

Program Year 2023

*WIOA Annual Statewide
Performance Report*





On behalf of Iowa Workforce Development, we are pleased to submit Iowa's Workforce Innovation and Opportunity Act (WIOA) Annual Performance Report Narrative for Program Year (PY23), covering services provided from July 1, 2023, through June 30, 2024.

One of the greatest strengths of Iowa's workforce system looking forward is the alignment of the administration of the four WIOA core programs (Titles I, II, III, and IV) into one state agency, Iowa Workforce Development (IWD). Senate File 514, effective July 1, 2023, consolidated the administration of federal and state workforce programs at IWD. With Governor Reynolds alignment efforts, modernizing state government and transitioning similar programs to one agency, efforts to improve integration will be more streamlined and supported.

While this alignment is just beginning, the commitment of the core partners to break down silos and design an aligned workforce system is remarkable; the future is bright for the workforce system in Iowa!

Sincerely,

A handwritten signature in black ink that reads "Michelle McNertney".

Michelle McNertney
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State Strategic Vision and Goals

Iowa continues to work towards creating a workforce system that provides the necessary foundation for both job seekers and employers to excel. In order to help advance this, Iowa's State Workforce Development Board (SWDB) developed the following vision in the PY22-PY23 WIOA State Plan modification:

Iowa's workforce delivery system partners will collaborate to build a Future Ready Iowa. The system will provide the training and education needed to develop a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries. Iowa employers will have access to the skilled workforce needed to prosper in today's global economy.

To achieve this vision, Iowa's SWDB has three primary goals:

- Goal I: Iowa's employers will have access to 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.

One major initiative that was adopted to meet these goals included the Future Ready Iowa Act. The goal of Future Ready Iowa (FRI) is to connect Iowans to education and training required for good paying jobs and careers to improve people's lives – and to have 70 percent of Iowans with education and training beyond high school by 2025.

Data from Iowa's most recent Laborshed released in May 2024 study found that Iowa has achieved the goals outlined by FRI as 80.8% of Iowans have completed certificates or education and training beyond high school. Remarkably, this was up from 61.6% in PY21 and 71.8% in PY22. Iowa's workforce delivery system contributed to this and will continue to build off these successes in the next program year.

Following the state of Iowa's realignment effective July 1, 2023; Adult Education and Literacy (Title II) and the Vocational Rehabilitation (Title IV) general agency were moved under the umbrella of the state workforce agency. This strategic process has helped in achieving the State's goals and has created a pathway for more seamless partnering across the core systems and services such as the Adult, Dislocated Worker, and Youth (Title I) programs, Wagner-Peyser (Title III), and the continued strengthening of the relationship with the Iowa Department of the Blind (Title IV).

Additional successes from the alignment have taken place in co-location and physical access of programs within IowaWORKS Centers. A statewide effort has commenced to enhance the integration of Vocational Rehabilitation (VR) into the physical IowaWORKS Center. This has resulted in a physical integration of resources, opportunities for staff cross-training, and a broader understanding of disability services across the agency.

The CORE4 initiative also kicked off in PY23, highlighting how programs can effectively work together to serve individuals with disabilities. Prior to alignment, data showed that it took an average of 272 days for a Title IV-VR participant to obtain employment after being considered "job ready". Core4 is designed to bring the WIOA core partner programs together to accelerate the process and reduce the amount of time it takes for these customers to find employment. The goal is to transition "job ready" participants to employment in 90 days or less.

Lastly, a key priority of Governor Reynolds is the expansion of high-quality, in-depth Work-Based Learning (WBL) opportunities. WBL experiences introduce young Iowans to the possibilities that await them in a dynamic economy and the various paths they can take to get there. This includes outcome-focused professional experiences, such as projects designed by industry experts and educators, internships, quality pre-apprenticeships, and Registered Apprenticeships, which engage students in building academic, technical and soft skills. To do this, Iowa has set a goal to assist every high school to offer registered apprenticeship opportunities by the 2025-2026 school year.

Business Engagement Strategies

In January 2022, Governor Reynolds announced the creation of a new Business Engagement Division within IWD designed to serve as a “one-stop shop” to provide individualized assistance to employers. IWD launched the Business Engagement Division on September 1, 2022, with the goal of helping employers navigate this landscape of 132 workforce-related programs, spanning 10+ agencies all while also providing centralized oversight and training for IWD staff providing outreach services to employers across the state.

Leadership within Business Engagement serves in the following ways:

- Supervision and Administration of Business Engagement Consultants and the programs within Business Engagement Division.
- Dedicated and ongoing collaboration with the Local Workforce Development Boards (LWDBs), Sector Partnerships, local economic developers, and employer-facing partnerships.
- Strategy development for State Apprenticeship Agency and Disability Engagement Bureau.
- Leadership and/or strategy development for all of the following:
 - State Apprenticeship Agency and Apprenticeship Programs
 - Disability Engagement Bureau
 - Business Engagement Consultants and employer-facing outreach
 - Sector Partnerships
 - 260 E, 260 F, 260 G,
 - Work-Based Learning, Internships

The Business Engagement Division deployed a team of Business Engagement Consultants to proactively serve employers throughout the state. Regionally located, the BECs within the Business Engagement Division serve employers at the speed of business, providing guidance, resources and responsive workforce solutions to meet the needs of Iowa’s growing economy. This consultative approach to serve employers assists with all the following:

- Addresses workforce needs regardless of where the employer is at in the business cycle – exploring and building; surviving a slowdown; or expanding and developing.
- Educates employers on the state and federal programs and resources available to them within IWD, their local American Job Center and their Local Workforce Development Board.
- Introduces and provides training to employers on additional and untapped talent pipelines and populations in their region.
- Connects employers to contacts within other state agencies, economic developers, nonprofits, community colleges and other training and workforce resources.

The Business Engagement Division set annual goals for 2023 which include:

- 5,000 Total Employers Engaged
- 2,500 New Employers Engaged

The Business Engagement Division exceeded the goal for the total employers engaged and new employers engaged in PY23. The employer-focused team achieved conducted 5877 proactive, meaningful employer visits and provided 21,527 services. Further, in support of the Vision of WIOA to “increasing the prosperity of workers and employers” the Business Engagement has been active in optimizing the connections between Job Seekers and Employers; especially those targeted in legislation such as veterans, re-entry and persons with a disability.

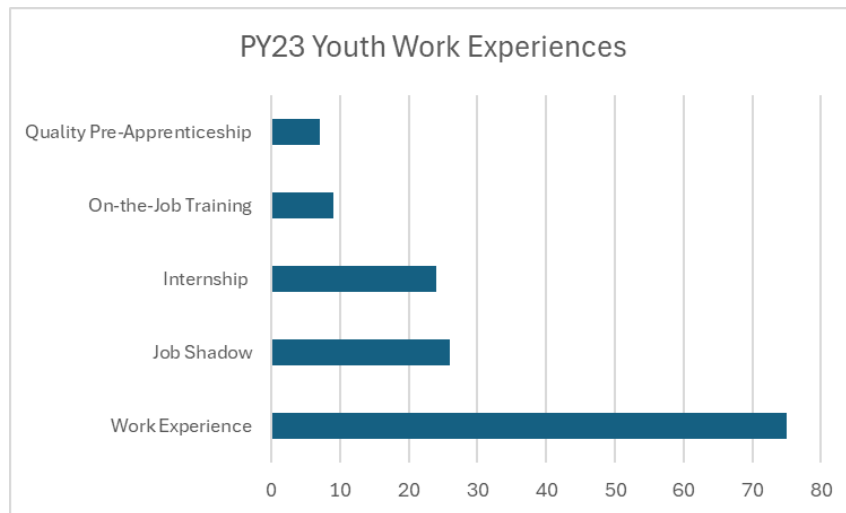
Work-Based Learning (including apprenticeships)

Collaborating with employers to enhance work-based learning opportunities for all Iowans is a key strategy of the state. Program year 2023 proved to be a year of growth in expanding this valued participant and employer service for the Title I adult and dislocated worker programs. A total of 151 customers were successfully placed in work-based learning activities, mostly transitional jobs, work experience, internships, on-the-job training, and incumbent worker training.

These placements were strategically chosen to match the needs of participants with very little work experience and those who required industry specific training to reach their career goals. New in program year 2023, Iowa implemented incumbent worker training in response to specific needs of employers in two local areas, assisting them to upgrade the skills of their current workforce within their designated markets. Enhanced programming in all areas of work-based learning is an ongoing goal within Iowa's workforce delivery system.

Work Experience for Youth and Young Adults

With work experiences being a key part of the WIOA youth program, Iowa continues to place a strong emphasis on providing individuals with these services to help youth develop skills, explore careers and prepare for employment. During program year 2023, 123 youth were placed in various work experience opportunities with 60.9% exposed to the "work experience" service. Local areas continue to build partnerships with community organizations to provide opportunities for youth and one example of this is through the partnership of the Northeast Iowa Workforce Development Board, and Swiss Valley Nature Center in Dubuque, Iowa. Through this partnership, 9 in-school youth entered into a Summer Work Experience learning the ins and outs of conservation and park management. Their partnership highlights the key components of these work experiences and exposure for the youth in exploring different career fields and developing critical skills to assist in building a future ready workforce.



Incumbent Worker Training Strategies and Policies in the State

Incumbent worker training is designed to assist employers in upgrading the skills of their current workforce. These efforts have shown to increase the competitiveness of employers in their designated markets while creating an internal workforce whose skills are assisting the employer to remain competitive with a skilled workforce and increased worker tenure. Employees benefit by receiving training to upgrade their skills, wages, and increased experiences within an organization.

The local area may use up to 20 percent of their local adult and dislocated worker funds for incumbent worker training. When determining use of funding for incumbent worker training with a particular employer, the Local Workforce Development Board (LWDB) must include in their local plan a description of the strategies and services that will be used in the local area to identify and document participant characteristics, the relationship of the training to the competitiveness of the participant and employer, and other factors that the LWDB determines appropriate.

15% Governor's Reserve (State Set-Aside)

Set aside funds in Iowa are used to pay for required activities related to grant and financial administration, monitoring and oversight, reporting, and disseminating and updating Eligible Training Provider data, providing technical assistance to local areas, and staffing the State Workforce Board and performance accountability team. Additionally, set-aside funds support maintenance of the management information system for WIOA also known as IowaWORKS.

Performance Accountability Systems

Performance Goals and Outcomes

Table 1 State unadjusted negotiated (neg.) vs. actual (act.) outcome measures for PY23

| Measure | Adult Neg. | Adult Act. | DW Neg. | DW Act. | Youth Neg. | Youth Act. | WP Neg. | WP Act. | JVSG Neg. | JVSG Act. |
|---|------------|------------|---------|----------|------------|------------|---------|---------|-----------|-----------|
| Employment 2nd Quarter after Exit* | 73.0% | 77.4% | 81.5% | 85.2% | 74.0% | 72.7% | 60.0% | 76.2% | 54.0% | 61.8% |
| Employment 4th Quarter after Exit* | 67.0% | 77.2% | 82.0% | 86.1% | 74.0% | 72.3% | 67.0% | 74.7% | 56.0% | 57.7% |
| Median Earnings (2nd Qtr) | \$6,100 | \$8,292 | \$9,000 | \$11,049 | \$3,800 | \$4,364 | \$6,700 | \$9,077 | \$6,400 | \$8,521 |
| Credential Attainment | 66.0% | 73.9% | 69.5% | 74.0% | 57.0% | 45.7% | n/a | n/a | n/a | n/a |
| Measurable Skill Gains | 44.0% | 66.9% | 44.0% | 74.8% | 41.0% | 59.1% | n/a | n/a | n/a | n/a |

Table 2 Total number and demographics of program participants

| Demographics | Adult | DW | Youth | WP |
|---|-------|-----|-------|--------|
| Participants Served | 686 | 328 | 582 | 34,052 |
| Female | 444 | 192 | 313 | 14,090 |
| Male | 239 | 132 | 258 | 18,752 |
| <16 | 1 | 1 | 20 | 11 |
| 16-18 | 19 | 0 | 242 | 248 |
| 19-24 | 79 | 7 | 319 | 2,957 |
| 25-44 | 427 | 172 | 1 | 16,542 |
| 45-54 | 104 | 95 | 0 | 6,891 |
| 55-59 | 27 | 28 | 0 | 3,136 |
| 60+ | 29 | 25 | 0 | 4,267 |
| American Indian / Alaska Native | 19 | 5 | 16 | 653 |
| Asian | 17 | 9 | 6 | 600 |
| Black / African American | 207 | 35 | 150 | 5,278 |
| Hispanic / Latino | 74 | 34 | 62 | 3,686 |
| Native Hawaiian / Pacific Islander | 3 | 2 | 0 | 220 |
| White | 396 | 260 | 229 | 23,584 |
| More Than One Race | 36 | 15 | 21 | 915 |
| Displaced Homemaker | 3 | 3 | 0 | 23 |
| English Language Learners/Low levels of Literacy, Cultural Barriers | 145 | 32 | 465 | 700 |
| Exhausting TANF within 2 years | 3 | 0 | 0 | 8 |

| | | | | |
|---|-----|-----|-----|-------|
| Ex-Offender | 96 | 21 | 59 | 1,243 |
| Homeless Individuals/Runaway Youth | 31 | 2 | 41 | 537 |
| Long-term unemployed (27 or more consecutive weeks) | 96 | 17 | 26 | 594 |
| Low-income Individuals | 617 | 147 | 549 | 5,122 |
| Migrant and Seasonal Farmworkers | 1 | 0 | 0 | 153 |
| Individuals with Disabilities | 135 | 38 | 267 | 2,065 |
| Single Parent | 205 | 57 | 57 | 1,066 |
| Youth in foster care of aged out of system | 1 | 0 | 12 | 8 |

Local Performance Results

A tableau dashboard has been created to provide a visual representation of WIOA performance outcomes for the State of Iowa and the local workforce development areas. Key data points include:

- Performance Measures (negotiated vs. actual)
 - Employment Rate – 2nd Quarter after Exit
 - Employment Rate – 4th Quarter after Exit
 - Median Earnings – 2nd Quarter after Exit
 - Credential Attainment
 - Measurable Skills Gains
- Investment vs. Return on Investment
 - Participant and Expenditure Date
- Unemployment rate by local workforce development area

Data currently includes WIOA Title I Adult, Dislocated Worker, and Youth programs and WIOA Title III Wagner-Peyser. It can be filtered by program year and either quarterly or annual assessment outcomes. The dashboard is public-facing and can be found at:

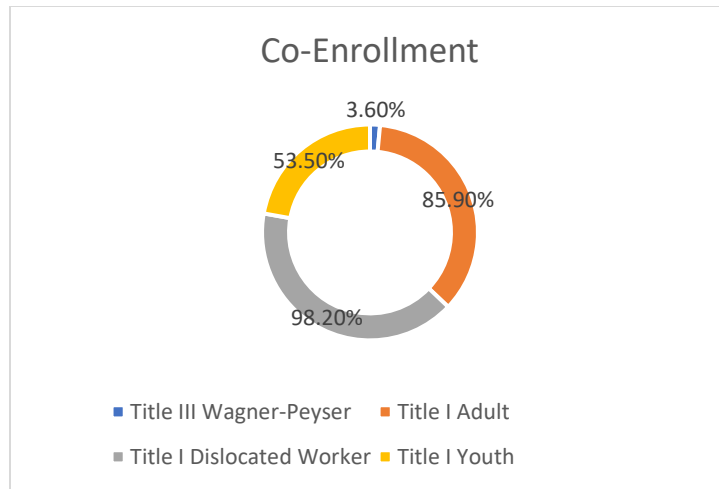
<https://public.tableau.com/app/profile/iowalmi/viz/WIOAPerformanceOutcomes/WIOAPerformanceOutcomes>

Co-Enrollment

Iowa recognizes the importance of partnering under WIOA to provide seamless service delivery where appropriate and we continue to prioritize co-enrollment across all core and required programs. PY23 reflected increased co-enrollment for Title I Adult and Youth, and a slight decrease for Dislocated Worker and Wagner Peyser.

PY23 co-enrollment rates:

- Title III Wagner-Peyser: 3.6%
- Title I Adult: 85.9%
- Title I Dislocated Worker: 98.2%
- Title I Youth: 53.3%



Iowa recognizes the value of co-enrollment including projected increases in outcomes as well as the overall benefits it can provide participants. As a result of the WIOA core program alignment to IWD, the Core Partner Working Group comprised of representatives from all core programs is evaluating individual program co-enrollment policies and procedures and how they can be combined to maximize use of co-enrollment across programs.

Additional emphasis will be placed on the improvement of co-enrollment and increased data collection in this area throughout the next program year (PY24). Related goals of this initiative include:

- Increase co-enrollment of WIOA core programs (WIOA Titles I, II, III, and IV) by 30% by December 31, 2025.
- Triple the number of PROMISE JOBS (TANF E&T) and Title I co-enrollments by December 31, 2025.
- Increase the number of Iowan's enrolled in SNAP E&T by 50% by December 31, 2025.

The results will inform gaps and areas for strategic development related cross program collaboration.

Common Exit

Under Iowa's common exit policy, WIOA participants who are co-enrolled in more than one of the required programs, will exit when the participant has not received participant level services within 90 days from their previous service in any of the programs in which they are co-enrolled and when no additional participant level services are scheduled. The date of exit is the last date of service from any of the required programs, after 90 days with no additional services received.

Common exit applies to participants who are co-enrolled in the following programs:

- WIOA Title I Adult
- WIOA Title I Dislocated Worker
- WIOA Title I Youth
- WIOA Title III Wagner-Peyser
- National Dislocated Worker Grants
- Jobs for Veterans State Grant
- Trade Adjustment Assistance Act

Data Validation

The state's approach to data validation has been formalized to ensure data integrity is an ongoing priority. Annual data element validation is conducted to ensure the data elements and data in participant records are accurate in order to maintain system integrity, ensure completeness of data and to identify and correct specific issues associated with the reporting process.

According to TEGL 7-18 and TEGL 23-19, Change 2 data validation policy updated based on TEGL 23-19, Change 2. Annual training has been completed. This process includes quarterly reviews to monitor for data errors, missing data, out-of-range values and anomalies including ongoing use of the Quarterly Report Analysis tools. The IowaWORKS data

management system has data validation tools that have been incorporated into these processes and utilized. Implementation of data validation policies and procedures became effective during PY20 and continue to be reviewed to align with guidance provided in the most recent TEGl 23-19 changes.

Data is validated for WIOA Title I Adult, Dislocated worker and Youth, Jobs for Trade Adjustment Assistance Program quarterly by verifying core elements from a random sampling from the PIRL and through the Trade Adjustment Assistance Data Integrity (TAADI) initiative. WIOA Title I programs, Title III Wagner-Peyser, JVSG, MSFW and Registered Apprenticeship were validated through data integrity checks through this process as part of the effort to ensure quality data.

Beginning in PY23, data validation was conducted prior to each quarterly PIRL submission using IowaWORKS system validation tools. In doing so, we conducted data element validation on 190 records with an overall error rate of less than 5%.

Table 3 PY23 Data Validation Results

| | PY23 | Adult | Dislocated Worker | Youth | Wagner-Peyser | Dislocated Worker Grants | Trade | JVSG | MSFW | RA |
|-----------------------------------|------|--------|-------------------|-------|---------------|--------------------------|-------|--------|--------|-------|
| Records Validated | Q1 | 5 | 5 | 5 | 5 | 5 | 10 | 5 | n/a | n/a |
| | Q2 | 5 | 5 | 5 | 5 | 5 | 10 | 5 | 5 | 5 |
| | Q3 | 5 | 5 | 5 | 5 | 5 | 10 | 5 | 5 | 5 |
| | Q4 | 5 | 5 | 5 | 5 | 5 | 10 | 5 | 5 | 5 |
| Number of Elements Present | Q1 | 193 | 206 | 112 | 145 | 223 | 294 | 238 | n/a | n/a |
| | Q2 | 235 | 243 | 117 | 172 | 230 | 339 | 220 | 188 | 81 |
| | Q3 | 217 | 247 | 116 | 181 | 237 | 330 | 214 | 162 | 91 |
| | Q4 | 251 | 237 | 101 | 160 | 257 | 341 | 229 | 212 | 78 |
| Pass/Fail | Q1 | 182/11 | 193/13 | 107/5 | 128/17 | 206/17 | 286/8 | 224/14 | n/a | n/a |
| | Q2 | 231/4 | 233/10 | 111/6 | 162/10 | 213/17 | 337/2 | 190/30 | 160/28 | 74/7 |
| | Q3 | 210/7 | 242/5 | 112/4 | 169/12 | 224/13 | 328/2 | 178/36 | 155/7 | 91/0 |
| | Q4 | 241/10 | 233/4 | 98/3 | 155/5 | 247/10 | 339/2 | 212/17 | 212/0 | 78/0 |
| Error Rate | Q1 | 1.93% | 2.36% | 1.22% | 3.9% | 3.27% | 1.51% | 3.22% | n/a | n/a |
| | Q2 | 0.70% | 1.82% | 1.46% | 2.33% | 3.27% | 0.38% | 6.90% | 6.36% | 3.18% |
| | Q3 | 1.23% | 0.91% | 0.98% | 2.79% | 2.50% | 0.38% | 8.28% | 1.59% | 0.00% |
| | Q4 | 1.75% | 0.73% | 0.73% | 1.16% | 1.92% | 0.38% | 3.91% | 0.00% | 0.00% |

Effectiveness in Serving Employers

WIOA establishes six primary indicators of performance, including the Effectiveness in Serving Employers (ESE) measure which demonstrates if the workforce delivery system is achieving its goals related to provision of services to employers

related to providing employers skilled workers and other business services. The three pilot ESE measures prescribed by WIOA include: Retention with the Same Employer, Repeat Business Customers and Employer Penetration Rate. States are allowed to determine two of the three measures to track.

Using Iowa's prescribed Effectiveness in Serving Employers methodology tracking Repeat Business Customers and Employer Penetration Rate, we continued to see growth in providing services to business in Iowa throughout PY23 (time period for these measures; 4/1/2022-3/31/2023). The Repeat Business Customers measure demonstrates the percentage of employers who receive services in a given year, who also received services within the previous three years. Whereas the Employer Penetration Rate shows the percentage of employers using services out of all the employers in Iowa. The WIOA core partners collected data in these areas to measure the effectiveness in serving employers across the state.

Due to the use of separate data management systems, the core partners at Adult Education, Vocational Rehabilitation, and the Department for the Blind use a temporary external data collection tool to allow the partners to collect and report on effectiveness in serving employers measures. Data is then aggregated, de-duplicated and compiled to report these performance measures.

Repeat Business Customers

The repeat business customers rate is marked by an increase displaying 24.7% for PY23, whereas 19.4% was reported for PY22. While this measure reflects an increase in the denominator as businesses sought assistance pre-pandemic, the numerator, businesses receiving employer services in the current reporting period (during the continued pandemic recovery) reflect fewer services to business. Iowa recognized several reasons for this.

First, Iowa Workforce Development stood-up the Business Engagement Division under which many of the efforts related to the "Effectiveness in Serving Employers" can be coordinated. Statewide coordination includes not only employer penetration rate and repeat business customers; but also emphasizes the integration and strategic service delivery to targeted populations such as persons with disabilities, veterans, new Americans, and those who experience reentry from corrections among others. The robust service delivery model to job seekers is also aligned with a variety of recruitment and retention activities available to employers including but not limited to career fairs, ADA and Disability-inclusion training, Work-based learning opportunities, tax-credits, and federal bonding.

With this, Iowa embarked upon an initiative in the fall of 2022 to integrate Business Engagement teams with all core partners to increase employer satisfaction and decrease duplication of services. Business Engagement Consultants (BECs) cover each of Iowa's IowaWORKS Centers and provide services to employers across the state. BECs assist with the development of Registered Apprenticeship programs as well as help businesses solve critical human resource related issues, including best practices for hiring underrepresented and untapped populations. Additionally, Business Engagement Career Planners meet one-on-one with "work ready" customers who have expressed interest in receiving additional assistance finding meaningful employment. These career planners facilitate, along with other services, mock interviews and job development for these work ready participants.

Lastly, during the pandemic recovery, Iowa recognized a need to provide training to all staff for recording services to business. Following the shift in focus of most staff to Unemployment Insurance efforts during the pandemic, and during the recovery time period following, staff could benefit from training to reenergize and ensure all services to business are being recorded.

Employer Penetration Rate

The ESE rate also showed an increase coming in at 7% for PY23, whereas 6% was reported for PY22. Outcomes for this measure have stabilized and are increasing following the. During this reporting period, there was an increased focus on visits to employers who may not have received services for an extended period with a goal of increasing awareness of the Iowa's workforce system's services to businesses.

It is estimated that business establishments included in the employer penetration rate may not always translate to actual business growth. During PY23, many businesses were adjusted to pandemic conditions with an increasing number of

workers teleworking. These employers typically reported individuals as separate operating locations after they started working from home.

Table 4 Effectiveness in Serving Employers Performance Results

| Employer Effective-ness Measure | PY22 Result | Numerator | Denominator | PY23 Result | Numerator | Denominator |
|---------------------------------|-------------|-----------|-------------|-------------|-----------|-------------|
| Employer Penetration | 6.0% | 6561 | 109,653 | 7.0% | 7772 | 110,254 |
| Repeat Business Customers | 19.4% | 2601 | 13,396 | 24.7% | 4818 | 19,519 |

Table 5 Employer Services Performance Results

| Employer Services | Establishment Count PY20 | Establishment Count PY21 | Establishment Count PY22 | Establishment Count PY23 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Employer Information and Support Services | 4,632 | 2,524 | 3509 | 4748 |
| Workforce Recruitment Assistance | 5,576 | 3,021 | 4449 | 4871 |
| Engaged in Strategic Planning/Economic Development | 655 | 73 | 356 | 352 |
| Accessing Untapped Labor Pools | 2,364 | 1,141 | 1588 | 1758 |
| Training Services | 1,772 | 639 | 961 | 1020 |
| Incumbent Worker Training Services | 31 | 6 | 16 | 13 |
| Rapid Response/Business Downsizing Assistance | 33 | 13 | 32 | 66 |
| Planning Layoff Response | 20 | 2 | 12 | 35 |

Evaluation activities under WIOA Title I

Iowa Workforce Development (IWD) and Iowa State University’s Iowa’s Integrated Data System for Decision-Making (I2D2) team partnered together to conduct a preliminary evaluation of the WIOA Title I programs. The I2D2 team was recruited for this project because of their experience with integrated data and prior work conducting needs assessments and program evaluations for other state departments.

IWD WIOA Title I program leadership initiated the partnership with the intent to cultivate short term knowledge (Phase I) and use this knowledge to develop a longer-term plan for ongoing evaluation (Phase II+). Phase I comprises the work for the current report, and involved two components: First, the team examined Title I datasets specifically to see what could be learned from within-program records prior to integration with other data systems. WIOA leadership expressed specific interest in several areas for this data exploration component: *Who are Title I programs serving, and are these groups representative of those who may benefit from services? What is the level of co-enrollment across programs? And What are the most reported barriers to employment.* Second, the team conducted data discovery to explore additional datasets within IWD and departments outside of IWD that would have useful information to inform evaluation efforts in the longer term (Phase II+).

Part I. WIOA Title I Pilot Evaluation

This pilot evaluation focused primarily on Program Year 2022, but also included a preliminary look at longitudinal records to explore potential for additional future evaluation work. The following summary highlights key findings from three

areas of analysis that sought to (a) describe program participants, (b) examine co-enrollment between WIOA Title I programs and other IWD programs, and (c) study the 13 barriers to employment.

Who are WIOA Title I Participants?

- In Program Year 2022, WIOA Title I programs served 1,884 participants (Adult = 810; Dislocated Worker = 512; Youth= 639).
- 72.8% of participants were unemployed at program entry.
- 11.0% of participants were classified as having low education at program entry (i.e., 20 years of age or older, without a high school diploma).
- Program participant characteristics were then compared with state unemployment reports and estimates from the American Community Survey to explore representativeness. Very little publicly available data was accessible for this portion of the work. Some findings included:
 - While UI claims are majority male, all three WIOA Title I programs serve higher rates of female participants.
 - Participant race generally followed the same distribution as the Iowa population overall and within UI claims.
 - WIOA Title I programs' rates of Hispanic or Latino enrollees are similar to the UI claim rates, which are all about twice the rates of the general Iowa population.

What is the level of Co-Enrollment for WIOA Title I participants?

- Within Title I programs, the majority of participants were only enrolled in one WIOA Title I program simultaneously in PY22 (90.6% of Adults, 91.2% of Dislocated Workers, 94.8% of Youth).
- Participants in WIOA Title I programs were also co-enrolled with other IWD programs:
 - Co-enrollment was highest with the Wagner-Peyser (Title III) program (72.0%), followed by National Dislocated Worker Grants (15.7%), Rapid Response (9.0%), and Trade Act programs (8.8%).
 - 25.1% of WIOA Title I participants were not co-enrolled in another program during PY22, while 46.8%, 18.0%, 5.7%, and 4.4% were simultaneously enrolled in one, two, three, or four or more programs, respectively.

What are the Barriers to Enrollment for WIOA Title I participants?

- The top five barriers to employment were low literacy (37.2%), individuals with a disability (24.9%), single parents (18.3%), ex-offenders (12.2%), and long-term unemployment (8.3%).
- While low income was not technically classified as a barrier to employment, the majority of PY22 WIOA Title I participants were classified as low-income status at program entry (82.8%).
- When all 13 barriers were summed, results suggest that 27.3% of PY22 WIOA Title I participants experienced zero barriers to employment, while 40.4%, 25.8%, and 6.5% experienced one, two, or three or more barriers to employment, respectively.
- Participants in the Youth program experienced the highest numbers of barriers (94.6% of participants had one or more barriers), while the participants in the Dislocated Worker program had the lowest numbers of barriers to employment (48.4% of participants had one or more barrier).

Part II: Data System Discovery

The data discovery process with the PIRL and related workforce data revealed some important patterns and considerations for future evaluation work.

Participant Information Record Layout (PIRL)

The Participant Information Record Layout (PIRL) is the federally required administrative system used by IWD to track WIOA Title I programming. It includes a unique PIRL Identifier for each participant that can be used to connect participants across other programs contained in the same system. It contains relatively comprehensive data about some elements of program participants, including demographics, program information, program start and end dates, and outcome data.

The PIRL is divided into program year files that contain information about participants who received services during that program year as well as outcomes from program participants in previous year(s). While helpful for federal reporting requirements that mandate annual fiscal year accountability, this annual file presented some challenges for an evaluation that seeks to look at individual participant success and outcomes across time (rather than just reporting who received services in any given year). Given that participants could join the program at any point during the year, as we look to examine outcomes the timing of enrollment will become more important than the specific PY in which someone was enrolled. Similarly, outcome data is provided annually rather than in an ongoing longitudinal record.

For the current report, the I2D2 team connected individuals with their own outcome data to pilot a longitudinal examination. However, at the time of the analysis, the entirety of PY23 data had not been released. This meant that not all of the outcome data was available for PY22.

Other data systems that could inform WIOA Title I evaluation

Throughout this project and simultaneous with participation in other national learning community efforts related to WIOA evaluations, the I2D2 team explored potential additional data systems that could be combined to enhance future evaluations. The goal was to find helpful data that could inform prioritized analytic questions about whether WIOA programs are serving the intended audiences and what short and long-term outcomes are being advanced. Through participation in national learning communities with other states who are conducting WIOA evaluations, and discussions with other Iowa state agency leaders we explored several useful systems and their potential benefits:

1. Unemployment and Wages data (IWD)

Unemployment and Wage data provide much more extensive information about employment and earnings beyond the information contained in the PIRL. Specifically, the earnings information available in the PIRL cover three quarters prior to program entry and four quarters following program entry. While these earnings measures allow for examination of earnings gains after program completion, in comparison to earnings prior to entry, the assessment window is rather small. In addition, earnings are typically negatively impacted in the period immediately prior to program entry and may take some time to stabilize after program exit. With the addition of unemployment and wage data, longer periods of pre-program wages could be examined and compared to longer periods of post-program earnings to examine associations between program participation and increase wages net of short-term instability surrounding program entry and exit. With the further addition of unemployment information, variability in pre-program and/or post-program wage trajectories could be reduced to the extent that such variability resulted from serial bouts of unemployment. Inclusion of UI Wages data from non-participants in a comparison study would also be helpful to determine the relative impact of the WIOA programs in supporting intended program outcomes.

2. Post-secondary enrollment records (Iowa Department of Education)

While post-program earnings is certainly an important metric, many aspects of WIOA programming involve upskilling that often corresponds with degree or certification completion. Although the PIRL contains some data related to apprenticeship participation and credential attainment during participation periods, addition of post-secondary enrollment records could augment PIRL information in important ways. For example, wage earnings

might appear somewhat lower after program exit, compared to pre-program earnings for those who are changing occupational fields. Individuals may be leaving their current field at an earnings level that is relatively high for that field to enter a new field with eventual higher earning potential that takes longer to manifest due to entry-level employment in the new field shortly after credential attainment. Similarly, ongoing post-secondary enrollment might also manifest as low post-program earnings to the degree that an individual enters longer-term full-time educational programming that extends beyond WIOA programming exit.

3. **TANF, SNAP, and other public benefits programs (mostly Iowa Department of Health and Human Services)**

Inclusion of granular data regarding enrollment spells and specific benefits/services received from other programs such as TANF, SNAP, and Promise JOBS would augment PIRL data by allowing for the inclusion of co-enrollment in non-WIOA service programs as a potentially important factor contributing to the successful outcomes of WIOA program participants. Similar investigation of TANF participants who were simultaneously co-enrolled in WIOA Adult programming from other states suggests better outcomes among those receiving multiple services, relative to those only receiving TANF supports. Members of the current study team were able to participate in two national learning community efforts this year and gathered examples from states that could be used in future work in Iowa. To the extent that data from multiple additional service/benefit programs could be integrated with PIRL data, future evaluation efforts could explore specific co-enrollment clusters (parallel), or sequences result in optimal outcomes among different participants participating in WIOA's Title I programs.

The results of the evaluation completed during PY23 provided great initial insight into the impacts of the WIOA Title I program in Iowa. Additionally, we have identified several areas of technical assistance through this evaluation, one example is the need for additional training and education on the importance of recording barriers at program entry. We look forward to continuing this work and expanding upon this early success.

Re-Employment Services and Eligibility Assessment (RESEA) Evaluation

The United States Department of Labor (DOL) requires each state that participates in the RESEA program to conduct an impact evaluation. Specifically, the evaluation must be designed to provide evidence of a causal relationship between program interventions and outcomes.

The RESEA program is administered in all Iowa *WORKS* Centers. The program assists individuals receiving unemployment benefits to return to work (RTW) and reduces the time an individual receives unemployment benefits by providing re-employment services. The RESEA theory of change holds that unemployed individuals reenter the workforce at a more rapid rate when provided reemployment services and unemployment insurance requirements are enforced. These individuals also engage in more reemployment services, are referred to more partner programs/services, receive more individualized resume assistance and have more able and available issues resolved.

Iowa's RESEA program is currently structured to allow in person and virtual initial appointments and reemployment services. Program staff theorize that expanding the method to receive virtual services will increase the participation of initial appointments and reemployment services. Iowa offers additional individualized RESEA meetings and believes this will assist the customer to update their reemployment plan, gain additional reemployment services, obtain more referrals to partner programs/services and can troubleshoot job-seeking issues with their RESEA Career Planner.

The overall objective of this evaluation is to assess the effect of the RESEA program on individuals receiving unemployment insurance benefits who are required to look for employment. Iowa secured a professional evaluator, and the evaluation started October 2022. The data collection period has concluded, and the professional evaluator is assessing the outcomes of the study. An interim report has been published and can be found at this link: <https://www.actuspolicyresearch.com/publications> "Evaluation of the Iowa RCM/RESEA Program".

Customer Satisfaction

Individuals

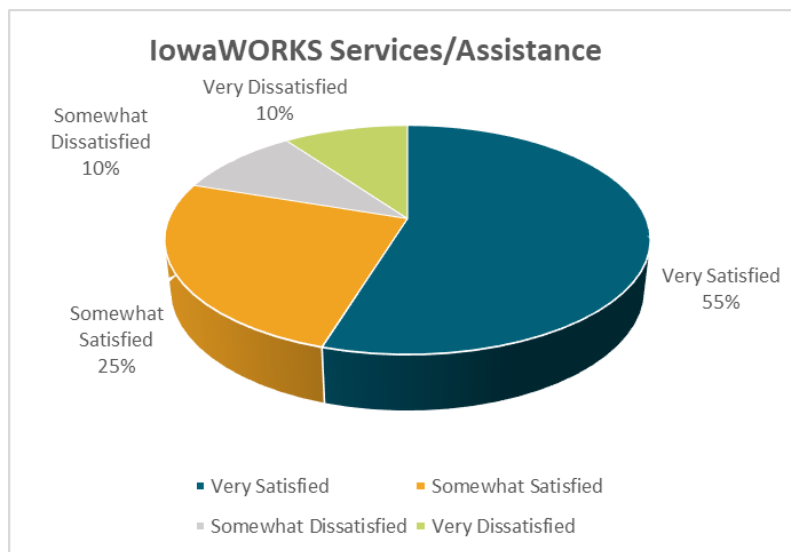
To ensure effectiveness and continuous improvement in service strategy and direct services delivered to Iowans, it is

critical to elicit customer feedback through evaluation. One way in which this is done is through the dissemination of customer satisfaction surveys to job seekers, participants and employers. The survey process was created jointly between State staff, Local Board staff, and One-stop Operators, and is reviewed annually for its effectiveness.

In an effort to improve response rates, surveys are sent out twice a month through Iowa's case management system, IowaWORKS via their desired contact method. Currently, receipt of the following services automatically triggers a survey to be disseminated 15 days following service delivery: Career Counseling, Development of an OBA, Labor Market Information, Youth Only Labor Market Information, and Self-Service Job Search. Targeting customers who received these staff-assisted services rapidly following service provision has proven beneficial to survey outcomes.

Throughout PY23, 64,374 customer satisfaction surveys were disseminated with a 5% response rate. An additional 217 surveys were completed by customers who were not targeted but opted to complete the survey within IowaWORKS.

Results illustrate that individuals are satisfied with services/assistance 80% of the time and are satisfied with the assistance received by staff 84% of the time. Related to services received, nearly 1,400 respondents reported they received unemployment insurance assistance with Job Search Assistance also being reported at a higher rate by 1,300 individuals.



Receipt of Work Readiness Activities were reported by nearly 600 individuals, while Education/Training reported by 300 individuals. Receipt of other services such as Title II, Title IV, PROMISE JOBS and Job Corps services were reported by fewer than 50 individuals each.

60% respondents shared that other employment services were discussed or offered in addition to the service(s) they received.

The satisfaction rate concerning technology trended towards dissatisfaction with a rate of 27%. Iowa continues to review comments provided in conjunction with questions which tend to receive lower ratings. It's been identified that Iowa's unemployment process plays a significant role in the challenges customers face with the system and services. It is anticipated that with the modernization of the unemployment insurance system into the IowaWORKS in June 2025, the process will be more streamlined leading to an increase in technological satisfaction. One stop operator's and LWDB's review survey results monthly to allow for real time variations to the survey questions and methodology.

Local areas utilize the survey results to:

- coach staff to improve service delivery methods
- communicate positive comments to staff to recognize high-quality service provision and provide encouragement

- offer an opportunity for customers with negative experiences a one-on-one appointment focusing on career planning sessions

Iowa will continue to work as a group to evaluate the responses and rate of response as a state.

Table 6 Customer Satisfaction Surveys Sent Per Service Received

| PY 23 Date Received Service | Career Counseling Service | OBA | Labor Market Information service | Labor Market Information - Youth Only | Self Service Job Search | Total | Completed | % Completed |
|------------------------------------|----------------------------------|------------|---|--|--------------------------------|--------------|------------------|--------------------|
| 7/1-7/15 | 1000 | 114 | 685 | 60 | 1000 | 2859 | 168 | 6% |
| 7/16-7/31 | 1000 | 89 | 851 | 45 | 1000 | 2985 | 113 | 4% |
| 8/1-8/15 | 1000 | 74 | 631 | 61 | 1000 | 2756 | 195 | 7% |
| 8/16-8/31 | 1000 | 106 | 603 | 47 | 1000 | 2756 | 131 | 5% |
| 9/1-9/15 | 1000 | 64 | 504 | 49 | 1000 | 2617 | 123 | 5% |
| 9/16-9/30 | 1000 | 59 | 426 | 58 | 1000 | 2543 | 107 | 4% |
| 10/1- 10/15 | 1000 | 61 | 399 | 81 | 1000 | 2541 | 129 | 5% |
| 10/16-10/31 | 1000 | 78 | 593 | 78 | 1000 | 2749 | 65 | 3% |
| 11/1-11/15 | 1000 | 73 | 480 | 54 | 1000 | 2607 | 115 | 4% |
| 11/16-11-30 | 1000 | 40 | 384 | 66 | 1000 | 2490 | 151 | 6% |
| 12/1-12/15 | 1000 | 59 | 567 | 87 | 1000 | 2713 | 109 | 4% |
| 12/16-12/31 | 1000 | 44 | 399 | 46 | 1000 | 2489 | 105 | 4% |
| 1/1-1/15/24 | 1000 | 57 | 343 | 64 | 1000 | 2464 | 136 | 6% |
| 1/16/-1/31 | 1000 | 99 | 567 | 70 | 1000 | 2736 | 140 | 5% |
| 2/1-2/15 | 1000 | 94 | 458 | 569 | 1000 | 2621 | 120 | 5% |
| 2/16-2/29 | 1000 | 93 | 406 | 59 | 1000 | 2558 | 132 | 5% |
| 3/1-3/15 | 1000 | 90 | 520 | 67 | 1000 | 2677 | 111 | 4% |
| 3/16-3/31 | 1000 | 72 | 506 | 60 | 1000 | 2638 | 139 | 5% |
| 4/1-4/15 | 1000 | 69 | 569 | 55 | 1000 | 2693 | 124 | 5% |
| 4/16-5/15 | 2000 | 302 | 1176 | 140 | 2000 | 5518 | 160 | 6% |
| 5/16-5/31 | 1000 | 52 | 660 | 61 | 1000 | 2773 | 110 | 4% |
| 6/1-6/15 | 1000 | 58 | 643 | 53 | 1000 | 2754 | 119 | 4% |
| 6/16-6/30 | 1000 | 62 | 720 | 45 | 1000 | 2827 | 74 | 3% |

Table 7 Number of Individuals Who Received Services Per Local Area

| Local Area | Number Served |
|---------------------|----------------------|
| Central Iowa | 609 |

| | |
|---------------------------|-----|
| East Central Iowa | 416 |
| Iowa Plains | 376 |
| Mississippi Valley | 343 |
| Northeast Iowa | 352 |
| South Central Iowa | 159 |

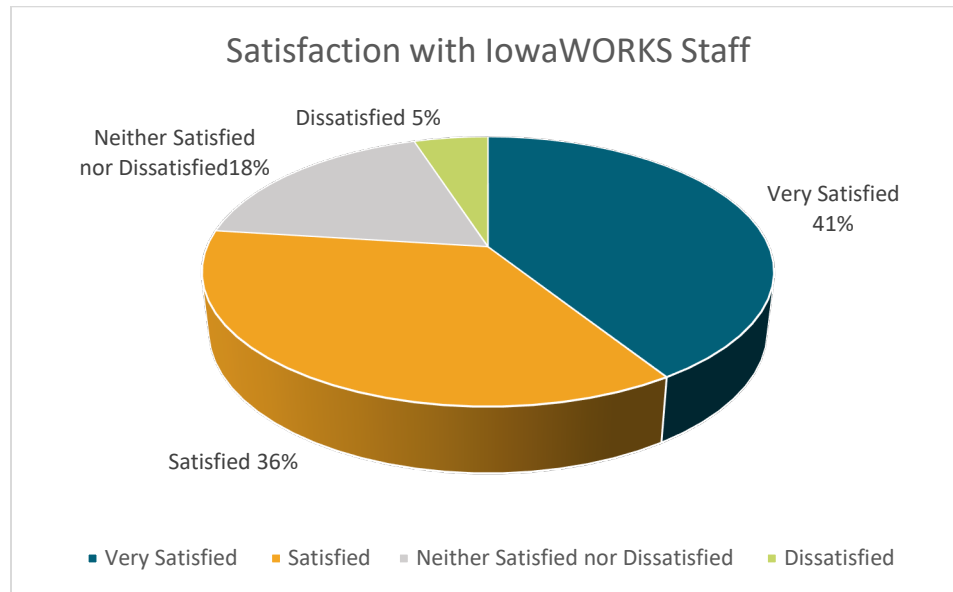
Table 8 Number of Individuals Who Received Services Per Local Area IowaWORKS Location

| Local Area | IowaWORKS Location | Number Served |
|---------------------------|-----------------------------|----------------------|
| Iowa Plains | Denison | 30 |
| | Sioux City | 83 |
| | Creston | 24 |
| | Spencer | 55 |
| | Fort Dodge | 45 |
| | Online | 150 |
| | Other | 31 |
| South Central Iowa | Marshalltown | 64 |
| | Ottumwa | 81 |
| | Online | 57 |
| | Other | 5 |
| Northeast Iowa | Decorah | 32 |
| | Dubuque | 109 |
| | Mason City | 74 |
| | Waterloo | 118 |
| | Online | 89 |
| | Other | 12 |
| | Mississippi Valley | Davenport |
| Burlington | | 73 |
| Online | | 111 |
| Other | | 33 |
| East Central Iowa | Cedar Rapids | 270 |
| | Iowa City | 89 |
| | Online | 106 |
| | Other | 37 |
| Central Iowa | Ames | 4 |
| | Des Moines (Army Post Rd) | 368 |
| | Des Moines (Park Fair Mall) | 49 |
| | Online | 260 |
| | Other | 30 |

Employers

During PY23, the customer satisfaction survey included a delineation of what services are being accessed and the method for which employers are accessing those services. Responses were received from 84% of surveyed employers. Responses were provided by selecting a range of one through five, with the higher numbers representing higher satisfaction.

Results illustrate that employers are satisfied with services/assistance 36% of the time and are satisfied with the assistance received by staff 41% of the time. Additionally, 18% were neither satisfied nor dissatisfied, 5% were dissatisfied, and 0% were very dissatisfied.



Regarding services received by the IowaWORKS American Job Center, 22% reported being very satisfied, 45% satisfied, and 33% were neither satisfied nor dissatisfied.

The IowaWORKS case management system received the following ratings from respondents: 9% very satisfied, 11% satisfied, 47% neither satisfied nor dissatisfied, 31% dissatisfied, and 2% very dissatisfied. Iowa recognizes the importance of customer satisfaction and is committed to analyzing all feedback received and taking steps to increase overall customer satisfaction from employers.

Waivers

Iowa did not have any active waivers in place for PY23.

Rapid Response Activities

In response to layoffs and business closings, Iowa provided Rapid Response services to 68 employers and 4,693 individuals during PY23. During these events, Iowa has offered rapid response services to 4,693 employees. Employer meetings are offered in person, with a virtual option, and are tailored to the needs of the company. Our Local Rapid Response Team (LRRT) also works with Business Engagement Consultants to provide targeted job fairs for the affected workers.

In March of 2023, IWD launched the first IowaWORKS Mobile Workforce Center, a 32-foot American Job Center (AJC) on wheels designed to make it easier than ever for Iowans to access workforce services when Rapid Response services are needed. The mobile center has 10 computer workstations where AJC staff can assist with job searches, navigating unemployment claims, attend virtual workshops, and apply for employment during hiring events. The mobile unit allows for AJC staff to provide services right at the employer or within the community of the impacted employees live. From March until June the mobile unit has been able to attend 21 events providing services to Iowans.



Iowa has developed a Rapid Response Process and Procedure Guide that outlines layoff aversion techniques and required services to employers who are holding layoffs. Each IowaWORKS Center has an identified Local Rapid Response Teams in which they are working together across all WIOA programs to provide services to the employer and employees in Iowa. One layoff aversion technique in which Iowa has seen an increase in requests from employers is Iowa's Voluntary Shared Work Program (VSW). During PY23, Iowa has worked with 10 employers and 540 employees through VSW.

Iowa continues to work on an Incumbent Worker Training (IWT) projects with local areas. IWT was provided to 90 employees at 8 different employers. A statewide IWT project is also being developed to maximize IWT as a layoff aversion strategy in Iowa. Both the local and the statewide initiatives will work in conjunction with one another focusing on local in-demand industries in the local areas and statewide.

State-Funded Workforce Activities

Home Base Iowa (HBI)

Home Base Iowa (HBI) is Iowa's premier initiative to connect Iowa communities and businesses with skilled veterans, transitioning service members, and military spouses seeking career opportunities and a place to call home. In PY2023, HBI saw significant growth, underscoring the program's commitment to supporting veterans and their families in establishing successful careers and meaningful connections within Iowa communities.

In April 2023, the Home Base Iowa and Jobs for Veterans State Grants (JVSG) programs were brought together under one umbrella to maximize their reach and impact across the state. This new work unit is referred to as the Office of Veteran Workforce Services (OVWS). This reorganization has increased our capacity, communication, and consistency in the way we deliver services to several groups including but not limited to the following: veterans, service members, employers, partners, communities and institutions of higher education.

Vision: Establish Iowa as the state of choice for veterans, transitioning service members, and their families.

Mission: We are committed to achieving this by fostering strong collaborations and forming strategic partnerships with the Iowa Department of Veterans Affairs, Iowa Economic Development Authority, community partners, employers, and educational institutions. Together, we aim to create a supportive and enriching environment that offers outstanding educational opportunities, employment, and community integration, making every aspect of living and working in Iowa welcoming and rewarding.

In PY23, HBI provided tailored employment services to 90 veterans, transitioning service members, and their spouses. However, these services are just one aspect of HBI's comprehensive support network. In partnership with the Jobs for Veterans State Grant (JVSG) team, HBI offers wrap-around services to address the diverse needs of veterans moving to

Iowa. JVSG Veteran Career Planners deliver individualized employment assistance, while HBI career planners provide essential information on community resources and incentives, facilitating a smooth transition into Iowa life.

HBI's support services include guidance on education benefits, VA home loans, community and statewide incentives, connections to veteran support networks, and local veteran service officers. This holistic approach helps veterans find purpose and community after they serve our Nation.

A major priority for HBI in PY23 was recruiting and retaining veterans, service members and their families in Iowa. The state recognizes veterans' valuable contributions to our communities and local economies, bringing with them a wealth of skills and talents that enhance Iowa's workforce and communities. Additionally, the federal funds veterans bring through VA disability compensation, retirement pensions, and VA home loan guarantees stimulate local economies across the state.

A significant accomplishment to support our efforts in recruiting military talent occurred in November 2023. During that month, Iowa Workforce Development (IWD) was approved as a 3rd Party Administrator of the Department of Defense SkillBridge Program. Through this program, approved industry partners can gain early workforce access to transitioning service members up to 180 days prior to their separation with approval by their command. IWD was approved by the DoD to serve as an intermediary and work with employers in Iowa to review their applications and training plans for program approval. Since November 2023, our OVWS team with support from Home Base Iowa, has helped approve 22 new DoD SkillBridge opportunities in Iowa. Separating service members represent a talented pipeline for our Iowa businesses and our goal is to attract this talent to Iowa.

According to the FY2023 Geographic Distribution of VA Expenditures (GDX) report, Iowa has a veteran population of 177,922. These veterans contributed \$1.6 billion in federal funds to Iowa, bolstering local economies and supporting community growth. HBI's recruitment and retention efforts aim to increase Iowa's veteran population and ensure all veterans have access to the benefits they have earned.

Another key focus for HBI is enhancing veteran participation in Iowa's labor force. In FY2023, 83.8% of Iowa's veteran population was active in the workforce. While some veterans choose not to pursue employment due to retirement, disability, or financial benefits from the Department of Veterans Affairs, HBI emphasizes the value of employment beyond monetary compensation. By highlighting secondary benefits such as personal fulfillment, skill development, and community engagement. HBI aims to encourage greater workforce participation among Iowa's veterans.

Home Base Iowa PY23 Highlights:

- Surpassed 130 Total Home Base Iowa Communities (including 80+ designated counties)
- Helped Over 90 Veterans and Spouses Find Employment
- 129+ Employers received HBI designation

Offender Reentry Program

The State of Iowa appropriates \$418,312.69 in general fund dollars to IWD for the purpose of placing six Reentry Career Planners at the following locations: Iowa Correctional Institution for Women in Mitchellville, Anamosa State Penitentiary in Anamosa, Newton Correctional Facility in Newton, Mount Pleasant Correctional Facility in Mount Pleasant, Fort Dodge Correctional Facility in Fort Dodge, and the Clarinda Correctional Facility in Clarinda. This funding also covers one Reentry Operations Manager to oversee operating procedures and the program.

The program staff partner with the Iowa Department of Corrections (IDOC) and other offender-related partners throughout Iowa, to assist in the overall goal of reducing recidivism. IDOC has nine correctional institutions that house around 8,535 individuals. Nearly 90% will return to their communities; just over 3,800 were released in PY22. Community Based Corrections (CBC) has eight judicial districts that supervise about 39,100 individuals on probation, parole, special sentence, and pretrial release. CBC also has 22 residential facilities that house and supervise around 2,092 individuals.

Nearly 50,000 individuals are currently incarcerated or on community supervision in Iowa. The average daily cost of incarceration per individual is \$101.81, totaling just under \$37,000 per individual per year. The IDOC reports that the three-year recidivism rate for FY2023 is 35.8%; or 1.5% higher than the recidivism rate observed in FY2022. The national average for state prisons is around 70%.

Training is in progress so that the Reentry Career Planners in Iowa institutions are certified as an Offender Workforce Development Specialist (OWDS). This certification is an inclusive workforce development program with a 10-module curriculum designed to introduce, explain, and provide practical experience with the tools and strategies targeting employment retention for the justice involved and marginalized population. Currently, three out of six of our Reentry Career Planners that are working in the correctional institutions are OWDS certified.

Iowa's reentry program supports WIOA through recording registered-only individuals and program enrollment into Wagner-Peyser. The goal is to teach work-related skills, find a career pathway, job placement prior to release from the institution, and network with employers and community reentry service providers to ensure a successful transition for the returning citizen. The Reentry Career Planners help create resumes, assist with mock interviews, and proctor the National Career Readiness Certificate (NCRC) and O*NET assessments.

Empowering and Motivating Ex-offenders to Reach Gainful Employment (EMERGE) is a workshop taught that focuses on how to get back into the workforce and explain their criminal history to potential employers. Our staff act as a sponsor for the IDOC Registered Apprenticeship programs and host career fairs inside the institution. They also network with employers and educate them on incentives to hire returning citizens, including the Federal Bonding program, Work Opportunity Tax Credit program, and the Iowa income tax benefit. They perform individualized job referrals based on skill set and job search three weeks prior to the incarcerated individual's release, including referrals to IowaWORKS Centers in the area the individual will return to. Referrals also happen through the Iowa Registered Apprenticeship General Interest electronic referral form for apprentices that need to continue in their program after release or are looking to enroll in a program.

During PY23, the Reentry Career Planners served 1,900 individuals, which is 22% of the incarcerated population in Iowa. This number is larger compared to the last program year as these positions were fully staffed.

National Dislocated Worker Grants

Iowa did not have any National Dislocated Worker Grants during PY23.

Activities provided under the Wagner-Peyser Act Employment Service

The Wagner-Peyser program provides services to businesses and job seekers who are United States (U.S.) citizens or are authorized to work in the U.S. The program provides support to Iowa's 15 IowaWORKS centers, four satellite offices and a mobile workforce unit by funding:

- Salaries of staff who provide career and recruiting services
- Technology, software and materials used for job search
- Workshops for businesses and job seekers
- Job fairs and hiring events

NOTE: Wagner-Peyser directly funds support services to Migrant and Seasonal Farmworkers (MSFW) and the state job bank.

Wagner-Peyser Career Services

Career services cover a variety of services and activities, including skill and aptitude assessments, career counseling and exploration, job search and placement assistance, resume writing, and interviewing. Staff provide critical services to veterans and eligible spouses, Unemployment Insurance claimants, MSFWs, as well as individuals facing barriers to employment.

During PY23, more than 33,067 individuals received participant-level services, while over 81,430 individuals utilized self-service. The number of services provided to individuals registered and enrolled in Wagner Peyser was more than 1,033,878 in PY23. Iowa continues to refine its data performance and reporting, including count accuracy of enrolled participants and reportable individuals. Wagner-Peyser funds support IowaWORKS.gov, the state's labor exchange and data management system. The system links job seekers and employers with the largest job board in the state. More than 59,708 job orders were posted by employers and staff on behalf of employers on IowaWORKS.gov in PY23.