

MEMORANDUM OF UNDERSTANDING
between
The Region 1
CHIEF ELECTED OFFICIALS,
REGIONAL WORKFORCE DEVELOPMENT BOARD,
and
WORKFORCE DEVELOPMENT PARTNERS

I. Background.

Congress enacted The Workforce Innovation and Opportunity Act (WIOA) to strengthen our country's workforce development system by aligning its employment, training, and education programs. This alignment of program services will combine with a metrics-based assessment of performance to improve our workforce development system. WIOA prioritizes a forward-looking one-stop system that provides integrated employment, training, and education programs responsive to the employment needs of the system's customers: job seekers, employees, and businesses. This focus will result in a one-stop system that will lead to economic growth for the individual, State, and nation.

Iowa has previously taken steps to integrate and streamline its workforce services, but WIOA requires further integration between agencies and programs. The parties to this memorandum of understanding (MOU) will come together to develop a partnership for workforce services delivery that fosters cooperation, collaboration, communication and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

Iowa's one-stop delivery system is a locally-driven system that provides the programs and services to achieve the goals set forth in the Iowa Unified State Plan:

- **Goal I:** Iowa's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- **Goal II:** All Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- **Goal III:** Iowa's workforce delivery system will align all programs and services in an accessible, seamless, and integrated manner.

These goals will be accomplished by providing all customers in each region across the state access to a high-quality one-stop system with the full range of services available in their communities.

2. Purposes.

The purposes of this MOU are to:

- 2.1. Establish a cooperative working relationship among partners;
- 2.2. Define respective party roles and responsibilities;
- 2.3. Coordinate resources to prevent duplication;
- 2.4. Develop a one-stop system that creates a seamless customer experience;
- 2.5. Ensure the effective and efficient delivery of workforce services;
- 2.6. Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the regional one-stop system;
- 2.7. Increase and maximize access to workforce services for individuals with barriers to employment; and
- 2.8. Coordinate to implement state workforce development initiatives.

3. Parties.

The following entities are parties to this MOU:

3.1. Region _1_ Chief Elected Official Board (CEO Board).

3.2. Region _1_ Workforce Development Board.

3.3. Region _1_ One-Stop System Partners:

1. Title I Adult, Dislocated Worker and Youth
2. WIOA Title II Adult Education and Literacy
3. WIOA Title III Wagner-Peyser
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Iowa Department for the Blind
6. Title V Older Americans Act
7. Carl Perkins Career Technical Education
8. Job Corps
9. Proteus/ Migrant Seasonal Farmworkers
10. Veterans
11. Trade Adjustment Act
12. Unemployment Compensation
13. TANF/PROMISE JOBS

4. Region I Vision and Goals.

Vision Statement – Region 1 Northeast Iowa will deliver a demand driven system that focuses on building a workforce of high skilled, high wage jobs that will enable the

employers of our region to remain competitive in a global environment. The One Stop system within our region is a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers we serve and incorporates the products and services of our partners in order to assure that customer needs are met without duplicating services and are delivered efficiently and cost effectively.

Goals –

1. Increase the work readiness skills and positive workplace behaviors for youth and adult job seekers.
2. Expand the ability to provide needed training for youth including basic work ethics, interviewing skills, responsibility, organizational skills and self-esteem through unpaid work experiences and other avenues of work based learning.
3. Provide additional assistance to customers who have English as their second language through increased partnership with the community college and other community agencies providing English as a second language services.
4. Adequate access to services for all customers such as those in poverty, with disabilities, youth and with language barriers.
5. Provide new and innovative services to reach the business needs of a skilled workforce.
6. Continue to create a strong and lucrative partnership within communities across Region 1, rural and non-rural.

5. Term.

This MOU commences on July 1, 2016, and concludes June 30, 2019. The Parties may agree to amend this MOU at any time before its designated conclusion date.

6. Development and Implementation.

This MOU will be developed and implemented in two phases:

- **Phase I:** Phase I of this MOU focuses on the operation of the one-stop system. This phase will foster alignment and integration of programs and services and specify the responsibilities of the Partners under WIOA.
- **Phase II:** Phase II will be an addendum to this MOU that will incorporate and include Phase I. Phase II will include the application of an agreed upon formula or plan developed by State Partners. Phase II will address costs of services, operational costs, and infrastructure costs in accordance with WIOA section 121(c)(2)(A)(ii). Phase II will take effect in accordance with the deadline set by the United States Department of Labor (USDOL) and United States Department of Education (USDOE).

By signing this MOU, the Partners agree to adhere to and execute Phase I and support and participate in good faith in the development of Phase II.

7. Legal Obligations.

The parties propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, activities, and entities. Nothing in this MOU supersedes any provision of WIOA or any other state or federal statutes or regulations. The parties agree to amend this MOU in response to changes in applicable state and federal law in order to ensure compliance with applicable state and federal law.

8. One-Stop System Description.

This system includes a variety of workforce partners who provide workforce services. Referrals between partners are critical to the success of participants as not one partner provides all workforce services. Customers often experience multiple barriers to success and require services from more than one workforce partner to succeed in training and employment.

Some services are offered in the one-stop while other services are offered at partner locations with referrals being made to link customers to the appropriate services. The attached referral flow chart shows how referrals are being made effectively and participants are actually being connected with partner agencies. All partners agree that it is crucial to the success of our programs, our community, businesses and customers to ensure customers actually connect with other workforce system referrals. The attached referral form will allow partners to share information and assist with follow up between agencies.

The workforce system goal it to prepare participants to enter employment by linking them with appropriate services. There is no wrong door or point of entry into the workforce system. Participants receive an initial screening for needs by each partner agency. Agencies referred to the appropriate program or programs. The goal is to link participants with as many services as needed to prepare them for the community, businesses and careers in Region 1.

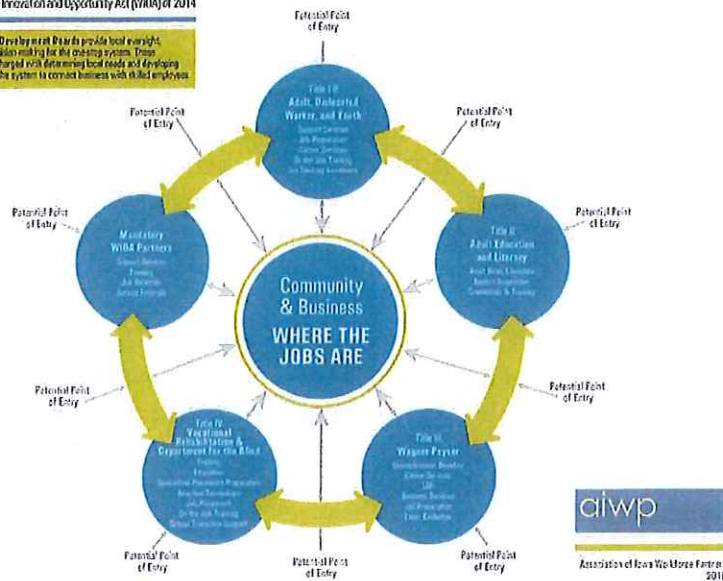
To ensure this MOU is current partners will meet regularly. In addition, staff training needs and partnership opportunities will be identified, creating a stronger workforce system.

Attachment B outlines which Career and Training services each partner provides, how it is offered and where it is offered. This chart will be used by all partners to identify duplication and increase coordination of services. It will be updated as services change.

THE ONE-STOP SYSTEM

Under the Workforce Innovation and Opportunity Act (WIOA) of 2014

Regional Workforce Development Boards provide local oversight, accountability, and decision-making for the one-stop system. These appointed boards are charged with determining local needs and developing pathways throughout the system to connect business with skilled employees.



Partner Service Description

- **AARP FOUNDATION SENIOR EMPLOYMENT**

AARP Foundation administers the Senior Community Service Employment Program (SCSEP) in Delaware, Dubuque and Jones counties. SCSEP assists low income job seekers, age 55+, to re-enter the workforce. Our services include part-time paid training assignments based on skills and career assessment, job search assistance, tuition for short term training, supportive services and on-the-job-training.

The primary location for job training is the Host Agency, a non-profit or public agency that serves as a work training site. Participants train 18 hours per week and earn minimum wage. AARP Foundation assists participants in transitioning into unsubsidized employment by offering trial employments as an incentive for local businesses to hire our mature workers. There is no fee for AARP Foundation services.

- **EXPERIENCE WORKS, INC.**

Experience Works is a national nonprofit organization, operating the Senior Community Service Employment Program (SCSEP) in Howard, Chickasaw, Winneshiek, Fayette, Allamakee, and Clayton counties. SCSEP is funded through the U.S. Department of Labor and administered by Experience Works, Inc. The program is free and provides paid community service assignments at local and public nonprofit organizations, training, referral to needed services, and job search assistance. We offer assistance to those 55 or older that need help to re-enter the workforce.

- **THE IOWA DEPARTMENT FOR THE BLIND (IDB)**

The 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. The Iowa Department for the Blind agrees to the General Provisions and to otherwise abide by the Memorandum of Understanding for Region 1 as set forth below for the Iowa*WORKS* delivery system.

IDB 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:

Main Office: 524 Fourth Street Des Moines, IA 50309-2364

Hours of Operation: 8 am to 4:30 pm - Monday through Friday, excluding established holidays.

Regional Services and Resources:

IDB services are provided statewide by Vocational Rehabilitation Counselors. VR Counselors travel to clients in their assigned territory and work with the client in their community and/or workplace. They also work with businesses and employers in their territory. The IDB VR Counselor territories do not perfectly align with the workforce regions. As a consequence one VR Counselor may serve counties in multiple workforce regions. Similarly, one workforce region may be a part of two or more IDB VR

counselor's territories. Two IDB VR counselors serve Region 1 and counties in neighboring workforce regions.

Funding for services and equipment is provided on an individual basis to meet clients' needs as indicated by their Individualized Plans for Employment.

- **IOWA VOCATIONAL REHABILITATION SERVICES (IVRS)** is the state agency providing vocational rehabilitation services including assistive technology and independent living services to Iowans who are eligible individual with a disability. Eligible individuals receive high-quality comprehensive and intensive services throughout the rehabilitation process – career counseling/services, training, education and support services in order to obtain good gainful competitive integrated employment. IVRS will work with area-wide businesses to provide consultation and intensive knowledge in order to understand the needs of the disabled in the workplace. Employment is the objective for each individual serviced by IVRS.
 - o At the transition level all students who have an IEP or would be covered under section 504 of the Rehabilitation Act (essentially all students with a disability) will be considered “Potentially Eligible”. IVRS will provide basic Pre-Employment Transition Services (PETS) to all of these students in partnership with the schools. As we implement these services and work with the students and school staff, we will be able to determine students that will need more intensive services from IVRS in order to achieve employment outcomes. These identified students will then be approached to apply for services so that the intensive interventions can be provided. IVRS Associates/Assistants are partnering with teachers and other agencies to collaborate together to provide PETS activities.

The Iowa Vocational Rehabilitation Services will partner with WIOA core leaders/agencies and be jointly responsible to provide a seamless delivery of services to job candidates. This will integrate service delivery across all programs and also enhance the programs and services within each partner. The Dubuque IVRS will be a part of the Memorandum of Understanding with Region 1 WIOA/IWD partnership.

IVRS Core Services:

To be eligible for services for IVRS, an individual must have a qualifying impairment that substantially limits the ability to work and must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IVRS offers the following services integral to reach their vocational goal:

- Eligibility determination
- Diagnostic and/or evaluation services
- Guidance & counseling – job shadows and career exploration
- Rehabilitation Technology/Assistive Technology
- Training Assistance
- Job Readiness Training
- Job Seeking Skills training

- Employer development
- On-the-job supports/OJT
- Customized Employment
- Job placement and retention 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. IVRS staff assists with career exploration, job shadowing and other assessments to assist job candidate reach a potential goal. IVRS counselors and job candidate will then determine jointly whether the goal is feasible due to their disability, if so a IPE is developed in conjunction with their interests and goals along with determining how they will achieve employment. Through this determination we will match the job candidate with employers to allow them to become gainfully employed in an integrated employment setting.

- **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. In addition, Promise Jobs provide: Orientation, Life Skills, Family Self-Sufficiency Grant, Classroom Training, Adult Basic Education, High School Equivalency Diploma, Case Management, Transportation, Childcare, Assessment, Parenting Skills, Job Seeking/Keeping Skills, Work Experience, Employment, and 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 insurance, car repairs, clothing and other items deemed appropriate.

- **PROTEUS, INC.**, an Iowa non-profit organization, is the grantee for the National Farmworker Jobs Program (NFJP) in Iowa. NFJP is funded through Section 167 of the Workforce Innovation and Opportunity Act (WIOA). NFJP is a nationally-directed, locally-administered program of training, employment services, and related assistance that helps MSFWs and their dependents overcome these barriers. NFJP is designed to serve economically disadvantaged persons who primarily depend on employment in agricultural labor performed within the United States, including Puerto Rico, and who experience chronic unemployment or underemployment. The program is intended to assist eligible MSFWs and their dependents to prepare for and retain jobs that provide stable, year-round employment, both within and outside agriculture. Related assistance services, such as nutrition, health care, child care, and housing, are provided to help MSFWs retain or stabilize their agricultural employment or maintain enrollment in NFJP.

- **NORTHEAST IOWA COMMUNITY COLLEGE**

Training & Economic Development: The College delivers outreach and training services

through the 260E and 260F programs. The 260E program provides training for new and expanding businesses and the 260F program provides training for incumbent workers. These programs are administered by NICC and all applicable college policies will be applied. Allowable costs under 260E and 260F may be charged as appropriate, subject to Iowa Department of Economic Development (IDED) approval. Service contracts are negotiated with the customer and a contract agreement is completed.

The College is a strong player in working with established business partnerships in providing training. The Northeast Iowa Community College Economic Development team has a strong tie with businesses and is focused on bringing workforce training to our region and strategizing over community workplace needs. The College and the Iowa Department of Economic Development are key contributors to serving businesses' training needs through 260E & 260F programs. (Funding opportunities for eligible new, expanding and existing businesses)

NICC will provide certificate (Skills Upgrading) training in advanced manufacturing, health, and information technology careers and will partner with various grants to assist clients to become employed in high demand occupations through payments for WIA services, sharing resources and providing input through our various business groups.

NICC will provide Carl Perkins Career and Technical programming with our high schools throughout the district, by assisting with Career Facilitation, Career Pathways, training of instructors, consulting on high school curriculum and facilities/equipment needs for vocational tech programs.

Northeast Iowa Community College offers Adult Education and Literacy classes throughout the northeast region. Classes are offered in the following counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek.

Adult Basic Education (ABE)

Adult Basic Education instruction is offered to help people with limited academic skills. Classes are vocationally based and are designed for students with learning challenges who want to build on their current skills. These classes may also be academically oriented and are designed for students who want to brush up on prior skills that could help them in their daily lives or who need help in passing college-entrance/work related exams or are taking the High School Equivalency Diploma (HSED).

English for Speakers of Other Languages (ESOL)

English for Speakers of Other Languages (ESOL) instruction is offered throughout the district to help people with limited English learn the language and learn about the American culture in the United States. Students whose English is not their native language are encouraged to take these classes as a pathway to transition to college level classes.

High School Equivalency Diploma (HSED)

The Adult Education and Literacy Program allow those individuals who have not finished high school to receive a high school equivalency diploma (HSED) from the state of Iowa. This diploma shows that individuals have achieved a level of educational development comparable to that of a high school graduate. This program was formerly known as the General Education Diploma (GED). The test is available in English and Spanish, and must be completed within five years of the first test date.

Classes are available throughout the district in a direct-instruction, managed –enrollment format to facilitate student learning and engagement.

Refresher Sessions

Refresher sessions or classes are offered in drop-in opportunities throughout the district and in managed enrollment format for high school graduates, those studying for the HSED and soon to be NICC students and any individual just wanting to recall prior information or review reading, writing, math, computer literacy, and job/career skills needed for college success or career certificate preparation.

- **JOB CORPS** is a free educational opportunity for young adults 16-24, based on lower income guidelines. It offers career technical training in over 100 career programs, academic training for high school diploma equivalency and career success standards such as social skills, employability and independent living skills. A student can also obtain their driver's license through our campuses.

Mission Statement: To attract young adults, teach them relevant skills needed to become employable and independent, and help prepare them for success in life by securing meaningful jobs or opportunities for further education.

Eligibility:

- At least 16 but no more than 24 years old at the time of application
 - Able to legally work in the US
 - Willing to register with Selective Service (males)
 - Low income, in foster care, or receive government assistance
 - Have one of the following barriers: is a high school dropout, requires additional education or career training, or is basic skills deficient, homeless
 - Must have parent or guardian signature and consent if a minor
 - Willing to follow the rules and behave appropriately while enrolled
- **TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT AND DISLOCATED WORKER PROGRAM** provides career services to include basic career services, individualized career services, training services, and follow-up services and collaborates with business services.

Basic Career Services offered include:

- Determination of eligibility for WIOA Title I Programs
- Outreach, intake and orientation to the information and services available through the IowaWORKS One Stop 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 job vacancy listings, the skills necessary to obtain those jobs, and information relating to local occupations in demand and the earnings and skill requirements for those occupations
- Performance information and program cost information on eligible providers of training services
- Information on how the region is performing on the WIOA performance measures, and the overall IowaWORKS One Stop System measures
- Provision of accurate information relating to the availability of support services, including child care and transportation available in the local region and referral to such services as appropriate;
- Delivery system performance information;
- Information on other IowaWORKS One Stop System partner services and support services;
- Assistance regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs
- Job referrals (informational, e.g. referrals in non-exclusive hiring arrangements, short-term or seasonal placements);
- Internet browsing (job information and training searches);
- Internet accounts;
- Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment

Individualized Career Services:

- Staff-assisted job search and placement assistance, including career counseling;
- Screened job referrals;
- Staff assisted job development;
- Staff assisted workshops;
- Including use of other assessment tools and 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;
- Leadership Development
- Individual counseling and career planning
- Service management for participants seeking training services

- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, soft skills, and professional conduct, to prepare individuals for unsubsidized employment or training
- Short Term Skill Upgrading
- Internships
- Work Based Learning

Training – Training services are provided to equip individuals to enter the workforce, retain employment or for career advancement. Training services may include, occupational skills training, On-the-Job Training, registered apprenticeship which incorporates both OJT and classroom, apprenticeship, workplace training with related instruction, skill upgrading and retraining, entrepreneurial training and transitional jobs. Training is made available to individuals after an interview, assessment or evaluation determines that the individual require to obtain employment or remaining employed.

Post-Program Services are provided for adults and dislocated workers who are placed in unsubsidized employment up to 12 months after exit, if needed.

- **TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) YOUTH PROGRAM** seeks to provide young people with customer-centered, high quality services to enhance their skill sets and likelihood of gaining and retaining meaningful employment and attaining self-sufficiency. WIOA Youth programs are meant to provide participants with a continuum of services to help them navigate between their educational and workforce systems. Services are based on individual needs of each participant. The frame work of youth program services must include: intake, objective assessment, career planning, and the development of an individual service strategy, supportive services, and post-program/follow up services. Eligibility requirements must be met for both in-school youth and out-of-school youth to receive any of the follow 14 elements.

WIOA Title 1 Youth Program Elements:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Experiential Learning - Paid and unpaid work experiences that have as a component, academic and occupational education, which may include – summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the –job training opportunities.
4. Institutional/Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned

with in demand industry sectors or occupations in the local area involved, if determined by the local board

5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
7. Supportive services (childcare, transportation,
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
14. Activities that help youth prepare for and transition to post- secondary education and training.

- **WAGNER-PEYSER/LABOR EXCHANGE**

The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system.

The One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in one stop and frequently under one roof in easy-to-find locations.

The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers

with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.

Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

- **VETERANS**

The Jobs for Veterans' State Grants (JVSG) creates opportunities for all eligible veterans and spouses to obtain meaningful and successful careers through provision of resources and expertise that maximize employment opportunities and protect veterans' employment rights. Services provided by the Veteran Representative include comprehensive assessments, development of an Individual Employment Plan, career counseling, and referrals to other veteran and community organizations as needed. The Local Veteran Employment Representative (LVER) is a member of the business services team. The LVER promotes the hiring veterans to employers, employer associations, and business groups; facilitates employer training, plans and participates in career fairs and conducts job development with employers.

- **TRADE ADJUSTMENT ASSISTANCE PROGRAM**

The Trade Act of 1974, as amended, is a Federal program establishing the Trade Adjustment Assistance (TAA) program which provides reemployment assistance to workers in firms hurt by foreign trade (e.g. production has been/is being shifted to a foreign country, services are being outsourced to a foreign country, increased imports of articles or services, loss of business with a TAA-certified firm). Program benefits may include job search allowances, relocation allowances, wage subsidy benefits for workers age 50 and older, training services and/or Trade Readjustment Allowances (TRA).

- **UNEMPLOYMENT INSURANCE SERVICES DIVISION**

The primary responsibility of this division is to administer the provisions of the Iowa employment security law and related federal programs in accordance with pertinent laws, regulations, and policies. Attorneys who report to the administrator of the unemployment insurance services division perform the legal services for the division pursuant to Iowa Code section 96.17 which empowers the division to employ attorneys to represent it and give advice on all matters coming before it in conjunction with the administration of Iowa Code chapter 96. The division administers the payment of job insurance benefits to eligible individuals, determines which employers are subject to the state and federal laws enacted in this area, supervises the collection of taxes from these employers, and oversees a program to control the quality of benefit payment and revenue collection. These functions are performed by the following bureaus:

a. Benefits bureau. The benefits bureau determines the eligibility of individuals claiming unemployment insurance. In addition to Iowa unemployment insurance benefits, the bureau also processes Unemployment Compensation for Federal Employees (UCFE), Unemployment Insurance for Ex-service Members (UCX), claims for Trade

Readjustment Act (TRA), Voluntary Shared Work (VSW), and Disaster Unemployment Assistance (DUA). It is also responsible for payments of other special federal unemployment insurance benefits as agreed to by the United States Department of Labor and the state of Iowa. The bureau is responsible for screening all employer protests and investigates all labor dispute protests and issues appropriate decisions. This bureau determines individuals' eligibility on disputed claims for unemployment insurance benefits based on Iowa employment security law and Iowa administrative rules and issues a determination. They review decisions that determine which employers will receive charges on claims for unemployment insurance benefits and investigates claims for missing wages. They also respond to communications involving technical matters related to unemployment insurance and corrects necessary records and database due to subsequent appeal decisions which reverse or modify the prior decision issued on a claim. The bureau oversees special claims for processing which includes UCFE, UCX, TRA, VSW, DUA and any other federal unemployment insurance programs. It also includes Training Extension Benefits (TEB), Alternate Base Period (ABP), Business Closing Claims and Department Approved Training (DAT). The bureau computes and authorizes payments due, maintains needed records, and makes adjustments or redeterminations as applicable. This bureau is also responsible for processing initial interstate claims, assisting claimants in calling in their continued claims for payment, notifying employer of claim filing, processing overpayments and underpayments, adjudicating issues, processing interstate appeals, and processing combined wage claims. The bureau assigns document control information to each paper document which provides automated electronic workflow routing, document retention criteria, document locating information, and computer updates. The bureau prepares documents and computer records for release to the public under subpoena or waiver provisions and collects record processing fees. The bureau is responsible for the voluntary income tax withholding program in which state and federal taxes are withheld from unemployment insurance benefits. The bureau is responsible for reporting tax withholdings and taxable unemployment insurance benefits to the Internal Revenue Service, Iowa department of revenue, and claimants. The bureau performs fact-finding interviews with claimants and employers to resolve issues discovered by recording the responses the claimant provides to questions asked in the weekly continued claim certification process. The bureau issues supplemental benefit payments due to misreported earnings or eligibility disqualifications. The bureau is responsible for all overpayment billing activity which results in an overpayment setup or refund, overpayment decision letter, or overpayment billing notice. The bureau is responsible for overpayment recovery programs which include withholding of Iowa and federal income tax refunds, Iowa lottery prizes, Iowa vendor payments, and the Interstate Reciprocal Overpayment Recovery Arrangement. The bureau is responsible for the issuance of duplicate benefit payments for lost, stolen, outdated, or returned payments. The bureau authorizes and issue direct deposit transactions, debit cards and special warrants. The bureau verifies financial institution corrections of direct deposit routing and account numbers and updates the database records.

b. Tax bureau. The tax bureau is responsible for the maintenance and control of all records of unemployment insurance tax paid by liable employers in the state of Iowa. Taxes collected are deposited in a fund to be subsequently used for benefit payments. The

bureau maintains financial records on employers; assigns rates each year to employers; makes all necessary adjustments to ensure proper charging to employers of benefits chargeable to them; maintains records of employer overpayments and refunds; and maintains the necessary contacts with employers' accountants, attorneys, and the general public to ensure the proper and timely submission of all the required reports to the division of unemployment insurance. The bureau reviews contribution reports against payroll reports for matching totals and verifies the amount of the check against the employer's report. The bureau is responsible for depositing all money received for contribution reports, benefit reimbursements, and interest and penalties with the state treasurer's office. The bureau assigns contribution rates to employers, handles the accounting work on partial changes of ownership, adjusts the amounts owed by employers, and audits the taxable wages reported by the employer in accordance with state and federal requirements. It is the bureau's responsibility to contact Iowa and out-of-state employers who do business in Iowa to establish taxpayers' liability under the law; explain the law's provisions; secure information and make determinations pertaining to new accounts, successor ships and terminating tax liability; collect delinquent contributions; give information and assistance to ensure compliance in the preparation of tax reports and in securing refunds of overpaid taxes; conduct investigations on FUTA discrepancy problems, contractor registration issues, business closings, and claimant requests for omitted wage credits; determine employer/employee and independent contractor relationship issues; assist in fraud investigations; conduct payroll and financial audits; and appear as an expert witness at employer liability hearings. The bureau also provides services to other states that request assistance with unemployment insurance enforcement of Iowa-based employers who conduct business in their states. The bureau also assigns all field audit work. Information is entered into the automated system which generates materials to be utilized by the field audit staff in conducting an employer inquiry and audit.

d. Field audit bureaus. Rescinded IAB 5/5/10, effective 6/9/10.

c. Integrity Bureau. The bureau is comprised of four distinct work units: Investigations and Recovery, Misclassification of Workers, Quality Control, and Collections. The investigation and recovery unit is responsible for aggressive action to prevent, detect, investigate and penalize fraudulent actions on the part of employing units and individuals claiming unemployment insurance benefits. The bureau verifies aliens are entitled to unemployment insurance and investigates and disqualifies those that are not eligible. The bureau conducts the fictitious employer detection program to discover employers set up for the purpose of fraudulent activities. The bureau prosecutes violations of the Iowa employment security law including fraudulent receipt of unemployment insurance benefits in conjunction with each county attorney in Iowa. The bureau investigates and determines whether an unemployment insurance warrant has been forged and whether it should be reissued. The bureau is responsible for the collection of delinquent tax contributions, benefit reimbursements, and unpaid interest and penalty assessments from all Iowa employers who file contribution reports, as well as collection of benefit overpayments. The bureau is responsible for depositing all money received with the state treasurer's office. Staff initiates routine legal actions such as the filing of liens, garnishments, and bankruptcies. Employers and claimants are contacted by mail,

telephone, email or personally to initiate the collection process. The bureau analyzes the effectiveness of revenue collection processes for the unemployment insurance program. The quality control unit reports directly to the Integrity Bureau Chief as it works to support the development and execution of corrective action plans for the improvement of the unemployment insurance program. The bureau is responsible for the collection and analysis of data pertaining to both the accuracy of unemployment insurance benefit payments and unemployment insurance benefit denial determinations. In addition, quality control is responsible for validation of the unemployment insurance data reports, identification and analysis of risk factors which could threaten the unemployment insurance program, and maintenance of the data processing capabilities to store and transmit various agency-required reports to the federal government. The bureau ensures that all unemployment insurance related documents received are scanned into a document repository.

For additional details on services, dates, times and locations see Attachments A.

9. Responsibilities of the Parties.

- 9.1.** The parties agree to participate in joint planning and modification of activities to result in:
 - 9.1.1.** Continuous partnership building;
 - 9.1.2.** Continuous planning responsive to State and federal requirements;
 - 9.1.3.** Timely response to specific local economic conditions including employer needs; and
 - 9.1.4.** Adherence to common data collection and reporting needs.
- 9.2.** Make available to customers through the one-stop delivery system the services that are applicable to the partner's programs;
- 9.3.** Participate in the operation of the one-stop system consistent with the terms of this MOU and requirements of applicable law;
- 9.4.** Participate in staff capacity-building and development, including but not limited to cross-training between partner staff;
- 9.5.** Participate in one-stop assessments under applicable state policies and procedures, utilizing state standards created to develop a base-line for one-stop center and system certification and continuous improvement as required by WIOA section 121(g); and
- 9.6.** Develop, offer and deliver quality business services that assist industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

10. Methods of Customer Referral and Tracking.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure customer needs have been met. All partners agree to follow the Region 1 WIOA system referral process outlined in Attachment A via the following documents: Customer Flow, Referral Form.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure Region 1 customer needs have been met. Partners will follow the Region 1 referral process and form outlined in Attachment A.

Referrals in Region 1 will follow this basic customer referral flow:

Step 1: Customer enters workforce system and completes initial assessment

Step 2: Identify referral(s) needed and complete referral form

Step 3: Share referral form with receiving agency and connect customer directly when possible

Step 4: Follow up with agency and customer to ensure customer connected. Receiving agency will follow up with initial point of contact for the referring agency informing them of the outcome of the referral. If customer does not respond after 2 attempts to contact, receiving agency will no longer pursue and will communicate this information back to the referring agency. If more communication between both agencies is needed, this will occur depending on the case.

Step 5: Receiving agency serves customer and makes additional referrals as appropriate.

Step 6: As customer cases close, all parties involved with that customer should be notified.

All workforce partners commit to:

- Use the referral form and referral process outlined.
- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service
- Ensure that general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate
- Ensure that general information on other workforce services (not located within the one-stop) are made available to all customers as appropriate..
- Customer referrals will follow the referral flow chart. A customer should be directly connected with the program when appropriate, linked via phone if not, and at a minimum, follow up completed by the referring entity to ensure the customer connected to the services.
- Referrals will be tracked in each partner's data management system, case note system or paper files. As new data management systems are introduced to track services, enrollments and outcomes for WIOA enrollments, the partners will participate as appropriate.

Appropriate contact information for each workforce partner program will be updated regularly and included on the back of the referral form. This will allow partners to have the most up to date contact information when making referrals. This information will include name, address, phone and email.

11. Increased and Maximized Access

The Partners agree that meeting WIOA's mandate for increased access to the Region's workforce services—particularly for individuals with barriers to employment—must be a priority as we work together to deliver workforce services. This necessarily includes outreach to individuals with barriers to employment, a group that includes members of the following populations:

Individuals with disabilities, including but not limited to individuals with vision loss,

- 11.1.** Displaced homemakers
- 11.2.** Low-income individuals
- 11.3.** Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.4.** Individuals age 55 and older
- 11.5.** Returning citizens (ex-offenders)
- 11.6.** Homeless individuals
- 11.7.** Youth who are in or have aged out of the foster care system
- 11.8.** English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- 11.9.** Individuals who have low levels of literacy
- 11.10.** Individuals facing substantial cultural barriers
- 11.11.** Eligible migrant and seasonal farmworkers
- 11.12.** Single parents, including single pregnant women
- 11.13.** Long-term unemployed individuals
- 11.14.** Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

To achieve the priority of increased access for individuals with barriers to employment, the parties will:

- Leverage the expert knowledge of its membership and collaborate to maximize access to workforce services;
- Conduct outreach to stakeholders and other organizations within the Region; and
- Participate in state workforce development accessibility initiatives.

12. Common Performance Measures.

The Partners will collaborate to achieve common performance indicators outlined in the State of Iowa Unified State Plan and any modifications made thereto. This collaboration includes strategizing on approaches to attain these measures and providing data in the method and of the substance requested by state-level partner agencies.

13. Service Design.

The Partners will work together to achieve an integrated partnership that seamlessly incorporates the services provided by Partner programs. The Partners will collaborate to develop and implement operational policies, procedures and proven and promising practices that reflect an integrated system of performance, communication and case management, and use technology to achieve integration and expanded service offerings.

13.1. Alignment of Services.

The Partners will collaborate to develop policies, procedures and proven and promising practices to facilitate the organization and integration of workforce services by function (rather than by program) when permitted by a program's authorizing statute and as appropriate. This will include coordinating staff communication, capacity building, and training efforts. Functional alignment includes having One-Stop Center staff who perform similar tasks serve on relevant functional teams (e.g. Skills Development Team, Business Services Team). Service integration will focus on serving all customers seamlessly (including individuals with barriers to employment) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope and requirements of each Partner Program.

13.2. Career Services.

Career Services include a variety of self-help services and services requiring more staff involvement, generally provided to individuals deemed to be in need of more intensive/training services to obtain employment; or who are employed but deemed to be in need of more intensive or individualized services to obtain or retain employment that allows for self-sufficiency.

Each partner is responsible for the provision of services associated with the One-Stop system site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 1 needs, are described in the Attachment B documents.

These documents identify the services each required partner will provide and the methods of service delivery each partner will use to ensure that integration and non-duplication of services is addressed.

13.3. Employer Services.

WIOA requires that Local One-Stop Systems provide workforce services that meet the labor-market needs of employers. To meet this requirement, the Partners will collaborate to achieve an

integrated approach to business services delivery. This will include the implementation of business-focused outreach and initiatives:

13.3.1. Employer-Focused Outreach.

The Partners will create an Integrated Business Services Team that includes local staff from each core partner agency to:

- a. Facilitate engagement of employers in workforce services programs;
- b. Offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, training, retaining, and developing talent for the regional economy;
- c. Identify and develop a clear understanding of industry skill needs, strategies for assisting employers and coordinating business services activities across programs;
- d. Incorporate an integrated and aligned business services strategy among partner to present a unified voice for the One-Stop Center in its communications with employers; and
- e. Engage employers to develop sector partnerships that are responsive to labor-market trends.

13.3.2. Business-Focused Initiatives.

The partners will develop policies, procedures and promising practices regarding the development of programs and activities that may include but are not limited to implementation of initiatives such as:

- a. Incumbent worker training programs;
- b. On-the-job training;
- c. Customized training programs;
- d. Registered apprenticeships;
- e. Industry and sector partnerships;
- f. Career pathways; and
- g. Public-Private partnerships.

13.4. Equal Opportunity.

The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by the State of Iowa Workforce Development Board and state-level partner agencies regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Section 11 of this MOU.

13.5. Integrated Management System.

WIOA emphasizes technology as a critical tool in making possible all aspects of information exchange including client tracking, common case management, data collection, and reporting. Iowa Workforce Development, Iowa Vocational Rehabilitation Services, Iowa Department for the Blind, and Iowa Department of Education, Adult Education and Literacy, are working to develop technological enhancements that allow interfaces of common information needs for WIOA implementation. To support the use of these tools, the One-Stop Partner agrees to:

- 13.5.1.** The principles of common reporting and shared information through electronic mechanisms including shared technology;
- 13.5.2.** Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements; and
- 13.5.3.** Develop a process for shared case management that coordinates services and leverage funding to meet the employment needs of an individual job seeker/customer.

13.6. Confidentiality.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirement of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. When required under applicable state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

14. Amendment.

This MOU may be amended at any time upon mutual agreement of the parties. Any amendment to this MOU must be consistent with federal, state or local laws, regulations, rules, plans, or policies. Any amendment of this MOU must involve the process outlined in this section.

A party may request to amend this MOU during its term. A party seeking an amendment must submit a written request to each party. The request must include:

- 14.1.** The requesting Partner's name;
- 14.2.** The reason(s) for the amendment request;
- 14.3.** Each section of this MOU that will require revision;
- 14.4.** The desired date for the amendment to take effect; and
- 14.5.** The signature of an authorized representative of the requesting Partner.

After receipt of an amendment request, the parties must attempt to reach consensus on amending this MOU. If the parties reach unanimous agreement to amend this MOU, this MOU may be amended. Each party must execute the amended MOU via an authorized representative for the

amended MOU to take effect. If a party objects to the requested amendment to this MOU and consensus on amending this MOU cannot be reached, the requesting party may utilize the Dispute Resolution process outlined in Section 15 to seek amendment of this MOU.

15. Dispute Resolution.

The parties agree to act in good faith to implement this MOU to help execute the local plan. However, should a dispute arise among the parties while attempting to implement the provisions contained in Phase I of this MOU that results in an impasse, the parties agree to utilize the following process:

- 15.1.** A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2.** The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3.** If the standing committee successfully brokers a resolution to the dispute, the parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the standing committee's report on its website.
- 15.4.** In the event the dispute cannot be resolved within thirty (30) days, the standing committee will make a recommendation to the State Workforce Development Board regarding a resolution to the impasse. At its next meeting, the State Workforce Development Board will vote on whether to adopt the standing committee's proposed resolution.
 - 15.4.1.** If the State Workforce Development Board votes to not adopt the standing committee's proposed resolution, the State Workforce Development Board may direct the standing committee to engage in further efforts to resolve the dispute or dissolve the standing committee and create another standing committee to take the initial standing committee's place.
 - 15.4.2.** If the State Workforce Development Board adopts the standing committee's proposed resolution, the standing committee must draft a report detailing the dispute, its efforts to resolve the dispute, and the resolution. The State Workforce Development Board must post the standing committee's report on its website.

The policies and procedures outlined in this section will not apply to any dispute among the parties regarding cost or resource sharing. Any dispute among the parties regarding cost or

resource sharing must be subject to a separate and distinct dispute resolution process that will be outlined in Phase II of this MOU and be compliant with WIOA.

16. Termination.

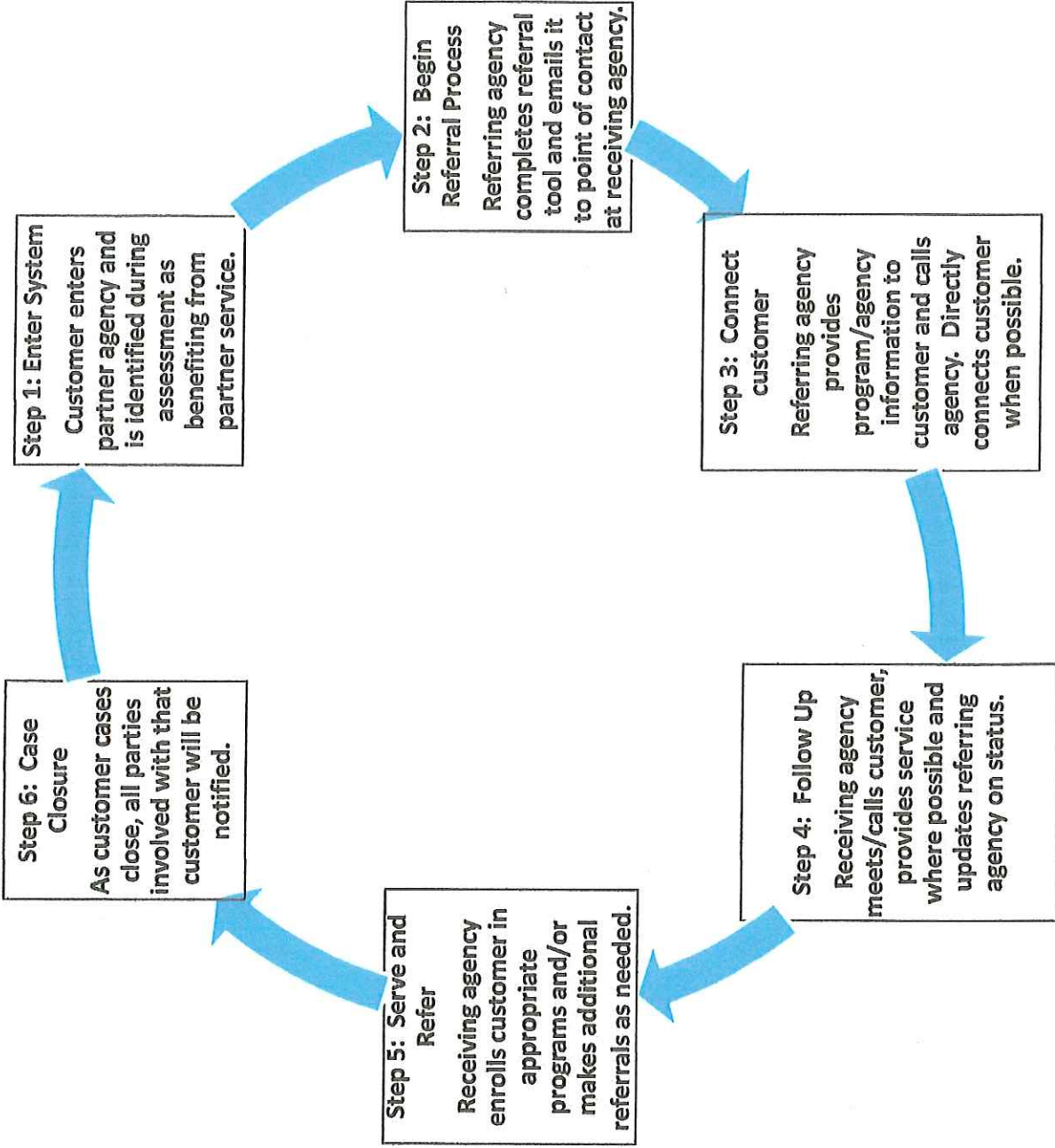
- 16.1. The parties understand that implementation of the one-stop system is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried.
- 16.2. In the event that it becomes necessary for one or more party to cease being a party to this MOU, said party shall notify the other parties and the State Workforce Development Board, in writing, ninety (90) days in advance of that intention.
- 16.3. A party's termination in whole or in part of its participation in this MOU will not affect its duties and obligations under any applicable federal or state law, including but not limited to WIOA.
- 16.4. A party's termination in whole or in part of its participation in this MOU will be effective only as to that entity.
- 16.5. If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.
- 16.6. A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

17. No Indemnification and Liability.

By executing this MOU each partner agrees to work together to deliver Region 1 one-stop services for employers, employees, and those seeking employment. However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities under Iowa law. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

Attachment A

MOU Partner Referral Flow Chart





REGION 1 MOU PARTNER REFERRAL AND RELEASE OF INFORMATION

How can we help you? Please check all that apply:

- I need help finding a job
- I would like additional training
- I need additional help in math and reading
- I am 55 years of age or older
- I have a vision impairment
- I want my high school equivalency diploma
- I want to learn/improve English skills
- I have done farm/agricultural work
- I have a physical or mental disability that is a substantial barrier to employment

Name: _____ Birth Date: _____

Address: _____ City: _____ Zip: _____

Phone Number: _____ Email address: _____

Alternate/Message Phone: _____ Are you a Veteran? Yes No

Please complete the information below ONLY if you wish information be shared between the following agencies: AARP, Experience Works, Hawkeye Community College, IDB, IowaWORKS, IVRS, Job Corps, NICC, and Proteus

I _____ (client name) authorize _____ (referring agency) and the agency being referred to share information about me. I have been informed of the intended purpose and use of this information will be shared to coordinate services to assist me. The information being provided will not be further released without my consent except that which pertains to State or Federal regulations that govern the activities of these partner agencies. I have been informed of the meaning of this release and my signature on it amounts to a waiver of any claim I might assert against any individual or agency.

Client Signature: _____

Date: _____

Parent/Guardian Signature _____
(if under 18 years of age)

Date: _____

Referring Agency & Staff name: _____

Date: _____

Attachment B

Partner Program:	WIOA Title 1 Youth, Adult and Dislocated Worker Programs			
Entity:	Upper Explorerland Regional Planning Commission			
Primary Office Location:	312 Winnebago St. Decorah	Phone:	563-382-0457	Fax: 563-387-0905
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<ul style="list-style-type: none"> • IowaWORKS of Northeast Iowa, 680 Main Street, 2nd floor, Dubuque, Iowa 52001; phone (563) 556-5800; fax (563) 556-0154; Monday/Tuesday/Thursday/Friday 8:30 a.m. to 4:30 p.m. and Wednesday 9:00 a.m. to 4:30 p.m. • IowaWORKS of Northeast Iowa, 312 Winnebago Street, Decorah, Iowa 52101; phone (563) 382-0457; fax (563) 387-0905; Monday/Tuesday/Thursday/Friday 8:30 a.m. to 4:30 p.m. and Wednesday 9:00 a.m. to 4:30 p.m. • Waukon - Allamakee County Courthouse, 110 Main Street (by appointment only); 563-387-7493 • Postville - 134 West Greene Street, (by appointment only); 563 387-7493 • New Hampton - 24 North Chestnut (by appointment only); 563- 387-7492 • Elkader - 600 Gunder Road NE, Suite 9 (by appointment only); 563-387-7493 • Oelwein - NICC, RAMS Center, 1400 Technology Drive (by appointment only); 563-387-7492 • Cresco - 205 2nd Street (by appointment only); 563- 387-7492 • Manchester Regional Education Partnership, 1200½ West Main Street (by appointment only). 			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • <u>TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT AND DISLOCATED WORKER PROGRAM</u> provides career services to include basic career services, individualized career services, training services, and follow-up services and collaborates with business services. Basic Career Services offered include: <ul style="list-style-type: none"> • Determination of eligibility for WIOA Title I Programs • Outreach, intake and orientation to the information and services available through the IowaWORKS One Stop 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 job vacancy listings, the skills necessary to obtain those jobs, and information relating to local occupations in demand and the earnings and skill requirements for those occupations • Performance information and program cost information on eligible providers of training services • Information on how the region is performing on the WIOA performance measures, and the overall IowaWORKS One Stop System measures • Provision of accurate information relating to the availability of support services, including child care and transportation available in the local region and referral to such services as appropriate; • Delivery system performance information; • Information on other IowaWORKS One Stop System partner services and support services; • Assistance regarding filing claims for unemployment compensation • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs • Job referrals (informational, e.g. referrals in non-exclusive hiring arrangements, short-term or seasonal placements); • Internet browsing (job information and training searches); 			

- Internet accounts;
- Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment

Individualized Career Services:

- Staff-assisted job search and placement assistance, including career counseling;
- Screened job referrals;
- Staff assisted job development;
- Staff assisted workshops;
- Including use of other assessment tools and 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;
- Leadership Development
- Individual counseling and career planning
- Service management for participants seeking training services
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, soft skills, and professional conduct, to prepare individuals for unsubsidized employment or training
- Short Term Skill Upgrading
- Internships
- Work Based Learning

Training – Training services are provided to equip individuals to enter the workforce, retain employment or for career advancement. Training services may include, occupational skills training, On-the-Job Training, registered apprenticeship which incorporates both OJT and classroom, apprenticeship, workplace training with related instruction, skill upgrading and retraining, entrepreneurial training and transitional jobs. Training is made available to individuals after an interview, assessment or evaluation determines that the individual require to obtain employment or remaining employed.

Post-Program Services for adult and dislocated workers who are placed in unsubsidized employment for up to 12 months after the first day of employment are provided follow up services as appropriate, including, counseling regarding the workplace.

TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) YOUTH Program seeks to provide young people with customer-centered, high quality services to enhance their skill sets and likelihood of gaining and retaining meaningful employment and attaining self-sufficiency. WIOA Youth programs are meant to provide participants with a continuum of services to help them navigate between their educational and workforce systems. Services are based on individual needs of each participant. The frame work of youth program services must include: intake, objective assessment, career planning, and the development of an individual service strategy, supportive services, and post-program/follow up services. Eligibility requirements must be met for both in-school youth and out-of-school youth to receive any of the follow 14 elements.

WIOA Title 1 Youth Program Elements

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with

- disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
 3. Experiential Learning - Paid and unpaid work experiences that have as a component, academic and occupational education, which may include – summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.
 4. Institutional/Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations in the local area involved, if determined by the local board
 5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
 6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate
 7. Supportive services (childcare, transportation,
 8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
 9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
 10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
 11. Financial literacy education
 12. Entrepreneurial skills training
 13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
 14. Activities that help youth prepare for and transition to post- secondary education and training.

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	x		<p>Provided dally at any location listed above dependent on funds available.</p> <p>Adult program: 1) 18 years of age or older, 2) registered for selective service, 3) a US citizen, lawfully admitted or have the right to work papers <u>and</u> must be low Income.</p> <p>Dislocated Workers: 1) Registered for selective service, 2) a US citizen, lawfully admitted or have the right to work papers 3) eligible as a dislocated worker : Such as,</p> <ul style="list-style-type: none"> • Terminated, laid off or notice of termination • Eligible for or exhausted unempolyment insurance • Unlikely to return to a previous industry/occupation • Permanent closure of a business within 180 days • Self-Employed but is unemployed as a result of economic conditions

		<ul style="list-style-type: none"> • Displaced Homemaker <p>In School Youth must be:</p> <ul style="list-style-type: none"> • Must be attending school (secondary and post-secondary) • Must be between the ages of 14-21 at time of enrollment • Must be registered for Selective Service if male and 18 years of age • Must be low income (includes free lunch) • <u>AND</u> meet one or more of the additional conditions, which could include: <ul style="list-style-type: none"> ○ Basic skills deficient; ○ English language learner; ○ an offender; ○ homeless; ○ runaway; ○ in foster care or aged out of the foster care system; ○ pregnant or parenting; ○ an individual with a disability; or ○ person who requires additional assistance to enter or complete an educational program or to secure and hold employment <p>NOTE: IF "registered" for classes at a post-secondary institution, they are considered in-school</p> <p>Out of School Youth must be</p> <ul style="list-style-type: none"> • Not attending any school • Must be between the ages of 16-24 at time of enrollment • Must be registered for Selective Service if male and 18 years of age • Meet one or more additional conditions <ul style="list-style-type: none"> ○ School drop-out; ○ Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter; ○ Low income individual who is a recipient of a secondary school diploma or its recognized equivalent <u>and</u> either basic skills deficient <u>or</u> an English language learner; ○ Subject to the juvenile or adult justice system; ○ Homeless individual as defined. A homeless child or youth, runaway, in foster care system, a child eligible for assistance under section 477 of the SS Act, or in an out-of-home placement; ○ Pregnant or parenting; ○ An Individual with a disability; or ○ Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
Outreach, Intake, Orientation and Referral:	x	Customer services- provided daily at any location listed above, Employer Services – meet with employers on a daily basis to discuss services for the workforce system.
Initial Assessment:	x	Integration Center – completes initial assessments on all customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	x	lowaJobs.org – website that provides job openings for customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	x	Employer Services provides LMI data to anyone who requests information on an as needed basis.
Eligible Provider Performance and Program Cost Information:	x	Look at performance goals to achieve self- sufficiency for Youth, Adult and Dislocated Workers
Local Performance Information:	x	Provided by the state on a quarterly basis
Supportive Services Information:	x	See below

Unemployment Compensation:	x	Assist customer in the IowaWORKS centers with filing for UI
Financial Aid Information:	x	Encourage customers to apply for all types of financial aide
Follow-Up Services:	x	Follow up is completed with customers to determine if they need additional services
Comprehensive and Specialized Assessments:	x	Encourage customers to take assessments, such as: NCRC, TABE, Caps, Cops, Copés, I Have a Plan Iowa,
Individual Employment Plan Development:	x	Employment plans will be developed with case managed youth, adults and dislocated workers
Career Planning, Counseling:	x	Provide career counseling and assist customers with development of career plans
Workforce Preparation Activities:	x	Workshops provided monthly at IowaWORKS centers
Short-term Prevocational Services:	x	Assistance with costs
Internships and Work Experience:	x	Paid and un-paid Internships and Work Experience provide the exposure to the real world of work.
Financial Literacy:	x	Workshops at the IowaWORKS center
English Language Acquisition:	x	Assistance with costs
Out of Area Job Search:	x	Assistance with costs

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	x		Assist with cost of tuition, books, fees
On-the-Job Training (OJT):	x		50% reimbursement to employer for up to 6 months as an incentive to hire. Must be learning new skills
Workplace and Cooperative Education:	x		Monthly Workshops at the IowaWORKS centers
Training Programs Operated by the Private Sector:	x		Assist with cost of tuition, books, fees
Skills Upgrading and Retraining:	x		Assist with cost of tuition, books, fees
Entrepreneurial Training:	x		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.
Job-Readiness Training:	x		Monthly workshops at IowaWORKS center
Adult Education and Literacy (AEL) Programs:	x		Assist with costs
Customized Training:	x		Specific to an employer's needs. Normally provided in a classroom setting. Employer must pay not less than 50% of the cost of training.
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		All members of the Employer Services team work with businesses all areas that are checked in this section.
Job Posting:		x	
Applicant Pre-screening:		x	
Recruitment Assistance:	x		Job Fair assistance
Training Assistance:	x		Possible training cost assistance for employer through work based learning activities such as Job Shadows, Work Experience Internships, On-the-Job Training and apprenticeships.
Labor Market Information:		x	
Employer Information and Referral:	x		All members of the Employer Services team work with businesses all areas that are checked in this section.
Rapid Response and Layoff Aversion:	x		Rapid Response is led by WIOA Title 1 Director/Manager to set up meetings with management to identify affected worker demographics and set up Worker Information Meetings for the affected workers. Service needs of the affected workers will be addressed through surveys, workshops and job fairs.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP. Support Services available are: Clothing, Counseling, Dependent Care, Financial Assistance, Miscellaneous Services, Residential/Meals Support, Services for Individuals with Disabilities, Supported Employment & Training, Transportation, Health, and Incentive & Bonus Payment Policy.

Partner Program:	WIOA Title 1 Youth, Adult and Dislocated Worker Programs			
Entity:	East Central Intergovernmental Association			
Primary Office Location:	680 Main St. Dubuque	Phone:	563-556-5800	Fax: 563-556-0154
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<ul style="list-style-type: none"> • IowaWORKS of Northeast Iowa, 680 Main Street, 2nd floor, Dubuque, Iowa 52001; phone (563) 556-5800; fax (563) 556-0154; Monday/Tuesday/Thursday/Friday 8:30 a.m. to 4:30 p.m. and Wednesday 9:00 a.m. to 4:30 p.m. • Manchester Regional Education Partnership, 1200½ West Main Street (by appointment only). 			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • <u>TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT AND DISLOCATED WORKER PROGRAM</u> provides career services to include basic career services, individualized career services, training services, and follow-up services and collaborates with business services. Basic Career Services offered include: <ul style="list-style-type: none"> • Determination of eligibility for WIOA Title I Programs • Outreach, intake and orientation to the information and services available through the IowaWORKS One Stop 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 job vacancy listings, the skills necessary to obtain those jobs, and information relating to local occupations in demand and the earnings and skill requirements for those occupations • Performance information and program cost information on eligible providers of training services • Information on how the region is performing on the WIOA performance measures, and the overall IowaWORKS One Stop System measures • Provision of accurate information relating to the availability of support services, including child care and transportation available in the local region and referral to such services as appropriate; • Delivery system performance information; • Information on other IowaWORKS One Stop System partner services and support services; • Assistance regarding filing claims for unemployment compensation • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs • Job referrals (informational, e.g. referrals in non-exclusive hiring arrangements, short-term or seasonal placements); • Internet browsing (job information and training searches); • Internet accounts; • Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment Individualized Career Services: <ul style="list-style-type: none"> • Staff-assisted job search and placement assistance, including career counseling; • Screened job referrals; 			

- Staff assisted job development;
- Staff assisted workshops;
- Including use of other assessment tools and 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;
- Leadership Development
- Individual counseling and career planning
- Service management for participants seeking training services
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, soft skills, and professional conduct, to prepare individuals for unsubsidized employment or training
- Short Term Skill Upgrading
- Internships
- Work Based Learning

Training – Training services are provided to equip individuals to enter the workforce, retain employment or for career advancement. Training services may include, occupational skills training, On-the-Job Training, registered apprenticeship which incorporates both OJT and classroom, apprenticeship, workplace training with related instruction, skill upgrading and retraining, entrepreneurial training and transitional jobs. Training is made available to individuals after an interview, assessment or evaluation determines that the individual require to obtain employment or remaining employed.

Post-Program Services for adult and dislocated workers who are placed in unsubsidized employment for up to 12 months after the first day of employment are provided follow up services as appropriate, including, counseling regarding the workplace.

TITLE 1 OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) YOUTH Program seeks to provide young people with customer-centered, high quality services to enhance their skill sets and likelihood of gaining and retaining meaningful employment and attaining self-sufficiency. WIOA Youth programs are meant to provide participants with a continuum of services to help them navigate between their educational and workforce systems. Services are based on individual needs of each participant. The frame work of youth program services must include: intake, objective assessment, career planning, and the development of an individual service strategy, supportive services, and post-program/follow up services. Eligibility requirements must be met for both in-school youth and out-of-school youth to receive any of the follow 14 elements.

WIOA Title 1 Youth Program Elements

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential
2. Alternative secondary school services, or dropout recovery services, as appropriate
3. Experiential Learning - Paid and unpaid work experiences that have as a component, academic and occupational education, which may include – summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job

	<p>shadowing, and on-the-job training opportunities.</p> <ol style="list-style-type: none"> 4. Institutional/Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations in the local area involved, if determined by the local board 5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster 6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate 7. Supportive services (childcare, transportation, 8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months 9. Follow-up services for not less than 12 months after the completion of participation, as appropriate. 10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate 11. Financial literacy education 12. Entrepreneurial skills training 13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services 14. Activities that help youth prepare for and transition to post-secondary education and training.
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CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	x		<p>Provided daily at any location listed above dependent on funds available.</p> <p>Adult program: 1) 18 years of age or older, 2) registered for selective service, 3) a US citizen, lawfully admitted or have the right to work papers <u>and</u> must be low income.</p> <p>Dislocated Workers: 1) Registered for selective service, 2) a US citizen, lawfully admitted or have the right to work papers 3) eligible as a dislocated worker : Such as,</p> <ul style="list-style-type: none"> • Terminated, laid off or notice of termination • Eligible for or exhausted unemployment insurance • Unlikely to return to a previous industry/occupation • Permanent closure of a business within 180 days • Self-Employed but is unemployed as a result of economic conditions • Displaced Homemaker <p>In School Youth must be:</p> <ul style="list-style-type: none"> • Must be attending school (secondary and post-secondary) • Must be between the ages of 14-21 at time of enrollment • Must be registered for Selective Service if male and 18 years of age • Must be low income (includes free lunch) • <u>AND</u> meet one or more of the additional conditions, which could include:

		<ul style="list-style-type: none"> ○ Basic skills deficient; ○ English language learner; ○ an offender; ○ homeless; ○ runaway; ○ in foster care or aged out of the foster care system; ○ pregnant or parenting; ○ an individual with a disability; or ○ person who requires additional assistance to enter or complete an educational program or to secure and hold employment <p>NOTE: IF "registered" for classes at a post-secondary institution, they are considered in-school</p> <p>Out of School Youth must be</p> <ul style="list-style-type: none"> ● Not attending any school ● Must be between the ages of 16-24 at time of enrollment ● Must be registered for Selective Service if male and 18 years of age ● Meet one or more additional conditions <ul style="list-style-type: none"> ○ School drop-out; ○ Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter; ○ Low income individual who is a recipient of a secondary school diploma or its recognized equivalent and either basic skills deficient or an English language learner; ○ Subject to the juvenile or adult justice system; ○ Homeless individual as defined. A homeless child or youth, runaway, in foster care system, a child eligible for assistance under section 477 of the SS Act, or in an out-of-home placement; ○ Pregnant or parenting; ○ An Individual with a disability; or ○ Low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
Outreach, Intake, Orientation and Referral:	x	Customer services- provided daily at any location listed above, Employer Services – meet with employers on a daily basis to discuss services for the workforce system.
Initial Assessment:	x	Integration Center – completes initial assessments on all customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	x	lowajobs.org – website that provides job openings for customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	x	Employer Services provides LMI data to anyone who requests information on an as needed basis.
Eligible Provider Performance and Program Cost Information:	x	Look at performance goals to achieve self- sufficiency for Youth, Adult and Dislocated Workers
Local Performance Information:	x	Provided by the state on a quarterly basis
Supportive Services Information:	x	See below
Unemployment Compensation:	x	Assist customer in the IowaWORKS centers with filing for UI
Financial Aid Information:	x	Encourage customers to apply for all types of financial aide
Follow-Up Services:	x	Follow up is completed with customers to determine if they need additional services
Comprehensive and Specialized Assessments:	x	Encourage customers to take assessments, such as: NCRC, TABE, Caps, Cops, Copes, I Have a Plan Iowa,
Individual Employment Plan Development:	x	Employment plans will be developed with case managed youth, adults and dislocated workers

Career Planning, Counseling:	x		Provide career counseling and assist customers with development of career plans
Workforce Preparation Activities:	x		Workshops provided monthly at IowaWORKS centers
Short-term Prevocational Services:	x		Assistance with costs
Internships and Work Experience:	x		Paid and un-paid Internships and Work Experience provide the exposure to the real world of work.
Financial Literacy:	x		Workshops at the IowaWORKS center
English Language Acquisition:	x		Assistance with costs
Out of Area Job Search:	x		Assistance with costs

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	x		Assist with cost of tuition, books, fees
On-the-Job Training (OJT):	x		50% reimbursement to employer for up to 6 months as an incentive to hire. Must be learning new skills
Workplace and Cooperative Education:	x		Monthly Workshops at the IowaWORKS centers
Training Programs Operated by the Private Sector:	x		Assist with cost of tuition, books, fees
Skills Upgrading and Retraining:	x		Assist with cost of tuition, books, fees
Entrepreneurial Training:	x		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.
Job-Readiness Training:	x		Monthly workshops at IowaWORKS center
Adult Education and Literacy (AEL) Programs:	x		Assist with costs
Customized Training:	x		Specific to an employer's needs. Normally provided in a classroom setting. Employer must pay not less than 50% of the cost of training.
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		All members of the Employer Services team work with businesses all areas that are checked in this section.
Job Posting:		x	
Applicant Pre-screening:		x	
Recruitment Assistance:	x		Job Fair assistance
Training Assistance:	x		Possible training cost assistance for employer through work based learning activities such as Job Shadows, Work Experience Internships, On-the-Job Training and apprenticeships.
Labor Market Information:		x	
Employer Information and Referral:	x		All members of the Employer Services team work with businesses all areas that are checked in this section.
Rapid Response and Layoff Aversion:	x		Rapid Response is led by WIOA Title 1 Director/Manager to set up meetings with management to identify affected worker demographics and set up Worker Information Meetings for the affected workers. Service needs of the affected workers will be addressed through surveys, workshops and job fairs.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP. Support Services available are: Clothing, Counseling, Dependent Care, Financial Assistance, Miscellaneous Services, Residential/Meals Support, Services for Individuals with Disabilities, Supported Employment & Training, Transportation, Health, and Incentive & Bonus Payment Policy.

Partner Program:	Adult Education and Literacy			
Entity:	Northeast Iowa Community College			
Primary Office Location:	700 Main Street Dubuque, IA 52001	Phone:	(563) 557- 8271	Fax: (563) 557-8353
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<ul style="list-style-type: none"> • Waukon <ul style="list-style-type: none"> • Adult Education & Literacy: Northeast Iowa Community College, 1220 3rd Avenue NW • Postville <ul style="list-style-type: none"> • Adult Education & Literacy: Northeast Iowa Community College, (YMCA), 211 S Ogden Street • New Hampton <ul style="list-style-type: none"> • Adult Education & Literacy: Northeast Iowa Community College, (St. Johns), 823 W. Main Street • Manchester <ul style="list-style-type: none"> • Adult Education & Literacy: Manchester Regional Education Partnership, 1200½ West Main Street • Dubuque <ul style="list-style-type: none"> • Adult Education & Literacy: NICC, 700 Main Street, (563) 557-8271 • Oelwein <ul style="list-style-type: none"> • Adult Education & Literacy: NICC, RAMS Center, 1400 Technology Drive • Cresco <ul style="list-style-type: none"> • Adult Education & Literacy: Northeast Iowa Community College, 1020 2nd Avenue SE, Highway 9 East • Decorah <ul style="list-style-type: none"> • Adult Education & Literacy: Northeast Iowa Community College, (Location to be announced) • Calmar <ul style="list-style-type: none"> • Adult Education & Literacy: NICC Wilder Business Center, 1625 Highway 150 South 			
Description of program in relation to the One Stop system:	<p>Training & Economic Development: The College delivers outreach and training services through the 260E and 260F programs. The 260E program provides training for new and expanding businesses and the 260F program provides training for incumbent workers. These programs are administered by NICC and all applicable college policies will be applied. Allowable costs under 260E and 260F may be charged as appropriate, subject to Iowa Department of Economic Development (IDED) approval.</p> <p>Service contracts are negotiated with the customer and a contract agreement is completed.</p>			

The College is a strong player in working with established business partnerships in providing training. The Northeast Iowa Community College Economic Development team has a strong tie with businesses and is focused on bringing workforce training to our region and strategizing over community workplace needs. The College and the Iowa Department of Economic Development are key contributors to serving businesses' training needs through 260E & 260F programs. (Funding opportunities for eligible new, expanding and existing businesses)

NICC will provide certificate (Skills Upgrading) training in advanced manufacturing, health, and information technology careers and will partner with various grants to assist clients to become employed in high demand occupations through payments for WIA services, sharing resources and providing input through our various business groups.

NICC will provide Carl Perkins Career and Technical programming with our high schools throughout the district, by assisting with Career Facilitation, Career Pathways, training of instructors, consulting on high school curriculum and facilities/equipment needs for vocational tech programs.

Northeast Iowa Community College offers Adult Education and Literacy classes throughout the northeast region. Classes are offered in the following counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek.

Adult Basic Education (ABE)

Adult Basic Education instruction is offered to help people with limited academic skills. Classes are vocationally based and are designed for students with learning challenges who want to build on their current skills. These classes may also be academically oriented and are designed for students who want to brush up on prior skills that could help them in their daily lives or who need help in passing college-entrance/work related exams or are taking the High School Equivalency Diploma (HSED).

English for Speakers of Other Languages (ESOL)

English for Speakers of Other Languages (ESOL) instruction is offered throughout the district to help people with limited English learn the language and learn about the American culture in the United States. Students whose English is not their native language are encouraged to take these classes as a pathway to transition to college level classes.

High School Equivalency Diploma (HSED)

The Adult Education and Literacy Program allow those individuals who have not finished high school to receive a high school equivalency diploma (HSED) from the state of Iowa. This diploma shows that individuals have achieved a level of educational development comparable to that of a high school graduate. This program was formerly known as the General Education Diploma (GED). The test is available in English and Spanish, and must be completed within five years of the first test date. Classes are available throughout the district in a direct-instruction, managed-enrollment format to facilitate student learning and engagement.

Refresher Sessions

Refresher sessions or classes are offered in drop-in opportunities throughout the district and in managed enrollment format for high school graduates, those studying for the HSED and soon to be NICC students and any individual just wanting to recall prior information or review reading, writing, math, computer literacy, and job/career skills needed for college success or career certificate preparation.

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:			
Outreach, Intake, Orientation and Referral:	X		
Initial Assessment:	X		
Labor Exchange Services:			
Employment Statistics-Labor Market Information:			
Eligible Provider Performance and Program Cost Information:			
Local Performance Information:			
Supportive Services Information:			
Unemployment Compensation:			
Financial Aid Information:	X		
Follow-Up Services:			
Comprehensive and Specialized Assessments:			
Individual Employment Plan Development:			
Career Planning, Counseling:	X		
Workforce Preparation Activities:			
Short-term Prevocational Services:			
Internships and Work Experience:	X		
Financial Literacy:	X		
English Language Acquisition:	X		
Out of Area Job Search:			

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:			
On-the-Job Training (OJT):			
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:			
Skills Upgrading and Retraining:			
Entrepreneurial Training:			
Job-Readiness Training:			
Adult Education and Literacy (AEL) Programs:	X		
Customized Training:			
Incumbent Worker Training:	X		
Transitional Jobs:			

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		
Job Posting:			
Applicant Pre-screening:			
Recruitment Assistance:	X		
Training Assistance:	X		

Labor Market Information:	X		
Employer Information and Referral:	X		
Rapid Response and Layoff Aversion:	X		

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Wagner Peyser			
Entity:	Iowa Workforce Development			
Primary Office Location:	Dubuque	Phone:	563-556-5800	Fax: 563-556-0154
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Dubuque and Decorah.</p> <p>Dubuque 680 Main St, 2nd Floor Dubuque, IA 52001 563-556-5800 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Decorah 312 Winnebago Decorah, IA 52101 563-382-0457 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p>			
Description of program in relation to the One Stop system:	<p>The Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.</p> <p>The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.</p> <p>Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. In addition, the system provides specialized attention and service to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.</p>			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Unemployment, every day
Outreach, Intake, Orientation and Referral:	X		Employer Services – meet with employers on a daily basis to discuss services for the workforce system.
Initial Assessment:	X		Integration Center – completes initial assessments on all customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		Employer Services provides LMI data to anyone who requests information on an as needed basis.
Eligible Provider Performance and Program Cost		X	

Information:			
Local Performance Information:	X		Share LMI information
Supportive Services Information:		X	
Unemployment Compensation:	X		Work daily with customers with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website!
Financial Aid Information:	X		Make referrals to agencies and information online about financial aid.
Follow-Up Services:	X		Will follow up with employers about job orders being filled and needing to be closed. Also do follow up services with employers about their business needs.
Comprehensive and Specialized Assessments:	X		Work with customers and employers on NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all members of the center.
Career Planning, Counseling:	X		Talk with Customers about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Skilled Iowa Internships and Apprenticeships are being developed with employers and customers.
Financial Literacy:	X		Workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		All members of the Employer Services team work with businesses all areas that are checked in this section. Staff meet with businesses every week and work in more detail on an as needed basis for services.
Job Posting:	X		
Applicant Pre-screening:		X	
Recruitment Assistance:	X		
Training Assistance:	X		
Labor Market Information:	X		
Employer Information and Referral:	X		
Rapid Response and Layoff Aversion:	X		All staff in the office assist with worker information meetings for employees who have lost their jobs due to layoffs.

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

None

Partner Program:				
Entity:	IVRS			
Primary Office Location:	Dubuque	Phone:	563-588-4697	Fax: 563-556-8664
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Dubuque Iowa Vocational Rehabilitation Services (IVRS Main office) 2600 Dodge St., Suite NW 2 Dubuque, IA 52003 Office phone 563.588.4697 Office fax 563.556.8664 Hours: 8:00-4:30 M-F Supervisor: Jeanne Helling (all office listed below) Counselors: Hania Watson, Jason Rubel, Helen Billmeyer, Nellie Burk, Lisa Bergfeld Associates: Marcy Wilker, Brandi Reisdorf Assistants: Cherie Waller, Sherri Scheckel Secretary 2: Nancy Steffensmeier Typist Advanced: Christine Dix</p> <p>Delaware County (mail goes to Dubuque address) Office location – however, not staffed every day please contact the Dubuque office for assistance. 601 Grant Street Manchester, IA Office phone 563.588.4697 Office fax 563.556.8664 Hours: 9:00-3:30 Tuesdays and Thursdays Counselor: Nellie Burk Associate: Marcy Wilker</p> <p>Clayton County (mail goes to Dubuque address) Office location – however, not staffed every day please contact the Dubuque office for assistance. 600 Gunder Rd., N.E., Suite 9 Elkader, Iowa 520043 Office phone 563.588.4697 Fax phone 563.556.8664 Hours: 9:00-3:30 Tuesdays and Thursdays Counselor: Lisa Bergfeld Associate: Brandi Reisdorf</p> <p>Decorah (Allamakee, Howard, Winneshiek) – (IVRS Service Unit) 903 Commerce Drive, Suite E Decorah, IA 52101 Office phone 563.382.9634 Fax phone 563.382.2422 Hours: 8:00-4:30 M-F Counselor: Jami Schwickerath Associate: Angie Hendrickson Assistant: Kara Schulte</p>			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • Iowa Vocational Rehabilitation Services (IVRS) is the state agency providing vocational rehabilitation services including assistive technology and independent living services to Iowans who are eligible individual with a disability. Eligible individuals receive a high-quality comprehensive and intensive services throughout the rehabilitation process – career counseling/services, training, education and support services in order to obtain good gainful competitive integrated employment. IVRS will work with area-wide 			

businesses to provide consultation and intensive knowledge in order to understand the needs of the disabled in the workplace. Employment is the objective for each individual serviced by IVRS.

- o At the transition level all students who have an IEP or would be covered under section 504 of the Rehabilitation Act (essentially all students with a disability) will be considered "Potentially Eligible". IVRS will provide basic Pre-Employment Transition Services (PETS) to all of these students in partnership with the schools. As we implement these services and work with the students and school staff, we will be able to determine students that will need more intensive services from IVRS in order to achieve employment outcomes. These identified students will then be approached to apply for services so that the intensive interventions can be provided. IVRS Associates/Assistants are partnering with teachers and other agencies to collaborate together to provide PETS activities.

- The Iowa Vocational Rehabilitation Services will partner with WIOA core leaders/agencies and be jointly responsible to provide a seamless delivery of services to job candidates. This will integrate service delivery across all programs and also enhance the programs and services within each partner. The Dubuque IVRS will be a part of the Memorandum of Understanding with Region 1 WIOA/IWD partnership.

IVRS Core Services:

To be eligible for services for IVRS, an individual must have a qualifying impairment that substantially limits the ability to work and must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IVRS offers the following services integral to reach their vocational goal:

- Eligibility determination
- Diagnostic and/or evaluation services
- Guidance & counseling – job shadows and career exploration
- Rehabilitation Technology/Assistive Technology
- Training Assistance
- Job Readiness Training
- Job Seeking Skills training
- Employer development
- On-the-job supports/OJT
- Customized Employment
- Job placement and retention 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. IVRS staff assists with career exploration, job shadowing and other assessments to assist job candidate reach a potential goal. IVRS counselors and job candidate will then determine jointly whether the goal is feasible due to their disability, if so an IPE is developed in conjunction with their interests and goals along with determining how they will achieve employment. Through this determination we will match the job candidate with employers to allow them to become gainfully employed in an integrated employment setting.

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
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Eligibility of Services:	x	In order to be elig for VR services, Counselors review diagnostic information pertaining to disability.
Outreach, Intake, Orientation and Referral:	x	Intake, orientation is needed for all individuals applying for IVRS.
Initial Assessment:	x	On a case by case basis, assessment may be needed to proceed with case. This can be a wide range of assessment tools.
Labor Exchange Services:	x	We use the O'Net and other labor market information to share with our job candidates (JC).
Employment Statistics-Labor Market Information:	x	IVRS staff are reviewing employment statistics daily and sharing with JC when working to develop a realistic vocational goal.
Eligible Provider Performance and Program Cost Information:		
Local Performance Information:		
Supportive Services Information:		
Unemployment Compensation:		
Financial Aid Information:	x	IVRS provides financial assistance to college bound students and we can assist with the application process and learning to read the results of their funding.
Follow-Up Services:	x	IVRS provides job follow up services, assignment follow up, medical/testing follow up and many other follow up services to assist JC to proceed with their vocational plan.
Comprehensive and Specialized Assessments:	x	IVRS provides comprehensive and specialized assessments to businesses and also AT/IL assessments to JC and their families.
Individual Employment Plan Development:	x	This is a vital part of our services. Each JC has an individual employment plan and counselors are required to sign off on the plan. IVRS staff assist to develop the plan by providing job shadows, informational interviews, business tours and other assessments to develop a realistic vocational goal.
Career Planning, Counseling:	x	Counselors provide counseling
Workforce Preparation Activities:	x	All staff assist JC to prepare for job seeking skills – resume, mock interview etc. as many of our JC need intensive one on one assistance.
Short-term Prevocational Services:		
Internships and Work Experience:	x	JC and students in college or high school receive internships and work experience. We work with businesses to provide this service to them.
Financial Literacy:		
English Language Acquisition:		
Out of Area Job Search:	x	We have JC to move out of the area or state and we provide services to them. Many times we work with the VR in that particular state.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	x		Goodwill provides a Walgreens training program and we provide funding for this.
On-the-Job Training (OJT):	x		This is a services IVRS provides to businesses/employers.
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:	x		Training programs provided by private colleges or on-line programs is a service IVRS can provide funding to.
Skills Upgrading and Retraining:	x		IVRS provides continuing education funds
Entrepreneurial Training:	x		Self – employment service is provided to JC if they meet the requirements.
Job-Readiness Training:	x		IVRS provides to JC needed to prepare for work.
Adult Education and Literacy (AEL) Programs:			
Customized Training:	x		IVRS discusses this service to businesses to carve a job for our JC needing more intensive services.
Incumbent Worker Training:			
Transitional Jobs:			

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		IVRS can discuss employer/business needs to be sure ADA compliance and other intensive needs are met for persons with disabilities.
Job Posting:	x		IVRS posted employment opportunities for JCs
Applicant Pre-screening:			
Recruitment Assistance:			
Training Assistance:	x		IVRS assists JC for training funds if on their individual employment goal and they are making satisfactorily progress.
Labor Market Information:	x		IWD assists with this information and we share with our JCs.
Employer Information and Referral:	x		IVRS can provide information and referral to everyone.
Rapid Response and Layoff Aversion:			

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Vocational Rehabilitation				
Entity:	Iowa Department for the Blind				
Primary Office Location:	524 4 th St Dees Moines, IA	Phone:	515-281-1333	Fax:	(515) 242-5781
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>IDB services are provided statewide by Vocational Rehabilitation Counselors. VR Counselors travel to clients in their assigned territory and work with the client in their community and/or workplace. They also work with businesses and employers in their territory. The IDB VR Counselor territories do not perfectly align with the workforce regions. As a consequence one VR Counselor may serve counties in multiple workforce regions. Similarly, one workforce region may be a part of two or more IDB VR counselor's territories. Two IDB VR counselors serve Region 1 and counties in neighboring workforce regions.</p> <p>Jamie Phipps: 515-249-9137; available by appointment. Joe Weigel: 515-971-7049; available by appointment</p>				
Description of program in relation to the One Stop system:	The Iowa Department for the Blind will partner with WIOA core leaders/agencies and be jointly responsible to provide a seamless delivery of services to job candidates. This will integrate service delivery across all programs and also enhance the programs and services within each partner.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	x		IDB determines eligibility for services based on medical documentation and impediments to employment identified through assessment
Outreach, Intake, Orientation and Referral:	x		IDB conducts outreach activities to inform and educate partners on services available; completes intakes for new applicants; referrals are made to partners as appropriate
Initial Assessment:	x		VR Counselors complete an initial assessment to determine eligibility and assist in plan development
Labor Exchange Services:			
Employment Statistics-Labor Market Information:	x		VR Counselors assist clients in obtaining labor market information for plan development.
Eligible Provider Performance and Program Cost Information:		x	
Local Performance Information:	x		IDB communicates performance measures to partners
Supportive Services Information:	x		IDB informs clients of other services available to them in the community
Unemployment Compensation:			
Financial Aid Information:	x		IDB assists clients with applying for FAFSA as well as supporting the client with paying for tuition, if needed.
Follow-Up Services:	x		IDB provides follow up services once a client is secured in employment as well as when referrals are made to other agencies.
Comprehensive and Specialized Assessments:	x		VR Counselors complete comprehensive assessment to determine the client's skills, interests, and abilities for plan development.
Individual Employment Plan Development:	x		VR Counselors participate in the development of plan for employment with the client; as well as reviewing the plan regularly.
Career Planning, Counseling:	x		VR Counselors assist the client with career planning by providing guidance and counseling.
Workforce Preparation Activities:	x		IDB provides training in order for the client to be prepared for work including mock interviews, resume, disability disclosure, etc.
Short-term Prevocational Services:	x		IDB has an orientation center that provides intensive training around blindness skills, AT, and job readiness skills.

Internships and Work Experience:	x		IDB assist with securing internships with the client as well as paying for work experience in the community.
Financial Literacy:		x	
English Language Acquisition:		x	
Out of Area Job Search:	x		IDB can assist with finding employment outside of Iowa

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	x		IDB can fund specific skills training such as welding, CAN, plumbing, etc.
On-the-Job Training (OJT):	x		IDB works with an employer on obtaining and funding OJT for clients.
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:	x		IDB will work with private sector training programs for accessibility, funding, and coordination of the training.
Skills Upgrading and Retraining:	x		IDB can assist clients in obtaining additional skills, education, etc in order to obtain a promotion or retain employment.
Entrepreneurial Training:	x		The Iowa Self Employment program offers services related to entrepreneurial training and is funded through IDB.
Job-Readiness Training:	x		IDB will train on appropriate workplace behaviors, dress attire, communicating with employer/supervisor, etc.
Adult Education and Literacy (AEL) Programs:			
Customized Training:	x		IDB works with employers and community rehab providers in order to create a customized training plan, along with funding the training.
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		IDB works with employers to determine their needs for employees; size of company; skills and education level needed to do the jobs; turnover rates; etc.
Job Posting:	x		IDB tracks all known job openings and communicates to colleagues and clients.
Applicant Pre-screening:	x		IDB provide a pre-screening on current clients for potential jobs
Recruitment Assistance:	x		IDB assist employers in matching clients to current job openings.
Training Assistance:	x		IDB can train employers on accommodations, working with individual with disabilities, services offered, etc.
Labor Market Information:	x		IDB works with employers to learn more about labor market information to relay to clients.
Employer Information and Referral:	x		Employers are encouraged to refer individuals with a visual impairment to IDB for serves for job retention needs.
Rapid Response and Layoff Aversion:		x	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Transportation (bus fares, taxis, driver's expense)
Maintenance (clothing, daycare, etc)
Benefits Counseling
Personal attendant
Interpreter Service
Reader Service

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Unemployment Insurance (UI)				
Entity:	Iowa Workforce Development				
Primary Office Location:	Dubuque	Phone:	563-556-5800	Fax:	563-556-0154
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Dubuque and Decorah.</p> <p>Dubuque 680 Main St, 2nd Floor Dubuque, IA 52001 563-556-5800 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Decorah 312 Winnebago Decorah, IA 52101 563-382-0457 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>One on One meetings with UI specialists are held by appointment once a week. Please call or stop in to schedule an appointment.</p>				
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • <u>UNEMPLOYMENT INSURANCE SERVICES DIVISION</u> The primary responsibility of this division is to administer the provisions of the Iowa employment security law and related federal programs in accordance with pertinent laws, regulations, and policies. Attorneys who report to the administrator of the unemployment insurance services division perform the legal services for the division pursuant to Iowa Code section 96.17 which empower the division to employ attorneys to represent it and give advice on all matters coming before it in conjunction with the administration of Iowa Code chapter 96. The division administers the payment of job insurance benefits to eligible individuals, determines which employers are subject to the state and federal laws enacted in this area, supervises the collection of taxes from these employers, and oversees a program to control the quality of benefit payment and revenue collection. These functions are performed by the following bureaus: Benefits bureau. The benefits bureau determines the eligibility of individuals claiming unemployment insurance. Tax bureau. The tax bureau is responsible for the maintenance and control of all records of unemployment insurance tax paid by liable employers in the state of Iowa. Integrity Bureau. The bureau is comprised of four distinct work units: Investigations and Recovery, Misclassification of Workers, Quality Control, and Collections. 				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Anyone filling for UI is determine either eligible of ineligible through the UISC department located in Des Moines.
Outreach, Intake, Orientation and Referral:	X		UI Orientation sessions are held twice a month in the office
Initial Assessment:	X		Integration Center – completes initial assessments on all UI customers to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for UI customers and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		UI Information is compiled and shared out monthly via the IWD

			website.
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:		X	
Supportive Services Information:		X	
Unemployment Compensation:	X		All UI customers are assisted with filing for UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:		X	.
Follow-Up Services:	X		Follow up is done through UISC regarding wage information submitted by employers.
Comprehensive and Specialized Assessments:		X	
Individual Employment Plan Development:	X		All UI customers who visit the IowaWORKS office have Employment plans developed.
Career Planning, Counseling:	X		Talk with UI customers about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		UI customers are referred to internships and apprenticeships that are available in the area.
Financial Literacy:	X		UI customers are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how UI customers can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for UI customers are made for these areas, but the UI program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

None

Partner Program:	Trade Adjustment Act			
Entity:	Iowa Workforce Development			
Primary Office Location:	Dubuque	Phone:	563-556-5800	Fax: 563-556-0154
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Dubuque and Decorah.</p> <p>Dubuque 680 Main St, 2nd Floor Dubuque, IA 52001 563-556-5800 In person availability Mon, Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Decorah 312 Winnebago Decorah, IA 52101 563-382-0457 In person availability Mon, Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p>			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> • <u>TRADE ADJUSTMENT ASSISTANCE PROGRAM</u> The Trade Act of 1974, as amended, is a Federal program establishing the Trade Adjustment Assistance (TAA) program which provides reemployment assistance to workers in firms hurt by foreign trade (e.g. production has been/is being shifted to a foreign country, services are being outsourced to a foreign country, increased imports of articles or services, loss of business with a TAA-certified firm). <u>Program benefits</u> may include job search allowances, relocation allowances, wage subsidy benefits for workers age 50 and older, training services and/or Trade Readjustment Allowances (TRA). 			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		As Dislocated Workers (DW) are deemed eligible trade – staff then assist the DW to determine what services under the Trade Act they are eligible for.
Outreach, Intake, Orientation and Referral:	X		Trade Information Meetings are set up for outreach and orientation to the program when DOL determines the layoff to be trade eligible.
Initial Assessment:	X		Integration Center – completes initial assessments on all Dislocated Workers/Trade to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for Dislocated Workers/Trade and employers. Available online 24/7.
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:		X	
Local Performance Information:	X		Share LMI information with Dislocated Workers/Trade
Supportive Services Information:		X	
Unemployment Compensation:	X		Assist Dislocated Workers/Trade with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:	X		Trade provides financial training assistance and this information is shared at the Orientation/Informational meetings.
Follow-Up Services:	X		Follow up is completed with Dislocated Workers/Trade to

			determine if additional assistance is needed.
Comprehensive and Specialized Assessments:	X		Work with Dislocated Workers/Trade NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all Dislocated Workers/Trade.
Career Planning, Counseling:	X		Talk with Dislocated Workers/Trade about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Dislocated Workers/Trade are referred to internships and apprenticeships that are available in the area.
Financial Literacy:	X		Dislocated Workers/Trade are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how Dislocated Workers/Trade can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for Dislocated Workers/Trade are made for these areas, but the Trade program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Trade Program does have various services that are available to assist customers in job seeking or gaining additional training.

Partner Program:	Veteran			
Entity:	Iowa Workforce Development			
Primary Office Location:	Dubuque	Phone:	563-556-5800	Fax: 563-556-0154
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	<p>Iowa Workforce Development/IowaWORKS is located in Dubuque and Decorah.</p> <p>Dubuque 680 Main St, 2nd Floor Dubuque, IA 52001 563-556-5800 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Decorah 312 Winnebago Decorah, IA 52101 563-382-0457 In person availability Mon , Tues, Thurs & Fri 8:30-4:30, Wed 9:00-4:30</p> <p>Glen Gassman – Veteran Representative is available by appointment to Veterans who meet the Significant Barriers to Employment criteria.</p>			
Description of program in relation to the One Stop system:	<ul style="list-style-type: none"> VETERANS The Jobs for Veterans' State Grants (JVSG) creates opportunities for all eligible veterans and spouses to obtain meaningful and successful careers through provision of resources and expertise that maximize employment opportunities and protect veterans' employment rights. Services provided by the Veteran Representative include comprehensive assessments, development of an Individual Employment Plan, career counseling, and referrals to other veteran and community organizations as needed. The Local Veteran Employment Representative (LVER) is a member of the business services team. The LVER promotes the hiring veterans to employers, employer associations, and business groups; facilitates employer training, plans and participates in career fairs and conducts job development with employers. 			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Veterans are given an assessment to determine if they meet the criteria to be considered to have Significant Barriers to Employment.
Outreach, Intake, Orientation and Referral:	X		Vet Rep and center staff market our services to Veterans and Veteran organizations. We also make referrals to various organizations to assist Veterans with services.
Initial Assessment:	X		Integration Center – completes initial assessments on all Veterans to determine what resources and next steps are needed based on their needs.
Labor Exchange Services:	X		IowaJobs.org – website that provides job openings for Veterans and employers. Available online 24/7.
Employment Statistics-Labor Market Information:	X		Employer Services provides LMI data to anyone who requests information on an as needed basis. Specific Veteran data can also be obtained when requested.
Eligible Provider Performance and Program Cost Information:	X		Vet Reps do look at performance goals to achieve self-sufficiency and employment for Veterans.
Local Performance Information:	X		Share LMI information

Supportive Services Information:		X	
Unemployment Compensation:	X		Assist Veterans with filing UI – UI Appointments for in depth questions are scheduled once a week. Filing for UI is available 24/7 via the online website.
Financial Aid Information:	X		Make referrals to agencies and information online about financial aid. Also discuss GI Bill and Gold Card information.
Follow-Up Services:	X		Follow up is completed with Veterans to determine if they were able to retain successful employment.
Comprehensive and Specialized Assessments:	X		Work with Veterans and employers on NCRC assessment, CR101, and other various resources that are available online.
Individual Employment Plan Development:	X		Employment plans are developed with all Veterans.
Career Planning, Counseling:	X		Talk with Veterans about what their Career Plans are or assist them with determining what their next steps could be.
Workforce Preparation Activities:	X		Workshops are provided on a daily basis in the center providing various soft and hard skills for employment.
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		Veterans are referred to Internships and apprenticeships that are available in the area.
Financial Literacy:	X		Veterans are referred to workshops provided each month.
English Language Acquisition:	X		Rosetta Stone program is available at no cost in our center during office hours.
Out of Area Job Search:	X		Assist customers looking at national and other state job websites as needed.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):		X	
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:		X	
Skills Upgrading and Retraining:		X	
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Workshops are held on daily basis to assist with job readiness in the centers.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		Employer Services team discusses with business how Veterans can fill their job needs.
Job Posting:	X		
Applicant Pre-screening:		X	Referrals for Veterans are made for these areas, but the Veteran program itself does not specifically provide these services on a routine basis.
Recruitment Assistance:		X	
Training Assistance:		X	
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

None

Partner Program:	Senior Community Service Employment Program				
Entity:	Experience Works, Inc.				
Primary Office Location:	2973 100th Street Ste 8 Urbandale, IA 50322 (State Office Location)	Phone:	563.299.9765	Fax:	515.598.7806
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Experience Works Inc. Employment and Training Coordinator (ETC) Janet Lose provides SCSEP services in Allamakee, Chickasaw, Clayton, Fayette, Howard, and Winneshiek. She is available by appointment (during normal business hours) but makes arrangements to meet individuals over the phone or face to face (whichever is more convenient for the applicant).				
Description of program in relation to the One Stop system:	Experience Works is a national nonprofit organization, operating the Senior Community Service Employment Program (SCSEP). SCSEP is funded through the U.S. Department of Labor and administered by Experience Works, Inc. The program is free and provides paid community service assignments at local and public nonprofit organizations, training, referral to needed services, and job search assistance to individuals that are 55 years of age or older.				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Person must be 55 or older, unemployed and income eligible at 125% poverty level. Includable and excludable income determined during pre-qualification intake of income
Outreach, Intake, Orientation and Referral:	X		
Initial Assessment:	X		Experience Works completes an Initial Assessment on each person enrolled in the SCSEP program.
Labor Exchange Services:	x		
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:	X		
Local Performance Information:		X	
Supportive Services Information:	X		Monies are spent to assist participants with obtaining gas cards, shoes, etc to help assist in their program success
Unemployment Compensation:		X	
Financial Aid Information:		X	
Follow-Up Services:	X		Experience Works does follow's up with those participant's that exited due to employment on a quarterly basis following exit. Experience Works also does follow up's on all participants that have exited with courtesy calls.
Comprehensive and Specialized Assessments:		X	
Individual Employment Plan Development:	X		Experience Works develops Individual Employment Plans with each participant within a Case Management/Job Ready Computer System called Job Ready.
Career Planning, Counseling:	X		
Workforce Preparation Activities:	X		Job Club Workshops are completed on Job Ready participants
Short-term Prevocational Services:		X	
Internships and Work Experience:	X		
Financial Literacy:		X	

English Language Acquisition:		X	
Out of Area Job Search:	X		

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		X	
On-the-Job Training (OJT):	X		
Workplace and Cooperative Education:		X	
Training Programs Operated by the Private Sector:	X		
Skills Upgrading and Retraining:	X		Experience Works SCSEP participants are provided paid training at local Non Profit Organizations which helps in upgrading their skills and makes them more employable.
Entrepreneurial Training:		X	
Job-Readiness Training:	X		Job Club etc.
Adult Education and Literacy (AEL) Programs:		X	
Customized Training:		X	
Incumbent Worker Training:		X	
Transitional Jobs:		X	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	X		
Job Posting:		X	
Applicant Pre-screening:	X		
Recruitment Assistance:	X		
Training Assistance:	X		
Labor Market Information:		X	
Employer Information and Referral:		X	
Rapid Response and Layoff Aversion:		X	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

Partner Program:	Job Corps			
Entity:				
Primary Office Location:	3420 University Avenue Waterloo, Ia 50701	Phone: 319- 291- 2705 ext 323		Fax: 319- 235- 1068
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	. Services are provided to all counties in Iowa. Job Corps Centers are located in Denison, and Ottumwa, Iowa.			
Description of program in relation to the One Stop system:	Job Corps is a free education and training program that helps young people learn a career earn a high school diploma or high school equivalency, and find and keep a good job.			

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, offered, etc.)
Eligibility of Services:	X		Age 16-24
Outreach, Intake, Orientation and Referral:	X		
Initial Assessment:	X		
Labor Exchange Services:			
Employment Statistics-Labor Market Information:	X		
Eligible Provider Performance and Program Cost Information:			
Local Performance Information:			
Supportive Services Information:			
Unemployment Compensation:			
Financial Aid Information:			
Follow-Up Services:	X		
Comprehensive and Specialized Assessments:			
Individual Employment Plan Development:	X		
Career Planning, Counseling:	X		
Workforce Preparation Activities:	X		
Short-term Prevocational Services:			
Internships and Work Experience:	X		

Financial Literacy:	X		
English Language Acquisition:			
Out of Area Job Search:	X		

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	X		
On-the-Job Training (OJT):	X		
Workplace and Cooperative Education:			
Training Programs Operated by the Private Sector:			
Skills Upgrading and Retraining:			
Entrepreneurial Training:			
Job-Readiness Training:	X		
Adult Education and Literacy (AEL) Programs:			
Customized Training:			
Incumbent Worker Training:			
Transitional Jobs:			

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:			
Job Posting:			
Applicant Pre-screening:			
Recruitment Assistance:			
Training Assistance:			
Labor Market Information:			
Employer Information and Referral:			
Rapid Response and Layoff Aversion:			

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?
Available based on each individual need and to be outlined in the IEP.

Partner Agency:	Proteus Inc.		
Program Name:	National Farmworker Jobs Program (NFJP)		
Primary Office Location:	Iowa City, Iowa	Phone:	319-248-0178 Fax: 319-248-0182
Location: Where services are provided in all Region 5 counties: Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright. Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Proteus Inc. will provide services in all counties throughout the region. Services can be provided in our office; however we usually travel to the client's location to provide services by appointment.		
Description of program in relation to the One Stop system:	The National Farmworker Jobs Program is a federally funded program to assist the migrant and seasonal farmworkers of Iowa. Our clients are on a career pathway to increase their skills and be able to find full time, year round employment. This is typically achieved through training for a degree or certificate, or other career coaching.		

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	Y		Must have performed work in agriculture in the last 2 years. Meet income guidelines. Eligibility is performed over the phone or in person.
Outreach, Intake, Orientation and Referral:	Y		Outreach is performed in all counties of the region. We will meet the client in their location for intake, and make local referrals as needed.
Initial Assessment:	Y		Proteus utilizes several assessments to determine a client's skills, and be able to determine the appropriate training program for them. This is done in person, at the clients location.
Labor Exchange Services:		N	
Employment Statistics-Labor Market Information:	Y		Proteus will use several resources to assist a client with Labor Market Information in assisting them with choosing a career path
Eligible Provider Performance and Program Cost Information:		N	
Local Performance Information:		N	
Supportive Services Information:	Y		Supportive services are available to clients to provide a variety of services in case of emergencies. We are able to assist with Fuel, Groceries, Rental Assistance, Auto Repairs and more.
Unemployment Compensation:		N	
Financial Aid Information:	Y		Proteus will assist clients in filling out their FAFSA form to determine if they can qualify for Federal Aid
Follow-Up Services:	Y		Proteus provides follow up services for all clients for a period of 12 months. This can be done a number of ways, but also includes verifying the job placement and verification of wages earned.
Comprehensive and Specialized Assessments:	N		Our assessments are more general and used to determine what training method or program is appropriate for clients.
Individual Employment Plan Development:	Y		Each client will work closely with their Case Manager to create an Individual Employment Plan.
Career Planning, Counseling:	Y		Proteus will work closely with all NFJP clients to set goals and monitor progress in their IEP. Career Planning is coaching is included in this process.
Workforce Preparation Activities:	Y		Proteus can offer clients Job Readiness training in order to assess and improve soft skills. Assisting them in being ready to return to full time year round employment.

Short-term Prevocational Services:	Y		While the client is going through training, even short term they still qualify for Proteus Services.
Internships and Work Experience:	Y		Proteus can offer Work Experience options to clients
Financial Literacy:	Y		Proteus is currently working on creating a Financial Literacy program in accordance to the Department of Labor Youth requirements.
English Language Acquisition:	Y		Proteus will be able to partner and assist in paying for training for ESL classes for clients that are in need.
Out of Area Job Search:	Y		Proteus will assist all clients in conducting job searches, including locations outside of their local areas.

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:	Y		Proteus will partner with local agencies or educational institutions to be able to provide training to clients
On-the-Job Training (OJT):	Y		Proteus will be able to assist clients in OJT opportunities. Proteus will be able to pay a portion of the client's wages while they are completing the training.
Workplace and Cooperative Education:		N	
Training Programs Operated by the Private Sector:	Y		Proteus will be able to assist clients with receiving a credential in either the private sector or a public training institution.
Skills Upgrading and Retraining:	Y		Proteus will partner with local agencies or education institutions to be able to provide training to clients. Soft Skill training can be conducted by Proteus Case Managers.
Entrepreneurial Training:	Y		Proteus will partner with local agencies or education institutions to be able to provide training to clients.
Job-Readiness Training:	Y		Job-Readiness Training can be provided to clients either through the one stop center, or be conducted by the Proteus Case Manager
Adult Education and Literacy (AEL) Programs:	Y		Clients can receive assistance to pay for AEL programs including assistance for paying for needed testing.
Customized Training:	Y		An Individual Employment Plan is created for each client, and monitored for progress. This can involve making changes to their planned training program depending on a number of circumstances.
Incumbent Worker Training:		N	
Transitional Jobs:		N	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:		N	
Job Posting:		N	
Applicant Pre-screening:		N	
Recruitment Assistance:	Y		Employers will be able to contact Proteus to inquire if there are any clients that would be a good fit for their organization
Training Assistance:	Y		NFJP clients can qualify for training assistance in receiving a credential they will need to be qualified for a particular career.
Labor Market Information:	Y		Employers can contact Proteus to receive Labor Market Information.
Employer Information and Referral:	Y		Proteus is always looking to increase their network of employers that are currently in need of applicants, and strive to make appropriate referrals whenever possible.
Rapid Response and Layoff Aversion:		N	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Supported Services offered to Proteus Clients are:

Fuel, Groceries, Rental Assistance, Utilities Assistance, Daycare Assistance, Minor Car Repairs. These are typically offered in cases of emergencies and as budgets allow.

Partner Program:	Senior Community Service Employment Program (SCSEP)/ Older Worker				
Entity:	AARP Foundation				
Primary Office Location:	223 E. 4 th St. Waterloo, IA 50703	Phone:	319-234-0206	Fax:	319-433-0592
Location: Where services are provided in all Region 1 counties: Allamakee, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard and Winneshiek Include locations, hours, staff, and how available (in person, by phone, by appointment, etc.)	Allamakee, Winneshiek, Dubuque and Delaware Counties by appointment only. Location to be determined at the time of appointment. Hours: M – F 8am – 4pm. Staff travels from Waterloo office.				
Description of program in relation to the One Stop system:	<p>AARP Foundation SCSEP provides both community service and work-based training. Working an average of 20 hours a week, participants are paid the highest of federal, state or local minimum wage and are compensated by SCSEP directly. Participants are placed in a wide variety of community service activities at non-profit and public facilities like daycares, libraries, senior centers, thrift shops and food pantries. This on-the-job-training experience can then be used as a bridge to find employment opportunities outside of the program.</p> <p>Who is eligible? To participate, you must be age 55 or older, unemployed and financially qualified. Please contact your local office to learn more about the financial qualifications.</p> <p>In addition to job and community service placement, AARP Foundation SCSEP provides participants with training and support services that are important for finding future employment. These services include Individual Employment Plan (IEP) development, specialized training to prepare for placements, wages and fringe benefits, annual physicals, assistance in securing future employment and access to local One-Stop Career Centers.</p>				

CAREER SERVICES	Yes	No	Brief Description (include description of what is offered, how offered, when offered, etc.)
Eligibility of Services:	X		Person must be 55 or older, unemployed and income eligible at 125% poverty level. Includable and excludable income determined during pre-qualification intake of income.
Outreach, Intake, Orientation and Referral:	X		Outreach – brochures, one stop partners, host training agencies
Initial Assessment:	X		Assessments completed on each person enrolled in the AARP Foundation SCSEP program to determine employment interests
Labor Exchange Services:	X		Job seeking and job search plans offered to eligible individuals. SCSEP connects with employers for job placement.
Employment Statistics-Labor Market Information:		X	
Eligible Provider Performance and Program Cost Information:	X		
Local Performance Information:		X	
Supportive Services Information:	X		Additional dollars to support clothing, shoes, tools, gas cards as part of the IEP to assist in moving closer to employment.
Unemployment Compensation:		X	
Financial Aid Information:		X	
Follow-Up Services:	X		AARP Foundation SCSEP follows up the quarter following exit to employment with an additional call to obtain 1 year retention information.
Comprehensive and Specialized Assessments:		X	

Individual Employment Plan Development:	x		Individual Employment Plan Development at time of enrollment and followed at least every 6 months or more.
Career Planning, Counseling:	x		In depth career planning provided to eligible individuals to assist in identifying career goal.
Workforce Preparation Activities:	x		Job readiness training
Short-term Prevocational Services:		x	
Internships and Work Experience:	x		
Financial Literacy:		x	
English Language Acquisition:		x	
Out of Area Job Search:	x		On an individual basis

TRAINING SERVICES	Yes	No	Brief Description
Occupational Skills Training:		x	
On-the-Job Training (OJT):	x		
Workplace and Cooperative Education:		x	
Training Programs Operated by the Private Sector:	x		Training through seminars, one-on-one instruction , training programs and community colleges may also provide through the SCSEP program
Skills Upgrading and Retraining:	x		Training provided through non-profit and public facilities used to provide skill training and experience to obtain future employment
Entrepreneurial Training:		x	
Job-Readiness Training:	x		Job Club, interviewing skill training, resume writing offered if classes do not coincide with the needs of the participant
Adult Education and Literacy (AEL) Programs:		x	
Customized Training:		x	
Incumbent Worker Training:		x	
Transitional Jobs:		x	

EMPLOYER SERVICES	Yes	No	Brief Description
Employer Needs Assessment:	x		
Job Posting:		x	
Applicant Pre-screening:	x		On an individual basis meeting requirements
Recruitment Assistance:	x		AARP Foundation is able to assist with qualified job seekers.
Training Assistance:	x		Based on each individual
Labor Market Information:		x	
Employer Information and Referral:		x	
Rapid Response and Layoff Aversion:		x	

WHAT SUPPORTIVE SERVICES ARE AVAILABLE?

Available based on each individual need and to be outlined in the IEP.

MEMORANDUM OF UNDERSTANDING

Signature Page

Region 1

Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 1 One-Stop System.

Upper Explorerland RPC

Title I Adult, Dislocated Worker and Youth

Rachelle Howe

Rachelle Howe, Executive Director

6-8-16

Date

Iowa Department of Education

Title II Adult Education and Literacy

Gisella Aitken-Shadle

Gisella Aitken-Shadle,

District Adult Education and Literacy Development Director

6-13-16

Date

Iowa Workforce Development

Title III Wagner-Peyser

Marketa Oliver

Marketa Oliver, IWD Bureau Chief,

Division Administrator

06.22.16

Date

Iowa Vocational Rehabilitation

Title IV Vocational Rehabilitation

Jeanne E. Helling

Jeanne Helling, Supervisor

6-6-16

Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Department for the Blind

Title IV Vocational Rehabilitation

Keri Osterhaus

Keri Osterhaus, Vocational Rehabilitation
Program Supervisor

6-21-2016

Date

Iowa Department of Education

Carl Perkins Career Technical Education

see attached

Pradeep Kotamraju, Director
Dean of Career Tech. Ed.

Date

Experience Works

Title V Older American Act

see attached

David Hicks, State Program Director

Date

AARP

Title V Older American Act

Cynthia A. Cannavo

Cynthia Cannavo, Director

6-20-16

Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Denison Job Corps

Job Corps

see attached

Jim Whitmire, Director

Date

Ottumwa Job Corps

Job Corps

M. Douglas

Mark Douglas, Director

6/22/16
Date

Proteus, Inc.

Migrant/ Seasonal Farmworker

see attached

Jesus Soto, Chief Executive Officer

Date

Iowa Workforce Development

Veterans Services

Marketa Oliver

Marketa Oliver, IWD-Bureau Chief

Division Administrator

06.22.16

Date

Iowa Workforce Development

Trade Adjustment Act

Marketa Oliver

Marketa Oliver, IWD-Bureau Chief

Division Administrator

06.22.16

Date

Iowa Workforce Development

Unemployment Compensation

Ryan West

Ryan West, Program Coordinator

Division Administrator

6/22/16

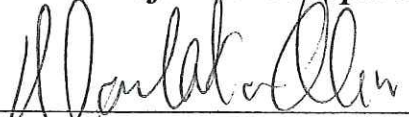
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MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Workforce Development

TANF/PROMISE JOBS



Marketa Oliver, IWD Bureau Chief

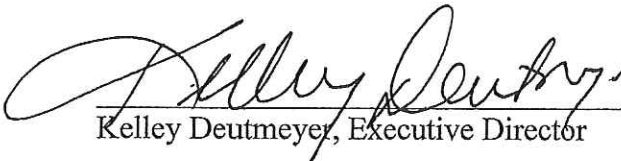
06.22.14

Date

Division Administrator

East Central Intergovernmental Assn.

Title 1 Sub-Contractor

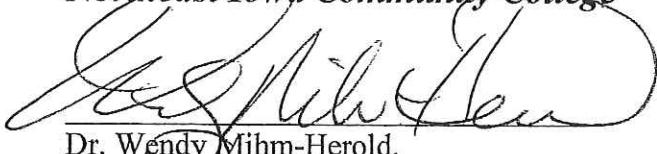


Kelley Deutmeyer, Executive Director

6-13-14

Date

Northeast Iowa Community College



Dr. Wendy Mihm-Herold,
Vice President Business and Community Solutions

6.8.14

Date

MEMORANDUM OF UNDERSTANDING

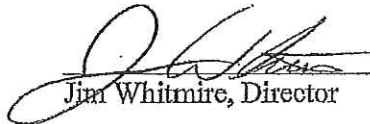
Signature Page

Region 1
Agreement 7/01/2016- 6/30/2019

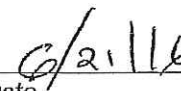
By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 1 One-Stop System.

Denison Job Corps

Job Corps



Jim Whitmire, Director



Date



MEMORANDUM OF UNDERSTANDING
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By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 1 One-Stop System.

Experience Works

Title V Older American Act




David Hicks, State Program Director

Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued
Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Regions.

<p><i>Proteus</i></p>  <hr/> <p>Jesus Soto, Chief Executive Officer</p>	<p><i>Migrant/ Seasonal, Farmworker</i></p> <p>5/27/2016</p> <hr/> <p>Date</p>
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MEMORANDUM OF UNDERSTANDING

Signature Page

Region 1

Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 1 One-Stop System.

Iowa Department of Education

Carl Perkins Career Technical Education



Dr. Wendy Mihm-Herold, NICC

6-29-16

Date

