

Regional Workforce Development Board (RWDB)
Training #3
December 6, 2018

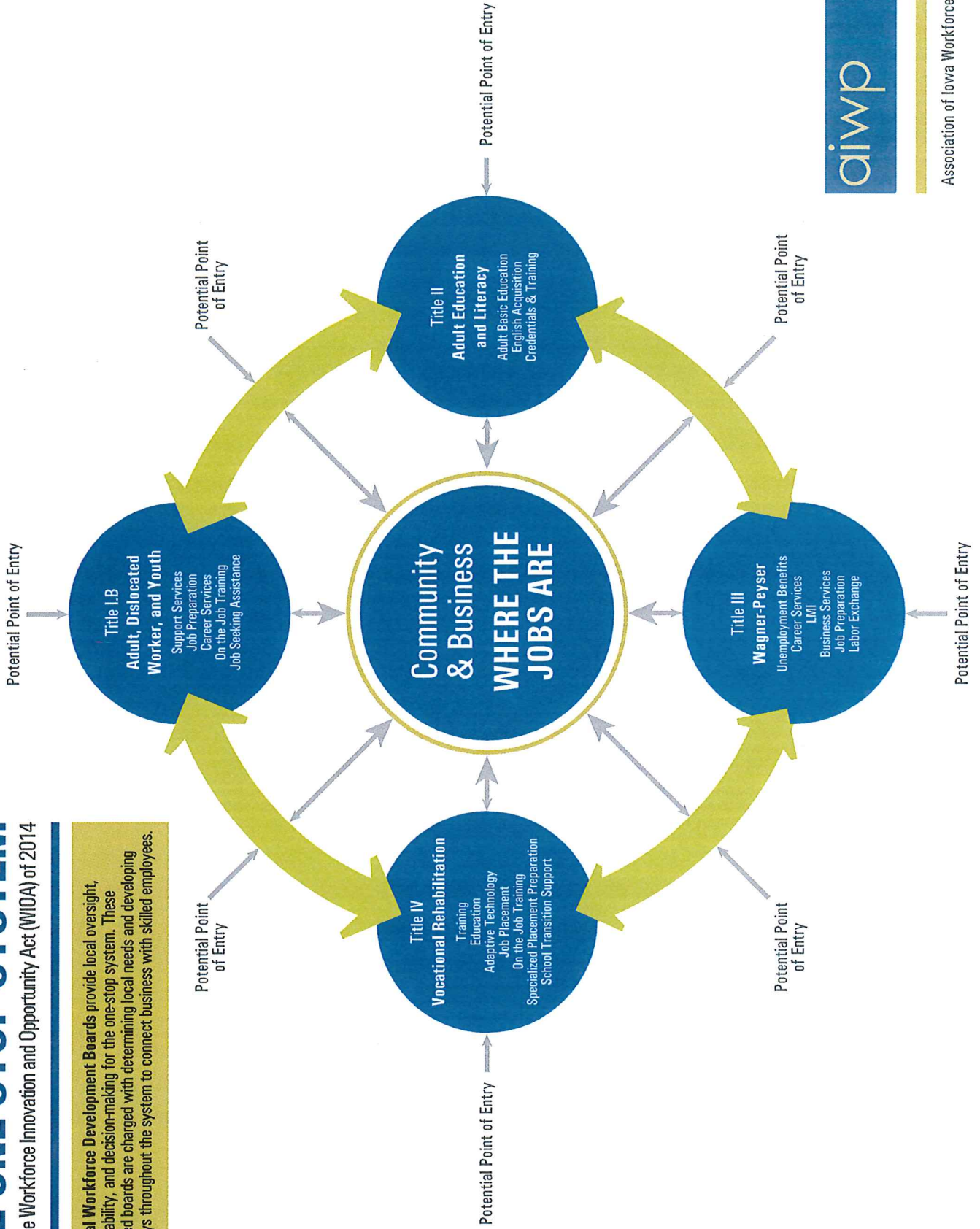
Agenda

- 1) Overview of One Stop Workforce System
- 2) Workforce Innovation and Opportunity Act (WIOA) Title 1 Overview
- 3) Workforce Innovation and Opportunity Act (WIOA) Title 3 Overview
- 4) Integrated Title 1 and Title 3 Services
 - a. Center's Career Services (workshops and direct client services)
 - b. Trade Adjustment Act Program
 - c. Rapid Response Services
 - d. Promise Jobs role within One-Stop

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.



WIOA Title 1 Programs

Creating Futures Youth, Adult and Dislocated Worker Programs

- 1) Adult and Dislocated Worker programs provide the same services, but serve two different populations.
- 2) Youth Program provides slightly different services to youth and young adults.
- 3) Six local workforce career consultants provide this service throughout the region (4 housed in Cedar Rapids, 2 housed in Iowa City). They travel to rural counties to provide services.
- 4) Eligibility –All must be a citizen or eligible to work in the US.

Adult Eligibility	Dislocated Worker Eligibility	Youth (Creating Futures) Eligibility
<ul style="list-style-type: none"> • Low income • Receiving public benefits 	<ul style="list-style-type: none"> • Laid off through no fault of their own • Eligible for or exhausted unemployment insurance • Displaced Homemaker 	<p><i>Guidelines are fairly complex, the following are typical eligibility criteria.</i></p> <ul style="list-style-type: none"> • All: ages 16-24 @ enrollment • Low income • HS Drop Out • Pregnant/parenting • Homeless • Criminal background • Previous/Current foster care child

5) Enrollment Process

- a. Express interest in training or identified by an IowaWORKS staff member (or community member) as a training candidate.
- b. Referred to Navigating your Journey workshop to identify career area of interest, identify if training is the right fit and develop basic skills needed for work and school.
- c. Meet one-on-one with the appropriate team member based upon area of interest and skill sets.
- d. Complete eligibility paperwork.
- e. Interview with workforce career consultant to confirm career choice is appropriate, customer is a good fit for training or other services, and customer understands our expectations for enrollment in WIOA Title 1 programming.
- f. Enroll customer.
- g. Collect necessary information such as schedule, book costs, and calculate support needs (transportation and child care). Determine amount WIOA may contribute and begin supporting student. For youth enrollments our consultants often are the only experts in their life on how to navigate college applications, FAFSA, and support them with campus tours and bookstore visits.
- h. Consultants regularly check in with students, meet face to face each semester, and support them with job search activities as they approach the end of training.

6) Common Intensive and Training Services Provided:

Service	Description
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Institutional Skills Training (Books and Tuition)	Training that results in a 3 rd party or industry recognized credential; or training longer than 6 months in duration. >Nurse Aide >Truck Driving >2 year degree (AA, AAS, AS)
Skill Upgrade (Books and Tuition)	Training that is less than 6 months, and does not result in a credential. >Bookkeeping >Excel Basics >Forklift
Secondary Education	High School Completion >Working on HiSET or other diploma options >Still enrolled in K12 High School
Work Experience (primarily Youth but can be used with Adults)	Typically a paid work experience (can be unpaid) that increases a participants employability skills.
Internship (Youth only activity)	Similar to a work experience but targeted in field or industry the student wishes to pursue a career or training within. Typically students have shown that they possess basic employability skills prior to placement in an internship.
Transportation	Mileage or bus pass that allows the participant to participate in WIOA activities.
Dependent Child Care	Child care for training or job search activities.
Clothing	Clothing necessary to participate in WIOA activities such as training (ex: scrubs for nursing).
Incentive Bonus (Youth only)	A gift card for successfully completing goals such as A's and B's on report cards, graduating HS, graduation college.

7) Performance measures:

- Entered Employment-Enter a job 2nd quarter after exit.
- Retain Employment-Working 4th Quarter after exit
- Attained Credential-Must attain by 3rd quarter after exit
- Earnings Goal-Track wages earned in Quarter 2 and 3.
- Measureable Skills Gain achieved (for Institutional Skills Training and Apprenticeship enrollments)

Exit Date	Quarter 1 After Exit	Quarter 2 After Exit	Quarter 3 After Exit	Quarter 4 After Exit
12/6/18	January – March 2019	April – June 2019	July – September 2019	October – December 2019
		Wages measured for Entered Employment		Wages Measured for Retained Employment
		Wages Calculated for Earnings Goal		
			Credential Must be Completed By 9/30	

Iowa *WORKS*

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Iowa Workforce Development

Services provided by Iowa Workforce Development

- Business Services
- Unemployment Insurance
- RESEA
- Apprenticeships
- Field Audit
- Veterans Services DVOP
- Job Orders
- Labor Market Information
- National Career Readiness Certification

Business Service

- NCRC Proctoring and facilitating candidate testing, including practice website setup
- Providing specific resumes of qualified candidates directly to employers
- Promoting Department of Labor Registered Apprenticeships
- Employers' Council of Iowa business seminars and training sessions
- Access to veteran and transitioning military resumes of candidates participating in Home Base Iowa
- Federal bonding information

- Social Media promotion of employer hiring events
- Answer questions about the unemployment insurance or refer to UI subject matter expert/Field Auditor
- Extend invitations for employer panels or job fairs
- Attend city and county economic development meetings. Inform these groups about our services, learn what concerns they are facing and assist in planning to meet their needs
- Explain Labor Market Information and how to access it to employers as they consider opening a new business or expansion
- Host specialized recruitment events for businesses within our office or other location

- Verification and Authentication of a new business
- Work with Iowa Migrant and Seasonal Farm Workers Program Outreach Specialist to expand opportunities for field visits with business.
- Inform foreign labor market workers of services available at our one stop center and act as a liaison between Outreach Specialist and job seekers.
- Educate employers and/or promote MyIowaUI
- Through the My Iowa Unemployment Insurance (myIowaUI) system, employers and agents have access to on-line services 24 hours a day, 7 days a week.

MyIowaUI

- Employers and agents can now:
 - Register for an employer account
 - Submit quarterly unemployment insurance contribution reports
 - Make/schedule payments by e-check or credit card
- View account information, including:
 - Unemployment insurance tax rates
 - Taxable wage base
 - Quarterly report filing status (current or delinquent)

- Maintain account information, such as:
 - Balance summary (balance due/credit on account)
 - Correspondence
 - Contact and address information
 - Reporting unit information
 - Add/inactivate user(s) and assign/update agent roles
 - Receive electronic correspondence notifications
 - Accountants and third party filers can access multiple UI accounts using one account ID and password

Unemployment Insurance (UI)

- Unemployment insurance are benefits that people may be able to receive if they have lost their job through no fault of their own and meet other eligibility criteria. Workers who voluntarily terminate employment and those who are self-employed, are usually not eligible to receive unemployment insurance.
- State wide unemployment services are available by phone. IWD staff answer questions and resolve UI issue for individuals by phone. About 40 workforce advisors across the state help answer the 866 line.
- Over payments: Staff accept cash, check or money orders from customers that have received UI benefits they were not entitled to and now need to repay the money

- Appeals: UI customers that do not agree with decisions they received have a right to appeal the decision. IWD staff can help them to file the appeal.
- All IWD Advisors are trained in UI and are able to answer basic questions. We also have a UI subject matter expert that customers can schedule an appointment with that can help them with their UI issues

Migrant and Seasonal Farm Workers

- Migrant farm workers travel to Iowa each year to help with the cultivation and harvest of crops. Iowa Workforce Development's Migrant and Seasonal Farm Worker (MSFW) outreach program is focused on educating and assisting farm workers and agricultural employers.
- Farm workers receive training and employment services through IowaWORKS Centers to assist with attaining greater economic stability.
- Staff work with the state monitor advocates to help ensure farm workers are served equitably through workforce programs.

SEASONAL FARM WORKER VS MIGRANT FARM WORKER

- **SEASONAL FARM WORKER** - a seasonal farm worker is a person who meets the following criteria:
 - During the preceding 12 months, worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work
 - Earned at least half of his or her earned income from farm work
 - Is not employed in farm work year round by the same employer
- **MIGRANT FARM WORKER** -A Migrant Farm Worker is a seasonal farm worker who
 - has to travel to do the farm work and is unable to return to his or her permanent residence within the same day.

PROMISE JOBS

PROMISE JOBS, “Promoting Independence and Self Sufficiency through Employment,” is Iowa’s TANF Employment & Training program designed to assist cash assistance recipients to become self-sufficient through participation in work ready activities

Program participants will develop an individualized Employment Plan outlining work ready activities in order to reach their individualized goals and reduce their dependency on the welfare support systems.

A number of work ready activities are available to PROMISE JOBS participants, including:

- Assessments – Aptitude and interest inventories are used to help participants determine their best route toward meeting their individual goals.
- Life Skills – Workshops covering money management, self-esteem, housing information, nutrition, parenting information, identifying personal goals, etc.
- Job Seeking and Skills Training – Workshops covering interviewing techniques, resumes, completing job applications, career exploration, networking, skill building and other work search information.
- Job Search/Job Coaching – Expanding and capitalizing on job search techniques in order to obtain employment with a livable wage.
- Employment & Community Service Opportunities – Obtaining and retaining full/part-time employment through unsubsidized employment, subsidized employment, self-employment, work experience, or community service opportunities to build and expand experiences and skills.

- Apprenticeship Opportunities – Education, training and employment options available to job seekers wanting to earn a wage while receiving specialized training in a skilled profession.
- Basic Education – Includes assistance with covering the costs and supportive assistance in order to obtain their high school diploma, HiSET (formerly known as GED) certificate, adult basic education, and English-as-a-Second-Language (ESL) to open doors to opportunities that provide sustainable earnings.
- Post-Secondary Classroom Training – Includes assistance with academic and vocational training and certification to prepare participants for careers that are in high demand.
- Parenting Skills – Classes that provide parents resources and techniques to adapt to demands parenting requires.
- Family Development Services – Supportive services to assist with addressing and overcoming the challenges and obstacles family and work place on participants.

- Supportive services are offered to program participants as they prepare to become work ready individuals. Services may include: transportation assistance, childcare, housing assistance, tuition/books, work related licensing, assistance with interviewing and work uniforms. Each local area has a network of community resources and supportive services.
- Family Development Self-Sufficiency (FaDSS) program partners with PROMISE JOBS to assist families build on their strengths, make connections to local resources, identify priorities, set goals and celebrate successes. For additional information and locations visit the FaDSS site

Disabled Veterans' Outreach Program (DVOP)

- Disabled Veterans' Outreach Program (DVOP) Representatives, who are all honorably discharged service members, provide direct services to Veterans enabling them to be competitive in the labor market.
- They provide outreach and offer assistance to disabled and other Veterans by promoting community and employer support for employment and training opportunities, including apprenticeship and on-the-job training.
- They work with eligible veterans and clients of Veterans Administration Vocational Rehabilitation to:
- Comprehensive assessments of skill levels

- Development of an individual employment plan
- Develop job interviewing and resume writing skills
- Individual career planning services
- Monitor job listings from federal agencies and federal contractors to ensure veterans get priority service in referral to these jobs
- Provide intensive services to meet the employment needs of eligible veterans.
- These services provide veterans with the necessary information needed to find and secure suitable employment. These services can also help veterans make the transition from the military to the civilian workforce easier.

- To qualify for services you must register with your local Iowa *WORKS* Center and meet the following:
 - Be a disabled or special disable veteran who is entitled to compensation from the VA
 - Be currently homeless or at risk of becoming homeless
 - An ex-offender
 - A recently separated service member who has been unemployed for 27 or more weeks in the previous 12 month;
 - Is lacking a high school diploma or equivalent certificate; or
 - Is low-income as defined by WIOA.

REEMPLOYMENT SERVICES (RESEA)

- During the first five weeks of an unemployment insurance claim accounts are reviewed to determine if the individual should participate in RESEA. During the review process, a handful of items are taken into consideration such as; previous occupation, previous industry, education background, duration of employment, wages, etc. If upon completion of the review process an individual is selected, participation in RESEA is required to remain eligible to receive UI benefits.
- Based on the results of the review, selected participants will receive a letter outlining they have been selected to participate in RESEA. The letter will also include what office to report to and what documents need to be brought. Possible programs include:

- This program is designed to provide individuals with customized reemployment services that may include the following:
 - Development of an employment plan including, guidance for completing online applications, resume and cover letter writing assistance and interview preparation
 - Help developing effective networking
 - Skills assessments
 - Review Labor Market Information to identify employment needs in the community and career possibilities
 - Referrals to additional training and educational programs

National Career Readiness Certification (NCRC)

- The program uses a universal testing system that rates the skills and abilities of those in Iowa's workforce, awarding a National Career Readiness Certificate, which is a portable certification for the potential job seeker upon completion of the program. The NCRC is an effective measure of foundational skills and will help businesses confidently hire workers who are right for the job. It will also help businesses evaluate an individual worker's abilities, allowing for a more accurate matching of skill sets with those required by the job. There is no cost to Iowa businesses or job seekers to use NCRC assessments as part of their hiring process. Additionally, there is no cost to potential job seekers (residents of Iowa) wishing to take the assessments.

Apprenticeship

- The Registered Apprenticeship system provides opportunity for employers seeking to build a qualified workforce. Registered Apprenticeship is an employer-driven model, combining on-the-job learning with related classroom instruction and allows the Registered Apprentice to earn a paycheck from day one. Registered Apprenticeship Programs are a proven solution for recruiting, training and retaining world-class talent in Iowa. Since Iowa is experiencing a talent gap with an aging workforce of highly-skilled and experienced workers, this program has the ability to attract a new and more diverse talent pool, close the gap in workers' skills, and awards an industry credential issued by the Department of Labor upon completion of the program.

- New industries are offering opportunities including: information technology, financial services, healthcare, transportation, energy, advanced manufacturing, and hospitality. A Registered Apprenticeship is an appropriate option for all job seekers.

Field Audit Services

- Field auditors are assigned to specific territories throughout Iowa. Territories are assigned based on mailing address ZIP code on the employers account. Employers can contact the auditor assigned to their account for any questions.
- MyIowaUI is a website where employers manage their unemployment accounts on line. Employers can register for an account, update their account, file their quarterly reports, make payments, receive electronic correspondence and more.

LABOR MARKET INFORMATION

- The Labor Market Information (LMI) Division collects, analyzes and prepares a wide array of labor market data including:
- Employment
- Industry and occupational statistics
- Wages
- Projections
- Trends and other workforce characteristics.

WIOA - Title One & Title Three

Iowa*WORKS*
Together since August, 2010

Basic Services

- Job Referrals
- Initial UI claims
- Basic UI questions
- Workshops
- Skills floor
- Training Referrals
- Career fairs
- All Staff meetings
- Ticket-to-Work
- Rapid Response
- Trade Adjustment Act Program

Workshops

Title 1 and 3 staff, along with the PROMISE JOBS team provide workshops within the center. A few examples include:

- Computer Literacy (Keyboarding, word, excel, internet, email)
- Navigating Your Journey (career exploration and planning, soft skills)
- Bring your A Game (work values: Attitude, Attendance, Appearance, Ambition, Accountability, Acceptance and Appreciation)
- Budgeting
- Maximize Your Potential (positive attitude, career plan, labor market, job search, resume development, interviewing skills)
- Tools for Job Seekers (3-hour condensed version of the Maximize Your Potential workshop)
- National Career Readiness Certification (NCRC)
- Apprenticeship Orientation (learn about apprenticeships, benefits and steps to apply)
- Re-Connect (Monthly panel of employers who will share information about their industry and opportunities at their company)

Basic Job Search Assistance ("Floor Team")

This team is core to the integrated center!

They provide the basic services to the public entering our doors including:

resume support, cover letters, interview tips and mock interviews, unemployment insurance claim filing and basic assistance, identify and schedule individuals for testing and workshops, provide job referrals, refer to Title 1 training and refer to other workforce partners and community resources.

Job Fairs

- IowaWORKS, along with other community partners, hosts, co-hosts, and/or supports many job fairs within the region.
- IowaWORKS staff also provide 1:1 guidance and group workshops to job search customers, helping them prepare for the job fair.

IowaWORKS Staff meetings

- All staff meet together every Wednesday. Meetings consist of employer presentations, community partner presentations, internal process and safety training. (Other workforce partners are invited to attend.)
- Floor team meets every Thursday. Meetings focus on day to day activities and services, training on systems, updates on referrals and services, and training on the latest in job search supports and trends.
- Other center teams meeting together as needed.

Ticket-to-Work

- Social Security's Ticket to Work program supports career development for Social Security disability beneficiaries age 18 through 64 who want to work. The Ticket program is free and voluntary. The Ticket program helps people with disabilities progress toward financial independence.
- Staff help Ticket holders find and retain employment through services provided by the Floor Team. Ticket to work individuals are provided additional follow ups and tracking to ensure on pace to meet goals.

Rapid Response

- A Rapid Response occurs when a medium to large layoff is identified within the region. Usually 25 or more impacted workers.
- Rapid Response plays an important role in providing customer-focused services to both dislocated workers and employers, ensuring immediate access to affected workers to help them quickly re-enter the workforce.
- Goal:
 - Better understand the impacted workers, skills they have, and demographics to better connect them with area employers and key workforce services.
 - Share full list of services and resources with impacted workers prior to layoff.

Trade Adjustment Act

- A program dislocated workers may be eligible for if their job was lost due to foreign competition.
- It provides a more robust set of services than the Title 1 Dislocated Worker Program.
- Title 1 and Title 3 staff together support individuals in accessing these services which can include:
 - Training
 - TRA
 - Relocation Services
 - Support services/transportation
 - Entrepreneurship
 - Pre-retirement programming (wage difference)

PROMISE JOBS

Promise Jobs is a program through the Department of Human Services, subcontracted to Iowa Workforce Development. It is co-located within the IowaWORKS team and an integral part of the center's team and services.

Promise Jobs (PJ) provides services to lowans receiving the Family Investment Program (FIP) by supporting goal setting to reach self-sufficiency.

PJ staff work on the floor team, facilitate workshops and proctor testing.

PJ clients are fully integrated in with other clients receiving services at the center.