



STANDARD OPERATING GUIDE



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VISION, MISSION and VALUES

VISION

To create, enable, and sustain the most future ready workforce in the nation.

MISSION

We power Iowa's possibilities by connecting workers to opportunities and employers to workforce solutions.

VALUES of Iowa*WORKS*

- **Inclusiveness.** We value others and ourselves as unique individuals and celebrate both our commonalities and differences. We promote open communication, ongoing collaboration and the free exchange of ideas. We honor diversity, exhibit fairness, and strive for equity and excellence for all customers.
- **Stewardship.** We value social responsibility and hold ourselves accountable for the efficient and effective use of the human, physical and fiscal resources entrusted to us.
- **Excellence.** We continually pursue excellence by being creative, aspirational, and high-achieving professionals, committed to our communities and team.
- **Teamwork.** We are a system of effective teams that emphasize high levels of trust, cooperation, and a commitment to excellent communication. We encourage and empower employees to exercise independent judgment in meeting customer needs through professional, values-based behavior.
- **Integrity.** We value mutual respect, honor the dignity of each individual and foster a civil ethical environment. We demonstrate the highest standards of personal integrity and honesty in our public activities to inspire confidence and trust.
- **Relevance.** We foster an environment of continuous improvement and high performance; utilizing the most current tools and technology to ensure we remain relevant to the communities we serve.

WIOA Operation Guidance

WIOA Operating Guidance



The Workforce Innovation & Opportunity Act (WIOA) vision seeks to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. (1) It aims to support the development of strong, vibrant regional economies where businesses thrive, and people want to live and work. WIOA is based on the idea of the public workforce system supporting, through its programs and services, the development of a talent pipeline that has the skills and expertise that local businesses need to thrive – thus driving economic and community prosperity.

WIOA is the foundation for each state's publicly funded workforce system. As the foundation, there are key principles (2) upon which the system is to be built:

Integrated Service Delivery – Programs do not duplicate each other, but, instead, work collaboratively to deliver the best outcome for the customer.

Focus on Strategy – This element is critical to the Local Workforce Development Boards (LWDB) which Chief Elected Officials (CEO) will appoint. The LWDB should be focused on the big picture of workforce development and strategies to ensure that the supply side (workforce system) is meeting the demand side (employers/ business community). CEOs, lay the groundwork for the board to focus on strategy.

Regional Economic Development – Meeting workforce needs is critical to economic growth. State and local workforce development boards – in partnership with workforce, economic development, education, and social service organizations at the state, regional and local levels – align education and training investments to regional civic and economic growth strategies, ensuring that all jobseekers and businesses can access pathways to prosperity.

High Quality Services – The system must be focused on high quality services. To do this, stakeholders must increase coordination of programs and resources to support a comprehensive system that seamlessly provides integrated services that are accessible to all jobseekers, workers, and businesses.

1 Training and Employment Guidance Letter (TEGL) 19-14

2 TEGL 19-14

Accountability and transparency – Decisions about the system should be informed by analyzing data and evaluating performance standards. This means making purposeful decisions about the system and how it will operate as well as operating within Open Meetings Laws and procuring service providers.

Hallmarks of Excellence

When the workforce system is built upon the five principles, the outputs of the system will be what USDOL calls the Hallmarks of Excellence. WIOA envisions a workforce system that is quality focused, employer driven, customer centered and tailored to meet the needs of regional economies. The vision is one of collaboration and customer focus with business driving the system's agenda and range of services. This vision is embodied in three Hallmarks of Excellence.

[1] TEGL 19-14



CHIEF ELECTED OFFICIALS

The Chief Elected Officials (CEO)s are elected county supervisors who lay the foundation for the workforce system at the local level. Their purpose is to ensure the local system operates in a comprehensive, integrated, and streamlined manner that expands opportunities for all workers and businesses. Their role is to set the foundation for the Local Workforce Development Board to be strategic by ensuring fiscal integrity and ensuring the local area is represented by committed and suitable local workforce development board members.

LOCAL WORKFORCE DEVELOPMENT BOARD

The purpose of the [Local Workforce Development Board \(LWDB\)](#) is to serve as the local area expert and leader in workforce development by identifying workforce issues and concerns, and by bringing together the necessary assets to facilitate solutions for regional prosperity. LWDB members are customers of the system, visionaries, advisors, and change agents, as well as custodians of the local workforce development system. Board members have a vote on the LWDB with full authority and responsibility to develop policies for the operation of the Board; monitor Title I financial and programmatic performance; and to connect the area with the resources needed to meet the needs of the businesses and job seekers that the LWDB serves.

SWDB Disability Access Committee

[SWDB Disability Access Committee](#) (DAC) are responsible to implement disability initiatives to increase the accessibility of Iowa's one-stop delivery system for individuals with disabilities. As Iowa continues to build on these initiatives, the importance of customer-centered design and ensuring effective communication with all customers remains a key objective. In order to ensure that Iowans with disabilities experience seamless customer service, our one-stop system partner team members must understand the importance of knowing and understanding how to interact with and provide exceptional services to customers with disabilities.

Each local area will have a disability access committee (DAC) with a chair and co-chair from IVRS/IDB. DACs will be composed of various core partners, employers and community members who work together as a subcommittee of the LWDB. DAC activities may include conducting physical accessibility and ADA accessibility surveys of the AJCs and employers; program accessibility; address issues relating to compliance with applicable state and federal nondiscrimination laws regarding the provision of programmatic and physical access to the services, programs, and activities of the local workforce development system; provide appropriate training for team members on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.

IOWA INITIATIVES

HOME BASE IOWA

Home Base Iowa (HBI) is a one-of-a-kind program connecting Veterans, military personnel and their family members to resources and opportunities in Iowa. Expanding on broader support from the State of Iowa, HBI organizes around three areas of focus: (1) workforce solutions & growth; (2) community support; and (3) quality education and student success. [HBI Communities](#) develop incentives and systems of support at the local level. [HBI Businesses](#) demonstrate commitment to hire top talent from the Veteran and military community. [HBI Certified Higher Academic Military Partnership \(CHAMPs\)](#) institutions of higher education meet specific criteria to increase success among military-affiliated students. Part of IWD and

the broader IowaWORKS system, HBI is about connecting businesses with top talent and connecting Veterans, military personnel, and their families with opportunities and the support to call Iowa home.

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

Mission: We are committed to achieving our vision by fostering strong collaborations and forming strategic partnerships with the Iowa Department of Veteran's Affairs (IDVA), Iowa Economic Development Authority (IDEA), 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.

As it takes a collaborative effort from everyone to provide the best support possible. All IowaWORKS team members will promote Home Base Iowa. However, there are several key staff that are directly involved with clear roles and responsibilities to HBI as referenced later in this SOP.

AJC team members will promote Home Base Iowa to all veterans who visit IowaWORKS Centers from the point of entry and throughout the process. While conducting outreach, team members are encouraged to promote HBI to businesses, partners, community organizations, and veteran organizations. Additionally, the following are enhancements to promote Veterans in our AJCs:

- Each new customer entering an AJC will be asked, "Have you, or your spouse, ever served in the U.S. Military?" If the customer states that they are a Veteran thank them for their service, if it is the spouse, thank them for their support. When a customer self-attests to having served, team members will promote HBI.
- Designate a space/set of computers in the Exploratory lab for those AJC's that have the capability, for only Veterans to use, including all Veteran materials, to include HBI, appropriate for that area. This further facilitates priority of service.
- All customers entering the AJC will be screened for eligibility for the JVSG program. If a customer is not eligible for JVSG services but is interested in employment services, they will be referred to Home Base Iowa.
- AJC staff must stay informed about HBI incentives available in their area. For questions regarding local incentives, Operations Managers and AJC team members should contact their HBI Career Planner. HBI Career Planners will notify AJC Operations Managers of any changes or updates to incentives in their respective areas.

IowaWORKS OVERVIEW

Iowa has 15 comprehensive American Job Centers (AJCs), known as IowaWORKS Centers, located throughout the state. These centers provide reemployment services for individuals to include skills assessments, labor exchange services, career exploration, education and training opportunities, and unemployment assistance. Additionally, they provide services for businesses, including labor market information, rapid response, workforce recruitment, training services, and hiring events. Iowa also has three satellite offices and a mobile unit.

ALIGNMENT OF SERVICES

All IowaWORKS Centers provide individuals with high-quality career, training, employment, and supportive services that they need to obtain and maintain gainful employment to support their families; and to help businesses find skilled workers and access to quality workforce solutions to overcome the challenges of recruiting, retaining, and developing talent for the regional economy. Services are facilitated by an integrated partnership of six core programs: Title I Adult, Dislocated Worker, and Youth programs; Title II Adult Education and Family Literacy Act (AEFLA) program; Title III Wagner-Peyser Act Employment Service (ES) program; and Title IV Vocational Rehabilitation. All IowaWORKS partners will collaborate to create a seamless integrated delivery system that is customer-centered, and job driven.

WIOA TITLES



The Title I Adult, Dislocated Worker, and Youth Programs provide job search, education, and training activities for individuals seeking to gain or improve their employment prospects. These programs can also provide support services to remove barriers to success for those enrolled.

The Title II Adult Education and Family Literacy Act (AEFLA) Program is designed to satisfy the basic literacy needs of adults, improve and/or upgrade information processing and computational skills leading to a high school equivalency diploma or entry into postsecondary education, satisfy the continuing education demands of adults in the current labor market, improve the self-esteem of adults, and empower adults to achieve their goals.

Title III Wagner Peyser Act Employment Service (ES) Program facilitates the connection between job seekers and employers, ensuring that individuals have access to the necessary resources to find employment.

Title IV Vocational Rehabilitation and Department for the Blind focuses on vocational rehabilitation services for individuals who experience disabilities. It aims to help these individuals prepare for, find, and maintain employment.

LEADERSHIP EXPECTATIONS

Maintaining a high-quality local AJC requires commitment, collaboration, communication, and strong leadership teams working towards a common vision.

The management of the IowaWORKS center is the shared responsibility of Local Leadership teams, which may consist of Chief Elected Officials (CEO)s, local board staff, program managers, and representatives from WIOA core partners. The One Stop Operator (OSO) is part of the local leadership team, as well. The OSO's role is to coordinate the service delivery of required one-stop partners and service providers. Local leadership will partner with other stakeholders such as the Department of Human Services, Department of Corrections, and other local community partners to locate individuals in need of IowaWORKS services and to remain aware of services available from partners.

Local Leadership teams are the champions and mechanism used to manage the implementation of the local Workforce System. To include items such as coordination of services, programs, funding streams, processes, procedures and initiatives among system partners to ensure accountability and alignment in support of a seamless public system. It is imperative that all partners in the WIOA system ensure IowaWorks open office hours are covered with access to all programs and staffed appropriately. Each local area should hold (at a minimum) two in-service days per year (October and February) and arrange for all staff to participate. Additionally, local leadership teams will ensure that all Career Planners in the WIOA system will be trained in advising customers of their career/training options, providing knowledge regarding labor market dynamics, and are aware of available services inside and outside of IowaWORKS that will benefit the customer, with the goal of developing customers' skills for employment success.

Additionally, all IowaWORKS team members are required to follow business casual dress code and adhere to safety policies to include office space guidelines as stated on the Department of Administrative Services website <https://das.iowa.gov/general-services/capitol-complex-maintenance/office-space-guidelines>.

TEAM MEMBER EXPECTATIONS

Our IowaWORKS Team members/Career Planners will reflect a welcoming environment to all individuals who are served by the IowaWORKS Centers (in-person, by phone, Email, and virtual platforms). Our team members are courteous, polite, respectful, and responsive. Team members will provide individuals with career services that motivate, support, encourage, and empower individuals to make informed decisions based on local and regional economic demand to attain their personal employment and educational goals. Team members will have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across all partner programs as appropriate. Meeting the needs of job seekers and businesses is important in developing thriving communities where all citizens succeed and businesses prosper. All IowaWORKS team members will document all services provided to participants and employers in accordance with program guidelines and within the IowaWORKS data management system.

IowaWORKS BRANDING

In order for the integrated IowaWORKS system to be a success, it's important that all Iowans clearly recognize and identify with our unified, integrated brand.

To achieve this goal, the branding activities of the integrated IowaWORKS system will continue as follows:

The use of the IowaWORKS brand shall be governed by a set of exclusive and inclusive guidelines and requirements.

The IowaWORKS brand shall be the exclusive brand used to identify the integrated American Job Center Network. All signage, materials, etc will encompass the IowaWORKS brand exclusively for delivering services within the workforce system when developed using funds that pass through IWD. Funding sources that pass through IWD will not be used to subsidize marketing, collateral materials, websites, advertising or other efforts that do not follow the brand requirements as laid out below.

The following are brand requirements for all programs and services within the exclusive requirements of IowaWORKS:

Exclusive

- The logo is a green/black logo. Any logos not complying with the color requirements must be removed or replaced.
- Only IowaWORKS logo signage shall be displayed both outside and inside the centers for programs and services within the exclusive requirements. Separate IWD and service provider logos should not be used in conjunction with the programs and services delivered within the IowaWORKS centers.
- All outdoor signage, including billboards and other advertising mediums must use the green/black IowaWORKS logo and must be approved by IWD's Communications Office in advance.
- The IowaWORKS logo must always be accompanied by the tagline, "A Proud Partner of the American Job Center Network".
- Any other tagline used with the logo must be approved by IWD.
- The IowaWORKS logo is the only logo which shall be used on marketing materials developed and used to promote programs associated with the integrated system.
- Business cards shall utilize a standardized format that contains only the IowaWORKS logo and adheres to the specific guidelines addressed in the style guide. The same guidelines exist for letterhead.
- All telephone listings will be under the IowaWORKS name.
- All materials developed by IWD will be available for order through Digital Supply Store.
- All printed material paid for with funds flowing through IWD will contain the following:
 - Equal opportunity employer/program.
 - Auxiliary aids and services are available upon request for individuals with disabilities.
 - For deaf or hard of hearing, use Relay 711.

The following are inclusive guidelines for the IowaWORKS system. Local areas shall have control over the items below. However, local areas are responsible for ensuring any item specified in the following list does not conflict with the previously identified exclusive brand standards.

Inclusive

- Community programs where the local Workforce System is partnering with non IowaWORKS partners on local programs or initiatives.
- Job fairs where IowaWORKS is a partner, not the primary sponsor.
- Local events where additional organizations logos are needed to promote the activity.

** LWDBs or LWAs will adhere to these branding requirements but may also create their own additional branding policies.

EQUAL OPPORTUNITY AND NONDISCRIMINATION

Iowa Workforce Development (IWD) administers programs authorized under the Wagner-Peyser Act, the Adult Education and Family Literacy Act (AEFLA), Vocational Rehabilitation under the Rehabilitation Act of 1973, Title I of the Workforce Innovation and Opportunity Act (WIOA), and Unemployment Insurance programs. It is against the law for IWD and IWD's subrecipients, recipients of federal financial assistance, to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and for beneficiaries, applicants, and participants only, on the basis of citizenship, or his or her participation in any WIOA Title I-financially assisted programs or activity.

- In accordance with applicable federal and state laws and regulations, and the principles of affirmative action and equal employment opportunity, IWD shall provide equal opportunity for all in recruitment, hiring, training, promotion, transfer, compensation, and all other terms and conditions of employment without regard to protected category status.
- IWD assures that no person will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any services because of protected category status.
- No facility operated by IWD may be used to promote any discriminatory practice nor shall the agency become a party to any agreement that permits any discriminatory practice.

With respect to Title I programs, IWD must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title-I financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or,
- Making employment decisions in the administration of, or in connection with, such a program or activity.

ACCESSIBILITY

IowaWORKS Centers must be physically and programmatically accessible to all customers, including individuals with disabilities and other barriers. Barriers can be identified at any step of the process. When an individual self-discloses any barrier, they should continue to be able to access all

IowaWORKS services and also be offered referrals to specific programs and staff members that are designated experts in assisting with the particular barrier identified.

Physical Accessibility

No eligible individual with a disability may be excluded from participation in, or be denied the benefits of any IowaWORKS service, program, or activity, or be subjected to discrimination by the IowaWORKS service, program or activity, because a recipient's facilities are inaccessible or unusable by individuals with disabilities.

Programmatic Accessibility

All IowaWORKS programs and activities must be programmatically accessible, which includes:

- Providing reasonable accommodations for individuals with disabilities
- Making reasonable modifications to policies, practices, and procedures
- Maintaining access to language interpreters
- Administering programs in the most integrated setting appropriate
- Communicating with persons with disabilities as effectively as with others, and
- Providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of the program or activity.

ACCOMMODATIONS TO INDIVIDUALS WITH DISABILITIES

AJCs must ensure meaningful access to all customers, including individuals with disabilities. With regard to any aid, benefit, service, training, and employment, IowaWORKS centers must provide reasonable accommodations to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship.

Undue hardship can only be determined by the Director of Iowa Workforce Development or his/her designee. In those circumstances where IowaWORKS center(s) believe the proposed accommodation would cause undue hardship, the IowaWORKS center(s) must contact the Equal Opportunity Officer.

Regarding any aid, benefit, service, training, and employment, the IowaWORKS center(s) must also make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity. The use of pictorial, written, verbal and/or tactile modes to present information to customers are examples of reasonable modifications that may enhance our customers' learning experience.

In those circumstances where the IowaWORKS center(s) believe the proposed modification would fundamentally alter the program, activity, or service, the recipient must contact the appropriate Equal Opportunity Officer.

VETERAN PRIORITY OF SERVICE AND ADULT PRIORITY OF SERVICE

WIOA establishes a priority requirement with respect to funds allocated to a local area for adult individualized career services and employment and training activities. IowaWORKS team members responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, and individuals with barriers to employment in the provision of individualized career services and training services. Under WIOA, priority must be provided regardless of the level of funds. One method is for individuals to utilize the Eligibility Explorer feature in the IowaWORKS system.

The Jobs for Veterans Act provides an emphasis on serving veterans by establishing a priority of service for veterans and eligible spouses in all employment and training programs funded by the Department of Labor. Priority of Service is the right of an eligible “Covered Person” to be given priority of service over an eligible non-covered person for the receipt of employment, training and placement services, notwithstanding other provisions of the law.

REFERRALS TO PROGRAMS AND PARTNERS

Referrals to core partner programs and/or outside community agencies will eventually be done by utilizing the IowaWORKS system. Until that technology is functional, each local area will implement a referral process ensuring that participants who could benefit from the services provided by core and required partner programs, as well as community agencies are appropriately referred, followed up on, and counted. Local areas should have their respective referral processes documented and provide training semi-annually, at minimum, to any partner who might utilize the referral system. In addition to the referral system, each local area must also ensure that referrals are properly recorded in the IowaWORKS system as a participant level service.

RELEASE OF INFORMATION

Releases of Information (ROI) are required when an outside entity is requesting information regarding a claimant or customer, including wage information. Once the ROI is signed, it will be uploaded to the Documents Section in IowaWORKS. When information exchange is needed between partners, agency and/or division policies should be used to determine whether and ROI is needed or if MOUs can be put in place.

CO-ENROLLMENT

The primary benefit of co-enrollment is to the participant. The coordination across two or more programs generally aims to improve efficiency in service delivery and increase the effectiveness of the provided services. There is potential for coordination of services amongst numerous programs to include, but not limited to:

- Adult/Dislocated Worker/Youth
- Wagner-Peyser
- PROMISE JOBS
- Jobs for Veterans State Grant (JVSG)
- Trade Adjustment Assistance (TAA)
- Migrant and Seasonal Farm Worker (MSFW)
- Ticket to Work
- Grant (National Dislocated Worker Grants, etc)
- Apprenticeships
- Senior Community Service Employment Program (SCSEP)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

It is imperative that upon co-enrollment, both/all career planners are communicating regarding the needs and progress of the individual. For example, if it is identified that the individual has unmet transportation needs, career planners must discuss which program will provide resources to assist with that need. In addition, it is strongly encouraged that career planners hold joint meetings with the participants. Such meetings will expedite meaningful communication that benefits the participants and enhances the goals of coordination.

Goals of Coordination

- Added value for the participant
- Improve customer service without duplication of services
- May provide additional training and income support resources for eligible participants

- Streamlined communication with and improved access to services for individuals and employers
- Efficient use of staff and financial resources to maximize services and minimize duplication across the programs
- Participants have access to a wide array of services such as career counseling, service management and follow-up
- Shared performance outcomes
- Employment services connected to employer needs for all job seekers

PERSONALLY IDENTIFIABLE INFORMATION (PII)

All IowaWORKS team members, including all management and staff, have the responsibility to protect PII (any data that could potentially identify a specific individual) and other sensitive data, such as medical documents needed for program eligibility or case management, from loss and misuse. Management and staff must respect the confidentiality of such information. Unauthorized viewing of information is not permitted. Only staff who have a “need to know” in their official capacity are allowed to access customer records within pertinent systems. LWDBs may develop additional PII policies and training that do not conflict with IWD’s training and policies.

SOCIAL MEDIA

IowaWORKS will utilize social media to engage with job seekers in their LWDAs in accordance with State Communications guide to highlight services that are being provided by the IowaWORKS Center, including but not limited to workshops, hiring events, career fairs, job postings, and programs available. Local LWDAs can create additional guidance for social media, as well. Teams will also share relevant posts from media sources or community partners when it is informative to job seekers of the LWDA.

CENTER WORKSHOPS

IowaWORKS Centers have the freedom to customize workshops to meet the needs of individuals and their local area. The following workshops must be offered on a regular basis: Completing Your Weekly Certification, Essential Tools for Jobseekers, Develop a Career Plan & Research Industry Trends, Maintain a Positive Attitude, Bring You’re A-Game, Create a Great Resume, Conduct Job Search, Advanced Resume, NCRC, Mock Interview Workshop, Virtual Job Club, Interview 101, EMERGE, Smart Planning for Your Money, Navigating Ageism in Your Job Search, Military Members Power Hour, and State of Iowa Applications. In our effort to meet customers where they are, workshops are offered virtually. Customers are also welcome to attend workshops in person. Centers are encouraged to develop additional workshops based on the needs of their customers. All Center workshops will be resulted in the IowaWORKS system within 24 hours.

IOWAWORKS VIRTUAL ONESTOP SYSTEM (VOS)

IowaWORKS is a Virtual OneStop System provided by GeographicSolutions. This program allows IowaWORKS team members to manage workforce programs in one integrated system which ultimately improves service delivery and federal performance. IowaWORKS provides an effective labor exchange framework; allowing job seekers the tools that they need to connect with employers, obtain information regarding skills and training required for jobs and obtain suitable employment. Employers have access to a wide range of services and resources to include an

extensive pool of job seekers to select from with matching tools available to assist them with their hiring needs. Additionally, VOS provides our team members with various tools and resources for effective case management, the ability to create and manage resumes, labor market information, ability to create and manage job orders, manage surveys, workshops, reports, and so much more!

Our SOP highlights the documentation requirements for our federal programs that are delivered in our IowaWORKS centers. Accesses are granted based on each team member's role in our Centers. Any IowaWORKS access requests or updates should be directed to [IowaWORKS Customer Access Form](#).

IowaWORKS CENTER FLOW

WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth, and those with significant barriers to employment into high-quality jobs and careers and help employers hire and retain skilled workers. The legislation places greater emphasis on achieving results for job seekers, workers, and businesses. This is accomplished by providing all customers access to high-quality, customer-focused one-stop delivery centers that integrate service delivery across all programs (Title I adult, dislocated worker and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program). IowaWORKS Centers connect job seekers with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, and assist businesses and employers seeking skilled workers.

WIOA reinforces the partnerships and strategies necessary for IowaWORKS to provide all job seekers and workers with high-quality career, training, employment, and supportive services they need to obtain and maintain good jobs. Such strategies help businesses find skilled workers and access other human resource assistance, including education and training, to meet their current workforce needs. Collaboration amongst IowaWORKS partners is key to ensuring a seamless customer-focused workforce system.

In order to facilitate seamless delivery of all programs, all IowaWORKS team members will participate in the integrated service delivery model to include, but not limited to, Welcoming/Exploratory, Career Services, Business Engagement as well as facilitating workshops, assisting with employer events/hiring sessions/business services outreach as illustrated below. Iowa's integrated model is founded on the principle that Title I career planners are physically housed at the IowaWORKS centers and together with all Title III and PROMISE JOBS team members, work together to coordinate and deliver services to all customers throughout the Center process.

IowaWORKS Center Flow



Welcome

- Provide standard greeting for all customers utilizing IowaWORKS standards for customer service excellence (First Impression)
- Triage and transition customer to appropriate service or next step with a warm handoff



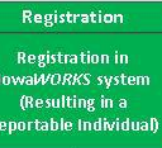
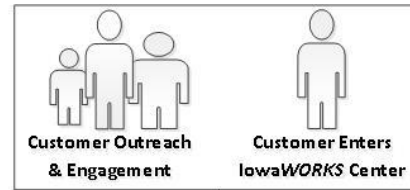
Exploratory

- Career Planner introduce services available to the customer based on his/her needs
- Career planner available to assist and guide customer through the basic exploratory services
- Transition customer to appropriate service or next step with a warm handoff



Career

- Conduct efficient & effective initial appointment to assess the customer's need
- Follow up & serve customer through program eligibility & enrollment/co-enrollment
- Provide on-going service management



Business Engagement

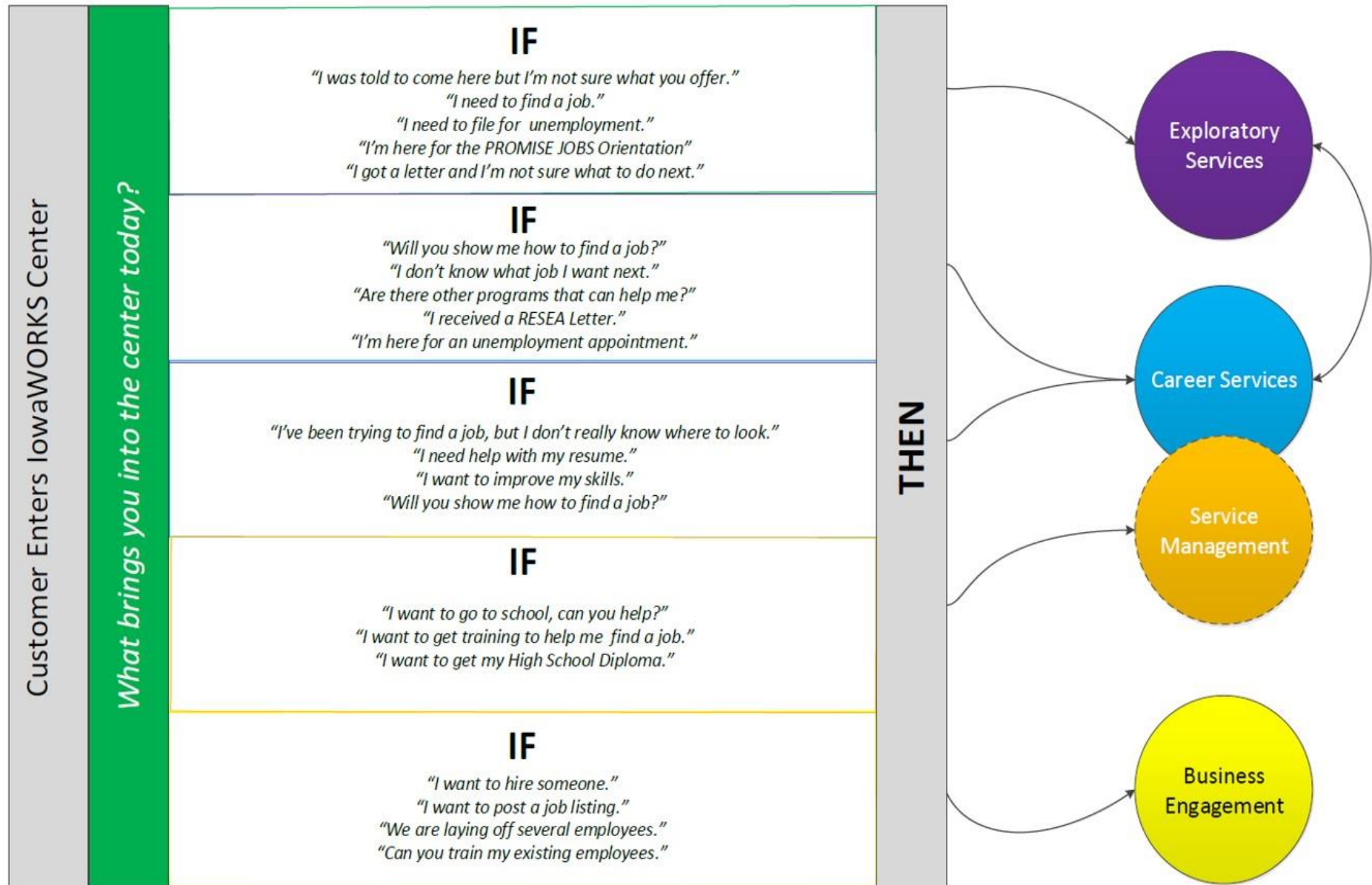
- Build partnerships with local economic development/chamber and other community organizations and connect One-Stop system.
- WIOA Core Partner Business Outreach and Development

Business Engagement

- Access Untapped Labor Pools
- Candidate Pre-Screening
- Job Fairs
- Job Order Assistance
- Economic Development Activities
- Registered Apprenticeship
- Promote Home Base Iowa & Future Ready Iowa
- Federal Bonding & WOTC
- Lay off Aversion



IowaWORKS Customer Triage Response Aid



SERVICES



Welcome

All customers coming into an IowaWORKS center will be greeted by the Welcome team. This is where the individual will be registered in the IowaWORKS system and their needs triaged before the individual is transitioned to applicable center or partner services.

Activity	SOP	Record Stand Alone Service
Enthusiastic Greeting	<p>Welcoming is the first point of contact for every individual entering an IowaWORKS Center. Gathering information about their needs is essential for determining their next steps. All customers shall be greeted with a friendly smile from a team member/Career Planner who is actively engaged in the customer service process (standing, providing they are physically able).</p> <p>If a customer is a returning customer, staff will direct them to their designated area, based on the information indicated in the VOS Greeter as well as taking verbal cues.</p> <ol style="list-style-type: none"> 1. “Good morning or afternoon, welcome to IowaWORKS! What brings you in today?” For new customers, “Have you, or your spouse, ever served in the U.S. Military” If the customer states that they are a Veteran thank them for their service, if it is the spouse, thank them for their support. Follow up with, What brings you in today?” If a veteran or spouse of a veteran, please inquire if they are aware of the veteran employment services available to them.) 2. “Great, let’s get started. First, I will have you check in with your last name and the last four digits of your social security number so we can better direct you where you need to go or do next.” 	No
VOS Greeter	<p>Everyone except business and community partners who enter the center will check in through the Virtual One Stop (VOS) Greeter, choosing the reason for their visit. Team members will serve all customers in a timely manner. During busy times when customers may be required to wait for assistance, team members should acknowledge the customer, let them know things are busy and that there might be a small wait for in person assistance that day. Customers should then be provided with options like calling the Unemployment Customer Service line or coming back at a later time, if they prefer not to wait.</p> <p>While the customer is checking in with the VOS Greeter if it appears the person may not be registered, team members should ask, “Have you been here before or used our services from home?” This will help team members to decide if they should look the customer up, checking for registration under a different name or spelling.</p>	No

	<p>Once the individual checks in through the VOS Greeter, welcoming staff will be able to identify if the customer has a completed basic registration. If the individual has not yet completed basic registration, the customer will be directed to finish the steps in the welcoming area. If the customer has completed basic registration it is important to have them verify their information is still correct. (This can be done when they transition to Exploratory or Career Services, depending upon the reason for their visit.)</p> <p><i>Customers will be required to check in through the VOS Greeter, daily. If a customer leaves the Center during the day and returns for a different service (workshop in morning/job search in the afternoon), they <u>will be</u> required to check in again. If the customer leaves and returns to receive the same service, they <u>will not be</u> required to check in again (example same workshop, went to lunch or their car and are returning to do the same thing).</i></p> <p><i>At the beginning of each business day, centers are responsible for taking the required steps to ensure the VOS Greeter is operational.</i></p>	
Triage	<p>Enhanced Triage Process</p> <ul style="list-style-type: none"> ➤ Career planners will ask probing questions that help guide individuals to IowaWORKS services ➤ Keep in mind that customers are not aware of all of the services and programs available to them within the IowaWORKS system and through partners ➤ Career planners may need to ask additional probing questions based on customer responses to guide and educate customers about what might be available to them <p>Note: If at any point an individual expresses an interest in the Title I programs, team members should follow their local area Title I intake process.</p>	No

Transition

Transition from Welcoming to Exploratory:

After initial basic registration is completed, a career planner will identify next steps, and transition to appropriate services or staff based on verbal cues and appropriate probing questions or visit reason selected through VOS greeter.

- Transition to Exploratory Services will occur when an individual is in the office for a self-directed or information-only service.
- Transition to Career Services and program enrollment will occur when an individual requires a staff-assisted service or if the individual expresses an interest in training during triage.

A warm hand-off with an overview regarding the individual's visit will be used when transitioning an individual to Exploratory or Career Services. For veterans and/or eligible spouses who meet eligibility criteria for veteran employment services, by either a Home Base Iowa Career Planner or Veteran Career Planner, the transition will include thanking the veteran for their service and sharing veteran employment services information with Career Services, who will meet with the veteran and complete the Wagner Peyser enrollment, set the participation date, and record the appropriate referral to either HBI CP or VCP, depending on qualifying employment barriers. For more information concerning qualifying employment barriers for referrals to VCPs, please see the JVSG Qualifications Cheat Sheet.



Exploratory Services

All individuals will have access to Exploratory Services immediately and continuously without further eligibility or documentation requirements. These self-services or information-only services or activities will be provided by all center Career Planners. Career Planners should continue to ask additional probing questions to see if career services may benefit the customer. It is very important that customers update their registration information, ensuring everything is current and complete, each time they are in Exploratory.

While an individual is doing self-directed/guided work in Exploratory, Career Planners will listen to and assess the customers' needs to determine if they should be transitioned to Career Services and complete a Wagner Peyser (WP) application, if an open WP application does not exist.

While in Exploratory, Career Planners will provide information only services (information that is not specific to a particular person). The Department of Labor requires that certain information provided to customers be recorded in the IowaWORKS system, while other information is provided in conjunction with one of the services that must be recorded in IowaWORKS. The following table outlines information that can be provided in Exploratory that does not require a stand-alone service to be recorded, and information that can be provided which does require a stand-alone service to be recorded.

Information	SOP	Record Stand Alone Service
Registration	New customers, including those filing for TLO, must complete a basic registration in the IowaWORKS system. After basic registration, Career Planners will identify next steps and transition to appropriate services based on verbal cues and appropriate probing questions. During registration customers are asked to provide their Social Security Number (SSN). It is highly recommended that customers do provide their social security number during registration. While, customers are not required to disclose their SSN to utilize services or for eligibility determination, it is extremely beneficial to the customer in the event they apply for unemployment insurance as SSNs are required and needed to determine unemployment insurance eligibility. TEGL 23-19	No
General IowaWORKS Information	Individuals will be provided an overview of all services and programs offered at IowaWORKS.	No
Email Assistance	Provide individuals assistance with setting up an Email	No
Skills Self-Assessments	Examples include O*NET Interest Profiler and Work Importance Locator (This is self-directed only.)	No
Eligibility Determination	Individuals can complete the Eligibility Explorer to determine additional programs that they might be eligible for, if additional individualized services are needed. This can help to connect individuals to our specialized services, as an example, Veteran who qualifies for JVSG case management to meet with VETERAN CAREER PLANNER or an individual who expresses interest in training services could see if they might be eligible for that with a partner program.	No

Self Service Registration, Labor Market Information, Job Search, Resume	Self-directed use of Exploratory computers for the purposes of registering for work, setting up virtual recruiter, industry sector or career specific research, applying for jobs, completing resume, cover letter, etc.	No (unless CP has provided general information)
Proficiency Testing	Examples include OPAC or Typing tests	Yes - 130
Labor Market Information	All Career Planners will provide information about 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. General career planning information.	Yes - 107
General Resume Assistance	Team members will provide information and assistance developing resumes and associated documents such as cover letters and references	Yes - 105
Education and Training Provider Information	All Career Planners will be familiar with the Eligible Training Provider List (ETPL) and provide information on program cost and performance to individuals who are interested in training and RA opportunities.	Yes - 103
Federal Bonding Assistance for Individuals	Career Planners will provide information or help make a connection to the Federal Bonding program which can assist a barriered job seeker in the search to obtain a job	Yes - 113
Workshop Registration	Register individuals for workshops offered in the Center and result workshops within 24 hours of the workshop being completed **When resulting a workshop only (1) service will be attached to that specific workshop. If a customer needs or requests additional assistance the customer should be enrolled into a program and provided the additional services.	Yes – Service is recorded through workshop enrollment and resulting.
Rosetta Stone	For when a customer uses language learning software only and receives no other service through the AJC. Career Planners will ensure that individuals are registered, can commit to 15 minutes per week, and establish their language learning goals to determine if additional services are appropriate (career services/referral to AEL/connect to business engagement for bilingual opportunities). Career planners will complete the Microsoft form to request a license. Desk Aid for Rosetta Stone is in the IowaWORKS drive.	Yes - 118
General Unemployment Information	Provide general unemployment information and assistance to individuals. (If career planners need to look up an individual's claim, then it is a Wagner Peyser Career Service.)	Yes - 115

Transition

Transition from Exploratory to Career Services:

The Exploratory area is where customers receive information only services. Career Planners working in Exploratory must be aware of customers' needs and consistently listen and assess these needs while providing informational services. When a Career Planner identifies through their own assessment or through a request from a customer, that the individual would benefit from additional services, Career Planners should follow local referral procedures.

All customers authorized for work in the United States are eligible to receive Wagner Peyser participant level services. All individuals can receive some basic, individualized, and follow-up services without verifying work authorization without the need to provide proof of work authorization, including:

- Labor exchange services such as labor market information, career exploration, career guidance, resume writing assistance, and job search assistance.
- Information on worker rights and where to find legal assistance.
- Referrals to community resources such as transportation, childcare support, food assistance, housing assistance, medical assistance, and other similar resources.
- Individualized services such as career assessments, development of an individual employment plan, group counseling, one-on-one case management, career planning, information on foreign credential evaluation services and on obtaining credit for prior learning.
- Basic skills education, including English language instruction, and high school equivalency.
- Assistance in completing paperwork to finalize work authorization.
- Assistance in applying for an occupational license including the cost of such applications.

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Additional requirements must be met for other programs. Refer to Title I, II, IV, or other partner program eligibility policies.

Some examples of what a customer may ask or say while in Exploratory that trigger the need for Career Services could be:

- "Will you show me how to find a job?"
- "I don't know what job I want next."
- "Are there other programs that can help me?"
- "I've been trying to find a job, but I don't really know where to look."
- "I need help with my resume."
- "I need training."

Below are some examples of services needed by a customer that would trigger the transition to Career Services from Exploratory.

- Career counseling (specific to a particular individual)

- Staff-assisted job development
- Staff assisted job search and/or placement
- Financial aid eligibility assistance
- Referrals to any core, required, or other WIOA partner program or service
- Meaningful staff assisted unemployment claim assistance (where Career Planner needs to look up individual claim)
- RESEA appointment



Career Services

When IowaWORKS team members determine that a customer will benefit from one-on-one assistance that is specific to them as an individual to obtain or retain employment, these services must be made available to the individual and can be provided by all IowaWORKS career planners. The individual will meet with a career planner for a one-on-one appointment and will complete program enrollment. A Wagner Peyser enrollment is often, but not always, the first program enrollment. Note that during enrollment, Career Planners should not require documentation other than what is needed to determine eligibility. TEGL 10-23

*The following services, whether in-person or virtual, require enrollment in Wagner Peyser and entry of a participation date **or** are services that can be added by Career Services if a customer already has an active WP enrollment. (Customers and Career Planners must sign ALL WP applications.)*

The services listed below can be provided in conjunction with services listed in the Exploratory section of this document. The services listed in this document are not inclusive of every service available to customers but are intended to highlight those most often provided.

Service	SOP	Record Stand Alone Service
Career Counseling	An evaluation of a participant's strengths, resources, priorities, concerns, abilities and interests. Career Counseling may also include an evaluation of the participant's progress, needs or status. Career planners may provide resources and information as a result of evaluating the participant's needs.	Yes - 106
Staff Assisted Job Development	Career Planner works with specific employer to develop a position/job for a specific participant.	Yes - 108
Staff Assisted Job Search	Career Planner provides one-on-one assistance with the development of their job search activities and/or provides assistance applying for specific jobs.	Yes - 109
Financial Aid Eligibility Assistance	Career Planner provides assistance establishing eligibility for financial aid assistance for training and education programs not provided under WIOA.	Yes - 112

Staff-Assisted Resume Preparation	Career Planner provides assistance developing resumes and associated documents such as cover letters and references.	Yes - 120
Referrals to any core, required, or other WIOA partner program or service	Career Planners make appropriate referrals to core, required, and other WIOA partner programs or services to help participants overcome barriers to employment. When making referrals to training opportunities, Career Planners should ensure all tuition assistance opportunities are presented to allow for customer choice, including, but not limited to, ETPL; GAP/PACE/Title I, and Registered Apprenticeship	Yes – Refer to Services Desk Aid for specific service code
Staff Assisted Unemployment Claim Assistance	<p>Unemployment Insurance (UI) appointments are available for individuals who require more in-depth assistance or guidance in filing a claim or resolving UI issues. UI appointments are reserved for those individuals who require staff-assisted services, including individuals with language or other program access barriers.</p> <p>Examples of staff assisted resolutions to claim issues can include, but are not limited to:</p> <ul style="list-style-type: none"> ➤ 10 times Weekly Benefit Amount (WBA) verification ➤ Able and Available issues ➤ Alternate Base Claim requests ➤ Overpayments ➤ Military/Federal Claims ➤ Omitted Wage Claims ➤ Severance/Vacation Reporting ➤ Appeal questions ➤ General payment issues ➤ Intensive issues with REX <p>Anything beyond self-service or general information only, such as questions that require a State Merit Career Planner to access the UI system, require a Wagner Peyser participant level service and completed WP enrollment (if the customer does not already have an active WP enrollment).</p>	Yes - 125
Reemployment Case Management (RCM)	<p>A state funded re-employment initiative that is focused on contacting individuals who are eligible to receive unemployment benefits and connecting them to reemployment services to accelerate the rate that they are reemployed.</p> <p>RCM customers are enrolled into Wagner Peyser (WP) during their first RCM appointment. RCM appointments are provided on regular basis until RCM customer is transitioned to RESEA.</p> <p>RCM appointments focus on engaging customers with the AJC and assisting customers to meet the requirements of a continuing UI claim. Career Planners make referrals, complete work search verification, and schedule customers for workshops that cover interviewing, resume preparation, and how to certify weekly job searches.</p>	Yes – refer to RCM/RESEA guide

RESEA	<p>The Reemployment Services and Eligibility Assessments (RESEA) program is a program to assist individuals receiving Unemployment Insurance (UI) benefits. The program connects participants with in-person assessments and reemployment services through local American Job Centers (AJC). Activities include, but are not limited to, developing an individual re-employment plan, providing labor market information, identifying job skills and prospects, and reviewing claimant's continued UI benefit eligibility.</p> <p>RESEA customers will complete information for VOS greeter and basic registration prior to the initial RESEA appointment in most circumstances when coming to the local American Job Center.</p> <p>RESEA customers are required to be enrolled into Wagner Peyser (WP) and other appropriate programs that they are eligible for prior to or during their appointment.</p> <p>The following items will be reviewed/discussed at the RESEA appointment:</p> <ul style="list-style-type: none"> ➤ Complete Wagner Peyser enrollment or verify existence of active WP enrollment ➤ Verify photo ID ➤ Unemployment eligibility review ➤ Review of work search logs and work search activities (REX) ➤ Review of UI claim ➤ Occupation and salary expectations ➤ Labor market information ➤ Available community resources ➤ Brief review of resume ➤ Register in AJC Orientation and job assistance workshops or services ➤ Review of work registration ➤ Discussion on utilizing the AJC ➤ Complete a re-employment service plan <p>Following their initial RESEA appointment, customers must enter the following information into their IowaWORKS account to receive quality job referrals and to have needed information available if the customer is profiled for SUB RESEA. In most circumstances, the customer will return to Exploratory after their appointment to make these updates.</p> <ul style="list-style-type: none"> ➤ Update education ➤ Create resume in IowaWORKS ➤ Make resume searchable/visible to employers ➤ Set up virtual recruiter ➤ Work history for the last 3 jobs or 10 years of work history <ul style="list-style-type: none"> ○ 20-word description for each job title/2 job duties ○ 6 job skills 	Yes – refer to RCM/RESEA guide
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SUB RESEA	<p>The SUB Reemployment Services and Eligibility Assessments (RESEA) program is a program to assist individuals receiving Unemployment Insurance (UI) benefits. The program connects participants with reemployment services through local American Job Centers (AJC). Activities include, but are not limited to, developing an individual re-employment plan, in depth resume assistance, business engagement meeting referral, discussion on job searching progress and job referrals and reviewing claimant's continued UI benefit eligibility.</p> <p>RESEA customers are required to have an active Wagner Peyser (WP) application prior to their appointment.</p> <p>The following items will be reviewed/discussed at the SUB RESEA appointment:</p> <ul style="list-style-type: none"> ➤ Review of resume for occupation. ➤ UI Eligibility ➤ Register in job assistance workshops or services <p>If the customer is determined "career ready" by the RESEA Career Planner they will be scheduled for a Mock Interview with the customer's local American Job Center to connect to Job Development process.</p>	Yes – refer to RCM/RESEA guide
Migrant Seasonal Farmworker (MSFW)	<p>The Migrant and Seasonal Farmworker Advocacy System ensures that MSFWs receive the full range of career services in the American Job Center. In addition to providing the full range of career services, staff at our IowaWORKS centers must offer MSFWs the same supportive services, benefits and protections, and job and training referral services as are provided to non-MSFWs.</p> <p>Migrant and Seasonal Farmworkers who are provided with information only services should be registered in the IowaWORKS system.</p> <p>For migrant and seasonal farm workers, services beyond self-service and information only activities (ones where staff assistance is provided one-on-one) require enrollment in Wagner Peyser, entry of a participation date, and signed Wagner Peyser application. Examples of services provided to MSFWs that require Wagner Peyser enrollment include but are not limited to:</p> <ul style="list-style-type: none"> ➤ Staff-assisted job search & placement including career and individual counseling ➤ Staff-assisted job referrals ➤ Staff-assisted job development ➤ Initial assessment (including one-on-one discussion with CP) of skill levels and supportive service needs ➤ Staff-assisted labor market research on in-demand industry sectors and occupations ➤ Staff-assisted information on non-traditional employment 	Yes – Refer to Services Desk Aid for specific service codes

	<p>➤ Staff-assisted referrals to and coordination of activities with other programs and services</p> <p><i>Co-enrollment with Title I (A/DW/Y) should be completed when it is beneficial to the customer.</i></p> <p>MSFW Outreach Staff are required to complete a monthly outreach log, which must be submitted to the Operations Manager(s) for their area.</p>	
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Staff Assisted Labor Exchange

Centers will strive to provide integrated services to ensure participants are fully supported entering employment. When needed, Career Planners will work with local employers through the development and/or maintenance of job orders to assess their hiring and training needs to fill positions in their organizations. All career planners in AJCs will provide staff assisted labor exchange services, when appropriate. These services can be initiated from the job seeker side or the employer side.

- When a career planner is working individually with a customer and determines them to be job ready, either the career planner or integrated business service team members will work to create employment opportunities to match the knowledge, skills, abilities, and desires of the customer. These employment opportunities can be a request to a hiring employer to review a resume or conduct an initial interview. Based upon the outcome of this resume review or initial interview, more work readiness activities might be deemed necessary. These could be in the form of career counseling, mock interviews, or enrollment with a partner program to provide specific work experience, on-the job training, or an internship. Provided services will be recorded in IowaWORKS.
- The second method staff assisted labor exchange may be provided is through system matching. Career planners will look at open job orders and initiate a search for registered job seekers who match the knowledge, skills, and abilities needed for the position. Referrals or notifications can be sent to job seekers, employers, or both as a result of the search.

Transition



Service-Managed Participants Within Career Services

If during consultation with an individual the IowaWORKS Career Planner determines that Service-Managed Career Services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. In Service-Managed Career Services, an enrollment in Wagner Peyser and/or Title I would be required, including applicable eligibility documentation. While these services are to be provided by all center team members, once service management begins, participants will have one team member who will be their primary point of contact to help guide them to their employment goals. Along the way, other team members may be providing services to move the participant toward their employment goal, as well, but contact will be maintained between the case manager/service manager and the participant. Note that during enrollment, Career Planners should not require documentation other than what is needed to determine eligibility. TEGL 10-23

The services listed below can be provided in conjunction with services listed in the Exploratory and Career Services sections of this document. The services listed in this document are not inclusive of every service available to customers but are intended to highlight those most often provided.

The following are minimum documentation requirements for all service managed participants: an objective assessment, comprehensive individual employment plan or individualized service strategy, job search and placement, career counseling, referrals to any needed partner programs, contact at least once per quarter (with once per month as a best practice), case notes, follow up services. Specific programs have additional documentation as listed below.

Service	SOP	Record Stand Alone Service
Individual Employment Plan (IEP) or Individualized Service Strategy (ISS) *Required	Career Planners must complete an Individual Employment Plan (IEP) for all participants in Title I Adult and Dislocated Worker, Jobs for Veterans State Grant (JVSG), Trade programs, and all other service managed participants or an Individualized Service Strategy (ISS) for all Title I Youth. An IEP/ISS is a form that must be completed in the IowaWORKS system and a continual process for working towards employment goals with a participant. The IEP/ISS is developed in partnership with the participant. The IEP/ISS identifies where the participant is, where the participant wants to be and the appropriate mix and sequence of services and support to reach a realistic employment goal. The development of the IEP/ISS and updates or revisions should be based upon the results of the comprehensive assessment process.	Yes IEP – 205 ISS - 406
Objective Assessment (OBA) *Required	Collection of information upon which a participant's Individual Employment Plan (IEP) will be based. An objective assessment is a mutual exchange of ideas and opinions, discussion and deliberation which includes an examination of the capabilities, needs, and vocational goals of a participant.	Yes - 203
Guidance and Counseling (G&C)	Guidance and counseling (G&C) is the process of assisting a participant through a mutual exchange of ideas and opinions, discussion, and deliberation. This activity can be done in a group or individualized setting which assists a participant in obtaining a focus to develop their talents and competencies for the world of work. This may include career and academic	Yes – 204 (Referrals would be recorded separately based

	counseling, referrals for crisis intervention, domestic abuse counseling, drug and alcohol abuse counseling, and mental health counseling offered by qualified professionals.	on where referred.)
Career Planning (CAP)	<p>CAP is a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for individuals to ensure access to necessary workforce activities and supportive services, using, where feasible, computer-based technologies, and to provide job, education, and career counseling, as appropriate, during program participation and after job placement.</p> <p>The following tools are available to assist participants, in combination with a thorough discussion with a career planner of results and how they fit into the customer's plan.</p> <ul style="list-style-type: none"> ➤ O*NET Online ➤ Career Explorer ➤ IowaWORKS system 	Yes - 230
Case Notes	The purpose of case notes is to provide information regarding services delivered to participants (current or planned) which build on the participant's strengths, address barriers, and work towards the individuals desired goals. Case notes should be written to give the reader a clear background of the individual and must include sufficient personal details in the record to form a reasonable basis for understanding the customer and making decisions about services, without providing too much personal information to safeguard the participant's privacy. Every interaction should be documented, participant progress tracked, attempts made to contact and the contact type (face-to-face, email, phone, virtual).	No
Financial Literacy (FIN)	Provides a participant with the information needed to make informed judgements and effective decisions about the use and management of their money.	Yes - 213
Program and Service Referrals	As appropriate to programs and services to help participants overcome barriers to employment	Yes – refer to services desk aid
Specialized Assessments	<p>Comprehensive Assessment will be conducted after enrollment. The assessments will be used to determine the strengths of the individual and to identify any needed services. Assessments will include but are not limited to soft skill identification and deficiency, literacy, and career interests. Assessments used by partner programs will be decided by the LWDB. All assessments done for service managed individuals will include a discussion with a career planner regarding results.</p> <p>Once an individual has been enrolled:</p> <ul style="list-style-type: none"> ➤ An individual is to complete a comprehensive assessment to determine what is needed to accomplish career pathway goals ➤ Complete assessments as determined by the Local Workforce Development Board <p>Assessments:</p> <ul style="list-style-type: none"> ➤ Basic Skills ➤ Aptitudes Assessments ➤ Workplace Skills 	Yes – Refer to Services Desk Aid for specific service numbers, which will be based on what assessment was completed.

	➤ Other Assessments	
Pre-Vocational Activities (PVA)	<p>Pre-vocational activities are a short-term, individualized career service that develop the necessary learning skills required as a knowledge and skill base before participants can enter into, or progress satisfactorily in a specific occupation, career path, or training program.</p> <ul style="list-style-type: none"> ➤ Learning skills ➤ Communication skills ➤ Interviewing skills ➤ Punctuality ➤ Personal maintenance skills ➤ Professional conduct services to prepare individuals for unsubsidized employment or training 	Yes – 206
Work-Based Learning Opportunities	<p>Work-Based Learning opportunities utilize real work to provide participants with the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities. Following are examples of Work-Based Learning activities:</p> <ul style="list-style-type: none"> ➤ Registered apprenticeships ➤ Quality Pre-apprenticeships ➤ Internships ➤ Job shadows ➤ Work experiences and internships ➤ DoD SkillBridge internship ➤ Transitional jobs ➤ On-the-job training ➤ Customized training ➤ Incumbent worker training 	Yes – refer to services desk aid
Training Services	<p>Career Planners may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first, and there is no sequence of service requirement.</p> <p>Types of training services that may be provided include:</p> <ul style="list-style-type: none"> ➤ Occupational skills training, including training for nontraditional employment ➤ On-the-job training ➤ Incumbent worker training ➤ Programs that combine workplace training with related instruction, which may include cooperative education programs ➤ Training programs operated by the private sector ➤ Skill upgrading and retraining ➤ Entrepreneurial training ➤ Job readiness training provided in combination with the training services described in any of clauses 1 through 7 or transitional jobs 	Yes – refer to services desk aid

	<ul style="list-style-type: none"> ➤ Adult education and literacy activities, including activities of English Language acquisition and integrated education and training programs, provided concurrently or in combination with services provided in any of clauses 1 through 7 ➤ Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training <p>Training services may be made available to employed and unemployed adults and dislocated workers under the following circumstances:</p> <ul style="list-style-type: none"> ➤ The American Job Center (AJC) or partnering agency determines, after an interview, evaluation, or assessment, and career planning, individuals are: <ul style="list-style-type: none"> ○ Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services ○ In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment ○ Have the skills and qualifications to participate successfully in training services ○ They select a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate ○ They are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as state-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants ○ If training services are provided through the adult funding stream, and the individual is determined eligible in accordance with priority of service policies in effect for Adults and Veterans under WIOA. 	
English Language and Integrated Education and Training (ELT)	ELT is a service approach that provides English language acquisition, adult education and literacy activities. These activities are provided concurrently and contextually with workforce preparation activities, and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement.	Yes - 212
Staff Assisted Job Search and Placement	Job Development (Please see job development process)	Yes – Refer to job development process for services to be recorded
Out-of-Area Job Search Assistance (OAS)	OAS occurs when the participant is provided one-on-one assistance with the development of their job search activities and career counseling for positions that are outside their local area.	Yes - 214

	Participants shall be provided information on in-demand industry sectors and occupations, including information regarding nontraditional and emerging employment opportunities.	
Title I Adult	<p>Title I Adult Program is designed to help unemployed and underemployed individuals improve their skills and obtain quality employment by providing a combination of career, training, and support services.</p> <p>Adult Eligibility Individuals are eligible for the WIOA Title I Adult program if they meet all the following criteria:</p> <ul style="list-style-type: none"> ➤ 18 years of age or older ➤ A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S. ➤ Registered with Selective Service if applicable <p>Adult Priority of Service (In Accordance with Local Area policies) For adult individualized career services and employment and training activities, and regardless of the funding available in the local area, priority must be given to:</p> <ol style="list-style-type: none"> 1. Recipients of public assistance 2. Other low-income individuals 3. Individuals who are basic skills deficient 4. Individuals with barriers to employment <p>Application of Priority of Service Priority must be provided in the following order:</p> <ol style="list-style-type: none"> 1. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient, and individuals with barriers to employment 2. Non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Title I Adult formula funds 3. Veterans and eligible spouses who are not included in WIOA's priority groups 4. Priority populations established by the Governor and/or LWDB (Individuals with Barriers to employment) 5. Non-covered persons outside the groups given priority under WIOA <p><i>Contact will occur every 90 days as a minimum; every 30 days is best practice.</i></p>	Refer to Title I Adult Policy for Services Needed Upon Program Entry
Title I Dislocated Worker	The dislocated worker program is designed to help individuals re-enter the workforce as quickly as possible after becoming dislocated from employment due to a no-fault job loss, mass layoff, global trade dynamics, or transitions in economic sectors by providing a combination of career, training, and support services. The program's delivery of services are tailored to the individual needs of the customer.	Refer to Title I Dislocated Worker Policy for Services Needed Upon Program Entry

	<p>Service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex Military members (UCX), generally qualify as dislocated workers.</p> <ul style="list-style-type: none"> ➤ Dislocated Worker funds under WIOA Title I can help separating service members enter or reenter the civilian labor force. Generally, a notice of separation, either a DD Form-214 from the Department of Defense or other appropriate documentation (such as separation orders) that shows a separation or imminent separation from the Armed Forces, qualifies as the notice of termination or layoff to meet the required dislocated worker definition. ➤ In most instances an individual will have to be eligible for or have exhausted entitlement to unemployment compensation (including UCX) in order to receive dislocated worker services. In the case of separating service members, or those on a terminal leave from the military, it may make sense to begin providing career services while the service members are still on Active Duty but have imminent separation dates. ➤ It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable. ➤ Separating service members are required to participate in the Transition Assistance Program (TAP) in order to ensure they are prepared for civilian employment. During this program, separating service members and their spouses are encouraged to contact IowaWORKS in the area in which they wish to seek services. <p>WIOA expands the definition of dislocated workers to include:</p> <ul style="list-style-type: none"> ➤ A member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member ➤ A member of the Armed Forces on active duty and who meets the criteria for displaced homemaker <p><i>Contact will occur every 90 days as a minimum; every 30 days is best practice.</i></p>	
Title I Youth	<p>The Title I Youth program is designed to prepare youth facing significant barriers to success for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program provides resources and support to overcome those barriers and successfully transition to self-sufficient adulthood. Local communities provide youth activities and services in partnership with IowaWORKS and under the direction of local Workforce Development Boards.</p>	<p>Refer to Title I Youth Policy for Services Needed Upon Program Entry</p>

	<p>Youth program career planners should deliver services in a customer-centered, high-quality manner which seeks to advance the following for participants:</p> <ul style="list-style-type: none"> ➤ Enhanced skill sets ➤ Increased likelihood of entry into meaningful employment ➤ Enhanced chances of retaining employment leading to self-sufficiency, and ➤ Removal and reduction in barriers to employment <p>Services for those who qualify may include:</p> <ul style="list-style-type: none"> ➤ Tutoring, Study Skills training, and dropout prevention and recovery ➤ Alternative secondary school services ➤ Paid and Unpaid work experiences ➤ Occupational Skills training ➤ Education offered concurrently with workforce preparation ➤ Leadership Development ➤ Supportive Services ➤ Adult Mentoring ➤ Follow-up Services ➤ Comprehensive guidance and counseling ➤ Financial literacy education ➤ Entrepreneurial skills training ➤ Labor Market Information ➤ Postsecondary education and training (preparation and transition) <p>Contact is required every 30 days.</p>	
<p>PROMISE JOBS (PROMoting Independence and Self-sufficiency through Employment, Job Opportunities and Basic Skills)</p>	<p>PROMISE JOBS (PJ) is a program designed to increase the availability of employment and training opportunities to Family Investment Program (FIP) recipients through a Family Investment Agreement (FIA). PJ and the FIA are designed to provide FIP applicants and recipients with opportunities to move to self-sufficiency through employment and to develop vocational skills needed to become economically self-sufficient. If a PROMISE JOBS customer chooses or would like additional job search or training assistance, PJ advisors should complete a referral in the customer's Local Workforce Development Area. A Wagner Peyser (WP) application will be completed for those individuals needing additional job search or training assistance. The WP application will be completed by the referral recipient.</p> <p><i>Co-enrollment with a Core Partner should be completed when it is beneficial to the customer.</i></p> <p><i>Co-enrollment with Wagner Peyser for Veterans participating in PJ is encouraged.</i></p>	<p>Refer to PROMISE JOBS Policy for Services Needed Upon Program Entry</p>

Ticket to Work	<p>All Ticket to Work Customers will be enrolled in Wagner Peyser. Following the enrollment, Ticket to Work Career Planners will set the service “Ticket to Work Enrollment” to the plan for all Ticket to Work participants and leave the service open. This is a participant -level service that will extend soft exit.</p> <p>Individualized Work Plan (Form 1370 – Social Security Administration) Every individual enrolled into the Ticket to Work program must have a signed Individualized Work Plan.</p> <p>Individualized Work Plan To locate the Individualized Work Plan, search the internet for Social Security Administration form 1370: Individual Work Plan and download a copy to the Career Planner’s computer. <i>*Note if Career Planner’s computer does not have Adobe Pro, use the “Text” feature to complete the form.</i></p> <p>The IWP is an agreement between the job seeker and the Department which outlines the specific employment services and support services that are agreed upon in order to achieve the job seekers financial independence.</p> <p>Sections of the IWP:</p> <ul style="list-style-type: none"> ➤ Employment Network and Ticketholder Contact Information ➤ Documentation of EN – Ticketholder Discussion ➤ Ticketholder’s Recent Work History ➤ Ticketholder’s Employment Goals – Both a short-term and long-term goal must be documented using the SMART (Specific, Measurable, Achievable, Realistic, Timebound) Goal method. The description should include the desired occupation, number of hours projected to be working, the projected monthly earnings for the goal, and an estimated date to when the goal will be achieved. Example: Sara will find employment as a CNA working 15 hours per week at \$15 per hour by 12/1/2024. The short-term goal should have the ticketholder earning the Trial Work Level, whereas the long-term goal should have the Ticketholder earning the Substantial Gainful Activity amount, as the goal is to assist the ticketholder in becoming self-supportive. ➤ EN Supports and Services – These are the action steps the ticketholder and/or career planner will need to complete to achieve their goals such as: benefit planning, goal setting, job development, job search, job accommodations, and regular follow up. ➤ IWP Terms and Conditions ➤ Signatures <p>Both the job seeker and the career planner must sign the IWP. The IWP will be uploaded into the IowaWORKS case management system.</p>	Yes - 124
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	<p>Path to upload: manage individual>assist individual>select customer's name>expand staff profiles>general profile>documents (staff)>scan a document Program: Wagner Peyser Subcategory: Ticket to Work Document Description: Other Document Tags: "Ticket to Work Addendum" User Accessible: Yes Scan Document</p> <p>Each time a service is provided it must be recorded in the data management system, including monthly or quarterly contact attempts. When the service is provided, a case note must be added to document the provision of the service. Services should be documented at the time they are scheduled and provided. For example, if providing Guidance and Counseling, add the start and end date of that specific service and a corresponding case note.</p> <p><i>Ticket to Work Career Planner must assign themselves as the Case Manager.</i></p> <p><i>Co-enrollment with Title I (A/DW/Y) should be completed when it is beneficial to the participant.</i></p>	
SNAP Employment & Training (SNAP E&T)	<p>The American Job Centers provide services to assist individuals receiving SNAP benefits (AKA Food Assistance) through the Department of Health and Human Services, connecting them to opportunities to move to self-sufficiency through training and employment, and to develop vocational skills needed to become economically self-sufficient. The program is voluntary. To be eligible a participant needs to have a pending SNAP application or be an active SNAP recipient. Customers who self-attest during the Welcome or Exploratory process to receiving SNAP benefits should be provided information related to the SNAP Employment and Training Program and the services that the AJCs offer to assist these customers.</p> <p>Customers expressing interest in the program should be referred to one of the designated AJC staff who provide SNAP E&T services.</p> <p>Services provided in the SNAP Employment and Training Program are required to follow the process outlined in the SNAP Employment and Training Provider Handbook, including assessment, employability plan, and ongoing case management.</p> <p><i>Career Planners providing SNAP E&T Services must assign themselves as the Case Manager.</i></p> <p>Services Available include:</p> <ul style="list-style-type: none"> ➤ Work Readiness Training which focuses on the fundamental soft skills necessary in the workplace, including workplace relationships, communication, work ethic, and personal presentation. 	Yes – Reference specific SNAP E&T Training modules

	<ul style="list-style-type: none"> ➤ Supervised Job Search which focuses on coaching sessions with a career planner including review of activities, resume building, and identifying potential job opportunities. ➤ Job Retention Services which focuses on guidance, counseling and other transitional supports once employment, registered apprenticeship, or other on-the job training programming is secured. ➤ Co-enrollment with other SNAP E&T providers when it is beneficial to the participant ➤ Co-enrollment in Title I services when it is in the beneficial to the participant <p>Individuals who participate in the SNAP E&T program may be eligible to receive support services including but not limited to: transportation, interview clothing, uniforms and tools to assist them in achieving self-sufficiency.</p>	
JVSG-VETERAN CAREER PLANNER	<p>Purpose</p> <p>This Standard Operating Procedure is not to replace the Veterans' Program Letter 05-24 outlines the roles and responsibilities of the Disabled Veterans Outreach Program Specialist (VETERAN CAREER PLANNER).</p> <p>Iowa refers to DVOPs as Veteran Career Planners. These Career Planners are funded through Jobs for Veterans State Grants (JVSG), a required partner program under Workforce Innovation and Opportunity Act (WIOA) and are located in many of Iowa's American Job Centers (AJCs).</p> <p>JVSG Eligibility and Employment Barriers (EB's)</p> <ul style="list-style-type: none"> ➤ Veteran Career Planners serve eligible Veterans and eligible persons who have a barrier(s) to employment. The term "eligible Veteran" is defined as a person who: ➤ Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge; or ➤ Was discharged or released from active duty because of a service-connected disability; or ➤ Was a member of a reserve component under an order to active duty—pursuant to 10 U.S.C. §§ 12301(a), (d), or (g); 12302; or 12304—who served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or ➤ Was discharged or released from active duty by reason of a sole survivorship discharge. ➤ Additionally, an "eligible person" is: ➤ The spouse of any person who died of a service-connected disability; 	Refer to JVSG Policy for Services Needed Upon Program Entry

	<ul style="list-style-type: none"> ➤ The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more <ul style="list-style-type: none"> ○ than ninety days; ○ missing in action, ○ captured in line of duty by a hostile force, or ○ forcibly detained or interned in line of duty by a foreign government or power, or ➤ The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability, or the spouse of a veteran who died while a disability so evaluated was in existence. <p>Additional Populations Eligible for Services:</p> <ul style="list-style-type: none"> ➤ Eligible Transitioning Service Members, Spouses, and Caregivers ➤ Transitioning Service Members (TSM) who, at the time of enrollment, have participated in any part of the Transition Assistance Program, including self-paced online modules and Individualized Initial Counseling ➤ Members of the Armed Forces who are assigned to a Warrior Transition Unit due to illness or injury ➤ Spouses or other family caregivers of any person assigned to a Warrior Transition Unit due to illness or injury ➤ During Welcoming, a customer who self-discloses their veteran status during their IowaWORKS system registration, will be prompted to answer additional veteran-related questions regarding their service and potential qualifying employment barriers. Non-JVSG Career Planners will refer any veteran/eligible person who discloses one or more of the following barriers, AND who expresses interest in receiving one or more individualized career services from the Veteran Career Planner: ➤ Has a disability, which may include any of the following: <ul style="list-style-type: none"> ○ Special disabled Veteran – receives service-connected disability of 30% or higher ○ Disabled Veteran – receives service-connected disability ○ Other disability – any self attested disability ➤ Is a Vietnam-era veteran, as defined by 38 U.S.C. § 4211(2) as an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era, as defined by 38 U.S.C. § 101(29); ➤ Is a recently separated veteran, defined in 38 U.S.C. § 4211(6) as a veteran who was discharged or released from active duty within the last three years; ➤ Has been referred for employment services by a representative of the Department of Veterans Affairs; 	
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	<ul style="list-style-type: none"> ➤ Is experiencing homelessness, as defined in Sections 103(a) and (b) of the McKinney Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b)); ➤ Is justice-involved, as defined in WIOA Section 3(38), 29 U.S.C. § 3102(38) (definition of “offender”); ➤ Is between the ages of 18–24 years of age at the time of enrollment; ➤ Is educationally disadvantaged, meaning that the individual lacks a high school diploma or equivalent certificate; ➤ Is economically disadvantaged, which means any of the following: <ul style="list-style-type: none"> ○ Meets the definition of a low-income individual in WIOA Section 3(36), 29 U.S.C. § 3102(36) ○ Unemployed ○ Heads of single-parent households containing at least one dependent child <p>Wagner-Peyser enrollment and referral</p> <p>All eligible Veterans and other eligible persons who self-attest to one or more of the employment barriers to employment (EB) criteria will complete a Wagner-Peyser (WP) application before his/her appointment with a Veteran Career Planner. Non-JVSG Career Planners will enroll the Veteran into Wagner-Peyser, set the JVSG Eligibility date, and refer the Veteran to the Veteran Career Planner using service code 151 – Referred to Veteran Career Planner. If available, the Veteran Career Planner will meet with the Veteran on the same day that the Veteran visits the office; however, if the Veteran Career Planner is not available, the Veteran will be served by IowaWORKS team members, and an appointment will be scheduled with the Veteran Career Planner as soon as possible. Any services provided by non-JVSG Career Planners will be documented in the IowaWORKS system. On rare occasions, Veteran Career Planners may also meet with an EB Veteran before the (WP) application is completed and can then assist the Veteran with completing the application.</p> <p>Veterans, service members and spouses NOT eligible for JVSG services will be referred to a Home Base Iowa Career Planner using the service code - 168 – Referral to Home Base Iowa. The referral must be communicated via phone, message, email or in-person if applicable.</p> <p>If a Veteran Career Planner recognizes during the initial assessment that job seeker did not attest to a Qualifying Employment Barrier (EB), or actually does not have an eligible EB, they will discuss Home Base Iowa Career services with the job seeker and provide a warm handoff, if appropriate, to their Home Base Iowa Career Planner. If they are handed off to a Home Base Iowa Career Planner for service management, the Home Base Iowa Career Planner will provide services as normal.</p>	
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100% co-enrollment with Wagner-Peyser. Wagner-Peyser Career Planners will enroll EB Veterans/eligible persons and the first service will be the referral to the VETERAN CAREER PLANNER (151 – Referred to DVOP).

Providing/Recording Services

Veteran Career Planners must provide and document individualized career services (ICS) to eligible veterans and eligible persons to meet their employment and/or training goals, prioritizing service to special disabled and other disabled veterans as noted above.

Case management is a customer-centered approach to the delivery of individualized career services and is designed to prepare and coordinate comprehensive employment plans for participants, identify and assure access to the necessary training and supportive services, and provide support during program participation and after job placement. Case management includes all of the following elements:

- *Comprehensive assessment* -- This is an in-depth evaluation that documents the individual's employment barriers and pertinent history, such as education, skills, and job history.
- *Employment Plan* – This may also be known as an Individual Employment Plan, plan of action, Individual Development Plan, etc. The participant and the Veteran Career Planner jointly develop the employment plan. The employment plan must address all barriers identified in the comprehensive assessment (e.g., lack of transportation), not just the barriers that made the participant eligible for Veteran Career Planner services.
- *Consistent Contact* – Veteran Career Planners must maintain regular, consistent contact with the participant, including meetings and updates, both pre- and post-employment. Contact with a participant should be meaningful to continually assist the participant in overcoming employment barriers to find and maintain employment. Consistent contact is based on the participant's individual needs and situation, as per the written plan and case notes. This also includes any documented attempts at contact, but it does not include mass or group communications such as an email newsletter.

As part of case management, Veteran Career Planners are required to facilitate employment. Veteran Career Planners may contact an employer on behalf of a specific veteran to facilitate employment, in coordination with the LVER and business service teams to avoid duplicative contacts to employers. Veteran Career Planners must not contact employers to advocate for the hiring of veterans in general or advocate on behalf of other populations, as this is an LVER or Business Services Teams (BST) duty.

	<p>Co-Enrollment</p> <p>Co-Enrollment is strongly encouraged, provided it is appropriate and makes sense to a participant, as well as the use of Integrated Resource Teams.</p> <ul style="list-style-type: none"> ➤ Title I A/DW, Trade, and PROMISE JOBS will have separate applications in the IowaWORKS system but the VETERAN CAREER PLANNER should work with those program case managers to develop the veterans' IEP/goals/objectives to reach employment/training success. <p>Outreach</p> <p>Outreach is an important part of a Veteran Career Planner's job responsibilities as outlined in VPL 05-24 which states that Veteran Career Planners may perform additional activities including the following in the event they do not have a full case load of eligible veterans or eligible persons. Conduct relationship building, outreach and recruitment activities with other service providers in the local area, to enroll EB and priority category veterans in an AJC. Examples include the following:</p> <ul style="list-style-type: none"> ➤ Vocational Rehabilitation and Employment programs ➤ Homeless Veterans Reintegration Project grantees ➤ Department of Veterans Affairs medical centers and Vet Centers ➤ Homeless shelters ➤ Civic and service organizations ➤ Community Stand Downs ➤ Military installations ➤ WIOA partners ➤ State Vocational Rehabilitation Agencies <p>Additionally, Veteran Career Planners may conduct outreach to employers to perform Job Developments on behalf of their service managed veterans as well as the following:</p> <ul style="list-style-type: none"> ➤ Build a referral network of community services for helping veterans resolve barriers to employment ➤ Market the services of the partnership organization ➤ Develop training and job development contacts of small to medium employers for job leads ➤ Maintain community awareness of veteran issues <p>Veteran Career Planner outreach efforts and results of those efforts are a required element on the quarterly Manager's Report on Services to Veterans that are reviewed by DOL VETS.</p> <p>Manager's Report on Services to Veterans</p> <ul style="list-style-type: none"> ➤ Fill in information in the applicable fields 	
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	<ul style="list-style-type: none"> ➤ Be specific and detailed with examples, data, information, and results, including outreach, success stories, and best practices ➤ Outreach <ul style="list-style-type: none"> ○ Be specific and provide statistics and results ➤ Veteran Good News/ Best Practices: <ul style="list-style-type: none"> ○ AJC accomplishments ○ Success stories – be specific, type of EB Veteran, First name only, services provided, when and where employed, job title, pay rate ➤ VCP's, HBI CP's, and LVER's will prepare the report and will send to the appropriate Operations Manager by the 10th of the month following the end of the quarter to allow time for revisions <ul style="list-style-type: none"> ○ Example, 1st Quarter 2024 (Oct – Dec 2023) is due January 10, 2024 ➤ Report is due from Operations Manager to the Director of Veteran Workforce Services by the 15th of the month following the end of the quarter <p>Example, 1st Quarter 2024 (Oct – Dec 2023) is due January 15, 2024</p>	
Home Base Iowa (HBI) Career Planners	<p>HBI Career Planners will follow the above guidance for JVSG-Veteran Career Planner service management for all Veterans, service members, and spouses enrolled in HBI with one exception, they will edit the WP application and add “Home Base Iowa” as a Special Project within the Miscellaneous section of the application.</p> <p>HBI Eligibility Home Base Iowa Career Planners serve Veterans, Transitioning Service Members, and Spouses who are seeking employment services in Iowa. The requirement for these populations is that the discharge of the Veteran is any class EXCEPT for dishonorable discharge.</p> <p>JVSG COLLABORATION Home Base Iowa Career Planners are an integral part of the Home Base Iowa Program, in which they provide services to eligible Veterans, Transitioning Service Members, and Spouses, provide placement services to businesses, and build relationships with Employers, Community Resources, and Veteran Organizations. As such, Home Base Iowa Career Planners will have opportunity to assess and determine eligibility for JVSG in the Veteran's current or future situation.</p> <p>Home Base Iowa Career Planners will discuss with Veterans if eligible for JVSG and make proper referral to Veteran Career Planner at the appropriate time. The Service Code 151 - Referred to VCP is to be recorded at that time.</p> <p>OUTREACH Outreach is a vital role in a Home Base Iowa Career Planner's job responsibilities as follows:</p>	Refer to HBI Policy for Services Needed Upon Program Entry

	<p>Conduct relationship building, outreach and recruitment activities with other service providers in the local area, to enroll Veterans, Transitioning Service Members, and Spouses in an AJC. Examples include the following:</p> <ul style="list-style-type: none"> ➤ Military Installations both in and out of State ➤ Colleges ➤ Civic and Service Organizations <p>Additionally, Home Base Iowa Career Planners may conduct outreach to employers to increase the awareness of the Home Base Iowa Program, the value of participation, along with the benefits associated with hiring Veterans. Examples include the following:</p> <ul style="list-style-type: none"> ➤ Market the services and incentives of Home Base Iowa and partnership organizations to prospective Employers, Veterans, Transitioning Service Members, and Spouses, both in and out of State, through social media, in-person events, etc. ➤ Provide information on Skill-bridge Program ➤ Develop training and job development contacts for job leads ➤ Collaborate with Employers to determine future employment needs within the State to recruit inside and outside the State to fulfill those needs ➤ Build a referral network of community services for helping Veterans gain employment <p>DoD Skillbridge Program Iowa Workforce Development is now a 3rd Party Administrator for the DoD SkillBridge Program. The DOD SkillBridge program provides an opportunity for transitioning service members to gain valuable civilian work experience through specific industry training and internships during their last 180 days of services. In addition, this program provides an opportunity for employers to gain early access to a highly trained and motivated workforce at no cost. At times, while doing outreach, networking, or advocacy for a Veteran, an HBI CP may be asked by an Employer about Skillbridge. The HBI CP at this time is to perform a warm handoff to the LVER of the Employer's region. This will ensure that the LVER is able to provide all Employer services to that Employer as well as providing up to date information concerning the Skillbridge Program.</p>	
Returning Citizens	Registered apprenticeship participants who are being served by our six Re-Entry Career Planners will be enrolled in Wagner Peyser and those career planners will be their assigned case manager. Upon release, those participants will be reassigned to a career planner and new case manager if additional services are needed at the nearest IowaWORKS Center. If the Returning Citizen is not continuing with a Registered Apprenticeship Program upon release, the open 310 service must be appropriately closed.	Yes – 310 for RA
Trade	Trade Adjustment Assistance (TAA) was a federally funded employment and training program that provided benefits to individuals displaced from their jobs due to impacts of foreign trade. This program is sunseting and only individuals with already approved petitions are being service managed. The goal of the TAA program was to provide trade-affected workers with	Refer to Services Desk Aid for Ongoing Services to be Provided

	opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.	
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Follow Up/Exit

Career Planners will request and document employment information from the participants.

Follow-Up Services must be offered, as appropriate, including: counseling regarding the workplace, for participants in adult and dislocated workers who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow up may be accomplished in person, phone, virtually, email or text messages. *Follow-up services do not extend the date of exit in performance reporting.*

Exit from program services occurs on the last date a participant received a WIOA Title I, Title III or other U.S. Department of Labor administered participant level program service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services. All activities must be closed for the exit to occur.

The following services do not extend the date of exit in performance reporting:

- Self-service
- Information-only services or activities
- Supportive services
- Follow-up services

Gaps in Service

Career planners may only initiate a gap in service if the following circumstances prevent an individual from participating in services:

- Health/Medical or family care (for conditions expected to last less than 90 days)
- Institutionalization
- Additional circumstances, as approved by the Workforce Services Bureau Chief

In order to initiate a gap in service, there must be a documented plan to provide the participant with future services. Gaps in service should be less than 90 days from date of last service. All gaps must be documented in the data management system and are subject to monitoring.

Unplanned Exit

The following outlines circumstances which may be appropriate to close services and allow an exit to occur prior to achievement of goals as outlined in the Individual Service Strategy (ISS) or Individual Employment Plan (IEP). The career planner can enter the appropriate exit reason only in the following participant circumstances:

- Institutionalization
- Health/medical or family care (for conditions expected to last beyond 90 days and documented by a physician)
- Deceased
- Reserve military called to active duty – the participant is a member of the National Guard or military Reserve unit and is called to active duty for at least 90 days
- Foster care (for youth only)



Business Engagement

WIOA promotes alignment of workforce development programs with regional economic development strategies to meet the needs of regional and local employers. Through the American Job Centers, applicable one-stop partners develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

Customized business services may be provided to employers, employer associations, economic development groups and other such organizations. These services are tailored for specific employers and may include recruitment events, information on accessing untapped labor pools like individuals who experience disabilities, Veterans, minority population groups, etc., referral of qualified candidates, writing job descriptions and posting positions to the statewide job bank, information on federal and state training opportunities available to employers, employer unemployment assistance, and tips for best utilization of IowaWorks.gov.

Service	SOP	Record Stand Alone Service
Assisted Employer with Accessing Untapped Labor Pools	Provided assistance to employers to establish pipeline of potential employees based on untapped talent	Yes – E01
New Employer Engagement	Record this service when an employer receives an initial visit or contact regarding any of the range of services and/or other assistance available to workers and employers via IowaWORKS. An employer with an existing account (Recruiting Account or Marketing Lead) that has not received a service and/or a case note within the previous 6 months would also be counted as a “New Employer Engagement”.	Yes – E02
Planned Layoff Response	Assistance to employer in planning a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters	Yes – E03
Provided Candidate Pre-Screening	Assistance to employer who has an open job order in pre-screening job ready candidates	Yes – E05
Provided Employer Information and Support Services	Staff-assisted education and engagement of the employer in the local job market/economy and explaining the range of services available through American Job Centers	Yes – E07
Provided Incumbent Worker Training Services	An employer has received incumbent worker training services to employees so that they are able to gain the skills necessary to retain employment, advance within the company, or to provide the skills necessary to avert a layoff	Yes – E08

Provided Job Fair Services	Assistance to an employer participating in a job or career fair	Yes – E09
Provided Job Order Follow-up/Assistance	Assistance to an employer with creating a job order and/or following up on their recruitment needs	Yes – E10
Provided Rapid Response / Business Downsizing Assistance	Employer receives an initial on-site visit or contact to discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closure or natural disasters or to plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters. This involves developing strategies and activities to address the needs of businesses in transition.	Yes – E11
Provided Strategic Planning / Economic Development Activities	Engagement of business in either workforce development strategic planning or business growth and economic development strategic planning	Yes – E12
Provided Training Services	Provide training opportunities to address topics of concern to business	Yes – E13
Provided Workforce Recruitment Assistance	Assist employers in meeting their human capital and skilled workforce needs	Yes – E14
Continued Employer Engagement	Engagement with a business who has been contacted and engaged with in the last 6 months	Yes – E15
Provided Work-Based Learning Information and Support	Staff-assisted education and engagement of Work-Based Learning and explanation of the range of services related to on-the-job training, work experience program, and other work-based learning related opportunities to include DoD SkillBridge	Yes – E16
Registered Apprenticeship – Intro Meeting	An introductory meeting with an employer an overview Registered Apprenticeship program is presented	Yes – E20
Referred Qualified Applicants	Providing qualified applicants to an employer without an open job order	Yes – E90
Notification to Employer of Potential Applicant	Notifying an employer of a potential applicant	Yes – E92
Business Engagement Consultants	<p>Business Engagement Consultants specifically will utilize regular outreach to build relationships and understand the needs of business to determine what services might be appropriate or needed. Outreach should also include connecting with community ambassadors and organizations that through partnership could be beneficial to the Workforce system.</p> <p>Business Engagement Consultants will provide key information as follows:</p> <p>Information Services</p> <ul style="list-style-type: none"> ➤ Be the key provider to the workforce system on Labor Market Information: 	Yes – See services desk aid

	<ul style="list-style-type: none"> ○ Wage data ○ Industry estimates and projections ○ Labor force demographics including labor shed reports ○ Occupation estimates and projections ○ Regulations, including mandatory information posters ○ “State-of-the-Workforce” reports and data <p>Economic and Business Stabilization Services</p> <ul style="list-style-type: none"> ➤ Participation in sector-based human resource alliances and strategies to include, but not limited to layoff aversion <p>Business Operations and Development</p> <ul style="list-style-type: none"> ➤ Through partnerships with regional Employers Council of Iowa, SHRM, other organizations, provide presentations/workshops/seminars on business success; workplace safety; human resource services (other than recruitment, i.e., turn-over studies); cultural competency and workforce diversity; economic development services. ➤ Effective use of social media to promote employer events and/or employer resources. 	
JVSG-LVER	<p>Local Veterans’ Employment Representatives (LVERs), funded through Jobs for Veterans State Grant (JVSG), a required partner program under Workforce Innovation and Opportunity Act (WIOA). Their primary role is to advocate for all veterans served by the American Job Center (AJC) with business, industry, and other community based organizations.</p> <p>Primary responsibilities are to:</p> <ul style="list-style-type: none"> ➤ Conduct outreach to employers in their assigned areas to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups ➤ Facilitate employment, training, and placement services furnished to veterans <p>The LVER’s role is capacity building within the state’s employment service delivery system to ensure easier access to the appropriate employment and training services for job seeking veterans. Iowa Workforce Development and the State of Iowa have the Home Base Iowa (HBI) public-private partnership program to facilitate these efforts. LVERs play an important role in assisting with the development of the service delivery strategies for veterans in their assigned IowaWORKS, as well as educating all IowaWORKS partner staff with current employment initiatives and programs, to include HBI, for veterans. LVERs will conduct employer outreach with a strong emphasis on HBI businesses, and a priority is placed on maintaining a working relationship with HBI businesses, especially larger businesses who have the capacity and desire to hire a large number of veterans on a regular basis. Additionally, LVERs will:</p> <ul style="list-style-type: none"> ➤ Plan and participate in hiring events and career fairs and promote HBI at the events; 	Yes – See services desk aid

	<ul style="list-style-type: none"> ➤ Conduct employer outreach and share the outcomes of the outreach with appropriate IowaWORKS team members; ➤ Promote HIRE Vets Medallion Program (HVMP) to all businesses; ➤ In collaboration with employers, conduct job searches and workshops; ➤ Inform Federal contractors of the process to recruit qualified veterans; ➤ Promote credentialing and licensing opportunities for veterans; ➤ Participate with other business outreach efforts; ➤ Communicate any new business outreach contacts to the local IowaWORKS Business Services Team; ➤ Ensure all business outreach, employer webinars/workshops, and employer services are properly documented in the case management system; ➤ In conjunction with employers, conduct veteran searches on HBI and facilitate veteran hiring workshops; ➤ Collaborate with business Veteran Employee Resource Groups (VERGs) to help promote veteran hiring; ➤ Coordinate with unions, apprenticeship programs and businesses/business organizations to promote employment/training programs and how using HBI connects them with job ready veterans; ➤ At a minimum; develop, organize and host quarterly webinars with employers about how to hire veterans; to include guidance on utilizing Home Base Iowa. <p>LVERs will refer to service codes previously listed to ensure proper documentation of services is completed.</p>	
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Appendix A

ACRONYMS

A&A	Able and Available (UI)
ADA	Americans with Disabilities Act
AEFLA	Adult Education and Family Literacy Act
AJC	American Job Center
ALJ	Administrative Law Judge
ANDS	Automated Non-monetary Decision System (UI)
BEC	Business Engagement Consultant
BET	Business Engagement Team
BLS	Bureau of Labor Statistics
CBOC	Community-Based Outpatient Clinic
CEO	Chief Elected Official
CLEO	Chief Lead Elected Official
DAS	Department of Administrative Services
DAT	Department Approved Training
DHHS	Department of Health and Human Services
DOC	Department of Corrections
DOD	Department of Defense
DOL	Department of Labor
DOM	Department of Management
DOT	Department of Transportation
DVOP	Disabled Veterans' Outreach Program
DW	Dislocated Worker
DWG	Dislocated Worker Grants
ECI	Employer Council of Iowa
ESGR	Employer Support of the Guard and Reserve
ESL	English as a Second Language
ETA	Employment and Training Administration
ETPL	Eligible Training Provider List

EUC	Extended Unemployment Compensation (UI)
FaDSS	Family Development and Self-Sufficiency Program
FCJL	Federal Contractors Job Listing
FIA	Family Investment Agreement
FIP	Family Investment Program
FM	Field Memo
FMLA	Family Medical Leave Act
GUS	Geographic Solutions Unemployment System
HBI	Home Base Iowa
HiSET	High School Equivalency Testing
HJ	Hiring Justification
HSED	High School Equivalency Diploma
HVMP	Hire Vets Medallion Program
HVRP	Homeless Veteran Reintegration Program
ICS	Individualized Career Service
IEDA	Iowa Economic Development Authority
IEP	Individual Employment Plan
IFA	Infrastructure Funding Agreement
IOA	Iowa Office of Apprenticeship
IPP	Individual Performance Plan
IWD	Iowa Workforce Development
iJAG	Iowa Jobs for America's Graduates
ING	Iowa National Guard
ISS	Individual Service Strategy
ISY	In School Youth
IVRS	Iowa Vocational Rehabilitation Services
JVSG	Jobs for Veterans State Grant
LBP	Limited Benefit Plan
LMI	Labor Market Information
LWDA	Local Workforce Development Area
LWDB	Local Workforce Development Board
LVER	Local Veterans' Employment Representative
MOU	Memorandum of Understanding

MSFW	Migrant and Seasonal Farmworker
NASWA	National Association of State Workforce Agencies
NOA	Notice of Award/Action
NVTI	National Veterans' Training Institute
OBA	Objective Basic Assessment
OJT	On-the-Job Training
OPAC	Office Proficiency Assessment and Certification
OPM	Office of Personnel Management
OSY	Out of School Youth
OWDS	Offender Workforce Development Specialist
PACE	Pathways for Academic, Career, and Employment
PDQ	Position Description Questionnaire
PIRL	Participant Individual Record Layout
PJ	PROMISE JOBS
PLA/C	Prior Learning Assessment/Credit
PROMISE JOBS	PROMoting Independence and Self-sufficiency through Employment, Job Opportunities and Basic Skills
POC	Point of Contact
PTS	Post Traumatic Stress
RA	Registered Apprenticeship
RCM	Reemployment Case Management
RESEA	Reemployment Services and Eligibility Assessments
REX	Reemployment Exchange
RR	Rapid Response
SBA	Small Business Administration
SBE	Significant Barrier to Employment
SCSEP	Senior Community Service Employment Program
SHRM	Society for Human Resource Management
SIDES	State Information Data Exchange System
SNAP	Supplemental Nutrition and Assistance Program
SOP	Standard Operating Procedures
SSA	Social Security Administration
SSN	Social Security Number

STEAM	Science, Technology, Engineering, Arts, Math
SWDB	State Workforce Development Board
SWA	State Workforce Agency
TAA	Trade Adjustment Assistance
TAADI	Trade Adjustment Assistance Data Integrity
TAG	Technical Assistance Guide
TANF	Temporary Assistance for Needy Families
TGAA	Trade and Globalization Adjustment Assistance Act
TAP	Transition Assistance Program
TRA	Trade Adjustment Act
TEGL	Training and Employment Guidance Letter
TEN	Training and Employment Notice
TTW	Ticket To Work
UCFE	Unemployment Compensation for Federal Employees
UCX	Unemployment Compensation for ex-servicemembers
UI	Unemployment Insurance**
UIPL	Unemployment Insurance Program Letter
UISC	Unemployment Insurance Service Center
USERRA	Uniformed Services Employment and Reemployment Rights Act
VA	Veterans Affairs
VETS	Veterans' Employment and Training Service (DOL)
VOIP	Voice Over Internet Phone
VPL	Veterans Program Letters
VR&E	Vocational Rehabilitation and Employment Service
WARN	Worker Adjustment and Retraining Notification Act
WBA	Weekly Benefit Amount
WBL	Work Based Learning
WEP	Work Experience Program
WIOA	Workforce Innovation and Opportunity Act

** Additional UI acronyms are listed in UI University.

Appendix B

WIOA CORE, REQUIRED, AND ADDITIONAL PARTNERS

***For eligibility requirements of any program listed, please consult a program representative or program policy.*

WIOA Core Program	Description	Links to website and/or resource information
Title I Adult	Provides career and training services through the American Job Center Network (AJC) called IowaWORKS centers in Iowa, serving individuals and helping employers meet their workforce needs. Individuals who are at least 18 years old may be eligible if they are a citizen of the United States or U.S. Territory, a permanent resident, or an alien/refugee lawfully admitted to the U.S., and registered with Selective Service if applicable. Priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area. In addition, veterans receive priority of service in all DOL-funded employment programs.	https://workforce.iowa.gov/jobs/work-er-programs/adult-and-dislocated-workers https://workforce.iowa.gov/jobs/work-er-programs/eligible-training-provider https://www.dol.gov/agencies/eta/workforce-investment/adult
Title I Dislocated Worker	Provides career and training services to help job seekers who meet the definition of dislocated worker. The program helps individuals return to the workforce with the skills that they need to obtain quality employment in in-demand industries. Specific eligibility requirements are in WIOA Policy; however, the job seeker must meet Adult eligibility and has been terminated or laid off, or who has received a notice of termination or lay-off from employment, including separation from active military service; is a displaced homemaker; or a spouse of a member of the U.S. Military who has experienced loss of employment due to relocation.	https://workforce.iowa.gov/jobs/work-er-programs/adult-and-dislocated-workers https://workforce.iowa.gov/jobs/work-er-programs/eligible-training-provider https://www.dol.gov/agencies/eta/workforce-investment/adult
Title I Youth	The WIOA Youth program provides employment and education services to eligible in-school youth, ages 14 to 21, and eligible out-of-school youth, ages 16 to 24, who face barriers to employment. The program focuses primarily on out-of-school youth, serving high school dropouts, foster youth, homeless youth, offenders, youth with disabilities, youth with low literacy rates, as well as others who may require additional assistance to complete an educational program and acquire an industry-recognized credential or enter employment. The program prepares for post-secondary education and employment opportunities, attain educational and/or skills training credentials and secure employment with career opportunities. Iowa's youth program outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY). Connects eligible youth to a continuum of services and activities, aimed at teaching the youth to navigate the appropriate educational and workforce systems based on an established career pathway. Services are based on the unique needs of each individual participant and are applied program-wide.	https://workforce.iowa.gov/jobs/work-er-programs/youth-and-young-adult https://www.dol.gov/agencies/eta/youth https://workforce.iowa.gov/jobs/work-er-programs/eligible-training-provider

Title II Adult Education and Family Literacy Act (AEFLA)	Seeks to ensure that state and local service providers offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language skills. Additionally, AEFLA assists adults in: becoming literate; obtaining the knowledge and skills necessary for employment and self-sufficiency; obtaining the necessary education and skills to become full partners in the educational development of their children; and completing secondary education or its equivalent. The Department of Education provides many education and literacy activities under this act.	https://workforce.iowa.gov/opportunities/adult-education-and-literacy https://ae fla.ed.gov/
Title III Wagner Peyser Employment Service (ES)	United States federal law that "established a nationwide system of public employment offices, known as the Employment Service. Services are available to any jobseeker, regardless of employment status. Veterans receive priority, and disabled veterans receive the highest priority. States can provide specialized assistance to other targeted populations. Any employer seeking workers is eligible for employer services. Services/Program Support: Services include job search and placement assistance for jobseekers, recruitment services and special technical services for employers, re-employment services for unemployment insurance claimants, labor exchange services for workers who have received notice of permanent or impending layoff, referrals and financial aid application assistance for training and educational resources and programs, and the development and provision of labor market and occupational information. Employment Service staff can play an important role in guiding people toward jobs, as well as education and training organized around career pathways, through a range of one-on-one assistance and group services, including: • Counseling and career planning; Testing and assessment; Job search assistance; Labor market information dissemination; Training provider information; and Recruitment, job matching, and placement.	https://www.iowaworks.gov/vosnet/default.aspx https://www.dol.gov/agencies/eta/american-job-centers/wagner-peyser-program
Title IV Vocational Rehabilitation Program	Designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society.	https://ivrs.iowa.gov/
Iowa Department for the Blind	Helps educate, train and empower blind and low vision individuals to pursue lifelong goals. With offices in Des Moines and field staff operating statewide, the Department is committed to three goals: to improve skills so the blind and low vision may obtain or retain competitive employment throughout Iowa; to increase confidence and independence in all aspects of daily life; and to improve access to information, activities and opportunities.	https://blind.iowa.gov/about

WIOA Required Partner	Description	Links to website and/or resource information
Job Corps	Provides young people, ages 16-24, with skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement in in-demand occupations or the Armed Forces, or enrollment in postsecondary education, including an apprenticeship program. There are two Job Corps locations in Iowa; one in Denison and one in Ottumwa. Both offer pay and allowances, housing, meals, a wellness center and graduation benefits. Students and parents may find Job Corps a good solution for teaching young people the skills they need to become employable and independent and placing them in meaningful jobs or further education.	https://www.jobcorps.gov/
Indian and Native American Programs	The Indian and Native American (INA) Employment and Training Program helps qualifying American Indians, Alaska Natives and Native Hawaiians obtain employment in occupations that provide a wage that leads to self-sufficiency and eventually into the middle class.	https://www.dol.gov/agencies/e-ta/dinap
National Farmworker Jobs Program	Program of services for migrant and seasonal farmworkers (MSFWs). The program partners with community organizations, state agencies, and State Monitor Advocates to provide appropriate career and training services, youth services, housing assistance services, and related assistance, to eligible migrant farmworkers and eligible seasonal farmworkers and their dependents.	https://www.proteusinc.net/what-we-do/programs/national-farmworker-jobs-program/
Migrant Seasonal Farmworker	<p>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) advocacy system 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. The State Monitor Advocate helps ensure farm workers are served equitably through workforce programs.</p> <p>Agricultural-based employers may include farmers (both crop and livestock), farm co-operatives, grain elevators, green houses, food processors and nurseries. Some may contract with farm labor contractors to oversee the hiring and payment of the migrant or seasonal crews.</p> <p>A seasonal farm worker is a person who meets the following criteria:</p> <ul style="list-style-type: none"> • 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 • not employed in farm work year round by the same employer <p>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.</p>	https://workforce.iowa.gov/jobs/worker-programs/migrant-and-seasonal-farm
YouthBuild	A discretionary grant program that serves 16-24 year old youth who are high school dropouts or those who have dropped out and subsequently re-enrolled. Youthbuild participants also must be	https://www.dol.gov/agencies/e-ta/youth/youthbuild

	one of the following: member of a low-income family, in foster care, an offender, an individual with a disability, the child of a current or formerly incarcerated parent, or a migrant youth.	
Senior Community Service Employment Program	A community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants must be at least 55 years old, unemployed, and have a family income of no more than 125% of the federal poverty level. Priority is given to veterans and qualified spouses, then to individuals who are over 65. Additional priorities are listed in TEGL 16-16.	https://workforce.iowa.gov/jobs/worker-programs/scsep https://www.dol.gov/agencies/eta/seniors
Trade Adjustment Assistance	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 aged 50 and older, training services and/or Trade Readjustment Allowances (TRA). The program seeks to provide the affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.	https://workforce.iowa.gov/jobs/worker-programs/trade-adjustment-assistance https://www.dol.gov/agencies/eta/tradeact/
Jobs for Veterans State Grant (JVSG)	Program provides federal funding, through a formula grant, to hire dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers fill their workforce needs with job-seeking veterans. The JVSG program supports the Disabled Veterans' Outreach Program (VETERAN CAREER PLANNER) specialist position, Local Veterans' Employment Representative (LVER) staff. VETERAN CAREER PLANNER specialists provide individualized career services to veterans with barriers to employment, with the maximum emphasis directed toward serving veterans who are economically or educationally disadvantaged. Veterans with barriers include homeless veterans and vocational rehabilitation clients. Local Veterans' Employment Representatives conduct outreach to employers and business associations and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of disabled veterans.	https://workforce.iowa.gov/jobs/veterans https://www.dol.gov/agencies/vets/programs/grants/state/jvsg https://skillbridge.osd.mil/
Community Services Block Grant (CSBG)	A federal block grant program that is administered by the states. The purpose of the CSBG is to provide funding to states and local agencies for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient. The purpose of Iowa's CSBG Program is to support the efforts of Iowa's community action agencies in alleviating the causes and conditions of poverty in their communities. Iowa's CSBG Program is funded by the U. S. Department of Health and Human Services. The Division of Community Action Agencies distributes the CSBG funds to Iowa's 17 community action agencies, which create, coordinate, and deliver many programs and services to low-income Iowans.	https://humanrights.iowa.gov/dcaa/csbg
Unemployment Insurance (UI)	Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive UI benefits if they meet initial and continuing eligibility requirements. IowaWORKS centers provide meaningful assistance to claimants who require assistance filing their claim, provide information regarding rights and responsibilities, and reemployment services and activities.	https://www.iowaworkforcedevelopment.gov/file-claim-unemployment-insurance-benefits

Reemployment Services and Eligibility Assessments (RESEA)	A program to assist individuals receiving Unemployment Insurance (UI) benefits. The program connects participants with in-person assessments and reemployment services through local American Job Center Network (AJC) called IowaWORKS in Iowa. Activities include, but are not limited to, developing an individual re-employment plan, providing labor market information, identifying job skills and prospects, and reviewing claimant's continued UI benefit eligibility.	https://workforce.iowa.gov/unemployment/reemployment/services-and-programs https://www.dol.gov/agencies/eta/american-job-centers/RESEA
Temporary Assistance for Needy Families (TANF)	Under the federal Temporary Assistance for Needy Families (TANF) block grant, parents and caretakers receiving cash assistance funded with TANF must engage in work activities as defined by the state TANF agency (in Iowa: the Department of Health and Human Services). Parents and caretakers may be exempt from participating for very limited reasons. In addition, states are required to meet work participation rates. These rates are based on the percent of parents and caretakers receiving cash assistance that participate a minimum number of hours per week on average , in certain countable activities established by federal law.	https://hhs.iowa.gov/programs/programs-and-services/cash-assistance/fip-tanf
ProMoting Independence and Self Sufficiency through Employment (PROMISE JOBS)	Is Iowa's TANF Employment & Training program. Program participants will develop an individualized Employment Plan outlining work ready activities in order to reach their individualized goals and reduce their dependence on the welfare support systems. A number of work ready activities are available to PROMISE JOBS participants, including: assessments; life skills; job seeking and skills training job search/job coaching; employment & community service opportunities; apprenticeship opportunities; basic education, post-secondary education classroom; and parenting skills.	https://hhs.iowa.gov/programs/programs-and-services/job-training/promise-jobs https://workforce.iowa.gov/jobs/worker-programs/promise-jobs
Carl D. Perkins Career and Technical Education Act (Perkins V)	The Strengthening Career and Technical Education for the 21st Century Act was signed into law on July 31, 2018. Commonly referred to as Perkins V, the federal law reauthorizes the Carl D. Perkins Career and Technical Education Act of 2006, which provides almost \$1.2 billion in federal support for career and technical education (CTE) programs in all 50 states and U.S. territories, including support for integrated career pathway programs for students. Iowa receives nearly \$12 million annually in federal funds, divided between secondary and postsecondary CTE programs delivered through public school districts and community colleges.	https://educateiowa.gov/adult-career-and-community-college/career-and-technical-education/perkins-v

WIOA Additional Partners	Description	Links to website and/or resource information
Ticket to Work (TTW)	Program is a federal program for Social Security disability beneficiaries aged 18 through 64 who receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits based on a disability and would like to work. It is designed to provide help and support for those beneficiaries who desire to regain financial independence through employment. The program is free; it is voluntary and offers work incentives that allow benefits to continue during the transition to employment. IVRS partners with other Employment Networks (ENs) to ensure our job candidates receive ongoing services once on the job. The EN, if they accept the ticket, will coordinate and provide appropriate services to help the beneficiary find and maintain employment. Iowa Workforce Development is one of the many ENs in Iowa.	https://workforce.iowa.gov/jobs/worker-programs/employment-and-disability/ticket-work https://disabilityrightsia.org/how-we-help/benefits-planning/ https://www.ssa.gov/work/
Small Business Administration (SBA)	Created in 1953, the U.S. Small Business Administration (SBA) continues to help small business owners and entrepreneurs pursue the American dream. The SBA is the only cabinet-level federal agency fully dedicated to small business and provides counseling, capital, and contracting expertise as the nation's only go-to resource and voice for small businesses. WIOA provides a new opportunity to partner with economic development organizations and emphasizes providing resources for aspiring entrepreneurs and self-employed individuals.	https://www.sba.gov/offices/district/ia/des-moines
Supplemental Nutrition Assistance Program (SNAP)	The largest program in the domestic hunger safety net. SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities.	https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program https://hhs.iowa.gov/food-assistance/snap
Client Assistance Program (CAP)	A federally mandated program designated to assist individuals who encounter conflicts with programs funded under the Rehabilitation Act which include: Iowa Vocational Rehabilitation Services; Iowa Department for the Blind; Centers for Independent Living; and other agencies funded under the Rehabilitation Act. CAP helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems, and protect their rights in the rehabilitation process, employment, and independent living services. To help resolve conflicts, the CAP advocate may use: Negotiation, Mediation, Conflict Resolution, and at times, legal means.	https://humanrights.iowa.gov/cas/pd/client-assistance-program
Public Libraries	WIOA acknowledges the role of public libraries play in workforce development. WIOA explicitly identifies public libraries as potential partners of the American Job Center network, and acknowledges libraries' ability to provide an expansive array of job search services	https://www.statelibraryofia.org/ld/c-d/directories
Department of Corrections	Responsible for nine institutions housing approximately 8,400 individuals, and the accreditation and funding of eight district departments of correctional services that supervise about 40,000 people in the community on any given day. Iowa Workforce Development, in partnership with the Iowa Department of Corrections, has implemented the Returning	https://doc.iowa.gov/about-doc

	Citizen Initiative in six Iowa correctional facilities located in Mitchellville, Newton, Ft. Dodge, Clarinda, Anamosa, and Mt. Pleasant. The Re-Entry Career Planners assigned to this initiative work with the incarcerated individuals to prepare them for employment opportunities and with employers to address the barriers they may have in hiring returning citizens.	
National Dislocated Worker Grants (NDWG)	Discretionary grants awarded by the Secretary of Labor, under WIOA. DWGs provide resources to states and other eligible applicants to respond to large, unexpected layoff events causing significant job losses. This funding is intended to temporarily expand capacity to serve dislocated workers, including military service members, and meet the increased demand for WIOA employment and training services, with a purpose to reemploy laid off workers and enhance their employability and earnings. Disaster DWGs provide funding to create temporary employment opportunities to assist with clean-up and recovery efforts, when an area impacted by disaster is declared eligible for public assistance by the Federal Emergency Management Agency or otherwise recognized by a federal agency with authority or jurisdiction over federal response to the emergency or disaster.	http://www.iowagrants.gov/ https://www.dol.gov/agencies/eta/dislocated-workers
Human Service Transportation Coordination	Transportation is a key asset for future workforce planning, business creation, and economic development. On an individual level, however, transportation can sometimes be overlooked as a critical service for job seekers, employees, or individuals needing training. IowaWORKS collaborates with Iowa Department of Transportation to ensure that our customers are aware of public transit services in their communities.	https://iowadot.gov/transit
Mental Health Agencies	All customers, including those with disabilities, mental or substance use disorders, or other barriers to employment, have the opportunity to receive skill-development guidance, career planning and job placement services. Mental health agencies and our IowaWORKS centers partner to ensure that customers have supported employment services available to them to include: Identifying individuals' skills, interests, and career goals; helping individuals to conduct an individualized job search; work based learning opportunities; and identifying accommodations.	https://yourlifeiowa.org/

*TEGL 16-16 – One-Stop Operations Guidance for the American Job Center Network

<https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-16-16>

TEGL, TEN, UIPL Search Site

<https://www.dol.gov/agencies/eta/advisories>