

**871—53.13(84A,PL105-220) Regional customer service plan.** Each regional workforce investment board, in partnership with the chief elected official board, shall develop and submit to the governor a five-year comprehensive plan that is in compliance with the state's workforce investment plan. A region must have an approved plan in place prior to receiving funds.

**53.13(1)** The plan shall contain the following elements:

- a.* Workforce development services available in the region.
- b.* An explanation of how customers access the services.
- c.* Statement of the region's workforce development priorities.
- d.* An identification of the workforce investment needs of businesses, job seekers, and workers in the region.
- e.* Current and projected employment opportunities, and the job skills necessary to obtain such opportunities.
- f.* A description of the regional workforce development center system, including the locations of access points, such as the region's one-stop center, satellite workforce development centers, resource centers, and other locations within the region where access to services shall be provided (including the access point in each county for department services that is required by state law); what products and services will be delivered at each of these locations and how access to those services will be provided at that location; identification of the products and services that may be provided upon a fee basis and an explanation of the amount and circumstances when the fee will be applied; and a description or flowchart of the service delivery system, identifying how customers will be served and referred within the center system, and when necessary, how program services, including the adult, dislocated worker and youth programs, will be provided to employers, and to other customers through the adult, dislocated workers, rapid response, and youth programs.
- g.* Description of the region's policies regarding issues such as activities and services, eligibility, selection, enrollment, and applicant and participant processes.
- h.* If a region will be sharing the costs of delivering services with another region within a labor market area, that arrangement and cost-sharing agreement shall be described.
- i.* Identification of the chief elected official board's and regional workforce investment board's oversight policies concerning the region's performance standards and continuous improvement activities.
- j.* Identification of how the regional workforce investment board and chief elected official board will evaluate the service delivery process and service providers' performance.
- k.* Description of the annual budget development, review and monitoring process for the region.
- l.* Description of how economic development groups, older workers, disabled individuals, and partners are provided an opportunity to provide periodic and meaningful input regarding the operation of the workforce development system.
- m.* Identification of the subrecipient or entity responsible for the disbursement of grant funds.
- n.* Attachments, including the regional needs assessment and analysis; region's negotiated performance measures; the region's memorandum of understanding; a copy of the region's complaint procedures; procurement procedures; and any documentation customers will be asked to provide for enrollment.
- o.* Public input process, including proof of publication for public notices soliciting public input for the plan.
- p.* Limitations on the dollar amount or duration of an individual training account (ITA), or both. There may be a limit for an individual participant that is based on the needs identified in the individual employment plan, as documented by an individual needs determination, or there may be a maximum amount applied to all ITAs. The amount of any ITA must be decreased by the amount of any Pell Grant awarded to a participant.

**53.13(2)** Prior to submitting the plan to the governor, the regional workforce investment board shall provide opportunities for public input regarding the plan. The public input process must include, at minimum:

- a.* Making copies of a proposed plan available to the public through such means as public hearings and public notices in local newspapers.

*b.* Allowing a 30-day period for regional workforce investment board members and members of the public, including representatives of business and labor organizations, to submit comments to the regional workforce investment board on the proposed plan after the plan is made available to the public. When the plan is submitted to the governor, any comments received expressing disagreement with the plan shall be included.

*c.* Holding open meetings to make information about the plan available to the public on an ongoing basis.

**53.13(3)** The plan must be formally approved by the regional workforce investment board and chief elected official board. An original signed document and four copies must be submitted by April 1, 2000, to the Division of Workforce Services, Department of Workforce Development, 1000 East Grand Avenue, Des Moines, Iowa 50319.

**53.13(4)** The department shall review the plan and recommend approval to the state workforce development board, unless deficiencies in the plan are identified in writing by the department and revision is required; or the plan is not in compliance with federal and state laws and regulations, including required consultations and public comment provisions.

**53.13(5)** Modifications to the plan may be required by the department under certain circumstances, including significant changes in regional economic conditions, changes in the financing available, changes in the regional workforce investment board structure, or a need to revise strategies to meet performance goals. A proposed modification of the plan must be approved by vote of the regional workforce investment board and chief elected official board at a public meeting.

[Editorial change: IAC Supplement 5/14/25]