic opportunities for low and moderate income persons through planning, direct services, and advocacy. Working in partnership with others, we help Iowans increase income and acquire assets through job placement, small business training and technical assistance, access to capital, financial education, and savings. ISED Ventures assists low-income individuals to find employment in the construction trades, health care and other positions in central Iowa.

## **Core Services:**

ISED Ventures offers assistance with job placement, supportive services, financial aid, and business services. ISED Ventures is qualified to provide entrepreneurial services to those interested in starting a small business. Clients at or below 200 percent of poverty could enroll in ISED's individual development account program to have their savings matched toward education, training, buying a home or starting a business. ISED also provides free income tax preparation services to families with incomes less than \$40,000. Clients interested in an apprenticeship in a construction trade can enroll in ISED's Building New Careers program. Those needing assistance with credit repair or needing financial education also can enroll in ISED's programs.

## **Location and Hours of Service:**

Des Moines - Monday through Friday, 8 a.m. to 5 p.m. all services provided Waterloo - Monday through Friday, 8 a.m. to 5 p.m. business training and technical assistance, savings

## **Cost Allocation Plan:**

See attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Paula McKenna                      Date  
ISED Ventures

# LINK ASSOCIATES

---

Link Associates is a private, non-profit agency providing services to adults and children with mental disabilities. Primary services include: Employment, Vocational Training, Day Habilitation, Residential, Case Management, Leisure, Respite, and Transportation.

## **Core Services:**

Offers to work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, and training.

Since 1953 Link Associates has proudly provided comprehensive services for persons with mental disabilities and their families in the Polk county area. In 1953 a group of parents looking for support for their children who had mental retardation organized the Polk County Association for Retarded Children (Citizens). Ever since, this organization evolved, grew, and in 1992 changed its name to Link Associates. Today, Link Associates is a not-for-profit offering support and opportunities to hundreds of our community neighbors with mental disabilities.

Our six core programs offer consumers and families the support they need. Training and support are offered through: Residential Services, Vocational Services, Day Programs, Leisure Services, Case Management, Representative Payee Services, Transportation Services, and Family Support Services (Respite).

## **Location and Hours of Service:**

24/7 operation. Hours at main office at 4301 NE 14<sup>th</sup> Street, Des Moines are Monday - Friday 8:00 - 4:40.

## **Cost Allocation Plan:**

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Linda Streit                      Date  
Link Associates

# **MAINSTREAM LIVING INC.**

---

Mainstream Living, Inc. provides a variety of residential and vocational services for people with disabilities in Polk, Story, Warren and Dallas counties. Founded in 1975 Mainstream Living serves over 450 people annually.

## **Core Services:**

Offers to work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, training, and business services. Mainstream Living provides a variety of employment services in both Story and Polk counties. These include job placement and coaching, employment preparation, group employment sites (enclaves) and skills training courses. Through its job placement service Mainstream Living assisted 54 people obtain jobs in 2006. In Des Moines Mainstream operates one group employment site at Iowa Medicaid Enterprises while two are in operation in Ames at Sauer Danfoss and Hach, Inc. A total of 30 people are served at these sites. The skills training services are designed to assist individuals to acquire the skills necessary for specific jobs or families of jobs. Currently, Mainstream is providing skills training services in four occupational areas: 1. Direct Support Paraprofessional 2. Teacher Associate 3. Customer Service Representative 4. General Office Skills Training As of March 2007 approximately 70% of the graduates of these courses have been offered employment.

## **Location and Hours of Service:**

The Mainstream Living and Employment Center in Des Moines is located at 100 East McKinley with hours of operation from 8:00 to 6:00 Monday through Friday. At this location the following services are provided: Job Placement Employment Preparation Call Center and General Office Clerical Skills training. The two other skills training programs are provided at the DMACC urban campus. In Ames the Employment and Learning Center is located at 1200 McCormick Avenue. Job placement is provided out of this location The skills training programs are offered at the DMACC Career Academy. The hours of operation are 7:30 AM to 5:00 PM Monday-Friday.

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Reno Berg                      Date  
Mainstream Living Inc

# **NEW IOWAN CENTERS/IWD**

---

Iowa Workforce Development has established New Iowan Centers to offer workforce development services to persons who have recently moved to Iowa and are seeking employment. The centers are designed to support workers, businesses, and communities with information, community service referrals, job placement, translations, language training, and resettlement assistance, as well as technical and legal assistance concerning forms and documentation. Through public-private partnerships, the New Iowan Centers provide one-stop workforce development services for new Iowans.

## **Core Services:**

Work jointly with the Workforce System in the areas of job placement, workshops, supportive services/work supports, training, financial aid, and business services. Educating communities, employers and individuals on cultural issues. Culturally competent staff available to assist individuals navigate employment issues in Iowa.

## **Location and Hours of Service:**

IWD offices in: Sioux City, Council Bluffs, Storm Lake, Des Moines, Ottumwa, Iowa City. Mt. Pleasant and Muscatine are standalone offices. 8am - 4:30 pm, Monday through Friday Job Placement, Translation and Interpretation services, Trainings, Referrals to area resources and MSFW Outreach in various locations.

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

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J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Barbara Bobb                              Date  
New Iowan Center/IWD

# **POLK COUNTY FAMILY ENRICHMENT CENTER**

---

The Family Enrichment Center is a FaDSS program that assists families in making the transition from public assistance to self sufficiency. Services include family support, referral, advocacy, workshops, support groups, employment resources, youth services.

## **Core Services:**

Offers to work jointly with the Workforce System in the areas of supportive services/work supports and training.

FaDSS is a partner of PROMISE JOBS. We are interested in strengthening that partnership for the benefit of the families that we jointly serve. We look forward to identifying opportunities for cooperation and collaboration.

## **Location and Hours of Service:**

401 E. Court, Des Moines Monday-Thursday 8:00 a.m.-5.00 p.m. Friday 8:00 a.m.-4:30 p.m.

## **Cost Allocation Plan:**

See Attachment A-1.

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

\_\_\_\_\_  
J. Karnale Manuel                      Date  
RWIB Chair

\_\_\_\_\_  
Dave Reed                                      Date  
RWIA Chair

\_\_\_\_\_  
Brian Boyer                                      Date  
Polk County Family Enrichment Center

# **PRIMARY HEALTH CARE INC.**

---

Community health clinic with social service support. Work with a diverse population. No one is turned away for care. Strong network within the community to leverage the best care for clients and patients we serve. Multi-lingual caring and professional and dedicated staff.

## **Core Services:**

Work jointly with the Workforce System in areas of Job placement, Workshops, and Training. General services include Medical Services, Homeless Network, Emergency Housing, Referrals, Information, Advocacy and Family Services, Community Access Pharmacy, and Occupational Health Services.

## **Location and Hours of Service:**

Outreach Monday - Friday 9am-5pm Southside clinic - Monday - Friday same hours Grandview clinic- Monday - Thursday 4pm 8pm and Saturday 9am - 1pm Eastside clinic Monday - Friday 9am - 5pm Marshalltown clinic Monday - Friday 9am - 5pm

## **Cost Allocation Plan:**

See Attachment A-1

This Memorandum will be effective from July 1, 2007, until modified by the agreement of both parties or until either party terminates the agreement.

---

J. Karnale Manuel                      Date  
RWIB Chair

---

Dave Reed                                      Date  
RWIA Chair

---

Kelly Huntsman                      Date  
Primary Health Care

# ATTACHMENT A-1

# COST ALLOCATION

PARTNER COST SHARING										
Agency		Core Service Staff	RWIA & RWIB Support	Rent	Janitor	Resource Room	Copier & Maint.	IT Support	Space & Equip. for AARP clients	In-Kind
AARP Foundation--SCSEP										Staff & Itinerant staff
Adult Basic Education/Des Moines Area Community College				X	X					
American Indian Council				X	X					
Experience Works										Itinerant Service
Iowa Department for the Blind										Itinerant Service
Iowa Employment Solutions		X	X	X	X	X	X	X		
Iowa Vocational Rehabilitation Services				X	X					
Iowa Workforce Development		X	X	X	X	X	X	X	X	
Odle Management Group/Job Corps			X	X	X					
Proteus										Itinerant Service
Children and Families of Iowa										Itinerant Service
Goodwill Industries of Central Iowa										Itinerant Service
Iowa Comprehensive Human Services				X	X					
ISED Ventures										Itinerant Service
Link Associates										Itinerant Service
Mainstream Living Inc.										Itinerant Service
New Iowan Center/IWD		X	X	X	X	X	X	X	X	
Polk County Family Enrichment										Itinerant Service
Primary Health Care										Itinerant Service



# Attachment B



## Regional Policies Regarding Participant Eligibility, Selection, and Enrollment in the Adult, Dislocated Worker, and Youth Programs

### Adult and Dislocated Workers

#### Eligibility

##### In Integration Centers

Eligibility for Core/Staff assisted Core services for the Adult and Dislocated Worker WIA program will be established through the membership process. The Membership process is designed to ensure that each customer who comes into a Center for employment and training services receives at a minimum, the following staff-assisted core service:

- Assessment of a participant's career objectives, education or skills in order to assist participant in deciding on appropriate next steps in the search for employment, training and related services, including job referral; and assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

Delivery of this staff-assisted core service meets the TEGl 17-05 definition of "significant" staff assistance (regardless of length of staff time involved), and as such, is one of the triggers for program enrollment.

Based on eligibility determinations and receipt of a service with significant staff assistance, co-enrollment into multiple programs occurs simultaneously into each program that in whole or in part contributes funds. According to TEGl 17-05, *"the determination as to whether or not to include a participant in WIA, WP or other partner programs' performance calculations is based on whether the services, staff, facility or activity was funded in whole or in part by WIA, WP or partner programs."*

In co-located Centers, at a minimum, it is determined that all core services are funded by multiple programs, i.e., at a minimum, both WP and WIA funds.

In terms of the Membership policy in Iowa, items (b) significant staff assistance, and (c) co-funding, has predetermined application to all members. Therefore, eligibility determinations are the only unique, individualized activity affecting co-enrollment decisions. For co-enrollment between WIA Adult and Dislocated Worker Programs, Regional Leadership Teams will create local policy. Otherwise, when eligibility permits, every member must be co-enrolled into all qualifying programs. The full Membership process applies only to customers seeking employment and/or training services, and does not apply to customers visiting the center for other services.

1. Having met the three determinants (above) for co-enrollment, this means that each member is in each of the relevant programs' performance pool. The only exclusion

described in TEGL 17-05 -- those customers that have only received self-service or informational activities – does not apply to members, as all will go through the Membership process.

2. In addition to co-enrollment procedures, the Membership function includes provision of the required staff-assisted core service described above as an initial basic assessment. Based on a standardized list of customer questions, this initial assessment will triage customers into one of three recommended service cohorts: Career Development, Career Advancement, or Employment Express.

If additional services are identified as needed, the Skills Development Team will make the appropriate referrals or gather all eligibility verifications necessary to participate in WIA funded intensive and/or training services. The Skills Development Team will verify all required documentation for 100% of those individuals needing WIA intensive or training services from the date the need is established. The Skills Team will follow the eligibility guidelines established in Section 11 of the WIA Handbook as well as any applicable field memorandums.

### Selection

It is the intent of Region 11 to serve that segment of the population, which is determined, through real and justifiable circumstances, to be ‘most-in-need’. Judgments as to ‘most-in-need’ will be based on the following types of factors: Applicants that meet one of the ‘hard-to-serve’ criteria outlined below will be considered to be ‘most-in-need’:

- a. Individuals who are basic skills deficient;
- b. Individuals who are school dropouts;
- c. Individuals who are recipients of cash welfare payments, including recipients under FIP;
- d. Individuals who are offenders; or ex-offenders;
- e. Individuals with disabilities;
- f. Individuals who are homeless;
- g. Individuals who are displaced homemakers;
- h. Individuals dislocated from an employer within the Region; and
- i. Veteran, recently separated veteran, disabled veteran.

Individuals who possess educational qualifications or skills above those generally present among the structurally unemployed may not be considered to be ‘most-in-need’ and will, therefore, receive low priority for enrollment unless they are also faced with an exceptional barrier to employment.

This Region will serve only eligible adults and dislocated worker residents, of the Region.

### Selection for Intensive and Training Services

Up to (5%) of the individuals enrolled into the adult program for intensive and training services do not need to be below 150% of the lower living standard income level. To

qualify for the 5% window the participant must meet one or more of the following criteria:

- Region 11 APPLICANT WITH LIMITED ENGLISH LANGUAGE PROFICIENCY - The inability of an applicant whose native language is not English to effectively communicate in English, resulting in a job handicap.
- Region 11 DISPLACED HOMEMAKER - An individual who has been providing unpaid services to family members in the home and who:

Has been dependent on:

- Public assistance and whose youngest child is within 2 years of losing eligibility under AFDC; or
  - The income of another family member but is no longer supported by that income; and
  - Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
- OLDER WORKER - An individual who is 55 years of age or older. Older individuals are severely impacted by long absences from the workforce or societal prejudice constituting barriers to employment.
  - INDIVIDUALS WITH DISABILITIES - Any person who has a physical or mental disability which constitutes a substantial barrier to employment and can benefit from the WIA Program.
  - VETERAN - Some veterans have barriers to employment due to absence from the workforce or mental/physical disabilities incurred due to active service.
    - Recently Separated Veteran - A veteran whose last date of discharge or release from the armed forces occurred within 12 months of the date of application.
    - Disabled Veteran - A veteran who is entitled to compensation under laws administered by the Veterans' Administration or an individual who was discharged or released from active duty because of a service-connected disability.
  - SCHOOL DROPOUT - An individual who is neither attending any school nor subject to a compulsory attendance law and who has not received a secondary school diploma or a certificate from a program of equivalency for such a diploma. School dropouts have barriers to employment due to lack of credentials for high school diploma or equivalency which employers demand for entry level hiring.

- OFFENDER/EX-OFFENDERS - Any adult or juvenile, who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.
- SUBSTANCE ABUSER - An individual who, by admission, is addicted to alcohol or controlled chemical substance, which constitutes a barrier to employment and can benefit from WIA. Must be documented by a licensed professional or agency.
- DISLOCATED WORKER – A worker who is employed at or below 95% of the weekly wage of dislocation may be considered for selection of intensive and training services.

The initial service received after enrollment into WIA will be a staff-assisted core service such as guidance and counseling or workshops. If staff determines that core services have been insufficient to permit the participant to obtain or retain employment, the next step will be enrollment into intensive services. Employed adults and dislocated workers may be considered for intensive services if they are in need of additional services in order to get or keep employment that leads to self-sufficiency. Self-sufficiency for dislocated workers will be defined as 95% of their wage at dislocation. For adults, self-sufficiency would be 150% of the LLSIL. Upon enrollment into intensive services, participants will receive an orientation to the policies and procedures of WIA, including attendance, payment, and discontinuation of service policies; complaint procedures; monitoring, verification, and follow-up requirements; and an information release statement.

The first intensive service will be the objective assessment, during which information will be obtained regarding issues such as family situation, work history, education, basic skills, occupational skills, interests, aptitudes, attitude, motivation, financial resource, basic subsistence needs and current barriers to employment. The information gathered during objective assessment will be used to complete the Individual Employment Plan for participants. This information may be gained directly from the participant or from assessments conducted by WIA, partner programs or other qualified agencies or organizations and will be an ongoing process. At any point during enrollment or participation, referral to other appropriate programs may take place. Involvement with those other programs may take place as part of the continuing WIA participation or in lieu of further participation.

The next intensive service would normally be the Individual Employment Plan (IEP). The IEP describes any employment, training or supportive service needs of the participant and the service strategy developed to meet those needs and reach the employment goal.

Upon completion of at least two intensive services the participant is eligible to receive training services.

## Youth

### Eligibility

Iowa Comprehensive Human Services (ICHS) is the entity selected to conduct eligibility determinations for youth. Eligibility determinations will be conducted in accordance with Chapter 11 of the WIA Handbook and follow this process.

ICHS Case Managers will conduct an initial intake to collect all eligibility information from the potential applicant. When all paperwork has been collected, the file will then be turned over to the program coordinator. The file is checked for completeness in order to get the most recent information about skills, work history, education and family income. The Central Iowa Workforce Investment Board requires 100% documentation for all programs. All documentation such as citizenship, residency and family income must be present. If at this stage any errors are noted or any documentation is lacking it is returned to the case manager from the Program Coordinator to collect further information. Once an applicant is determined eligible, the program coordinator signs off on the application as to client eligibility. The file is then returned to the Case Managers to proceed with enrollment, activities, and services.

Special assistance to individuals who are hearing-impaired and individuals with language barriers is provided through interpreter and translator services.

Up to (5%) of youth participants need not meet the income criteria if they face serious barriers to employment. The following meets this criterion:

- a. Individuals who are basic skills deficient;
- b. Individuals who are pregnant or parenting youth;
- c. Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individual;
- d. Individuals who are offenders;
- e. Individuals with disabilities, including a learning disability;
- f. Individuals who are homeless or runaway youth; and
- g. Individuals who are youth at risk (as defined under Youth at Risk definition below).

### Youth at Risk is Defined as a Youth With One or More of the Following Characteristics

- An individual in secondary school who is likely to drop out of school for one of the following reasons:
- Poor attendance in school: At the time of intake, the applicant has a 10% or greater absenteeism rate for the most recently completed semester.

- Poor grades/failing: At the time of intake, the applicant's current test scores or records indicate:
  - a.) An academic deficiency 2 or more grades below the grade level appropriate to the age of the individual in reading comprehension or math computation; OR
  - b.) The applicant is 4 or more credits behind normal progress toward high school completion; OR
  - c.) The applicant is currently failing a majority of his/her required courses.
  
- Suspension: At the time of intake, the applicant had received two or more school suspensions in the current or most recently completed semester.
  
- Unable to continue: The applicant would not have been able to continue in school at the time of intake without assistance. (e.g. The applicant must have a job in order to support the family due to the death of a parent or impending marriage or birth, the applicant is responsible for the care of a child, etc. Enrollment in special education does not constitute 'unable to continue' without other specific documented reasons.)
  
- Previous Dropout: The applicant has previously withdrawn from school, or has previously been dropped from a school's official enrollment roster.
  
- Runaway: An individual under the age of 18 who absents himself or herself from the home or place of legal residence with the intention of not returning and without the permission of his or her parents or legal guardian and who has been absent for at least 48 hours.

An individual who requires additional assistance to complete an education program or to secure and hold 'employment' is defined as:

Limited English Language Proficiency - The inability of an individual, whose native language is not English, or who lives in a family or community environment where a language other than English is the dominant language, to communicate in English, resulting in a barrier to employment.

Teenage Parent - Any individual, under 20 years of age, who has the responsibility for support of one or more dependent children. Adolescent parents have barriers to employment due to the monetary and time responsibilities dependent care imposes on them.

Individuals With Disabilities - Any individual who has a physical (motion, vision, hearing) or mental (learning or developmental) impairment which substantially limits one or more of the individual's major life activities and has a record of such an impairment; or is regarded as having such an impairment.

Offender/Ex-Offenders - Any adult or juvenile, who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Substance Abuser - An individual who, by admission, is addicted to alcohol or controlled chemical substance, which constitutes a barrier to employment and can benefit from WIA. Must be documented by a licensed professional or agency.

Academically Disadvantaged The individual is excluded from a regular vocational program because of academic deficiency, defined as testing below the 30th percentile on a valid, standardized test; or

The individual shows evidence of being unable to succeed in a regular vocational program because of academic deficiency, defined as 2 years below grade level in reading and/or math as indicated on a valid, standardized test; and

Academic deficiency is identified by a qualified, professional person.

The individual who has unmet remedial training needs and cannot benefit from regular vocational programs due to this identified need will be considered to have a barrier to employment.

The Employment Training Specialist working with each youth will develop the services appropriate for each individual based upon the objective assessment and ISS and which may include the following ten services:

- Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies, will utilize school liaisons, GED classes, high school completion courses, Tech Prep and individual counseling or WIA funded activities.
- Alternative secondary school offerings in which local schools may refer eligible youth to an alternative school in which they participate. WIA funds may be used to reimburse participants for transportation or for childcare.
- Summer employment opportunities linked to academic and occupational learning will be provided through a summer work experience which will emphasize work maturity, job specific skills, and work-related academics.
- Paid and unpaid work experiences, including internships and job shadowing, will be provided as appropriate. Youth will be encouraged to participate in “Making Connections”, an Internet database of school-to-work activities.

- Occupational skill training will include Job Specific Skills developed by WIA staff and approved by the Central Iowa Workforce Investment Board. These seven mandatory skills will continue to be used for work experiences and new Job Specific Skills will be developed as the need arises. The youth will receive a certificate if the employer feels they have mastered the seven competencies at the end of the work experience. Occupational skills training may also include OJT and IST.
- Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision-making, team work, and other activities, will be discussed, encouraged and developed throughout a participant's enrollment. Soft skills, such as punctuality, keeping busy, getting along with others, will be monitored during work experiences and evaluated by employers. Opportunities for leadership training are available through the schools, community college, communities, and conferences.
- Supportive services will be obtained by utilizing existing partner and community programs. WIA funds can also be used when appropriate for transportation and childcare. See listing of supportive services later in this Plan.
- Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation, will be provided from each adult that the participant is working with and especially the staff of the WIA Youth Service Provider. Referrals will be made, when appropriate, to existing community mentor projects.
- Follow-up services will be provided within the first 30 days of exit and every 90 days after for one year. The types of services will be determined based on the needs of the youth.
- Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, will be addressed as needed throughout enrollment. Professional counseling will be obtained for those in need.

WIA requires that 30% of the Youth Program services expenditures be for out-of-school youth. An out-of-school youth is a school dropout, or an individual who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed or underemployed. This population includes dropouts as well as youth that are not enrolled in post secondary education programs.



ICHS staff maintains positive relationships with other youth service providers in the Region. As with all Region 11 IWD programs, collaboration opportunities are actively sought out and pursued. Many of these opportunities are informal such as:

- Letters of support for grants
- Participation in various youth events including, youth Job Fairs, and College Job Fairs
- Presentations and tours at IWD
- Presentations at schools
- Information sharing
- Referrals

ICHS staff is involved with other successful youth providers. ICHS collaborates with Job Corps, Des Moines Public Schools, other public and private schools, and other youth agencies in the Region. It is the unified goal to effectively utilize all community resources to provide a more comprehensive array of services and opportunities to the youth of our communities.

### Selection

It is the intent of Region 11 to serve that segment of the population, which is determined, through real and justifiable circumstances, to be ‘most-in-need’. Judgments as to ‘most-in-need’ will be based on the criteria described earlier under “Youth Eligibility”. Applicants that meet one of the ‘hard-to-serve’ criteria outlined in the Eligibility sections will be considered to be ‘most-in-need’:

Individuals who possess educational qualifications or skills above those generally present among the structurally unemployed may not be considered to be ‘most-in-need’ and will, therefore, receive low priority for enrollment unless they are also faced with an exceptional barrier to employment.

Region 11 plans to utilize the expertise of the Youth Advisory Council to eliminate duplication of services and to provide quality programs for youth. It is the Region’s desire to collaborate with existing and emerging youth providers as much as possible.

# Attachment C



## Regional Policies Regarding Allowable Participant Activities and Support Services for Adults, Dislocated Workers and Youth

These are allowable based upon client need and budget availability.

### **Allowable Participant Activities**

#### Customized Training (CUS)

The purpose of CUS is to provide training that is specific to an employers needs, so that individuals will be hired, or retained, by the employer after successful completion of the training.

Customized training is training normally provided in a classroom setting that is designed to meet the special requirements of an employer or group of employers.

The employer(s) must commit to hire, or in the case of incumbent workers, continue to employ, an individual on successful completion of the training.

The employer must pay not less than 50 percent of the cost of the training.

Participants enrolled in CUS must be covered by adequate on-site medical and accident insurance.

#### Entrepreneurial Training (ENT)

The purpose of ENT is to help participants acquire the skills and abilities necessary to successfully establish and operate their own self-employment businesses or enterprises.

The methods of providing ENT may include payment for classes in small business development, marketing, accounting, financing, or any other courses that could contribute to a participant's goal of self-employment. On-site observation and instruction in business skills may also be provided, as well as individualized instruction and mentoring.

Entrepreneurial Training may not be used for training in job specific skills other than business management. However, it may be provided concurrently or consecutively with specific skill training in IST or OJT for the purpose of establishing an enterprise that utilizes those skills.

Payments under ENT are limited to training programs and activities that provide instruction in business operation and management. Funds may not be used for any direct

costs associated with the establishment or operation of the business (e.g. materials, inventory, overhead, advertising, etc).

All participants who are enrolled in ENT must apply for any financial assistance, for which they may qualify, including Pell Grants. For purposes of this requirement, financial assistance does not include loans.

Participants enrolled in ENT must be covered by adequate on-site medical and accident insurance.

### Guidance and Counseling (G&C)

Guidance and counseling is the provision of advice to participants through a mutual exchange of ideas and opinions, discussion and deliberation. G&C should be academic or employment related, and may include drug and alcohol abuse counseling and referral.

Guidance for youth must be categorized as either:

- a.** Academic - primarily provided to assist a youth in achieving academic success; or
- b.** Employment-Related - primarily provided to assist a youth in achieving employment-related success.

### Institutional Skill Training (IST)

The purpose of IST is to provide individuals with the technical skills and information required to perform a specific job or group of jobs. IST is conducted in a classroom setting.

All participants who are enrolled in IST must apply for any financial assistance for which they may qualify, including Pell Grants. For purposes of this requirement, financial assistance does not include loans.

Individual Training Accounts must normally be used to pay for IST costs for adults and dislocated workers. Please see the Individual Training Accounts section of this Handbook for the exceptions to this policy.

To insure equitable treatment, participants in the adult and dislocated programs participating in institutional skill training must fill out the Financial needs Determination form. This form documents educational and related resources. WIA youth participants are exempt from this requirement. (Modified effective May 14, 2008)

If WIA initially pays for IST costs and an individual subsequently receives financial assistance, such as a Pell Grant, the training provider must reimburse the WIA Service Provides the WIA funds used to underwrite the training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIA participant for education-related expenses.

**IST may be used to cover costs for tuition, fees, books, clothing, supplies such as stethoscopes, watches, scientific calculators, equipment such as specific tools, computers, computer software, etc. that is required to participate in class room training. Written documentation must be received by the training institution or instructor that the item or items are required for participation in the training program. (Plan Modification #2 approved 8-16-07)**

All participants who are enrolled in IST must be covered by the training institution's tuition refund policy. In the absence of a refund policy established by the training institution, the WIA Service Provider must negotiate a reasonable refund policy with the training site.

Participants enrolled in IST must be covered by adequate on-site medical and accident insurance.

Employed Participants - A participant who is employed must not be earning a self-sufficiency wage (as defined in the Regional Customer Service Plan) to be enrolled in IST.

#### Job Club (JBC)

The purpose of JBC is to provide a structured job search activity for a group of participants who develop common objectives during their time of learning and working together, supporting one another in the job search process.

The scheduled activities and required hours of participation should reflect proven job-search techniques and the employment environment of the Region.

Participants in job club should meet the following objectives:

- Have been prepared to understand and function in the interview process and in the work place;
- Have completed all tools needed for effective work search, including a resume and an application letter; and
- Have the opportunity to complete as many actual job contacts and interviews as possible after completing all of the job search tools.

Participants enrolled in JBC must be covered by adequate on-site medical and accident insurance.

#### Leadership Development (LSD)

The purpose of LSD is to enhance the personal life skills, social skills, and leadership skills of participants and to remove barriers to educational and employment related success.

Leadership development opportunities may include the following:

- Exposure to postsecondary educational opportunities;
- Community and service learning projects;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and team work training, including team leadership training;
- Training in decision-making, including determining priorities;
- Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources;
- Employability training; and
- Positive social behavior or "soft skills," including but not limited to:
  - a. Positive attitudinal development;
  - b. Self esteem building;
  - c. Cultural diversity training; and
  - d. Work simulation activities.
  - e. Leadership development activities are normally conducted in a group setting.

Leadership Development activities must include a schedule for the participant to follow, regular contact by a staff person, a maximum length of time allowed in the activity, and documentation that the participant and staff are making the required contacts and following the established schedule.

Participants enrolled in LSD must be covered by adequate on-site medical and accident insurance.

#### Limited Internship (LIN)

The purpose of LIN is to provide a participant with exposure to work and the requirements for successful job retention that are needed to enhance the long-term

employability of that participant. Limited Internships are limited in duration, devoted to skill development, and enhanced by significant employer investment.

LIN may be conducted at public, private, for-profit and non-profit worksites.

The use of LIN must involve a substantial investment of effort by employers accepting the interning participants and must not be used in a manner that subsidizes or appears to subsidize private sector employers.

The total participation in the LIN activity for any participant must not exceed 500 hours per enrollment. In addition, for in-school youth, LIN participation must be limited to twenty (20) hours per week during the school year. In-school youth may participate in LIN full-time during summer vacation and holidays.

Limited Internship agreements must be written only for positions for which a participant would not normally be hired because of lack of experience or other barriers to employment.

Participants in LIN may be compensated for time spent in the LIN activity. This compensation can be in the form of incentive and bonus payments or wages.

If the LIN participant receives wages, the WIA Service Provider is the employer of record. The wages paid to the LIN participant must be at the same rates as similarly situated employees or trainees of the employer of record, but in no event less than the higher of the Federal or State Minimum Wage. LIN participants receiving wages must always be paid for time worked, must not be paid for any scheduled hours they failed to attend without good cause, and must, at a minimum, be covered by Workers' Compensation in accordance with State law. In addition, all individuals participating in a LIN activity who are paid wages must be provided benefits and working conditions at the same level and to the same extent as other employees of the employer of record working a similar length of time and doing the same type of work.

LIN participants receiving incentive or bonus payments based on attendance must not receive any payment for scheduled hours that they failed to attend without good cause.

LIN participants who are not receiving wages must be covered by adequate on-site medical and accident insurance.

Limited Internship may be used in conjunction with OJT with the same employer. However, when this occurs, LIN must precede the On-the-Job Training and the OJT training time for the participant must be reduced in accordance with the OJT policies in this section.

If the private sector worksite employer hires the participant during LIN participation, the LIN activity for that participant must be terminated.

## Mentoring (MEN)

The purpose of mentoring is to provide a participant with the opportunity to develop a positive relationship with an adult. The adult mentor should provide a positive role model for educational development, work skills development, or personal or social development.

Mentoring for youth must be categorized as either:

- a. Academic - primarily provided to assist a youth in achieving academic success;  
or
- b. Employment-Related - primarily provided to assist a youth in achieving employment-related success.

## Objective Assessment (OBA)

The objective assessment process collects information upon which a participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) will be based. Objective assessment may be completed using any combination of structured interviews, paper and pencil tests, performance tests, work samples, behavioral observations, interest and/or attitude inventories, career guidance instruments, aptitude tests and basic skills tests. Refer to Applicant Participant Process for adult/dislocated worker and youth specifics.

## On-The-Job Training (OJT)

The purpose of OJT is to train a participant in an actual work situation that has career advancement potential in order to develop specific occupational skills or obtain specialized skills required by an individual employer.

### **Wages and Benefits**

Since OJT is employment, State and Federal regulations governing employment situations apply to OJT. Participants in OJT must be compensated at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer. Wages paid must not be less than the highest of Federal or State Minimum Wage or the prevailing rates of pay for individuals employed in similar occupations by the same employer.

Participants in OJT must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of job.

Each participant in OJT must be covered by Worker's Compensation in accordance with State law.

## **Payment and Training Length**

Payment by WIA to employers is compensation for the extraordinary costs of training participants, including costs of classroom training, and compensation for costs associated with the lower productivity of such participants.

A trainer must be available at the employment site to provide training under an OJT contract. For example, a truck driving position where the driver drives alone or without immediate supervision or training would not be appropriate for OJT.

The payment by WIA must not exceed 50 percent of the wages paid by the employer to the participant during the period of the training agreement. Wages are considered to be monies paid by the employer to the participant. Wages do not include tips, commissions, piece-rate based earnings or non-wage employer fringe benefits.

Payment for overtime hours and holidays is only allowable in accordance with local policies. Holidays may be used as the basis for OJT payments only if the participant actually works and receives training on the holiday.

An OJT contract with an employer can be written for a maximum of six (6) calendar months unless the contract is for a part-time OJT of less than 500 hours, in which instance the contract period may be extended to a maximum of twelve (12) months.

Under no circumstances can an OJT contract be written for a participant if the hours of training required for the position in which the participant is to be trained is determined to be less than 160 hours.

The number of OJT training hours for a participant must be determined using the following standardized chart, unless the Regional Customer Service Plan contains an alternative methodology for determining the length of OJTs. The hours specified must be considered as a departure point for determining actual WIA training hours. If the total number of training hours for the OJT position cannot be provided during the maximum contract length allowable, as many training hours as possible must be provided.

<u>Standard Vocational Preparation Level</u>	<u>Hours</u>
	80
1	160
2	520
3	1,040
4	2,080
5	4,160
6+	



The OJT training hours for a participant must be reduced if a participant has prior related employment or training in the same or similar occupation. Previous training or experience, which occurred so long ago that skills gained from that experience are obsolete, may be disregarded to the extent that those skills need to be relearned or reacquired.

The number of training hours for a participant may be increased based upon the individual circumstances of the participant such as disability.

The number of hours of training for any participant as well as the process for extending or reducing those training hours from the basic method of determination must be documented in the participant's IEP or ISS.

### **Employer Eligibility**

OJTs may not be written with temporary help agencies or employee leasing firms for positions which will be "hired out" to other employers for probationary seasonal, temporary or intermittent employment. The only instance in which a temporary employment agency may serve as the employer of record is when the OJT position is one of the staff positions with the agency and not a position that will be "hired out."

In situations where an employer refers an individual to the WIA program for eligibility determination, with the intent of hiring that individual under an OJT contract, the individual referred to WIA may be enrolled in an OJT with the referring employer only when the referring employer has not already hired the individual and an objective assessment and the IEP or ISS have been completed which support the development of an OJT with the referring employer.

Prior to re-contracting with an OJT employer, the past performance of that employer must be reviewed. An OJT contract must not be entered into with an employer who has previously exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees, with wages and working conditions at the same level and to the same extent as similarly situated employees. OJT participants that voluntarily quit, or are terminated for cause, or are released due to unforeseeable changes in business conditions, need not result in termination of employer eligibility for future OJT contracts.

An employer that has been excluded from OJT contracting because of the requirement described above may again be considered for an OJT placement one year after that sanction was imposed. In this re-contracting situation, if the employer fails to retain the participant after the OJT ends, and there is no apparent cause for dismissing the employee, the employer must not receive any future OJT contracts.

## **OJTs for Employed Workers**

OJTs may be written for employed workers when the following additional criteria are met:

- The employee is not earning a self-sufficiency wage as defined in the Regional Customer Service Plan; and
- The OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified in the Regional Customer Service Plan.

Documentation of the above must be maintained in the participant file.

### Post-program Services (PPS)

The purpose of PPS is to identify and address any problems or needs that might preclude a participant from remaining employed or continuing to progress towards unsubsidized employment.

The provision of post-program services and contacts, or attempted contacts, must be documented in the participant file.

#### **1) Adults and Dislocated Workers**

Post-program services must be made available for all adults and dislocated workers who enter employment for not less than 12 months after the first day of employment. The first post-program contact must occur within the first 30 days of entering employment. The first contact must be a personal contact (in person or by telephone) with the participant. A second contact must occur within 90 days after the first day of employment. Contacts are required quarterly thereafter for the next three quarters.

Not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. If an exited participant has been made aware of and offered post-program services and expressly states that he or she does not want post-program services, no further contact for this purpose is necessary.

The intensity of appropriate post-program services may vary among different participants. Those who have multiple employment barriers and limited work histories may be in need of significant post-program services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIA prior to placement that will affect their occupation or to retain their employment.

The types of post-program services provided must be based on the needs of the adult or dislocated worker. Post-program services may include such things as:

- Counseling regarding the workplace;
- Assistance to obtain better employment;
- Determination of the need for additional assistance;
- Referral to services of partner agencies or other community resources;
- Contact with the participant's employer, including assistance with work-related problems that may arise; and
- Peer support groups.

In determining the need for post-program services, there may also be a review of the participant's need for support services to meet their employment goals. This must be documented in the participant file.

#### Post Program Services (PPS)

##### **2) Youth**

Post-program services must be provided for all youth for not less than 12 months from the date of exit from the program. The first post-program contact must occur within the first 30 days of exit. The first contact must be a personal contact (in person or by telephone) with the participant. A second contact must occur approximately 90 days after the first day of exit. Contacts are required quarterly thereafter for the next three quarters.

#### Pre-Employment Training (PET)

The purpose of PET is to help participants to acquire skills necessary to obtain unsubsidized employment and to maintain employment.

PET activities may include, but are not limited to:

- (a) Instruction on how to keep jobs, including employer's expectations relating to punctuality, job attendance, dependability, professional conduct, and interaction with other employees;
- (b) Assistance in personal growth and development which may include motivation, self-esteem building, communication skills, basic living, personal maintenance skills, social planning, citizenship, and life survival skills; and
- (c) Instruction in how to obtain jobs, including completing applications and resumes, and interviewing skills.

Pre-Employment Training activities must include a schedule for the participant to follow, regular contact by a staff person, a maximum length of time allowed in the activity, and documentation that the participant and staff are making the required contacts and following the established schedule.

Participants enrolled in PET must be covered by adequate on-site medical and accident insurance.

## Remedial and Basic Skill Training (RBS)

The purpose of RBS is to enhance the employability of participants by upgrading basic literacy skills through basic and remedial education courses, literacy training, and Adult Basic Education instruction. Remedial and Basic Skill Training may be conducted in a classroom setting or on an individual basis.

RBS may be used to improve academic or language skills prior to enrollment in other training activities such as IST.

For adults and dislocated workers, RBS must be offered in combination with other allowable training services (not including customized training.)

Remedial and Basic Skill Training activities must include a schedule for the participant to follow, regular contact by a staff person, a maximum length of time allowed in the activity, and documentation that the participant and staff are making the required contacts and following the established schedule.

Participants enrolled in RBS must be covered by adequate on-site medical and accident insurance.

## Screened Job Referrals (SJR)

Screened job referral requires the verification of the participant's skills prior to referral to job openings. The verification process may include testing, background checks, verification of credentials and an in depth interview with the participant to confirm that the individual actually possesses the specific qualifications that an employer has specified. Documentation of the screening and referral is required.

## Secondary Education Certification (SEC)

The purpose of SEC is to enhance the employability of participants by upgrading their level of education. Secondary Education Certification activities may be conducted in a classroom setting or on an individual basis. SEC must be categorized as one of the following:

- a. Secondary School;
- b. Alternative School;
- c. Tutoring; or
- d. Individualized Study.

Participation in this component must be expected to result in a high school diploma, General Educational Development (GED) certificate, or an Individualized Educational Program (IEP) diploma.

Secondary Education Certification activities must include a schedule for the participant to follow, regular contact by a staff person, a maximum length of time allowed in the activity, and documentation that the participant and staff are making the required contacts and following the established schedule.

Participants enrolled in SEC must be covered by adequate on-site medical and accident insurance.

### Skill Upgrading (SUG)

The purpose of SUG is to provide short-term pre-vocational training to participants to upgrade their occupational skills and enhance their employability. Examples of allowable skill upgrading activities include: a typing refresher to increase speed and accuracy, keyboarding, basic computer literacy, and English as a second language (ESL) instruction, etc.

Skill Upgrading may be conducted in a classroom setting or on an individual basis. SUG must be short-term in nature and must not exceed twenty-six weeks in duration, and not lead to a credential.

Participants enrolled in SUG must be covered by adequate on-site medical and accident insurance.

### Staff-Assisted Job Development (SJD)

Staff-assisted job development is the act of contacting employers, who do not already have a job listed, to determine if the employer has an interest in interviewing and possible hiring a specific participant who possesses skills required by that employer. This consists of working with a specific employer to actually develop a position/job for the participant. Documentation of employer contact is required.

### Staff-Assisted Job Search and Placement Assistance (JSP)

Staff-assisted job search occurs when the participant is provided one-on-one assistance with the development of their job search activities. This could include actually calling an employer and setting up an interview time for a participant or the development of a list of prospective employers to contact and a timeline for the employer contacts. Documentation of a job search plan, resume assistance or employer contact is required and must be recorded in the case file or case notes. Providing participants with standard

job listings without follow-up or personal contact from local staff is not an acceptable activity under JSP.

## Summer Activities (SUM)

The purpose of SUM is to provide a youth with summer employment activities that are directly linked to academic and occupational learning.

### a. Employment Component

The purpose of the employment component is to provide participants with a positive employment experience during the summer months. The employment experience should be directly linked to academic and occupational learning activities.

The employment component of SUM could be a Limited Internship (LIN), On-the-Job Training (OJT), Vocational Exploration (VEP), or Work Experience (WEP). When any of these activities are utilized, all of the policies relevant to the specific activity must be followed.

### b. Academic Learning Component (ACL)

The purpose of the summer academic learning component is to assist youth in achieving academic success. For in-school youth the goal is to prevent the erosion of basic literacy skills over the summer months and, to the extent possible, to increase basic literacy skill levels particularly reading and math. In addition, the purpose of the academic learning component includes the improvement of the employment potential of individuals who are not intending to return to school.

All participants enrolled in Summer Activities must have at least 30 hours of academic learning activities included in their Individual Service Strategy (ISS).

The academic learning activities should be designed as a comprehensive instructional approach that includes thinking, reasoning, and decision-making processes that are necessary for success in school, on the job, and in society in general.

The academic learning activity may include:

- Remedial and basic skills training;
- Basic literacy training;
- Adult Basic Education;
- English-as-a-Second Language;
- General Educational Development (GED) instruction;
- Tutoring;

- Study skills training;
- Leadership Development opportunities;
- Adult mentoring;
- Citizenship training;
- Post-secondary vocational and academic courses;
- Applied academic courses; and
- Other courses or training methods that are intended to retain or improve the basic educational skills of the participant

The academic learning activities may be conducted in a classroom setting or on an individual basis.

The academic learning curriculum provided to a participant should take into account the learning level and interests of that participant

A participant may be paid a wage-equivalent payment (stipend) based upon attendance for time spent in the academic learning activity, or may be paid release time wages for time spent in the academic learning activity if WEP, OJT, LIN or VEP is the primary activity for that participant. In lieu of paying a stipend or wages, the youth may be rewarded with an incentive and bonus payment. Participants cannot be paid for unattended hours in the academic learning activity.

c. Occupational Learning Component

The purpose of the occupational learning component is to provide youth with an opportunity to learn occupational skills related to a specific occupation, or to an occupational cluster.

The occupational learning activities may be incorporated in the employment or academic learning component, or may be a separate component such as Skill Upgrading.

Participants enrolled in Summer Activities must be covered by adequate on-site medical and accident insurance.

Vocational Exploration (VEP)

The purpose of VEP is to expose participants to jobs available in the private or public sector through job shadowing, instruction and, if appropriate, limited practical experience at actual worksites. Vocational Exploration may take place at public; private non-profit; or private-for-profit work sites.

The total participation in the VEP activity for any participant in any one occupation must not exceed 160 hours per enrollment.

The length of a participant's enrollment in VEP is limited to a maximum of 640 hours, regardless of the number of VEPs conducted for the participant.

The participant must not receive wages for the time spent in VEP. The participant is not necessarily entitled to a job at the end of the Vocational Exploration period.

The service provider that provides the VEP must derive no immediate advantage from the activities of the participant and on occasion the operation of the employer may actually be impeded. In the case of private-for-profit organizations, the participant must not be involved in any activity which contributes, or could be expected to contribute, to additional sales or profits or otherwise result in subsidization of wages for the organization.

Vocational Exploration activities must include a schedule for the participant to follow, regular contact by a staff person, a maximum length of time allowed in the activity, and documentation that the participant and staff are making the required contacts and following the established schedule.

Participants enrolled in Vocational Exploration must be covered by adequate on-site medical and accident insurance.

#### Work Experience (WEP)

The purpose of WEP is to provide participants with short-term or part-time subsidized work assignments to enhance their employability through the development of good work habits and basic work skills. Work experience should help participants acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment.

This activity should be used for individuals who have never worked or have been out of the labor force for an extended period of time including, but not limited to, students, school dropouts, individuals with disabilities, displaced homemakers, and older individuals.

Work Experience must be limited to persons who need assistance to become accustomed to basic work requirements, including basic work skills, in order to successfully compete in the labor market.

Work Experience may be used to provide:

- (a) Instructions concerning work habits and employer and employee relationships in a work environment;
- (b) An improved work history and work references;
- (c) An opportunity to actively participate in a specific work field; and
- (d) An opportunity to progressively master more complex tasks.



## **Wages and Benefits**

Work experiences may be paid or unpaid.

If the WEP participant is paid wages, the wages must be at the same rates as similarly situated employees or trainees of the employer of record, but in no event less than the higher of the Federal or State Minimum Wage. (In most WEP situations, the WIA Service Provider is the employer of record.) WEP participants must always be paid for time worked, must not be paid for any scheduled hours they failed to attend without good cause

In addition, all individuals participating in a WEP must be provided benefits and working conditions at the same level and to the same extent as other employees of the employer of record working a similar length of time and doing the same type of work.

Each participant in WEP must be covered either by Workers' Compensation in accordance with State law, or by adequate on-site medical and accident insurance.

Participants in WEP are exempt from unemployment compensation insurance. Therefore, unemployment compensation costs are not allowable.

Under certain conditions participants in a wage paying WEP may be paid for time spent attending other activities. Such payments may only be made if WEP participation is scheduled for more than fifty percent (50%) of the scheduled training time in all activities. Usually, the participant will be enrolled simultaneously in both the WEP activity and the other activity.

Work Experience service providers may supplement (pay a portion of) the costs of wages and fringe benefits, only if the service provider is the employer of record. In these instances, the payment for Work Experience would be made to the employer after adequate time and attendance and supporting documentation is provided. Any such arrangement must be specified in an agreement with the service provider. Care should be taken to ensure that an adequate audit trail is maintained in such cases. It might be beneficial to investigate the possibility of an OJT instead of supplementing wages.

Since a wage paying WEP is employment, in addition to the guidelines listed here, other state and federal regulations governing employment situations apply to WEP as well.

## **Worksite Eligibility**

Work Experience may take place in the private, for profit sector, the non-profit sector, or the public sector. A participant cannot be placed in a WEP with an employer where the participant is already employed in an unsubsidized position.

Work Experience must not be used as a substitute for Public Service Employment activities.

## **Length of Training**

A WEP agreement at one worksite can be written for a maximum of 13 calendar weeks unless the agreement is for a part time WEP of less than 520 hours, in which instance the WEP activity period can be extended to a maximum of 26 weeks.

## Support Services

Support Services are payments made to participants or service providers which enable participants to take part in a WIA program (Support Service Payments) or which reward participants for attendance and achievement (Incentive and Bonus Payments).

### 1. Supportive Service Payments

Supportive Service Payments may be provided when necessary to enable a participant to participate in a WIA program. Support Service Payments may also be made to youth during the provision of Follow-up Services, based upon the needs of the youth. Supportive Service Payments can be made only when the participant is unable to obtain the service through other programs providing such services.

Supportive Services may be provided to adults and dislocated workers who are participating in core, intensive and training services, and to youth participating in youth activities.

Support Service Payments must not be made for activities in which the participant failed to participate without good cause.

The need for and the amount of Support Service Payments must be documented in the participant's Individual Services Strategy (ISS), or IEP.

Support Service Payments which assist a parent, spouse, or legal guardian's participation in a youth participant's training are allowable under the Youth Program. Such payments might include reimbursement for transportation costs or child care for a parent to attend a conference regarding a child's progress toward achievement of the objectives of the ISS.

Following are the allowable Support Service Activities and descriptions.

#### a. Clothing (CHG)

The costs of items such as clothes and shoes, which are necessary for participation in WIA activities, are allowable. (Items such as uniforms, safety equipment and tools are allowable institutional skill training costs and should not be considered as support service payments.)

b. Counseling (CLG)

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIA services.

c. Dependent Care (DPC)

The costs of dependent care from licensed institutions or from private sources agreed upon by the participant and WIA Service Provider staff are allowable.

d. Financial Assistance (FAS)

The purpose of a Financial Assistance Payment is make a payment to a service provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIA activities. FAS may be used for such things as housing assistance, auto repair, eye glasses repair, **required tools and equipment, (modification #2 approved 8-16-07)**etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, state or local law or statute. **The return of tools and equipment will not be required if the participant does not complete the activity. (modification #2 approved 8-16-07)**

e. Health Care (HLC)

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This support service would be used only when there are no other resources available to the participant.

f. Miscellaneous Services (MSS)

Bonding is an allowable cost, if it is not available under federally or locally sponsored programs. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation.

The costs of licenses or application fees are allowable if occupationally required.

g. Relocation (RLT)

The costs of relocation are allowable if it is determined by WIA SERVICE PROVIDER staff that a participant cannot obtain employment within a reasonable commuting area and that the participant has secured suitable long-duration employment or obtained a bona fide job offer in the area of relocation.

h. Needs-Related Payments (NRP) - Adults and Dislocated Workers Only;

Needs-Related Payments are financial assistance payments made directly to participants to provide for the purpose of enabling them to participate in training activities.

a) Eligibility. Only adults and dislocated workers are eligible to receive Needs-Related Payments.

**i) Adult Eligibility.** To be eligible to receive NRP, adults must:

- Be unemployed; and
- Not qualify for, or have ceased qualifying for unemployment compensation; and
- Be enrolled (applied and accepted) in training services under WIA.

**ii) Dislocated Worker Eligibility.** To be eligible to receive NRP, a dislocated worker must:

Be unemployed and:

1. Have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA; and
2. Be enrolled in a program of training services under WIA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or

Be unemployed and not qualify for unemployment compensation or trade readjustment assistance under TAA.

b) Level of Needs-Related Payments

The level of Needs-Related Payments for adults and dislocated workers must be identified in the Regional Customer Service Plan. The level of payments for adults could be different than the level of payments for dislocated workers.

i. Adults

The Regional Workforce Investment Board (RWIB) may establish a reasonable level of payments for adults.

ii) Dislocated Workers

The RWIB must establish a level of payments for dislocated workers that do not exceed the greater of either of the following levels:

For dislocated workers who were eligible for unemployment compensation as a result of a qualifying dislocation, the payment must not exceed the applicable weekly level of the unemployment compensation benefit; or

For dislocated workers who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment level must not exceed the poverty level for an equivalent period. The weekly payment level must be reduced for total family income. The RWIB must determine the methodology for reducing the level of payment because of other family income. At least quarterly, the amount of family income must be reviewed to determine if adjustments must be made in the amount of NRP payments

h. Residential/Meals Support (RMS)

The costs of lodging for each night away from the participant's permanent home, required for continued program participation, are allowable.

The costs for meals, while the participant is away from home or in travel status for required training, are allowable.

h. Services for Individuals With Disabilities (SID)

The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in

training are allowable. It is not an allowable use of WIA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements.

i. Stipends (STI) - Youth Only

Stipends allowable - Stipends may be used to increase attendance for participants working on a GED or a High School diploma. There must be a signed attendance agreement between the WIA staff and participant for the GED incentive, and a referral form completed by a school official for attendance issues for a high school participant.

j. Supported Employment and Training (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-to-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with LIN, OJT, VEP and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment.

j. Transportation (TRN)

The cost of transportation necessary to participate in WIA activities and services, including job interviews, is allowable.

3. Supportive Services Regional Limits

Supportive services are those services that are necessary to enable an individual to participate in activities authorized under WIA. The following types of supportive services are allowable under WIA:

- Clothing Cost of items such as clothes or shoes which are necessary for participation in WIA Training. Maximum per adult, dislocated worker and youth services client - \$300.00 per program year.
- Counseling Maximum per adult and youth services client - \$100.00

per program year. Maximum per dislocated worker client is \$250.00.

- Dependent care Proved by private sources agreed upon by the participant and staff. Based on individual need. Maximum per adult and dislocated worker client - \$2,500.00 per program year. All current and new participants will be grandfathered in to the new limit. Maximum per youth will remain the same at \$2000.00. per program year.
- Financial assistance Maximum for adult and dislocated workers is \$500 per enrollment. Maximum for Youth is \$1000.00 per enrollment.

For apprenticeship program participation, the maximum amount for purchase of required tools and equipment for adult, youth, and dislocated workers is \$750.00 per enrollment.

- Health care Maximum per adult and youth services client - \$100.00 per program year. Maximum per dislocated worker client is \$250.00.
- Miscellaneous services Bonding is an allowable cost if it is not available under federally or locally sponsored programs. The Maximum per adult and dislocated worker client - \$100.00 per program year. The Maximum per youth client - \$200.00 per program year. License fees/application fees can be purchased if occupationally required. Maximum per adult, youth and dislocated worker client - \$250.00 per program year.
- Needs-related payments Needs related payments will be allowed for Adult and Dislocated workers. Minimum and Maximum Levels will be established in cooperation with the SWIB and local service providers.
- Residential/meals support Maximum per adult, dislocated workers and youth services client - \$250.00 per program year.
- Services to individuals with disabilities The cost of special services supplies, equipment, and tools necessary to enable a participant with a disability to participate in training are allowable. Maximum per adult, dislocated worker and youth services client - \$2,000 per program year.
- Stipends (STI) Youth only Amounts granted should be based on individual motivational needs, not to exceed \$25 per week for perfect attendance and \$1000.00 per participant per year.
- Supported employment and training Payments are allowable to enable individuals requiring individualized assistance with one to one

instruction (hiring of a mentor or tutor). Maximum per adult, dislocated worker and youth services client - \$1,500 per program year.

- Transportation Negotiated at a rate of .32 cents per mile or bus passes/tokens reimbursed not to exceed \$2500.00 per program year per adult and dislocated worker client. Car pool or gasoline arrangements will be taken into consideration. Public transportation use should be encouraged. All current and new participants will be grandfathered in to the new limit.

Thirty four (\$.34 cents per mile for the use of a personal automobile or bus passes/tokens reimbursed not to exceed \$2,000.0\* per program year per youth client. Car pool or gasoline arrangements will be taken into consideration. Public transportation use will be encouraged where it is available.

#### 4. Individual Training Accounts (ITAs)

Assistance will be provided for vocational diploma or certificate programs. Assistance will be provided for an A.A. or A.A.S. only if it prepares the participant for specific employment. If a participant has already completed an A.A., assistance with completion of the final two years of a B.A. would be allowable. WIA funds will not be used to obtain a graduate degree. If a participant has already completed a vocational diploma or certificate program, but is unable to work in that type of employment, a second vocational program may be considered. Maximum per adult or dislocated worker is \$3250.00 per program year. All current and new participants will be grandfathered in to the new limit.

#### 5. Region 11 WIA Incentive and Bonus (INB) Payments – Youth Only

The Incentive and Bonus payments allowed in Region 11 are as follows:

- Attendance-based payments: These may be issued to participants based on participation in monthly Pre-Employment Training (PET) classes or Summer Activity (SUM) classes. Payment will be up to \$10 per class, not to exceed \$200 per person per year. Participation must be documented and verified by an instructor.
- Achievement-based payments: Participants may be eligible to receive payments for achieving the following milestones in cash or the equivalent:

High School Diploma Award	\$100
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GED Attainment	\$200
Attainment of College Degree or Credential	\$200
Occupational Skills Competency Completion	\$50
Work Readiness Skills Completion	\$50
Basic Skills or Literacy & Numeracy Goal Completion	\$50
Successful Completion of Academic Learning Component	\$50

May be issued as a lump sum upon GED completion, or given in \$25 payments upon passing each of the five GED tests, with the remaining \$75 awarded upon completion.

# Attachment D



## Procurement Procedures

Iowa Employment Solutions @ DMACC shall utilize various procurement and selection procedures for the selection of service providers. The selection procedure utilized will conform to the circumstances involved as well as comply with Chapter 30 of the WIA Handbook. Options for procurement include an open and competitive solicitation process utilizing a Request for Proposal (RFP), a Request For Quotation (RFQ), and sole source procurement. Principles outlined in 29 CFR Part 97 and the procurement procedures required by the state will be adhered to as required. All steps of the procurement process will be documented in accordance with 29 CFR Part 97 including solicitations, selection process, contracts negotiations, and award. In addition, all documents developed during the procurement process will be maintained as required by Iowa Workforce Development.

Iowa Employment Solutions @ DMACC shall assure that Community-Based Organizations including Faith-Based Community Organizations, appropriate Education Agencies, Small and Minority Businesses and Women's Business Enterprises are solicited when Iowa Employment Solutions @ DMACC is procuring services and are given equal consideration in the selection process of service providers.

Iowa Employment Solutions @ DMACC will address the diverse needs of its population defined geographically, demographically and/or by employment and training needs. All eligible residents of the Region will have access to programs even if all counties are not represented through offers submitted during the solicitation process.

The following situations are examples of restrictions of competition that will be avoided:

- Placing unreasonable requirements on firms or organizations in order for them to qualify to do business;
- Requiring unnecessary experience and excessive bonding;
- Writing requirements for a procurement so narrowly that they favor a potential service provider or vendor;
- Noncompetitive pricing practices between firms or organizations or between affiliated companies or organizations;
- Noncompetitive awards to consultants that are on retainer contracts;
- Organizational conflict of interest;

- Specifying only a "brand name" product, instead of allowing "an equal" product to be offered and describing the performance of other relevant requirements of the procurement;
- Overly restrictive specifications; and
- Any arbitrary action in the procurement process.

## **1. Authority to Take Procurement Action**

Any manager, with the permission of the Executive Director, may initiate procurement actions for the purchase of products and services which enhance their respective program operations. All other procurement actions are the sole responsibility of the Executive Director.

Selection of entities for the receipt of awards will be the responsibility of the Executive Director following appropriate procurement procedures. Procurement of service providers, which falls under the jurisdiction of the Central Iowa Workforce Investment Board, may be delegated to the Executive Director with the permission of Board.

Signing purchase agreements, contracts, and modifications will be the responsibility of the Executive Director.

The termination of contracts will be the responsibility of the Executive Director unless such action requires approval of the Central Iowa Workforce Investment Board.

## **2. Standards Of Conduct**

### **a. Conflict of Interest**

The following guidance will be utilized to determine members and employees with no vested interest and who will receive no benefits in the selection of a service provider:

No member of the Central Iowa Workforce Investment Board or employee of Iowa Employment Solutions @ DMACC shall cast a vote or attempt to influence those who cast votes or otherwise participate in any matter:

1. bearing upon the provision of services or property under the Workforce Investment Act (WIA) by that member or employee or any organization that member or employee represents; or
2. which would provide or give the appearance of providing personal or financial benefit to that member or employee, members of their family, or an organization that member or employee represents.

Iowa Employment Solutions @ DMACC shall avoid organizational conflict of interest; their personnel shall avoid personal conflict of interest and the appearance of conflict of interest in awarding financial assistance and in the procurement activities involving WIA funds.

Notwithstanding, a contract may be let which bears upon the provision of services or property by a person who is subject to and complies with this guidance or entity, provided such person or entity notifies, in writing, Iowa Employment Solutions @ DMACC and the other party or parties to the potential contract of the conflict of interest or appearance of conflict of interest. The party or parties to the potential contract shall record the receipt of the notice, its reasons for awarding the contract and why the award is in the best interest of the public.

b. Confidentiality and Non-Disclosure

Information will not be disclosed to anyone who is not directly involved in the procurement process relating to the intent to implement a procurement, the amount of funds available, or any related data, until that information is made known to all bidders through a notification of the intent to solicit or dissemination of an Request for Proposal (RFP) or Request for Quote (RFQ).

Technical and cost/price information from any proposal must not be disclosed to anyone not officially involved in the procurement process while the procurement is still in progress.

Certain technical or proposal information that a bidder has designated as proprietary or trade secret, and with which Iowa Employment Solutions @ DMACC concurs, must not be disclosed to other bidders, even after the award is made and publicized.

The number or names of bidders will not be disclosed to anyone not officially involved in the procurement process until the contract is awarded and the decision is made public.

c. Disclosure

The announcements of solicitation requirements including proposal evaluation factors which will be used to assess bids or proposals will be released to all bidders at the same time.

Information given in response to a question from one bidder will be shared with all known potential bidders.

d. Prohibited Actions of Staff or Council Members

Individuals involved in the procurement process who are predisposed either for or against any potential sub-recipient, service provider or vendor will withdraw from the procurement process.

Individuals involved in a procurement process will not solicit nor accept any payment, gratuity, favor, offer of employment, kickback, or anything of monetary value from fiscal agents, sub-recipients, service providers or vendors, or potential sub-recipients, service providers, or vendors.

Staff and council members not involved in the procurement process are prohibited from attempting to influence procurement decisions of individuals involved in the procurement process.

Any individual involved in a procurement process will not be employed by any bidder for that same procurement.

e. Penalties, Sanctions, and Disciplinary Actions

Iowa Employment Solutions @ DMACC will provide for penalties, sanctions, or other disciplinary actions for violations of standards of conduct by Iowa Employment Solutions @ DMACC staff and sub-recipient's officers, staff, or agents, council members, or by bidders, sub-recipients, service providers, vendors, or their agents.

Any attempt by a potential sub-recipient, service provider, or vendor to make any payment, gratuity, or offer of employment or kickbacks to any individual involved in a procurement process will lead to disqualification of that entity's proposal.

### **3. Methods of Procurement**

Procedures for procurement will be as follows:

a. Request For Proposal (RFP)

- 1) The RFP document will include a statement of work, performance goals, evaluation criteria, cost criteria and any pertinent information regarding the service to be procured. The basic evaluation criteria to be utilized will be demonstrated effectiveness, goals and objectives, project design, project management, participant activity management and program cost.
- 2) The RFP is to be sent to potential service deliverers whose areas of service match the program requirements. Official notification of the RFP will also be published.
- 3) The responses to the RFP will be reviewed and rated for each criteria category.

Each reviewer totals the points he/she has awarded for each rating criteria and rank-order each proposal. Rank-order ties are not permitted by individual reviewers. If the rank-order of the individual reviewer differs from his/her point totals, written rationale must be provided. Each ranked proposal will be assigned a point value, with the top rank assigned the highest value. Each proposal will then be scored by

the number of ranking points assigned. The proposal with the highest, cumulative, ranking points will be recommended for contract approval.

- 4) A recommendation will be forwarded to the Executive Director. The Executive Director will review the recommendation and may accept, reject or modify the Committee's recommendation.
- 5) The release of a RFP for services does not obligate the Iowa Employment Solutions @ DMACC to accept any or all proposals. Iowa Employment Solutions @ DMACC shall be held harmless of any action resulting from any decision not to accept any or all proposals.
- 6) All steps in the RFP process will be documented.

b. Request For Quotations (RFQ)

A Request For Quotation may be used when the supplies, property or service to be procured have been specifically defined and price quotes are being sought to provide such supplies, property or service. When the RFQ method is used, the RFQ will:

- 1) provide a clear and accurate description of the technical requirements for the supplies, property or services to be procured;
- 2) solicit an adequate number of bids or quotations from qualified sources; and
- 3) if applicable, designate a period of performance.
- 4) utilize simple and informal methods that are sound and appropriate where applicable.

All quotes received on an RFQ, whether written or verbal, must be documented regardless of the amount of the proposed purchase.

c. Sole Source (Non-Competitive) Procurement:

The circumstances or situations under which sole source procurement is allowable are limited to the following:

- 1) Any single purchase of supplies, equipment, or services totaling less than \$2,000 in the aggregate;
- 2) Single participant Work Experience (WEP), Vocational Exploration (VEP), Limited Internship (LIN), and On-the-Job Training (OJT) contracts;
- 3) Enrollment of individual participants in Institutional Skills Training (IST);
- 4) All other individual training or services contracts involving only one participant.

- 5) Activities and services which are provided by the Grantee, Administrative Entity, or Workforce Development Center (WFDC) partner when a determination of demonstrated performance clearly documents the staff's ability to provide the training or services;
- 6) A modification to a contract that does not substantially change the statement of work of that contract;
- 7) After solicitation of an adequate number of sources only one acceptable response was received;
- 8) Any single service or workshop costing less than \$5,000 identified in the Regional Customer Service Plan (RCSP) or a grant Statement of Work;
- 9) Supplies, property and services which have been determined to be available from a single source; and
- 10) Emergency situations for which Iowa Workforce Development (IWD) or applicable governing boards provides written approval.

Documentation will be maintained on any sole source decision.

d. Lease and Lease-Purchase Procedures

Iowa Employment Solutions @ DMACC will adhere to the Leased and Lease Purchased Equipment policy (BS 5305) in place at Des Moines Area Community College.

DMACC's Purchasing Department will maintain a current file with documentation of any Iowa Employment Solutions @ DMACC leased equipment and contracts for equipment repair.

**4. Solicitation**

Solicitation is the process by which offers or bids are obtained from potential sub-recipients, service providers, or vendors.

In order to ensure that an adequate number of bids or proposals are solicited, Iowa Employment Solutions @ DMACC will maintain a list of potential service providers or vendors. The list will be updated on a periodic basis by removing defunct service providers and vendors and service providers and vendors that have not demonstrated any interest for a given time. Potential service providers and vendors that have shown interest must be added to the list regardless of their geographical location. The list will include community-based organizations, small and minority businesses and women's business enterprises that normally provide employment and training related services.

All procurements for any supplies, property, or services with an anticipated value over \$10,000 will be publicly advertised and will require a written quote. When utilizing the competitive, written-bid process, the following procedures will be followed:

- By official publication in one or more newspapers in the 8-county region;
- a contract will be awarded to the responsible bidder whose proposal bid is lowest in price and conforms with all the material terms and conditions of the invitation for bids; and
- Iowa Employment Solutions @ DMAACC reserves the right to reject any and all bids.



## Iowa Comprehensive Human Services Procurement Procedures

Iowa Comprehensive Human Services (ICHS) shall utilize various procurement and selection procedures for the selection of service providers and vendors. The selection procedure utilized will conform to the circumstances involved. Options for procurement include an open and competitive solicitation process utilizing a Request for Proposal (RFP), a Request for Quotation (RFQ), and sole source procurement. Principles outlined in 29 CFR Part 95 and the procurement procedures required by the state will be adhered to. All steps of the procurement process will be documented in accordance with 29 CFR Part 95 including solicitations, selection process, contracts negotiations, and award. In addition, all documents developed during the procurement process will be maintained as required by Iowa Comprehensive Human Services and/or Iowa Workforce Development.

ICHS shall assure that community-based organizations including faith-based community organizations, appropriate education agencies, small and minority businesses and women's business enterprises are solicited when ICHS is procuring services and are given equal consideration in the selection process of service providers.

ICHS will address the diverse needs of its population defined geographically, demographically and/or by employment and training needs. All eligible residents of the Region will have access to programs even if all counties are not represented through offers submitted during the solicitation process.

The following situations are examples of restrictions of competition that will be avoided:

- Placing unreasonable requirements on firms or organizations in order for them to qualify to do business;
- Requiring unnecessary experience and excessive bonding;
- Writing requirements for a procurement so narrowly that they favor a potential service provider or vendor;
- Noncompetitive pricing practices between firms or organizations or between affiliated companies or organizations;
- Noncompetitive awards to consultants that are on retainer contracts;
- Organizational conflict of interest;
- Specifying only a "brand name" product, instead of allowing "an equal" product to be offered and describing the performance of other relevant requirements of the procurement;
- Overly restrictive specifications; and
- Any arbitrary action in the procurement process.

### Authority to Take Procurement Action

Any manager, with the permission of the Executive Director, may initiate procurement actions for the purchase of products and services which enhance their respective program operations. All other procurement actions are the sole responsibility of the Executive Director.

Signing purchase agreements, contracts, and modifications will be the responsibility of the Executive Director.

The termination of contracts will be the responsibility of the Executive Director.

## Standards of Conduct

### **1. Conflict of Interest**

An individual in a decision-making capacity must not engage in any activity including the design, selection, award or administration of a purchase agreement or contract supported by any funds under contract with the fiscal agent, sub-recipient, or designated service provider by ICHS if a conflict of interest, real or apparent, would be involved.

### **2. Confidentiality and Non-Disclosure**

Information must not be disclosed to anyone who is not directly involved in the procurement process relating to the intent to implement a procurement, the amount of funds available, or any related data, until that information is made known to all bidders through a notification of the intent to solicit or dissemination of a Request for Proposal (RFP) or Request for Quote (RFQ).

Technical and cost/price information from any proposal must not be disclosed to anyone not officially involved in the procurement process while the procurement is still in progress.

Certain technical or proposal information that a bidder has designated as proprietary or trade secret, and with which the fiscal agent, sub-recipient, or designated service provider concurs, must not be disclosed to other bidders, even after the award is made and publicized.

The number or names of bidders must not be disclosed to anyone not officially involved in the procurement process until the contract is awarded and the decision is made public.

### **3. Disclosure**

The announcements of solicitation requirements, including proposal evaluation factors that will be used to assess bids or proposals, must be released to all bidders at the same time.

Information given in response to a question from one bidder must be shared with all known potential bidders.

### **4. Prohibited Actions of Staff or Council Members**

Individuals involved in the procurement processes that are predisposed either for or against a vendor must withdraw from the procurement process.

Individuals involved in a procurement process must not solicit nor accept any payment, gratuity, favor, offer of employment, kickback or anything of monetary value from fiscal agents, sub-recipients, designated service providers, service providers or vendors, or potential service providers or vendors.

Staff involved in the procurement process must not attempt to influence procurement decisions of individuals involved in the procurement process.

Any individual involved in a procurement process must not be employed by any bidder for that same procurement.

## **5. Penalties, Sanctions and Disciplinary Actions**

ICHS will provide for penalties, sanctions, or other disciplinary actions for violations of standards of conduct by the contractor's officers, staff, or agents, board members, or by bidders, sub-recipients, service providers, vendors or their agents.

Any attempt by a potential contractor or vendor to make any payment, gratuity, or offer of employment or kickbacks to any individual involved in a procurement process will lead to disqualification of that entity's proposal.

## **Methods of Procurement**

### **1. Request for Quotations (RFQ)**

Any RFQ may be used when the supplies, property, or service to be procured has been specifically defined and price quotes or bids are being sought to provide such supplies, property, or service.

When an RFQ method is used, the RFQ must provide a clear and accurate description of the technical requirements for the supplies, property, or services to be procured, as well as identifying all requirements which the bidders must fulfill and all other factors to be used in evaluating bids or proposals. It must also designate a period of performance or the date by which supplies, property or services must be delivered.

All quotes received on any RFQ, whether written or verbal, must be documented regardless of the amount of the proposed purchase.

### **2. Request for Proposals (RFP)**

An RFP may be used when the supplies, property, or services to be procured have not been specifically defined and proposals which further describe what will be provided are being sought, and will be evaluated on technical and other factors in addition to cost, price, and timely delivery. Proposals received for which a direct comparison of price and cost for the same or substantially equivalent types of supplies, property or services cannot be made, must be treated as Sole Source procurement.

A Request for Proposal must contain:

- a. A clear and accurate description of the technical requirements for the supplies, property, or services to be procured, the period of performance or date by which the supplies, property or services must be delivered, and the requirements for the location and method a delivery;
- b. The contract clauses that will be included in any resulting contract or purchase order;
- c. Certifications, assurances, and representations that the potential service provider will have to make including, at a minimum:
  - 1) An assurance that to the best of the bidder's knowledge and belief, the cost data are accurate, complete and current at the time of the proposal.
  - 2) A guaranteed period of time for which the proposal is good;
  - 3) An assurance that the bidder is not debarred or suspended;
  - 4) An assurance that the bidder will comply fully with the nondiscrimination and equal opportunity provisions of fiscal agent, designated service provider, or sub-recipient; and
  - 5) An assurance of timely delivery.
  - 6) Instructions on how to prepare and submit the proposal including any required format;
  - 7) All requirements which the bidder must fulfill;
  - 8) Evaluation factors and criteria that will be used to judge the proposals; and
  - 9) Timelines for submittal and review of the proposal and the manner in which late proposals will be treated.

### Sole Source (Non-competitive) Procurement

Sole source or non-competitive procurement may be used only when competitive procurement processes are not feasible or they may have a negative impact upon the program. In those limited situations as delineated below, procurement may be conducted on a negotiated rather than a competitive basis.

Except for the circumstances described in items (a) through (e) below, a written solicitation with a statement of work must be issued for all sole source procurement service provider or vendors. In all instances except item (a) below (i.e., single purchases of supplies, equipment or services totaling less than \$2,000 in the aggregate), the use of sole source procurement must be justified and documented in writing as described in "Documentation" of this subsection. For circumstances described in item (a) below, the fiscal agent, designated service provider, or sub-recipient must ensure that the purchase price is reasonable in relation to similar products or services which are available; however, additional written documentation of that determination is unnecessary. In such cases, the fiscal records will provide sufficient documentation.

The circumstances or situation under which sole source procurement is allowable are limited to the following:

- a) Any single item purchase of supplies, equipment, or services totaling less than \$2,000 in the aggregate;

- b) Single participant Work Experience, Vocational Exploration, Limited Internship and On-the-Job Training contracts;
- c) Enrollment of individual participants in Institutional Skills Training
- d) All other individual training or services contracts involving only one participant, except where such contracts include the purchase of property. Such property must be purchased through competitive procedures;
- e) Activities and services, other than those in (b) and (d) above, which are provided by the fiscal agent, designated service provider, or sub-recipient when a determination of demonstrated performance clearly documents the staff's ability to provide the training or services;
- f) A modification to a contract that does not substantially change the statement of work of that contract;
- g) After solicitation of an adequate number of sources only one acceptable response was received;
- h) Any single service or workshop costing less than \$5,0000 identified in the regional Customer Service Plan;
- i) Supplies, property and services which have been determined to be available from a single source; and
- j) An emergency situation for which IWD or applicable governing boards provides written approval.

### Solicitation

Solicitation is the process by which offers or bids are obtained from potential sub-recipients, service providers or vendors.

In order to ensure that an adequate number of bids or proposals are solicited, ICHS will maintain a list of potential service providers or vendors. The list will be updated on a periodic basis by removing defunct service providers and vendors and service providers and vendors that have not demonstrated any interest for a given time. Potential service providers and vendors that have shown interest will be added to the list regardless of their geographical location. The list will include community-based organizations, small and minority businesses and women's business enterprises that normally provide employment and training related services.

All procurements for any supplies, property, or services with an anticipated value over \$10,000 will be publicly advertised and will require a written quote. When utilizing the competitive, written-bid process, the following procedures will be followed:

- By official publication in one or more newspapers in the 8-county region;
- A contract will be awarded to the responsible bidder whose proposal bid is lowest in price and conforms with all the material terms and conditions of the invitation for bids;
- ICHS reserves the right to reject any and all bids; and
- Solicitation may be waived when the above procedures have been followed and there is no reason to believe that a substantial change has occurred from a previous solicitation. This may be followed for up to three years.

## Documentation

All steps of the procurement process will be documented in accordance with 29 CFR Part 95 including solicitations, selection process, contract negotiations and award. In addition, all document (e.g. proposal review forms, cost analysis work papers, etc.) developed during the procurement process must be maintained as required in the Record Keeping and Maintenance subsection.

If procurement requires IWD approval, a copy of that approval must also be retained.

For competitive procurement through RFQs and RFPs, the following must be documented:

1. The name and title of the individual initiating the procurement process;
2. The date the procurement process was begun (i.e., the date of the decision to procure.);
3. Information relating to the amount and source(s) of available funds;
4. The description of the supplies, property, or services to be procured;
5. A list of service providers who received direct solicitations, and any publications which were made; or, for RFQs where verbal solicitations were conducted, the name of the individual contacted and the name of the individual making the contact;
6. The prices or proposals received;
7. For RFPs, a copy of the request which was released, a copy of all proposals received, and the evaluations of proposals received;
8. The name(s) of bidder(s) selected for award;
9. When the lowest cost offer is not accepted, additional justification for the selection;
10. The name, title and signature of the individual with final approval authority.

In addition to the items listed above, Sole Source procurement, other than those described under item (a) on page 5 of this subsection, must also include the following documentation:

11. The justification for why the sole source method was used;
12. A description of the proposed service provider's or vendor's unique or special capacity to fill the requirement;
13. A description of actions that were taken to obtain more than one quote or offer, where applicable;
14. Any other facts that support the use of sole source.

# Attachment E



## Complaint Procedures

### Local Complaint Procedures

This section contains the procedure to be used to file a WIA-related complaint in Iowa Workforce Development (IWD) Region 11. Complaints may be filed with the Coordinating Service Provider (CSP) to resolve alleged violations of the Workforce Investment Act (WIA), Federal or State regulations, grant agreement, contract or other agreements under the Act.

### Filing a Complaint

Any interested person, service organization, one-stop partner or other interested parties affected by the local workforce investment system may file a complaint, within 90 calendar days of the alleged occurrence.

### Content of Complaint

Complaint must be clearly portrayed as such and meet the following requirements:

1. Complaint must be in written format, legible and signed by the complainant or the complainant's authorized representative;
2. Complaint must pertain to a single subject, situation or set of facts and pertain to issues over which the State has authority (unless appealed from the local level);
3. The name, address and phone number (or TTY number) must be clearly indicated. If the complainant is represented by an attorney or other representative of the complainant's choice, the name, address and phone number of the representative must also appear in the complaint;
4. Complaint must state the name of the party or parties complained against and, if known to the complainant, the address and telephone number of the party or parties complained against;
5. Complaint must contain a clear and concise statement of the facts, including pertinent date(s), constituting the alleged violation(s);
6. Complaint must cite the provisions of WIA regulations, grant agreements, or other agreements under WIA believed to have been violated, if known. Complaints alleging a program violation not covered under the WIA will be returned to the complainant indicating such.

7. Complaint must state the relief or remedial action(s) sought; and
8. Copies of documents supporting or referred to in the complaint must be attached to the complaint; and
9. Complaint must be addressed to:

Coordinating Service Provider  
c/o Complaint Officer  
Iowa Workforce Development  
430 East Grand Avenue  
Des Moines, IA 50309-1920

A complaint is deemed filed when it has been received by the CSP and meets the requirements outlined above.

### **Informal Complaint Resolution**

Upon receipt of a complaint, the CSP Complaint Officer will telephone the complainant acknowledging the complaint and the opportunity for an informal resolution. An informal resolution can be completed immediately either in-person or by telephone within as little as two working days provided the complaint meets the requirements as outlined above and settled by mutual agreement of the parties. If the complaint is resolved, a written statement will be required from the complainant that the complaint has been withdrawn or resolved to the complainant's satisfaction. The CSP Complaint Officer shall send a letter within 5 days of the conclusion of the informal resolution to the complainant and other interested parties that the matter is settled and closed.

With respect to the specific factual situation which is the subject of controversy, the informal settlement constitutes a waiver by all parties of the formalities to which they are entitled under the terms of the Iowa Administrative Procedure Act, Iowa Code Chapter 17A, WIA, and the rules and regulations under WIA.

If the complaint cannot be immediately resolved or within 10 working days, the CSP will send a copy of the complaint with a letter acknowledging the complaint to the complainant and any persons or entities cited in the complaint. The letter of acknowledgement will contain the filing date and notice of the following opportunities:

- 1.) Informal resolution of the complaint at any time before a hearing is convened; and
- 2.) The opportunity for the complainant to request a formal hearing by filing with the CSP within seven calendar days of receipt of the acknowledgement of the complaint.



- b. Failure to file a written request for a hearing within the time provided constitutes a waiver of the right to a hearing, and a three-member panel will rule on the complaint based upon the information submitted;
- c. If a hearing is requested within seven calendar days of receipt of the acknowledgement of the complaint, the hearing will be held within 20 calendar days of the filing of the complaint;
- c. The opportunity for the complainant or the complainant's authorized representative to submit written evidence, statements and documents prior to the scheduled hearing by the three-member panel.

### **Formal Complaint Resolution**

If the complaint cannot be resolved prior to the scheduled hearing, the CSP shall convene a review panel of one board member, the Executive Director of the Workforce Center and one staff member, other than the Complaint Officer, to review the complaint. The review panel may, at its discretion, request oral testimony from the complainant, complainant's authorized representative and the party (ies) complained against.

The review panel will give all parties at least seven days written notice either by personal; service or certified mail of the date, time and place of the hearing. The notice may be waived in case of emergency as determined by the panel or for administrative expediency upon agreement of the interested parties.

The notice of hearing will include:

- 1.) A statement of the date, time, place, nature of the hearing;
- 2.) A brief statement of the issues involved; and
- 3.) A statement informing all parties of their opportunities at the hearing:
  - a.) Opportunity for the complainant to withdraw the request for hearing before the hearing;
  - b.) Opportunity to reschedule the hearing for good cause, provided the hearing is not held later than 20 days after the filing of the complaint;
  - c.) Opportunity to be represented by an attorney or other representative of choice at the complainant's expense;
  - d.) Opportunity to respond and present evidence and bring witnesses to the hearing;
  - e.) Opportunity to have records or documents relevant to the issues produced by their custodian when such records or documents are kept by or for the state, contractor or its subcontractor in the ordinary course of business and where prior reasonable notice has been given to the Complaint Officer;
  - f.) Opportunity to question any witnesses or parties; and
  - g.) The right to an impartial review panel

Within 60 calendar days of the receipt of the complaint, the review panel will issue a written decision including the basis for the decision, and, if applicable, remedies to be granted. The decision will also detail the procedures for appeal to IWD in accordance with the Workforce Development Center System handbook if the complainant is not satisfied with the decision. If no appeal of the decision is filed within the time provided, the decision of the review panel shall become final.

Complaints determined not to be under the jurisdiction of these procedures will be returned to the complainant within 7 days of receipt of the complaint advising the complainant of the appropriate authority.

### **State Complaint Resolution**

Any party receiving an adverse decision at the local level may file an appeal within 10 calendar days to the IWD Complaint Officer. In addition, any complaint filed at the local level with no decision within 60 days of the date of the filing may also be reviewed by IWD.

A request for review must comply with the procedures as prescribed in this section for filing a complaint. The parties involved will be afforded the rights and opportunities as prescribed in this section for filing a state level complaint.

A request for review to the IWD Complaint Officer must include:

- 1.) The date of filing the request for review;
- 2.) Name(s) and address(es) of the party (ies) involved;
- 3.) The date the complaint was filed with the CSP and the date the review panel issued or should have issued a decision;
- 4.) A copy of the review panel's decision;
- 5.) The specific grounds upon which the request for review is made. Those provisions upon which a request for review is not requested will be considered resolved and not subject to further review.
- 6.) Requests for review must be addressed to:

Complaint Officer  
c/o Division of Workforce Development Center Administration  
Iowa Workforce Development  
150 Des Moines Street  
Des Moines, Iowa 50309

A final decision shall be made within 30 calendar days of the receipt of the request for review by the state. If the State Administrative Entity should fail to issue a decision within 30 calendar days of the filing of the request, the complainant may request from the Secretary of Labor a determination whether reasonable cause exists to believe that WIA regulations have been violated. Such request to the Secretary of Labor must be filed within 10 calendar days of the date a decision should have been issued by the state.

### **Labor Standards Violation**

Any individual, service provider or One-Stop partner that alleges a labor standards violation may in addition to these procedures submit their grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides.

### **Complaints Alleging Discrimination**

Questions or complaints alleging a violation of the nondiscrimination provisions of WIA may be filed directly or mailed to:

Director, Civil Rights Center  
U.S. Department of Labor,  
Room N4123  
200 Constitution Ave., NW  
Washington D.C. 20210

# Attachment F



## Eligibility Verification Requirements

Iowa Employment Solutions @ DMACC has been the entity selected to conduct eligibility determinations for the WIA adult and dislocated worker programs. Iowa Comprehensive Human Services (ICHS) is responsible for verification of the Youth Program in Region 11.

### **Adult and Dislocated Workers:**

An Employment and Training Specialist from Iowa Employment Solutions @ DMACC will gather all pertinent information for eligibility purposes at the time of the initial intake appointment with the potential applicant. This information is forwarded to the designated manager or coordinator of the program. The registration is checked for completeness in order to get the most recent information about skills, work history, education and family income. The Central Iowa Workforce Investment Board requires 100% documentation for all programs. All documentation such as citizenship, residency and family income must be present. If all documentation needed to make an eligibility determination is not present at the time of review, the applicant is considered not eligible until all documentation is received and the file is returned to the Employment and Training Specialist for further contact with the applicant. Once an applicant is determined eligible, the manager or coordinator signs off on the application as to client eligibility. The file is returned to the Employment and Training Specialist to proceed with enrollment and activities and services.

The Employment and Training Specialist will be responsible for providing staff assisted core services. If it is determined that the client will need further assistance beyond staff assisted core to become employed, they will enroll in intensive services for further evaluation and an individual employment plan will be created by the participant and the Employment and Training Specialist.

### **Youth:**

Iowa comprehensive Human Services (ICHS) is the entity selected to conduct eligibility determinations for youth. Eligibility determinations will follow this process.

ICHS Case Managers will conduct an initial intake to collect all eligibility information from the potential applicant. When all paperwork has been collected, the file will then be turned over to the program coordinator. The file is checked for completeness in order to get the most recent information about skills, work history, education and family income. The Central Iowa Workforce Investment Board requires 100% documentation for all programs. All documentation such as citizenship, residency and family income must be present. If at this stage any errors are noted or any documentation is lacking it is returned to the case manager from the Program

Coordinator to collect further information. When an applicant is determined eligible, the program coordinator signs off on the application as to client eligibility. The file is then returned to the Case Managers to proceed with enrollment, activities, and services.

# Attachment G



## Public Input Documentation

### *Public Notice*

This notice serves to inform interested residents of Boone, Dallas, Jasper, Madison, Marion, Polk, Story, and Warren counties that the Regional Workforce Investment Alliance (RWIA) and the Regional Workforce Investment Board (RWIB) are developing a comprehensive Regional Workforce Development Customer Service Plan. This draft plan is available May 20, 2011 for public comment for 30 days. The Plan will be effective July 1, 2011.

The plan will incorporate services from the Workforce Investment Act Title I, Adult, Dislocated Worker and Youth, Wagner Peyser, Unemployment Insurance, Promise Jobs, Trade Adjustment Assistance, and other employment and training programs housed at the Workforce Center. The Plan also includes the Memorandums of Understanding with Partner agencies.

A draft Plan may be obtained from the Des Moines Workforce Center by calling 515-281-9725. Comments on the Plan must be submitted to:

Sue Gibbons  
c/o Central Iowa Workforce Investment Board  
430 E. Grand  
Des Moines, IA 50309  
Phone: 515-246-2511  
Email: [suegibbons@centraliowawib.com](mailto:suegibbons@centraliowawib.com)

A Public Hearing to receive comments on the Customer Service Plan will be held at the Des Moines Workforce Development Center, 430 E. Grand, Des Moines, IA on June 22, 2011 from 9:00 – 10:30 a.m.

The Plan is due by June 30 to the state entity.

\* Proof of Publication documents are available from the Central Iowa Workforce Investment Board Director with the original RCSP at the Workforce Center.

## Official County Newspapers

Ames Daily Tribune  
317 Fifth Street  
P.O. Box 380  
Ames, IA, 50010-0380

Boone News Republican  
P.O. Box 100  
812 Keeler Street  
Boone, IA, 50036-0100

Des Moines Register  
715 Locust Street  
Des Moines, IA, 50309-3770

Knoxville Journal Express  
122 East Robinson  
Knoxville, IA, 50138

Newton Daily News  
P.O. Box 967  
Newton, IA, 50208-0967

Perry Daily Chief  
1323 Second Street  
Perry, IA, 50220

Record-Herald and Indianola Tribune  
1801 W. Second Avenue  
Suite 2  
P.O. Box 259  
Indianola, IA, 50125

Winterset Madisonian  
112 W. Court Street  
P.O. Box 350  
Winterset, IA, 50273-0350

# **Attachment H**



## **Public Comment**

A public hearing was held June 22, 2011 at the Workforce Center, 430 E. Grand, Des Moines, Iowa from 9:00 a.m. to 10:30 a.m. There were no public comments received during this hearing or during the 30-day public comment period.



## Negotiated Performance Measures PY 2010

Region 11 Negotiated Performance Measures	Negotiated	Proposed Renegotiated and Final
Measure	PY2010	2010
<b>ADULTS</b>		
Adult Entered Employment Rate	85.0	65.0
Adult Retention Rate	87.0	80.0
Adult Average Earnings	\$10,200	11,500
<b>DISLOCATED WORKERS</b>		
DW Entered Employment Rate	89.0	65.0
DW Retention Rate	93.5	89.0
DW Average Earnings	\$12,400	13,300
<b>OLDER YOUTH</b>		
Older Youth Entered Empl Rate	86.0	85.0
Older Youth Retention Rate	89.0	89.0
<b>YOUNGER YOUTH</b>		
Younger Youth Retention Rate	77.0	77.0
Younger Youth Diploma Rate	76.0	76.0
<b>CUSTOMER SATISFACTION</b>		
Participant Satisfaction	78.0	78.5
Employer Satisfaction	77.0	77.5

Iowa Comprehensive Human Services has requested to renegotiate the Youth measures for 2010 and those measures will be updated once negotiations end.

We would ask the Board to approve these measures contingent upon approval of the State Plan for 2011.

### Customer Service Plan Modification Transmittal Form

<b>To Be Completed by Region:</b> Region Number: 11 Date Submitted: June 28, 2011 Effective Date: <b>July 1, 2011, contingent upon receipt of the funds and program guidelines from the Department of Labor.</b>	<b>For State Use Only:</b> Date Received: Date Approved: Effective Date:
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**Provide a brief description of the CSP changes below:**

**These changes will have an effective date of June 30, 2011 contingent upon receipt of the funds and program guidelines from the Department of Labor.**

**Page 1**

- Changed date from Modified to June 30, 2010 to June 30, 2011
- Changed wording State Workforce Investment Board to read Central Iowa Workforce Investment Board. This was changed throughout the plan for consistency and to reflect the transition of governance responsibility.
- Changed point of contact from Renee Miller, Executive Director, Iowa Employment Solutions & Iowa Workforce Development, 430 E Grand , Des Moines, IA 50309 to Sue Gibbons, Director, Central Iowa Workforce Investment Board, 1111 9<sup>th</sup> Street, Suite 100, Des Moines, IA 50314, 515-246-2511,

**Page 3 I. Introduction**

- Deleted the fourth and fifth years of the normal five year planning cycle, replaced with The Region's plan will cover July 1, 2011 – June 30, 2012.
- Added "In August 2010, a newly appointed Central Iowa Workforce Investment Board met for the first time after three years of regional oversight by the State Workforce Investment Board. In January of 2011, the local Board was the first of its kind in Iowa to hire a Director and Administrative Assistant to support the work and ongoing initiatives of the Board".

**Page 4**

- Changed the meeting dates from as needed to quarterly.
- Added the following committee language "In addition, the full Board has established several committees to assist with the planning and oversight of workforce system services. The committees include an Executive Committee, Finance & Audit, Planning & Operations and a Youth Advisory Council..."
- Changed the meeting language from "meet as needed" to "currently meeting on a monthly basis".
- Deleted "Iowa Comprehensive Human Services (WIA Youth) is making plans to co-locate at the Workforce Center" since they no longer have a presence at the Workforce Center.

**Page 5**

- Changed date from May 2, 2007 to June 22, 2011 for the date for the public hearing to receive input and comments on the plan.
- Deleted "A letter for comment on the draft plan was also sent to businesses, agencies, and labor organizations in the Region." as it is not needed at this time.

**Page 6 II Talent Development -Priorities and Strategic Planning**

- Changed working on 1.c.i. from "Sector intermediaries are advisory groups made" to Sector intermediaries are Boards consisting of".

#### Page 7

- Added “healthcare” to 3.a. as a sector of focus.

#### Page 18 II Talent Development –Needs of Business – Underutilization Workers

- Deleted “Navigator” under Persons with Disabilities as the position no longer exists. Replaced with “The Des Moines Workforce Center has a Promise Jobs Counselor”. Deleted “targeting Persons with disabilities” and replaced with “as well as a targeted program, Project Employment, focused on training and employment of persons with disabilities.”

#### Page 22-23 II Talent Development – Needs of Business – Other Services Needed

- Added “Iowa Small Business Development Center” to Iowa State University
- Deleted Rick Clark, Director, under Des Moines Economic Development Department

#### Page 31

- Deleted section: “BEC: The Business and Education Center” because it no longer exists

#### Page 32 III. Administration and Oversight

- Addition of “and it’s committees” to the first paragraph.
- Deleted paragraph: “The ex-officio members contribute to the workforce system by attending the State Workforce Investment board meetings and providing input on decisions made concerning the workforce system.” Local Board has none.
- Added to paragraph  

(b) “Both the Finance & Audit and Planning & Operations Committees” The committees meet as needed with the IES@DMACC Executive Director and Iowa Comprehensive Human Services to allocate resources; their recommendations are reported to the Central Iowa Workforce Investment board. The committees and WIB Director work closely with IES @ DMACC Executive Director and Iowa Comprehensive Human Services staff to...

#### Page 33

- Remove IES@DMACC Executive Director, and replace with Director, Central Iowa Workforce Investment Board
  - This change reflects the transition to Board staff responsibility
- Grant Proposal Review: Section b. Deleted “IES @ DMACC Executive Director”, replaced with “ Director, Central Iowa Workforce Investment Board”.
- Delete “IES @DMACC Executive Director” replace with “ Executive Committee members and other partners impacted by the proposal”.
- Section c.: Added “The Central Iowa Workforce Investment Board Director will research as completely as possible to determine if other regional organizations are making similar proposals to share with the Executive Committee in order to:”.
- Section 4.c.iv. - deleted paragraph
- Section d. - Delete IES @ DMACC Executive Director” and replaced with “Director”.

#### Page 35 Central Iowa Workforce Investment Board Members

- Deleted entire page 35 of the Employer Representatives and created page 36 to list the new Central Iowa Workforce Investment Board Members

**Page 35-38 Central Iowa Workforce Investment Board Members**

- Deleted names of State Workforce Investment Board and Ex-Officio Members with addition of the new Central Iowa Workforce Investment Board Members

**Page 41. Identification of Fiscal Agent and Service Providers -WIA Adult and Dislocated Worker Service Provider**

- Insert new paragraph second paragraph “The Central Iowa Workforce Investment Board has extended the DMACC contract as the Adult and Dislocated Worker Service Provider through June 30, 2012. Public notices will be placed in the appropriate paper in each of the counties, will be posted in the Des Moines One-Stop, and on the Region 11 website”.

**Page 42 IV. Identification of Fiscal Agent and Service Providers –WIA Adult & Dislocated Worker Service Provider**

- Deleted paragraph, no longer applicable: ~~Through Stimulus funding, IES@MACC will add only 3-4 positions for specific administrative and outreach activities. This limitation will allow approximately 70-75% of the Stimulus funds to go directly to client services. Following are the additional positions being proposed~~
  - ~~One position will be devoted to preparing RFP’s on behalf of the Board, preparing subcontracts, monitoring the financial performance and data collection.~~
  - ~~One position will be devoted to the additional eligibility review of the files, expenditures and obligations, OJT Contracts, and training of staff in the integrated model and subcontractors in the WIA process and procedures.~~

**Page 43 IV. Identification of fiscal agent and Service Providers –WIA Youth Service Provider**

- Addition of “The Central Iowa Workforce Investment Board has extended the ICHS contract through June 30, 2012.”

**Page 44-54, Addition of-- V. The Regional Workforce Development Center System – Integration of Services and Access Points**

- Deleted previous section titled “Development Center Systems- Access Points”
- Added description of new integration model combining it with office locations and new Access Points”
- Modified wording on page 44, paragraph 3 to “As noted above, Region 11 currently has 2 integrated centers and continues to plan the restructuring and implementation of the remaining 4 offices.”

**Page 58 V. The Regional Workforce Development Center System – Partners and Their Services**

- Deleted wording from paragraph 2 “and starting in July, 2007, ICHS will have staff located at the Workforce Center in Des Moines to provide services or referrals for WIA eligible youth who enter the Center” because they are no longer co-located.

**Page 59**

- Deleted OMG before Job Corps

**Page 61**

- Deleted section titled “Disability Navigator Program:” because it no longer exists.

**Page 62 V. The Regional Workforce Development Center System –Delivery System**

- Deleted entire section because no longer needed due to integration model.

**Page 62 V. The Regional Workforce Development Center System –WIA Adult, Youth & Dislocated Worker Activities**

- Deleted sentence “Core services are designed as self-service and informational, which do not require registration or eligibility determination, and staff assisted”. Replaced with “Refer to Section V, page 44, for information outlining eligibility determination, core and staff assisted services.”

**Page 72 VI. Targeted Populations and Projected Participant Costs –Youth Activities**

- Deleted : “and starting in July, 2007, ICHS will have a staff located at the Workforce Center of Des Moines to provide services or referrals for all WIA eligible youth who enter the Center.”

**Page 73 VI. Targeted Populations and Projected Participant Costs –Estimated Cost Per Participant**

- Replaced the cost per participant for Adult from \$3,120 to \$87; for Dislocated Worker from \$2,524 to \$273; and Youth from \$3,300 to \$1,869.
- Added language “Results of co-enrolling through the new integration service model has resulted in a substantial increase in the number of adult and dislocated workers being served thus impacting the estimated cost per participant.”

**Page 121 -122 Attachment B**

- Added language describing the Eligibility process for Adult and Dislocated Workers.

In Integration Centers

Eligibility for Core/Staff assisted Core services for the Adult and Dislocated Worker WIA program will be established through the membership process. The Membership process is designed to ensure that each customer who comes into a Center for employment and training services receives at a minimum, the following staff-assisted core service:

Assessment of a participant’s career objectives, education or skills in order to assist participant in deciding on appropriate next steps in the search for employment, training and related services, including job referral; and assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

Delivery of this staff-assisted core service meets the TEGL 17-05 definition of “significant” staff assistance (regardless of length of staff time involved), and as such, is one of the triggers for program enrollment.

Based on eligibility determinations and receipt of a service with significant staff assistance, co-enrollment into multiple programs occurs simultaneously into each program that in whole or in part contributes funds. According to TEGL 17-05, “the determination as to whether or not to include a participant in WIA, WP or other partner programs’ performance calculations is based on whether the services, staff, facility or activity was funded in whole or in part by WIA, WP or partner programs.”

In co-located Centers, at a minimum, it is determined that all core services are funded by multiple programs, i.e., at a minimum, both WP and WIA funds.

In terms of the Membership policy in Iowa, items (b) significant staff assistance, and (c) co-funding, has predetermined application to all members. Therefore, eligibility determinations are the only unique, individualized activity affecting co-enrollment decisions. For co-enrollment between WIA Adult and Dislocated Worker Programs, Regional Leadership Teams will create local policy. Otherwise, when eligibility permits, every member must be co-enrolled into all qualifying programs. The full Membership process applies only to customers seeking employment and/or training services, and does not apply to customers visiting the center for other services.

1.Having met the three determinants (above) for co-enrollment, this means that each member is in each of the relevant programs’ performance pool. The only exclusion described in TEGL 17-05 -- those customers that have only received self-service or informational activities – does not apply to members, as all will go through the Membership process.

2 .In addition to co-enrollment procedures, the Membership function includes provision of the required staff-assisted core service described above as an initial basic assessment. Based on a standardized list of customer questions, this initial assessment will triage customers into one of three recommended service cohorts: Career Development, Career Advancement, or Employment Express.

If additional services are identified as needed, the Skills Development Team will make the appropriate referrals or gather all eligibility verifications necessary to participate in WIA funded intensive and/or training services. The Skills Development Team will verify all required documentation for 100% of those individuals needing WIA intensive or training services from the date the need is established. The Skills Team will follow the eligibility guidelines established in Section 11 of the WIA Handbook as well as any applicable field memorandums.

**Page 122**

- Deleted paragraph “Iowa Employment Solutions@DMACC (IES@DMACC) will provide eligibility determination and other services for adults and dislocated workers in accordance with Chapter 11 of the WIA Handbook. No other entities will conduct eligibility determination for these groups.”

**Page 131 Attachment C**

- Deleted language from "To insure equitable treatment, those participants in institutional skill training must fill out the Financial Needs Determination form. This form documents education and related resources participants in the adult and dislocated programs participating in institutional skill training must fill out the Financial Needs Determination form."

**Page 174 Attachments G - Public Input Documentation**

- Replaced language in paragraph 1 to read "This draft plan is available May 20, 2011 for public comment for 30 days. The Plan will be effective July 1, 2011."
- Deleted Michael Wilkinson and replaced with Sue Gibbons, c/o Central Iowa Workforce Investment Board, 430 E. Grand, Des Moines, IA 50309 Phone: 515-246-2511 Email: [suegibbons@centraliowawib.com](mailto:suegibbons@centraliowawib.com)
- Replaced language to read "A Public Hearing to receive comments on the Customer Service Plan will be held at the Des Moines Workforce Center, 430 E. Grand, Des Moines, IA on June 22, 2011 from 9:00-10:30 a.m."
- Replaced language with "The Plan is due by June 30 to the state entity."
- Replaced language from IES@DMACC Executive to Central Iowa Workforce Investment Board"

**Page 167 Mailing to Businesses, Agencies and Labor Organizations**

- Deleted letter because unnecessary with a modification

**Page 177-179 Business and Labor Organizations for Distribution**

- Deleted distribution list

**Page 180—Attachment H, Pubic Comment**

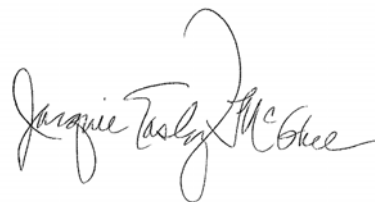
- Updated Public Hearing date to June 22, 2011. . :9:00-10:30 am
- Deleted previous public comments

**Page 181—Negotiated Performance Measures**

- Updated Performance Measures
- Added language to read "Iowa Comprehensive Human Services has requested to renegotiate the Youth measures for 2010 and those measures will be updated once negotiations end."
- Added language to read "We would ask the Board to approve these measures contingent upon approval of the State Plan for 2011."

**Regional Customer Service Plan Certification**

I certify that the attached has been reviewed and approved by the Central Iowa Workforce Investment Board and that I am authorized to sign on behalf of the group I represent.



June 28, 2011

CIWIB Chair Signature / Date