

Message: FW: [REDACTED]

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:57 PM
 Item ID: 40862421
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: [REDACTED]

From: Sallis, Velma [IWD] **Date:** Friday, March 21, 2014 2:37 PM
To: Eklund, David [IWD]
Cc: Sallis, Velma [IWD]; Slagle, Ronee [IWD]

Dave,
 Per Ronee's instruction's providing you the information below of an issue (in red) for the week ending 03/08/14.

From: Slagle, Ronee [IWD]
Sent: Friday, March 21, 2014 2:23 PM
To: Sallis, Velma [IWD]
Subject: RE: [REDACTED]

Just provide that information to Dave Eklund. That is the week when the entire system went down and they just called everyone in regardless of their situation. I don't know what the resolution is at this point.


 Ronee Slagle, NE District Manager
 IowaWORKS, Regions 1, 2, 6 & 7
 Cell-641-352-0245
 Region 1: 680 Main Street, Dubuque, IA 52001/563-556-5800
 Region 2: 600 South Pierce Avenue, Mason City, IA 50401/641-422-1524
 Region 6: 3405 S Center St, Marshalltown, IA 50158/641-844-6967
 Region 7: 3420 University Ave, Waterloo, IA 50701/319-235-2123

From: Sallis, Velma [IWD]
Sent: Friday, March 21, 2014 1:46 PM
To: Slagle, Ronee [IWD]
Cc: Sallis, Velma [IWD]
Subject: [REDACTED]
Importance: High

Ronee,
 I just spoke with this customer because he missed his REA appointment on 03/18/14. I was checking his claim because he started working full-time for Warren transport week of 02/23/14 and he reported wages. However, when the w/e 03/08/14 was run by IWD no wages were reported. Therefore, he received full weekly benefits and probably should not have which may mean an overpayment.

How are situations like this being resolved: 1) 866# or 2) local UI appointment for an adjustment? Or has something special been setup to resolve issues for that week. Please advise.
 Thanks
 Velma M. Sallis
 REA Advisor
 3420 University, Suite G
 Waterloo, Iowa 50701
 (319) 235-2123 ext 302

Message: RE: Re-scheduling ALJ hearings due to personal and/or family illness**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861488
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Re-scheduling ALJ hearings due to personal and/or family illness**

From Hillary, Teresa [IWD] **Date** Wednesday, August 28, 2013 10:11 AM
To [REDACTED] [IWD]; Benson, Joni [IWD]
Cc Wahlert, Teresa [IWD]

 **image001.png** (242 Kb HTML)

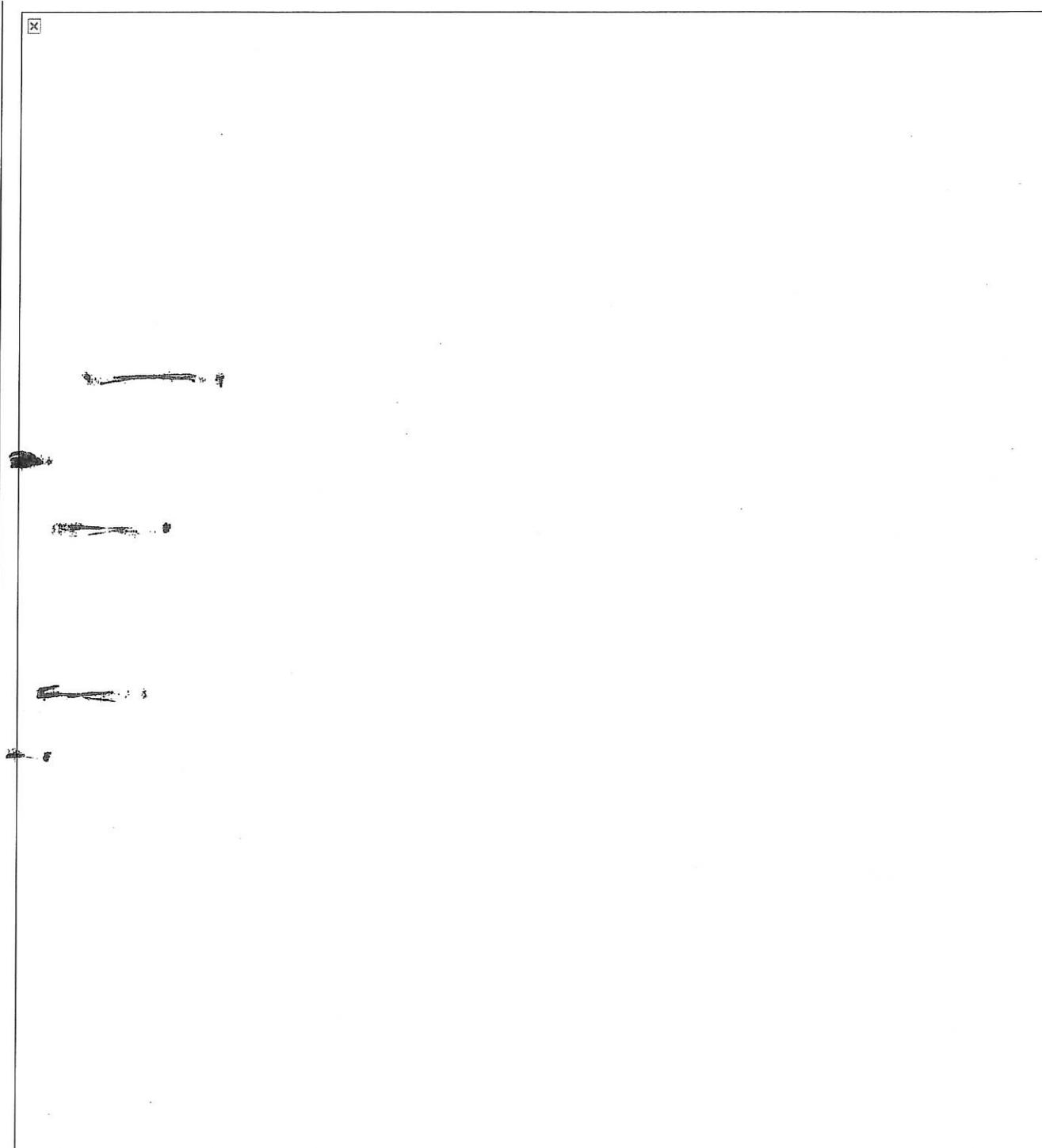
[REDACTED] I will call you and we will work this out just as soon as I'm done with my 10 hearing. We can fix this....just hang on and give me a chance to finish this hearing and I will call you ASAP
 Teresa Hillary

From [REDACTED] [IWD]
Sent: Wednesday, August 28, 2013 10:08 AM
To: Benson, Joni [IWD]; Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: RE: Re-scheduling ALJ hearings due to personal and/or family illness

So unless an ALJ specifically requests that other ALJ's be asked if they can take a hearing they will automatically be re-scheduled for the same ALJ?

From: Benson, Joni [IWD]
Sent: Wednesday, August 28, 2013 9:50 AM
To: [REDACTED] [IWD]; Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: RE: Re-scheduling ALJ hearings due to personal and/or family illness

[REDACTED] that is normally the procedure, but I did what you asked me to in the email you sent. This leave will cause the re-scheduling of my hearings for the afternoon of August 28 (1, 2, & 3pm), and all hearings for August 29. I assume the hearings will be re-scheduled for me at a later date and I should retain the files unless otherwise instructed.



From: [REDACTED] [IWD]
Sent: Wednesday, August 28, 2013 9:43 AM
To: Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]; Benson, Joni [IWD]
Subject: Re-scheduling ALJ hearings due to personal and/or family illness

I received notice yesterday that the appeal hearings scheduled for me this afternoon and tomorrow are being re-scheduled for me on September 26 & 27. As you know, I am missing these hearings due to family care leave.

Since you made no attempt to see if other ALJ's could take one or more of my hearings, I assume you adopted a new policy that is contrary to what we have done in the past that has been to see if another ALJ would be available. I assume in the future that if an ALJ calls in sick and is unable to do hearings that you will simply have those hearings re-scheduled for the same ALJ as you are doing in my situation.

Message: FW: potential problem with UI w/e 3/8**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:51 PM
 Item ID: 40862248
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ FW: potential problem with UI w/e 3/8

From Loecke, Marla [IWD]

Date Friday, March 14, 2014
11:06 AM

To Slagle, Ronee [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD];
West, Ryan [IWD]

Cc

Have you heard of this issue below?

From: Woodson, Sharon [IWD]
Sent: Friday, March 14, 2014 10:58 AM
To: Loecke, Marla [IWD]
Subject: potential problem with UI w/e 3/8

I just talked to [REDACTED]
 He went back to work on the 4th, so he was not going to report last week.
 Somehow/someone reported for 3/8. Now he will have an overpayment.
 He isn't very happy, and wonders how/who did this.

Note: Barb said she talked to 2 others that this has happened to.
 Just a heads up..

Sharon Woodson
 Workforce Advisor
 Decorah Workforce Center
 312 Winnebago St, Suite A
 Decorah IA 52101
 563-382-0457, Ext 404
 Toll free: 866-520-8986
 Fax: 563-387-0905
 Hearing impaired, please dial 711

"Auxiliary Aides and Services are Available Upon Request to Individuals with Disabilities"
 "Equal Opportunity Employer/Program"

Message: another overpayment issue found

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:52 PM
 Item ID: 40862252
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ another overpayment issue found

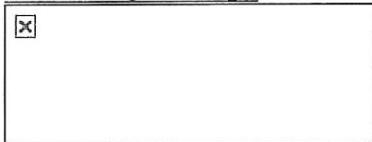
From Loecke, Marla [IWD] **Date** Friday, March 14, 2014 1:56 PM
To Eklund, David [IWD]
Cc Slagle, Ronee [IWD]

How do you want us to handle this. I have another one who went online last weekend and it said it was submitted. He got his check today and it was for the full amount.
 He has been only getting partial payments, and somehow his report says he did not work, etc.
 I just saw this on KCCO:
 03/08/14 N Y N 9 Y 0 0 0 N 03/12/14 MANBATCH 18.11

This tells me they are trying something down there (the 9 is employer contacts, which doesn't seem right as he is a temp layoff.
 Name is [REDACTED]

Do we do the adjustments locally on these when we see them?

Marla Loecke
 Operations Manager, Regions 1 & 2
 680 Main St, 2nd Floor
 Dubuque, Iowa 52001
 563-556-5800 ext.129
 Marla.Loecke@iwd.iowa.gov



Dubuque facebook



Decorah facebook

Message: fyi**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861487
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

fyi

From Hillary, Teresa [IWD] **Date** Wednesday, August 28, 2013 9:43 AM
To Lewis, Devon [IWD]
Cc

 **image001.png** (23 Kb HTML)

Just an fyi, no more work e-mail while you are on vacation. BTW your puter is at the help desk. Thanks much for talking to me last night.

From: Dawson, Dianne [IWD]
Sent: Wednesday, August 28, 2013 9:42 AM
To: Hillary, Teresa [IWD]
Subject: RE:

Ok thanks!!!

From: Hillary, Teresa [IWD]
Sent: Wednesday, August 28, 2013 9:42 AM
To: Dawson, Dianne [IWD]
Subject: RE:

Should have read the whole thing. Devon went to the EAB to tell them to fix it before she left on vacation. Will take them some time to do so. If you do not have it fixed in two weeks, can you ping me and devon back.

Thanks

From: Dawson, Dianne [IWD]
Sent: Wednesday, August 28, 2013 9:28 AM
To: Hillary, Teresa [IWD]
Subject: FW:

Ever get a chance to look at this?

From: Hillary, Teresa [IWD]
Sent: Thursday, August 22, 2013 9:00 AM
To: Dawson, Dianne [IWD]
Subject: RE:

I forgot, printed will be back to you by 11:30 today. Thanks for the reminder, sorry.

Teresa K. Hillary

Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

From: Dawson, Dianne [IWD]
Sent: Thursday, August 22, 2013 8:53 AM
To: Hillary, Teresa [IWD]
Subject: FW:

Have you had a chance to look at this appeal?

From: Hillary, Teresa [IWD]
Sent: Thursday, August 15, 2013 4:46 PM
To: Dawson, Dianne [IWD]

Subject: RE:

I will get back to you tomorrow. Thanks for being patient.

From: Dawson, Dianne [IWD]
Sent: Thursday, August 15, 2013 2:56 PM
To: Hillary, Teresa [IWD]
Subject:

Can you help me?
Could you look at the appeal decisions (appeal board decision). The discharge issue was reversed to allowance.
But before that happened the overpayment decision was issued. Then it was affirmed with appeals and appeal board.
We removed the overpayment based on the reversed decision but not sure why ALJ/appeal board would affirm overpayment.
Claimant is calling thinking he has the overpayment

Your thoughts please

x

Message: RE: Julie's Computer**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:15 PM
Item ID: 40861497
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Julie's Computer

From Hillary, Teresa [IWD] **Date** Wednesday, August 28, 2013 4:35 PM
To Wise, Steve [IWD]
Cc Nelson, Jon [IWD]

Not at all. I'll be here and so will Jon Nelson.

From: Wise, Steve [IWD]
Sent: Wednesday, August 28, 2013 4:01 PM
To: Hillary, Teresa [IWD]
Subject: RE: Julie's Computer

Any problem with my bringing in Julie's computer in on tomorrow afternoon? I am given training at 150 Des Moines on employer participation and 96.3-7-b tomorrow afternoon.

Thanks
Steve

From: Wise, Steve [IWD]
Sent: Wednesday, August 28, 2013 2:50 PM
To: Hillary, Teresa [IWD]
Subject: RE: Julie's Computer

Will do. I will type up the instructions, and print it out to tape to the computer.

From: Hillary, Teresa [IWD]
Sent: Wednesday, August 28, 2013 2:48 PM
To: Wise, Steve [IWD]
Cc: Nelson, Jon [IWD]
Subject: RE: Julie's Computer

Don't know yet till I talk to Jon Nelson. If you leave the puter and instructions, I will make sure that Jon or I communicate clearly to her that she always goes to you for tech issues or how to contact the help desk.

From: Wise, Steve [IWD]
Sent: Wednesday, August 28, 2013 2:30 PM
To: Hillary, Teresa [IWD]
Subject: RE: Julie's Computer

If you'd like, I could call her to explain this to her. Is there a specific date yet when she will be returning?

From: Wise, Steve [IWD]
Sent: Wednesday, August 28, 2013 2:28 PM
To: Hillary, Teresa [IWD]
Subject: RE: Julie's Computer

I have it because I needed to look for some missing audio files for Beth and Susan. I will bring it in tonight. Before taking it home, Julie will have to log in on the network during work hours to make sure she can log on. She may need to take the computer to the helpdesk to accomplish this since she has not been logged for some time.

From: Hillary, Teresa [IWD]
Sent: Wednesday, August 28, 2013 2:15 PM
To: Wise, Steve [IWD]
Subject: Julie's Computer

Do you by any chance know where Julie's computer is. She will be coming back to work soon and will need it.

Thanks much,

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue

Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: A-C claims meeting

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:16 PM
Item ID:	40861499
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **A-C claims meeting**

From	Hillary, Teresa [IWD]	Date	Thursday, August 29, 2013 1:58 PM
To	Wise, Steve [IWD]; Lewis, Devon [IWD]		
Cc			

OK, take a deep breath before you read on. Today at the A- C meeting it became apparent that Dave E is NOT on the same page as ALL OF THE ALJs on the PTO issue. He thinks PTO is deductible. I specifically asked Mike W. why during our last AU staff meeting he clearly gave the impression that claims and appeals were on the same page, that is that PTO is NOT deductible. He really had no answer. I think he did not have a clear understanding of the issue. So, the A-C meeting will take place next month (September) and the topic will need to be PTO. I believe we are all on the same page on severance. So, I propose that at least Devon and I attend, and that the ALJs, I'm thinking specifically of Marlon, attend so that we can hash out our respective positions and then if we cannot come to a mutual agreement, we let the Director decide. As a policy issue the ultimate decision is clearly hers. I think that somehow we (aljs) are not getting on the same page as claims, when just Mike W is present. I have specifically asked that Ryan and Dave both be at the next A-C meeting. It does us as ALJs no good to have these discussions at our staff meeting, if we cannot get on the same page as claims and ultimately come to resolution.

Teresa K. Hillary
 Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

Message: next alj staff meeting agenda

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861501
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **next alj staff meeting agenda**

From Hillary, Teresa [IWD] **Date** Thursday, August 29, 2013 2:04 PM
To Benson, Joni [IWD]
Cc Wise, Steve [IWD]; Lewis, Devon [IWD]

Joni,

Nick O also needs to be included on the invite list for every ALJ meeting. For the next meeting, Sept. 6 pls add him onto the agenda with the topic heading of Admin. Rules. He will give us an update on where we are on the new default rule and the rule change to allow e-mail appeals and exhibits.

Thanks much,

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: Appeal**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:26 PM
Item ID: 40861718
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Appeal

From Hillary, Teresa [IWD] **Date** Thursday, October 17, 2013 1:13 PM
To Olivencia, Nicholas [IWD]
Cc Lewis, Devon [IWD]

Our file 10211.Mt was transferred to the EAB on 10.04.13 based on the agency appeal. Once it's gone to the EAB there is really nothing we can do with it. If I were you I would call Rick A and ask what the EAB is doing with it. I will write Marlon and ask him if he did anything on the file, but I doubt it since it was sent to the EAB.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Olivencia, Nicholas [IWD]
Sent: Thursday, October 17, 2013 1:02 PM
To: Hillary, Teresa [IWD]
Subject: Appeal

Claimant is Juan Roa-Carvajal. Appeal No. 13A-UI-10211-MT. 398231137. Decision date 9/16/13. Please let me know if you need anything else. This was also appealed to the EAB, and if action is being taken on it I would like to withdraw that appeal. Thanks.

Message: RE: Appeals information for the handbook**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:41 PM
Item ID: 40861942
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Appeals information for the handbook

From: Hillary, Teresa [IWD] **Date:** Monday, April 07, 2014 1:31 PM
To: Douglas, Jodi [IWD]
Cc: Adams, Lori [IWD]

[Facts draft 1 Appeals p15.doc](#) (37 Kb HTML) [Facts draft 1 EAB.doc](#) (33 Kb HTML)

Thank you Jodi. So Lori, no need to put them in.

Thanks to both of you for your help.

Teresa H

From: Douglas, Jodi [IWD]
Sent: Monday, April 07, 2014 1:10 PM
To: Hillary, Teresa [IWD]
Cc: Adams, Lori [IWD]
Subject: RE: Appeals information for the handbook

Hi Teresa,

Go ahead and just send me your drafts. I can get the changes incorporated.

Thanks!
Jodi

From: Hillary, Teresa [IWD]
Sent: Monday, April 07, 2014 12:49 PM
To: Douglas, Jodi [IWD]
Cc: Adams, Lori [IWD]
Subject: Appeals information for the handbook

Jodi,

I do not know how to go in and edit like Lori A did. I've sent our drafts to her for her to insert like she did hers. If you need more information please do not hesitate to ask.

Thank you,

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Appeal Rights Information**First-Level Appeal—Administrative Law Judge**

If the claimant or employer disagrees with a representative's decision, either party has the right to appeal and present testimony and documents to an administrative law judge. The appeal must be postmarked or received within 10 calendar days after the mailing date shown on the representative's decision. Mail the appeal to:

Iowa Workforce Development

Appeals Bureau

1000 East Grand Avenue

Des Moines IA 50309-0209

Or fax it to 515-242-5144

A Notice of Appeal form and answers to general questions may be found online at <http://www.iowaworkforce.org/ui/appeals/index.html>. If you cannot find the information you need, you may contact the UI Service Center at 866-239-0843, or the Appeals Bureau at 515-281-3747 or 800-532-1483.

If the decision is appealed, a formal hearing by telephone conference call with an administrative law judge is scheduled. Either party may request an in-person hearing, but that will likely delay the hearing and decision, resulting in a delay of benefits or a larger overpayment. The party requesting the in-person hearing must travel to the IowaWORKS Center closest to the **other** party. If weekly claims are not filed during the appeal process, benefits will not be paid for those weeks regardless of the Appeal decision.

The telephone hearing notice requires the parties to *immediately* register their phone number online by going to <http://ia.c2tinc.com/register> or you may call the Appeals Bureau at the number listed on the hearing notice where you and any witnesses can be reached for the hearing.

Warning: If you do not follow the hearing notice instructions and register online or call the Appeals Bureau prior to the scheduled hearing, you will **not** be called to participate. A party's failure to participate may affect the outcome of the decision. If you change your telephone number, notify the Appeals Bureau immediately. Unlike the fact-finding interview, an appeal hearing is a **formal** process where all parties are sworn in and a digital audio recording of the hearing is made. The administrative law judge will take witness testimony concerning the issues on the hearing notice, even if a statement was already given at the fact-finding interview. Either party can submit additional evidence, such as documents, in advance of the hearing. Attorneys or representatives are not required for participation, but if a party chooses to hire an attorney or other representative it will be at their own expense.

READ THE IMPORTANT INFORMATION ON THE FRONT AND BACK OF THE HEARING NOTICE.

The administrative law judge will make an impartial decision based on the information presented at the hearing. The administrative law judge's decision will usually be mailed within 10 to 14 days.

Second-Level Appeal - Employment Appeal Board

If you or the employer disagrees with the administrative law judge's decision, it may be appealed to the Employment Appeal Board. The appeal must be postmarked or faxed within 15 calendar days from the mailing date of the administrative law judge's decision. Members of the Appeal Board are appointed by the governor to equally represent (1) employees, (2) employers, and (3) the general public. The Appeal Board is in the Iowa Department of Inspections and Appeals, located in the Lucas State Office Building. All parties will receive a compact disc copy of the testimony recording from the administrative law judge's hearing and will be given an opportunity to submit a written **summary** of their side. The Appeal Board does not hold a new hearing or accept new evidence. The Appeal Board decides each case by reviewing all the evidence that was presented to the administrative law judge. The board may affirm or reverse the administrative law judge's decision, send the case back to the administrative law judge for further review or order a new hearing and decision if they feel the evidence in the administrative law judge's hearing is not sufficient or is incomplete. It usually takes 60 to 180 days from the date the appeal is filed to receive the Appeal Board decision. If you disagree with the Appeal Board's decision, you may file a petition for judicial review in Iowa District Court or request a rehearing before the Appeal Board. The procedure and appeal deadlines are written on the appeal board decision.

Message: op nunc pro tunc

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861967
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

op nunc pro tunc

From Hillary, Teresa [IWD] **Date** Tuesday, April 08, 2014 2:19 PM
To Eklund, David [IWD]
Cc

Dave,

Pls don't forget to send me that OP case. If it was an error b/c the system did not let the ALJ see the "1" in front of the 5600.00 then we should be able to fix that with a nunc pro tunc order. Also, I would like to see if it was appealed to the EAB.

Let me know,
Thanks

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: op nunc pro tunc**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861969
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: op nunc pro tunc**

From Hillary, Teresa [IWD] **Date** Tuesday, April 08, 2014 2:50 PM
To Eklund, David [IWD]
Cc

Omg it was me...I'm issuing a nunc pro tunc today!!!

From: Eklund, David [IWD]
Sent: Tuesday, April 08, 2014 2:45 PM
To: Hillary, Teresa [IWD]
Subject: RE: op nunc pro tunc

13A-UI-07229-H2T

Decision affirmed the \$13,475 under appeal but went on to state current balance owed \$5390. It was actually \$15,390 due to another outstanding OP. DBRO only showed 5390 of the 15390 due to the real estate issue discussed in my office.

From: Hillary, Teresa [IWD]
Sent: Tuesday, April 08, 2014 2:19 PM
To: Eklund, David [IWD]
Subject: op nunc pro tunc

Dave,

Pls don't forget to send me that OP case. If it was an error b/c the system did not let the ALJ see the "1" in front of the 5600.00 then we should be able to fix that with a nunc pro tunc order. Also, I would like to see if it was appealed to the EAB.

Let me know,
Thanks

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: op nunc pro tunc**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861976
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: op nunc pro tunc

From Hillary, Teresa [IWD] **Date** Tuesday, April 08, 2014 3:50 PM
To Eklund, David [IWD]
Cc

Sent in to word processing a nunc pro tunc order that will go out in the mail tomorrow correcting the decn so the op is now 15336.10.

THANK YOU for telling me about it. Please, if you see any others let me know right away and I will work with the ALJ to get it corrected.

Thanks again,

Teresa H

From: Eklund, David [IWD]
Sent: Tuesday, April 08, 2014 2:45 PM
To: Hillary, Teresa [IWD]
Subject: RE: op nunc pro tunc

13A-UI-07229-H2T

Decision affirmed the \$13,475 under appeal but went on to state current balance owed \$5390. It was actually \$15,390 due to another outstanding OP. DBRO only showed 5390 of the 15390 due to the real estate issue discussed in my office.

From: Hillary, Teresa [IWD]
Sent: Tuesday, April 08, 2014 2:19 PM
To: Eklund, David [IWD]
Subject: op nunc pro tunc

Dave,

Pls don't forget to send me that OP case. If it was an error b/c the system did not let the ALJ see the "1" in front of the 5600.00 then we should be able to fix that with a nunc pro tunc order. Also, I would like to see if it was appealed to the EAB.

Let me know,
Thanks

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: ETA reply to Iowa BPC Response

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:19 PM
Item ID: 40861591
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **ETA reply to Iowa BPC Response**

From RO5-RA-CHI, Official - ETA

Date Monday, December 23, 2013
2:29 PM

To Wahlert, Teresa [IWD]

Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; Belmonte, Steffanie - ETA; RO5-RA-CHI, Official - ETA; Scott, John - ETA

 [Iowa BPC 12_23_2013.pdf](#) (1013 Kb HTML)

Attached is the ETA Reply to the Iowa Benefit Payment Control response dated October 10, 2013.

- [Image 1](#)
- [Image 2](#)

Image 1

Image 2

Message: ETA 2nd Reply to IA BPC Response

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:20 PM
Item ID: 40861610
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **ETA 2nd Reply to IA BPC Response**

From RO5-RA-CHI, Official - ETA **Date** Wednesday, January 29, 2014 8:52 AM
To Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc Scott, John - ETA; Belmonte, Steffanie - ETA; RO5-RA-CHI, Official - ETA

 [ETA 2nd Reply to IA BPC Response.pdf](#) (200 Kb HTML)

Thank you for your January 23, 2014 response to our December 23, 2013 reply regarding the U.S. Department of Labor (USDOL), Employment and Training Administration (ETA) review of the Iowa Workforce Development's (IWD) Benefit Payment Control program. The attached summary provides a response to your update. Thank you for your continued efforts to this matter.

- [Image 1](#)
 - [Image 2](#)
-

Image 1

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

U.S. Department of Labor

Employment and Training Administration

REGION V

John C. Kluczynski Building

230 South Dearborn Street, 6
th Floor

Chicago, IL 60604-1505

<http://www.doleta.gov/regions/reg05>

January 29, 2014

Teresa Wahlert, Director
Iowa Workforce Development
1000 Grand Avenue
Des Moines, IA 50319-0209

Dear Ms. Wahlert:

Thank you for your January 23, 2014 response to our December 23, 2013 reply regarding the U.S. Department of Labor (USDOL), Employment and Training Administration (ETA) review of the Iowa Workforce Development's (IWD) Benefit Payment Control program.

The enclosed summary provides a response to your update. Previously, finding number 2 was resolved. Please provide the ETA with an update to findings number 1, 3 and 4 within 90 days of receipt of this report. Please submit the information electronically to oss.etar5@dol.gov.

If you have any questions, please feel free contact Steffanie Belmonte at (312) 596-5436 or belmonte.steffanie@dol.gov.

Sincerely,

Byron Zuidema
Regional Administrator

Enclosure

cc:
Mike Wilkinson
Dave Eklund

Image 2

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Finding #1: ETA 9016 Report – Reporting Errors and Validity of Data

Status: Unresolved.

The IWD made significant progress in addressing this finding. In order to close this finding, the IWD must continue with the corrective action plan outlined and verify quarterly to the ETA the progress made in amending the report.

Finding #3: ETA 227 Report – Reporting Errors and Validity of Data

Status: Unresolved.

The IWD made significant progress in addressing this finding. In order to close this finding, the IWD must continue with the corrective action plan outlined and verify quarterly to the ETA the progress made in the development, testing and submission of the reports.

Finding #4: Determination Timeliness

Status: Unresolved.

The IWD made significant progress in addressing this finding. In order to close this finding, the IWD must continue with the corrective action plan outlined and verify quarterly to the ETA the progress made in hiring and training of the three additional investigators.

Message: TN 3270 ERROR**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861972
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ TN 3270 ERROR

From Hillary, Teresa [IWD] **Date** Tuesday, April 08, 2014 3:29 PM
To Wilkinson, Michael [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]
Cc Wahlert, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]

Today I learned that there is an error in the TN3270 system that *sometimes* prevents the correct amount of the overpayment from showing up on DBRO and on OVPY. When I was down at the local today Dave E told me about a case the state ombudsman is dealing with where an ALJ cut an OP by 10,000.00 dollars in the decn and the claimant is alleging the agency cannot pursue the total amount of the overpayment. Of course, when I got back to the office I learned that the ALJ was me. I did not know that the balance at the bottom of OVPY is missing a digit, until Dave explained it to me. I am issuing a nunc pro tunc to correct the error. I think we should let the ombudsman office know how the error occurred and that a nunc pro tunc order is going out. I will be talking about it with the ALJs at our next staff meeting including passing out a handouts to show them where to find the correct OP balance.

On the DBRO screen and the OVPY screen, the OVPY balance is listed as "5336.10" It should read 15336.10 but the system does not recognize the place where the "1" is. Evidently this is commonly known error in the system, but up until today no one in the UI Appeals bureau knew about it. I've checked with the clerical staff and Myra and none of us knew about it.

Please, if there are any other quirks in the system, let me know so I can share that information with the rest of the ALJs. There is not one ALJ who would arbitrarily cut an OP by 10K.

Thanks,

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: TN 3270 ERROR

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861978
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: TN 3270 ERROR**

From Hillary, Teresa [IWD] **Date** Tuesday, April 08, 2014 4:32 PM
To Eklund, David [IWD]
Cc

 [image001.png](#) (1 Kb HTML)  [image006.png](#) (5 Kb HTML)  [image007.png](#) (18 Kb HTML)  [image008.png](#) (1 Kb HTML)  [image009.png](#) (5 Kb HTML)
 [image010.png](#) (32 Kb HTML)

Yes, but the bottom of ovpy does not. I always turn the page, and look at the bottom to see what the balance is. Make sense?

From: Eklund, David [IWD]
Sent: Tuesday, April 08, 2014 4:17 PM
To: Hillary, Teresa [IWD]
Subject: RE: TN 3270 ERROR

Teresa,
Just for clarity. OVPY, will display the 5th digit left of the decimal point. DBRO cannot.



x



From: Hillary, Teresa [IWD]
Sent: Tuesday, April 08, 2014 3:29 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]
Cc: Wahlert, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: TN 3270 ERROR

Today I learned that there is an error in the TN3270 system that *sometimes* prevents the correct amount of the overpayment from showing up on DBRO and on OVPY. When I was down at the local today Dave E told me about a case the state ombudsman is dealing with where an ALJ cut an OP by 10,000.00 dollars in the decn and the claimant is alleging the agency cannot pursue the total amount of the overpayment. Of course, when I got back to the office I learned that the ALJ was me. I did not know that the balance at the bottom of OVPY is missing a digit, until Dave explained it to me. I am issuing a nunc pro tunc to correct the error. I think we should let the ombudsman office know how the error occurred and that a nunc pro tunc order is going out. I will be talking about it with the ALJs at our next staff meeting including passing out a handouts to show them where to find the correct OP balance.

On the DBRO screen and the OVPY screen, the OVPY balance is listed as "5336.10" It should read 15336.10 but the system does not recognize the place where the "1" is. Evidently this is commonly known error in the system, but up until today no one in the UI Appeals bureau knew about it. I've checked with the clerical staff and Myra and none of us knew about it.

Please, if there are any other quirks in the system, let me know so I can share that information with the rest of the ALJs. There is not one ALJ who would arbitrarily cut an OP by 10K.

Thanks,

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: AGENDA FOR TOMORROW'S STAFF MEETING

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:08 PM
Item ID: 40861250
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **AGENDA FOR TOMORROW'S STAFF MEETING**

From Hillary, Teresa [IWD]

Date Wednesday,
July 31, 2013 12:16
PM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc Wahlert, Teresa [IWD]

 [AGENDA8.1.13.doc](#) (56 Kb HTML)

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

UI Appeals Bureau ALJ Staff Meeting Agenda

AUGUST 1, 2013

WORKFLOW/STAFF Teresa

- RECORD LATE CALLS 871 IAC 26.14(7)
- SINGLE PARTY CASES WHILE ALJs ARE WORKING IN THE OFFICE
- CALL LOG ISSUES
- VACATION REQUESTS
- CONTINUANCES LAST WEEK 17 SO FAR THIS WEEK 45

CASE LAW REVIEW Teresa

- REMAND B/C CLAIMANT DID NOT READ ENGLISH AND COULD NOT UNDERSTAND HEARING NOTICE

POLICY Dévon

Current:

- PTO/VACATION (MARLON)
- FAQ (BONNY)

Next:

-

Ongoing:

-

IT/TECHNOLOGY STEVE

- OP ISSUE CHANGES

OUTREACH

-

NEW BUSINESS

DIRECTORS ISSUES

Message: RE: Field office safety plans

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:08 PM
 Item ID: 40861252
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Field office safety plans**

From Hillary, Teresa [IWD] **Date** Thursday, August 01, 2013 8:46 AM
To Adams, Lori [IWD]
Cc Wahlert, Teresa [IWD]

 [image001.jpg](#) (3 Kb HTML)

Lori Adams gave me a copy of her book with all the safety plans for all the offices last week. One of the clerical staff is making a copy that will be available in our ALJ room for any ALJ to review or copy if they so choose before they head out to any of the local office venues. I will tell them where the book is at today's staff meeting. We will also make them available on line and send them to each ALJ via e-mail so they have multiple ways to access the information.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

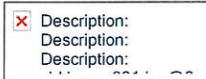
Phone: 515.725.2683
FAX: 515.242.5144

From: Adams, Lori [IWD]
Sent: Thursday, August 01, 2013 7:48 AM
To: Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: FW: Field office safety plans

Teresa & Teresa – Here is the information I provided Joe Walsh back on June 7. Even though I gave you the paper documents to copy, perhaps you would rather put these plans on a SharePoint where the ALJs could access them easily prior to visiting a field office location. Whatever works – just wanted you to have options.

Lori Adams, CPM

Division Administrator/Workforce Services
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 281-9322
Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov



Message: FW: Field office safety plans

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:08 PM
 Item ID: 40861253
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: Field office safety plans

From Hillary, Teresa [IWD] **Date** Thursday, August 01, 2013 8:48 AM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

[COOP plan 100112.doc](#) [security plans Region 8 and 14](#) [Region 13 Safety plan](#) [Safety and Security Policies for Fort Dodge and Webster City](#) [FW: Region 12 Safety and Security Policy](#) [RE: safety plans UPDATE](#) [Region 15 Safety Plan](#) [RE: safety plans - Cedar Rapids and Iowa City](#) [FW: Safety/Emergency Plans](#) [RE: safety plans - Burlington and Ft. Madison](#) [Waterloo Safety plan](#) [COOP plan 100112.doc](#) [Mason City's Safety Plan](#) [Updated Safety/Security Plan for Davenport - 2-1-13](#) [FW: Emergency plan](#) [image001.jpg](#) (3 Kb HTML)

From Lori Adams, here are the safety and security plans for each local office. There will be a book containing a paper copy of each of these in the ALJ room for you to review before you go to any of the local offices. I am working with Donni to get these on SharePoint

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

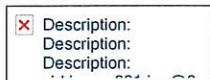
Phone: 515.725.2683
FAX: 515.242.5144

From: Adams, Lori [IWD]
Sent: Thursday, August 01, 2013 7:48 AM
To: Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]
Subject: FW: Field office safety plans

Teresa & Teresa – Here is the information I provided Joe Walsh back on June 7. Even though I gave you the paper documents to copy, perhaps you would rather put these plans on a SharePoint where the ALJs could access them easily prior to visiting a field office location. Whatever works – just wanted you to have options.

Lori Adams, CPM

Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



Hello,

I have updated the COOP plan to reflect staff changes that have occurred. Please use this most recent version.

Thanks,

Marla

- [\[EMERGENCY PLAN FOR DUBUQUE IWD OFFICE, 680 Main St, 2nd floor DUBUQUE, IOWA\]](#)
 - [\[BOMB/Emergency Evacuation Plan:\]](#)
 - [\[VISITOR'S POLICY\]](#)
- [\[INCIDENT REPORT for Phone\]](#)

Continuity of Operations Plan

Region 1

Marla Loecke, IWD Regional Manager

Fern Rissman, WIA Director, UERPC

Ron Axtell, WIA Director, ECIA

Region 1

Revision 15 March 5, 2013

COOP Table of Contents

Continuity of Operations Plans – Coordinating Instructions ----- 03

Appendix A: Calling Tree ----- 17

Appendix B: Alternate Site Information ----- 20

Appendix C: Alternate Site Floor Plan for Dubuque ----- 22

Appendix D: Essential Functions ----- 27

Appendix E: Critical IT Applications ----- 31

Appendix F: Utility Maps ----- 32

Appendix G: Emergency Response Plans ----- 35

Coordinating Instructions

The Regional Manager or his /her designee shall initiate the activation of the Region 1 Continuity of Operations Plan (COOP) and shall assume overall direction and control responsibilities with respect to this regional plan.

Responsibilities For Plan Implementation

- i. Regional Manager, Marla Loecke
 - a. Determine when the department COOP Plan will be activated; and
 - b. Coordinate with IWD District Manager and Division Administrator.
- ii. These team members are responsible for:
 - a. Notification of the activation of this plan to the IWD District Manager and/or Division Administrator: Marla Loecke
 - b. Notification to Region 1 staff of report to work information and the status of the primary work-site office buildings via a telephone call tree; Decorah: Fern Rissman, Dubuque: Marla Loecke, Charlotte Miller. Implementation of this Region 1 COOP Plan: Marla Loecke
 - d. Maintenance of essential office materials at alternate sites: Theresa McCabe
 - e. Maintenance and review of the Region 1 COOP Plan annually **during October all staff training** at a minimum: Marla Loecke
 - f. Providing a current copy of the Region 1 of the COOP Plan and Contact Information following the October review to Lori Adams: Marla Loecke

- g. Ensuring all staff maintain awareness of the Region 1 COOP Plan through periodic training, discussion and exercises: Marla Loecke
- h. Maintaining the currency of contact information: Marla Loecke
- i. Preparing an After Action Report (e.g. lessons learned, etc.) of COOP operations and effectiveness of plans and procedures as soon as possible, identifying areas for correction and developing a remedial action plan. The After Action Report is an information activity that takes place after disaster response or an exercise simulating a disaster. Its purpose is to identify problems and possible solutions for improving future responses: Marla Loecke
- j. Coordinate operations and functions of the Region 1 Teams: Marla Loecke
- iii. Special COOP Teams,
 - a. State Level Management Team
 - b. Media Team
 - c. Assessment and Reconstruction Team
 - d. Site Preparation and Receiving Team (SP&R)
 - e. Operations, Control, Communications and Computers Teams
 - f. Administration and Logistics Planning Team (A&L)
 - g. Salvage and Recovery Team (S&R)
 - h. Security Coordination Team
 - i. Coordinator for Non-COOP personnel
- iv. All Region 1 personnel will be relocated under this plan and known collectively as the Emergency Relocation Group (ERG).
 - a. NOTE: If primary and alternate worksite space and support capabilities are limited, the ERG would be restricted to only those personnel who possess the skills and experience needed for the execution of agency essential functions. Personnel who are not designated Emergency Relocation Group members may be advised to move to some other State facility or duty station, or may be advised to remain at or return home pending further instructions. *This is not the case in Region 1*

State Level Management Team

The State Level Management Team consists of senior management representing various disciplines within the organization. Each team member is a resident expert who provides direction and assistance to the director and business recovery units in their recovery effort.

The State Level Management Team is responsible for the day-to-day direction of the recovery effort. They will approve implementation decision and support the IWD Teams in their efforts to execute the plan. Through the IWD COOP Coordination Team, the Management Team will help coordinate, control and monitor the activities and action.

The State Level Management Team will receive reports of recovery progress and problems from the Coordination Team. They will maintain an up-to-date status of recovery efforts and will recommend appropriate recovery actions, as needed. The Management Team has primary responsibility for managing the recovery of IWDs business units following a major disruptive incident.

The attorney on this team is responsible for providing assistance with legal exposures and work to minimize/mitigate those exposures. The attorney is also responsible to ensure the availability of legal counsel, as required, in all matters related to disaster recovery operations. The attorney will also monitor laws and regulatory issues related to business and industry liabilities for the applicability and possible impact on disaster recovery planning.

State Level Management Team

Management Level Team	Individual Team Member	Work Phone	Cell Phone
IWD Director	Teresa Wahlert	515.281.5365	
IWD Division Administrator	Lori Adams	515-281-9322	515-418-5058
IWD District Manager	Ronee Slagle	641-844-6967	641-352-0245
IWD. Admin. Svs Div, Business SVS Bur, Premises	Eddie Sauls	515.281.5198	

IWD, Admin Svs Div, IT Bureau	Gary Bateman	515.281.3153	515-954-8144
IWD Attorney		515.281.5095	

**Team Leader*

Media Team

The team is the sole source for dissemination of information related to the disaster to the public. The team will ensure the availability of current and accurate information from announcement of the occurrence of a disaster through any follow-up information deemed necessary. The team will monitor all media reporting of the disaster and will respond as required. Team responsibilities include:

Media Announcements on Department Operating Status to:

- Local Government (city and county)
- Business Sector

General Public

Clergy

Others as Necessary

Coordinate with the Coordinator of Non-COOP Personnel, for public and families to call and receive updates to current departmental situation. Coordinate with the Non-COOP Personnel Team to establish an employee-family communication program initiated under the COOP plan.

Media Team

Region 1 Management Level Team	Individual Team Member	Home Phone	Cell Phone	Work Phone
Regional Manager	Marla Loecke*	563.932.2511	563.581.4853	563.556.5800x129
IWD Public Relations	Kerry Koonce	515.681.2330	515.681.2230	515.281.9646
NICC Public Relations	Wendy Knight			563-557-8271 x130

**Team Leader*

Coop Coordination Team

The COOP Coordination Team is responsible, in coordination with IWD management to create and coordinate the Regional IWDs COOP Implementation Plan. The Coordination Team assists individual teams to complete their portions of the Implementation Plan. The Coordination Team plans and coordinates COOP training and departmental exercises.

During a disaster, this team acts as the command center for incoming and outgoing information for the State Level Headquarters Management Team and the other COOP disaster teams. The Coordination team is responsible for preparing an After Action Report of the departments COOP operations and effectiveness of plans and procedures as soon as possible after either a disaster response or an exercise simulating a disaster. Its purpose is to identify problems and possible solutions for improving future responses.

COOP Coordination Team

Region 1 Management Level Team	Individual Team Member	Home Phone	Cell Phone	Work Phone
IWD Regional Manager	Marla Loecke	563-932-2511	563.581.4853	563-556-5800 ext 129
WIA Director-Northern Counties	Fern Rissman	564.568.4486	563.379.2828	563.590.5706
Promise Jobs Team Leader – DBQ & Decorah	Gina Robinson			319.235.2123
WIA Director-DBQ and Delaware Counties	Ron Axtell		563.564.7328	563-556-5800 x136
UI/WP Team Leader & Communications Director	Char Miller		563.599.8903	563.556.5800X114

**Team Leader*

The primary responsibilities of the Region 1 COOP Team Is:

1. To protect employees and information assets until normal business operations are resumed;
2. To manage all response, resumption, recovery and restoration activities;
3. To support and communicate with Department staff and other locations within the organization;
4. To accomplish rapid and efficient resumption of time-sensitive technology and business operations;

During Emergency Response, the primary responsibilities of the Region 1 COOP team members are:

1. To establish an immediate and controlled Iowa Workforce Development Region 1 presence at the incident site under the direction of Emergency Personnel (fire, police, or Incident Commander);
2. To conduct a preliminary assessment of incident impact, known injuries, extent of damage and disruption to the services and business operations under the direction of Emergency Personnel (fire, police, or Incident Commander);
3. To determine if and/or when access to the alternate facility will be allowed; and
4. To provide Bureau Chief/Division Administrator under the direction of Emergency Personnel (fire, police, or Incident Commander) with the facts necessary to make informed decisions regarding subsequent resumption and recovery activity.

During Resumption, the primary responsibilities of the Region 1 COOP Team are:

1. To establish and organize a control center for the resumption operations;
2. To notify and appraise team leaders of the situation;
3. To mobilize and activate the operations teams necessary to facilitate the resumption process; and
4. To alert employees, vendors and other internal and external individuals and organizations.

During Recovery, the primary responsibilities of the Region 1 COOP Team are:

1. To prepare for and/or implement procedures to facilitate and support the recovery of less time-sensitive business functions; and
2. To maintain information flow regarding the status of recovery operations among employees, vendors and other internal and external individuals and organizations.

During Restoration, the primary responsibilities of the Region 1 COOP Team are:

1. To prepare procedures necessary to the relocation or migration of business functions to the new or repaired facility;
2. To implement procedures necessary to mobilize operations, support and technology department relocation or migration; and
3. To manage the relocation/migration effort as well as perform employee, vendor and customer notification before, during and after relocation or migration.

Assessment And Reconstruction Team

The Assessment & Reconstruction Team responsibility is to assess the results of the disaster and ensure the availability of information necessary to restore business functions at the damaged facilities.

The team will make an initial damage assessment, and provide detailed information to the IWD State Level Management Team regarding extent of damage, origin of interruption, injuries sustained, extent of damages, access restrictions, and estimate the length of interruption, based on input from civil agencies, utility companies, and other professionals. The team may suggest a course of action.

Upon selection of a restoration alternative by the State Level Management Team, the team will establish a reconstruction project plan, which includes estimated costs and time frames to reactivate the facilities for review of the State Level Management Team.

The team will coordinate insurance issues in support of the disaster recovery operations. They will notify insurance carriers and request appropriate claims representatives to assemble at the damaged facilities. The team will maintain close liaison with insurance representatives in processing claims and will obtain authorization from appropriate insurance carrier officials for the disbursement of emergency funds as required throughout the recovery cycle.

With insurance company approval, the team will coordinate the cleanup and restoration of damaged equipment and supplies. The team will coordinate with the Site Evaluation and Restoration team in the preparation of the insured property damage assessment.

Tasks include:

Ensure that qualified and authorized personnel are available/onsite to perform damage assessments.

Ensure that alternate personnel are available if primary staff is not present.

Meet at a predetermined location and walk the facility.

Physically check all utilities, telephone, electricity, gas, water, sewer, and report damage to State Level Management Team Leader.

Interface with outside services (e.g., fire departments, building inspectors, government agencies) on issues of safety and occupancy.

Determine the nature and extent of damage and the projected time to repair/restore.

Call out utility company vendors or professional consultants, for assistance as necessary.

Brief repairmen of extent of damage, locations and resources needed for repair.

Document findings and observations.

Brief State Level Management Team Leader as to extent of outages; estimated time for restoration of services; damages caused by pressure lines, sewers, etc.

When damage assessment is complete, work with the Salvage and Recovery Team for necessary facility and/or equipment salvage, repair or replacement.

Work with the insurer to obtain damage reimbursement.

Work with equipment and service providers to assess and implement necessary repairs.

Coordinate/oversee renovations, repairs, and inspection of new/repaired facilities and equipment.

Ensure necessary approvals from civil authorities have been received.

Assessment and Reconstruction Team

Department/Division/Bureau	Individual Team Member	Home Phone	Cell Phone	Work Phone
IWD, Admin Svs Div, Business Svs Bur, Premises	Eddie Sauls*			515.281.5198
IWD, Admin Svs Div, Business Svs Bur, Premises	Lucinda Calvert	-----	-----	515.281.7023
IWD, Admin Svs Div, Business Svs Bur, Premises, Communications	Renee White	-----	-----	515.281.6410
IWD, Admin Svs Div, IT Bureau	Gary Bateman		515.954.8144	515-281.3153
IWD Region 1 Peer Support - Lead	Barb Hyke	563.547.2562	563.379.2562	563.382.0457x405

**Team Leader*

Site Preparation And Receiving Team (SP&R)

The Site Preparation and Receiving Team (SP&R) is responsible for provision and preparation of the off-site location. Responsibilities include preparing the designated off-site location for occupancy, initiating and maintaining off-site operations for operation level as determined by COOP/COG team.

Site Preparation and Receiving Team (SP & R)

Site	Individual Team Member	Home Phone	Cell Phone	Work Phone
IWD, Decorah	Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
IWD, Dubuque	Marla Loecke*	563.932.2511	319.361.4934	563.556.5800x129
	Lynette Dietz	563.557.9194	563.564.5694	563.556.5800x124

**Team Leader*

Operations, Control, Communications and Computers Teams

Teams will focus on essential critical functions. For these critical functions, teams should devise plans that encompass steps to be taken prior to a disaster, during the disaster and after the disaster.

Communications Recovery Team

The Communications Recovery Team is responsible for developing and documenting voice and data communication configurations necessary for the business recovery and is to ensure that all components necessary for recovery are available. When notified, the team is to activate voice and data communications at the recovery sites, with the command center first and then the business recovery areas.

Communications Recovery Team

Individual Team Member	Home Phone	Cell Phone	Work Phone
Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
Barb Hyke	563.547.2562	563.379.2562	563.382.0457x405
Charlotte Miller*		563.599.8903	563.556.5800x114
Lynette Dietz	563.557.9194	563.564.5694	563.556.5800x124
Ron Axtell		563.564.7328	563-556-5800x136

**Team Leader*

Financial Operations Team

The Financial Operations Team will effectively aid in managing all monetary details associated with the recovery operations. The team will coordinate with all recovery teams to ensure the recording of expenses associated with the recovery and will coordinate with the cashier function to establish emergency fund systems to support the recovery operation.

Financial Operations Team

Individual Team Member	Home Phone	Cell Phone	Work Phone
Marla Loecke	563.932.2511	319.361.4934	563.556.5800x129
Zakia Hussain, (Budget Analysis)	-----	-----	515.281.4018
Kelly Taylor, Bureau Chief	-----	515-201-0490	515.281.4263

**Team Leader*

Administrative Services Operations Team

This team is responsible for providing supplies, forms, copy services, mail services, word processing, clerical support and customer support if needed at an alternate site or on an on-going basis to keep the department operational.

Administrative Services Operations Team

Site	Individual Team Member	Home Phone	Cell Phone	Work Phone
IWD, Decorah	Fern Rissman*	563.568.4486	563.379.2828	563.590.5706
	Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
IWD, Dubuque	Marla Loecke	563.932.2511	319.361.4934	563.556.5800x129
	Lynette Dietz	563.557.9194	563.564.5694	563.556.5800x124

**Team Leader*

Essential Vital Records/Databases Team

IWDs Essential Vital Records Databases Team will ensure the protection of vital records, regardless of media type, that are needed to support essential functions under all emergency conditions. Vital records may be in paper or electronic format.

Essential Vital Records/Databases Team

Site	Individual Team Member	Home Phone	Work Phone	O WW
			Cell Phone	
IWD, Decorah	Fern Rissman*	563.568.4486	563.379.2828	563.590.5706
	Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
IWD, Dubuque	Marla Loecke	563.932.2511	319.361.4934	563.556.5800x129
	Lynette Dietz	563.557.9194	563.564.5694	563.556.5800x124
IWD, Peer Support	Barb Hyke	563.547.2562	563.379.2562	563.382.0547x405

**Team Leader*

Administration And Logistics Planning Team (A & L)

The Administration and Logistics Team is responsible for the areas listed below. Based on the severity and nature of a disaster, this team will appropriately address these needs.

- Health and Safety of Personnel – account for all personnel according to the call tree system under the direction of the lead caller. Succession for this responsibility will move to the next person on the list in the event of absence or injury.
- Transportation by private or personal vehicles, mass transit, or NICC vehicles.

Administration and Logistics Planning Team

Individual Team Member	Home Phone	Cell Phone	Work Phone
Marla Loecke	563.932.2511	319.361.4934	563.556.5800x129
Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
Lynette Dietz	563.557.9194	563.564.5694	563.556.5800x124
Barb Hyke	563.547.2562	563.379.2562	563.382.0457x405

**Team Leader*

Salvage & Recovery Team (S & R)

The State Level Management Team as well as the Coordination Team will working with local officials, will notify the Salvage & Recovery Team when it is safe to enter the disaster work site in order to initiate operations to salvage and recover department assets. Prior to this activity, approvals may be required from local and Federal law enforcement authorities that may be involved in crisis management.

The Salvage and Recovery Team will coordinate the authorization and removal of needed or usable items from the damaged facility without affecting claim settlements. The team will need to assess equipment, furniture, systems and vital records/databases. The Essential Vital Records/Databases Team should determination what constitutes vital records/databases and that list should be provided to the Salvage and Recovery Team prior to any disaster. The items removed may be used at an alternate location or stored until we are able to occupy the main facility or a new permanent facility.

Salvage & Recovery Team (S & R)

Department/Division/Bureau	Individual Team Member
IWD, Admin Svs Div, Business Svs Bur, Premises	Eddie Sauls*
IWD, Admin Svs Div, Business Svs Bur, Premises	Lucinda Calvert
IWD, Admin Svs Div, IT Bureau	Gary Bateman
IWD Region 1 Peer Support - Lead	Barb Hyke
IWD Region 1 Inventory – Local Lead	Theresa McCabe**-DBQ, Sue Peil-Decorah**

**Team Leader **Local lead*

Security Coordination Team

The Security Coordination Team is to provide security and access control of the IWD facilities, alternate facilities and their contents. To protect and preserve the company's assets and employees before, during and after the occurrence of a disaster by securing the grounds and maintaining the peace site under the direction of Emergency Personnel (fire, police, or Incident Commander) The Security Coordination Team to coordinate with local agencies to prevent exacerbation of the damage.

With particular emphasis on security and the designation of special security teams, security planning must be developed for the following:

During Activation and Relocation: Local Emergency Personnel Responsibility

During Reconstitution and Return to Normal Operations: Contract for security as needed. Provide a list of names and phone numbers of services in the area.

Security Coordination

IWD Office	Individual Team Member	Home Phone	Cell Phone	Work Phone
Decorah	Theresa McCabe	563.382.3923	563.379.0667	563.382.0457x407
Dubuque	Marla Loecke*	563.932.2511	319.361.4934	563.556.5800x129

**Team Leader*

Coordinator For Non-Coop Personnel Team

The Non-COOP Personnel Team is to provide support of those personnel related issues that are critical to controlling the recovery effort and is to meet the needs of employees and management during the recovery. On direction from the Media Team, the Non-COOP Personnel Team will establish and coordinate methodology for public and families to call and receive updates to the current Region 1 situation.

The team is to provide needed assistance to families of employees, particularly those who are injured or displaced by the disaster. The team is to minimize the emotional aftershock from the disaster and provide counseling for post trauma or emotional stress for employees affected by the excessive scope of the disaster.

Coordinator for Non-Coop Personnel Team

Individual Team Member	Home Phone	Cell Phone	Work Phone
Charlotte Miller		563.599.8903	563.556.5800x114
Fern Rissman*	564.568.4486	563.379.2828	563.590.5706
Barb Hyke	563.547.2562	563.379.2562	563.382.0457x405

**Team Leader*

Region 1 Teams

Team Name	Number of persons in team
State Level Management Team	6
Media Team	3
COOP Coordination Team	6
Assessment and Reconstruction Team	5
Site Preparation and Receiving Team (SP & R)	3
Communications Recovery Team	5
Financial Operations Team	3
Administrative Services Operations Team	4
Essential Vital Records/Databases Team	5
Administration and Logistics Planning Team (A & L)	4
Salvage & Recovery Team (S & R)	5
Security Coordination	2
Coordinator for Non-COOP Personnel Team	3
TOTAL (duplicated count):	54

COOP Plan Reviewed

Date: _____ Signature _____

Name _____

Title _____

IWD Staff

Marla Loecke

563-932-2511

319-361-4934 cell

Regional Manager

Glen Gassman

563-581-9185 cell

Sue Peil

563-542-3195

Charles Rummery

563-581-0456

Dave Fraehlich

563-557-8837

Karin Campbell

563-583-5259

Appendix A

Gina Robinson

319-235-2123

PJ Sup-DBQ & Decorah

Charlotte Miller

563-599-8903 cell

Lynette Dietz

563-557-9194

563-564-5694 cell

Barb Hyke

563-547-2562

563-379-2562

Kent Roeder

563-556-2322 h

Theresa McCabe

563-382-3923

563-379-0667 cell

Sherry Buchheit

563-379-7716 cell

563-534-7706 h

Janice Johnson

608-568-3564

608-778-3251 cell

563-

Sharon Woodson

563-562-3288

563-379-8866 cell

Peggy Murray

319-360-8534 cell

Elmarie Schilling

641-394-5488

641-330-4635 cell

Lisa Farley

319-465-4705 h

319-521-2239 cell

Ellie Heitritter

563.588.1912

563-599-6265cell

Non-IWD Staff

Kathy Baker

563-582-2673

ECIA

Ami Johnson

563-556-4951

ECIA

ECIA

Ron Axtell

563-564-7328 work cell

WIA Director

ECIA

Fern Rissman

563-568-4486

563-379-2828cell

WIA Director

UERPC

Mary Rosonke

641-394-3331

641-330-1518 cell

UERPC

Lisa Curtin

563-568-1472 h

UERPC

Colleen Finger

563-567-8243 h

563-864-7554 x124 Postville - HCC

HCC

Leslie Cuvelier

563-238-5271

563-380-7254 cell

HCC

Jeanie Wright

319-291-2546 work

HCC

Michael Murray

319-360-0844 cell

HCC

Ken Voorhees

563-556-5805 h

563-581-0271cell

HCC

Ardie Kuhse

563-864-3433 h

563-379-4849 cell

UERPC

Kim Rothmeyer

563-532-8977 h

563-380-6562 cell

Decorah - Goodwill

COOP Team

Ron Axtell

563-564-7328 work cell

ECIA WIA Director

Fern Rissman

563-568-4486

563-379-2828cell UERPC WIA Director

Marla Loecke

563-932-2511

319-361-4934cell

Regional Manager

Lynette Dietz

563-557-9194 H

563-564-5694 cell

Lori Adams

515-281-9322 W

515-418-5058 cell

=

Theresa McCabe

563-382-3923 H

563-379-0667 cell

Char Miller

563-599-8903 cell

Ellie Heitritter

563.588.1912

563-599-6265cell

Elmarie Schilling

641-394-5488 H

641-330-4635 cell

Ronee Slagle

641-844-6967 work

641-352-0245 cell

Kerry Koonce

515-281-9646 W

Barb Hyke

563-547-2562 H

563-379-2562 cell

Appendix B

Alternate Sites For Region 1

Department/Agency: Iowa Workforce Development – Decorah Office

Agency Code:

Division/Bureau Iowa Workforce Development

Current Office Address 312 Winnebago St Suite A , Decorah IA 52101

(Office to be relocated)

Office to be relocated:

Name: Marla Loecke

Address: 312 Winnebago St, Suite A Decorah IA 52101

Phone Number: 563.382.0457 Fax Number: 563.387.0905

E-mail Address: Marla.Loecke@iwd.iowa.gov

Telecommunications/Data:

Name: VOICE: Theresa McCabe DATA: Theresa McCabe

Address: 312 Winnebago St., Suite A 312 Winnebago St, Suite A

Decorah IA 52101 Decorah IA 52101

Phone Number: 563.382.0457 ext 112 563.382.0457 ext 112

Fax Number: 563.387.0905

E-mail Address: theresa.mccabe@iwd.iowa.gov theresa.mccabe@iwd.iowa.gov

Does your agency presently have an Alternate Facility Yes, a small number of staff may relocate to other regional offices. This document pertains to the alternate facility.

If yes, indicate Alt. Facility address: Smith Building, Case Management, Child Support, DHS,

The Spectrum Network

Alternate Sites For Region 1

Department/Agency: Iowa Workforce Development – Dubuque Office

Agency Code:

Division/Bureau Iowa Workforce Development

Current Office Address 680 Main St, 2nd Floor – NICC Clock Town Building (Office to be relocated)

Office to be relocated:

Name: Marla Loecke

Address: 680 Main St, 2nd Floor – NICC Clock Town Building

Phone Number: 563.556.5800 Fax Number: 563.556.0154

E-mail Address: Marla.Loecke@iwd.iowa.gov

Telecommunications/Data:

Name: VOICE: Charlotte Miller DATA: Charlotte Miller

Address: 608 Main St, 2nd floor 608 Main St, 2nd floor

Dubuque, IA 52001 Dubuque, IA 52001

Phone Number: 563.556.5800 ext 114 563.556.5800 ext 114

Fax Number: 563.556.0154

E-mail Address: charlotte.miller@iwd.iowa.gov charlotte.miller@iwd.iowa.gov

Does your agency presently have an Alternate Facility Yes, a small number of staff may relocate to other regional offices. This

document pertains to the alternate facility.

If yes, indicate Alt. Facility address: ECIA- East Central Intergovernmental Association, 7600 Commerce Park, Dubuque, IA 52002.

Alternative Site For Dubuque Iowa Workforce Development:

East Central Intergovernmental Association

7600 Commerce Park

Dubuque, IA 52002

563-556-4166

Appendix C

1. **Essential Functions. Identify the mission-essential functions, in priority order, to be performed at the alternate facility. For guesstimating purposes IWD is figuring each individual will need a minimum of a 4 x 6 work area, which is 24 square feet for each person.**

	Function	Square Feet
Essential Function #1	Continue filing and management of unemployment insurance claims.	192
Essential Function #2	Continue the delivery of federally funded TANF employment and training services to FIP recipients through the PROMISE JOBS program.	120
Essential Function #3	Continue the delivery of federally funded training services through contracts with WIA service providers.	96
Essential Function #4	Continue job-matching capabilities of current job openings and available labor force.	(included above)
Essential Function #5	Continue the administration of programs designed to serve target populations.	(included above)
Total SF	Approximate total number of people 17	408

(includes supervisory and office support staff)

2. **Deployment Planning:**

A. **In what area must the Alternate Facility (AF) be located? (Factors and elements to consider may include locating within a specified boundary to critical facilities, collocating with federal or county facilities, availability and cost consideration of communications to the facility, proximity to mass transit/ major highways, etc.)**

The ideal AF will be located within (Decorah, Dubuque, Manchester, New Hampton, Oelwein) with high speed network capability and access to local transit system.

B. **Considering the area designated above, how will employees access the alternate facility? (Private vehicles, agency arranged transportation, mass transit, etc.)**

Employees will access the AF through private vehicles.

C. **Does cellular phone coverage limit the AF area of consideration? (See item 6)**

No

3. **Alternate Facility Availability:**

A. **How soon after decision to deploy must site be available?** The AF site must be available within 24 hours.

B. **Identify Equipment/Supplies required at the alternate facility:**

- Local phone book
- Local staff home contact information
- Originals of critical documents or forms utilized in delivery of essential functions.
- Laptops or other systems with network access
- Networked printer

- Access to telephones
- Data cords
- Extension cords
- Surge protectors
- Letterhead
- Envelopes
- Note pads
- Pens/Pencils
- Hi-lighters
- Binder clips
- Paperclips
- Staplers
- Staples
- Rolls of tape
- Trash receptacles
- Date stamp & inkpad
- File Folders

C. **Would tenting be acceptable as a temporary measure until more permanent space could be arranged?** Yes, however arranging for tents could take longer than locating an acceptable alternate facility.

D. **If certain requirements are a priority indicate them here in order of importance: (e.g., 1. Onsite Parking, 2. Telecommunications, 3. Location, 4. Security, 5. Proximity to Mass Transit/Major Highways or Critical Facilities)**

Priority # 1 Network accessibility Priority # 2 Phone accessibility

4. Alternate Facility Description:

A. Number of Persons to be supported overall? (All shifts):

Start Time Finish Time # Employees

First Shift (M-F)	8:00 a.m.	4:30 p.m.	Decorah 9	
			Dubuque 25	
Saturday	NA	NA	NA	
Sunday	NA	NA	NA	

B. When this AF is activated, how many hours per day and days per week will it operate?

Start Time Finish Time

Monday Friday	8:00 a.m.	4:30 p.m.	
Saturday	NA	NA	
Sunday	NA	NA	

C. Describe essential functions and number of personnel (per shift) in distinct areas (e.g.: Operations, Finance, Communications and Administration).

Employment Services/Unemployment Insurance – 9 Advisors,

Veterans Services –1 Advisor

Field Auditor Services – 2 Field Auditors

PROMISE JOBS – 8 Advisors, 2 Supervisors

Workforce Investment Act – 6 E&T Specialists, 1.0 support (WIA & ECIA)

3 IWD Associates, 1-Regional Manager, 2 WIA Director, 1 IWD Supervisor, Partners: Goodwill - 1, Vocational Rehabilitation - 2.

D. Include relational activities (e.g., Administration must have an adjoining work area to Finance). Include area (as required for conference rooms, computer rooms, medical treatment/first aid, storage, food services, lodging, etc.).

Facility has many meeting rooms and computer labs available by reservation.

E. Identify furniture requirements (# of workstations, chairs, cabinets, tables, etc.).

Facility has tables and chairs available for advisor and customer use. A minimum of three filing cabinets are needed. The College Physical Plant department may have these items in storage.

5. Telecommunications:

Describe the general requirements for telephone systems as they exist presently and as they would at the AF.

A. Current Voice System:

1. Name of Provider or Carrier?

Local Carrier Century Link Decorah, Dubuque, Long Distance Century Link

2. Type and number of Lines?

Current Required at AF

Analog (modem/fax)	ECIA has fax machine.
Digital	Phone system will be worked out. Recommend consideration of reimbursement or partial payment for staff cell phone service and minutes.
Voice Mail	ECIA has a voice mail system in place.

B. Cellular Service: No corporate cell phone service.

Name of Service Provider(s):

Maintenance Agreements:

C. Data Requirements: Covered in Appendix E

Notes:

1) Does the agency have Telecommunications Service Priority (TSP)?

The Telecommunications Service Priority (TSP) Program provides national security and emergency preparedness (NS/EP) users priority authorization of telecommunications services that are vital to coordinating and responding to crises. Telecommunications services are defined as the transmission, emission, or reception of intelligence of any nature, by wire, cable, satellite, fiber, optics, laser, radio visual or other electronic, electric, electromagnetic, or acoustically coupled means, or any combination thereof. As a result of hurricanes, floods, earthquakes, and other natural or man-made disasters, telecommunications service vendors may become overwhelmed with requests for new telecommunications services and requirements to restore existing telecommunications services. The TSP Program provides service vendors with a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to NS/EP. A telecommunications service with a TSP assignment is assured of receiving full attention by the service vendor before a non-TSP service. The information copied from <http://tsp.ncs.gov/>

Yes X No

Must be Homeland Security or Defense related agency to receive TSP.

2) Virtual office. Are all line, instrument, calling card and access capacity needs met for employees who will be performing in a virtual environment? N/A

7. Parking:

A. What is the maximum number of parking stalls that will be required? N/A ECIA has some parking available and parking along street could also be utilized. .

Onsite:

Offsite:

B. Is secured parking (exterior or interior) required, number of each, and parking configurations? N/A

8. Local Resources:

Determine requirements for the following resources potentially available in the area near the alternate facility:

- A. **Local post office availability:** ECIA has mail services with delivery to the local post office.
- B. **Will it be necessary to rent post office boxes?** Possibly
- C. **Custodial/Trash disposal requirement:** Will be discussed.
- D. **Other:**

9. Security:

- A. **Does security require sole tenant occupancy of space or allow for occupying a building with other tenants?** Sole occupancy is not required however availability of areas for confidential interviews with clients is ideal.
- B. **Is secured storage for equipment required on site?** Yes.
- C. **Describe requirements for physical and operations security to include armed and unarmed personnel, security fences, security system, card reader access, cleared area around the alternate facility, number of access/egress routes, exterior lighting, access control points, etc.** No additional security is required.
- D. **Classified storage requirements.** Storage of confidential documents is necessary.

10. **Other Considerations for Alternate Facilities selection or modification. List any other relevant items affecting AF selection here:**

Region 1 Essential Functions

Total Essential Functions for this region is: 5

Essential Function #1 Continue job-matching capabilities of current job openings and available labor force.

Function	Maximum Time Allowed Before Bringing Function Back On-line	Priority Code
#1.1 Continue job matching capabilities	1 to 2 days	A

Priority code scale: A = Very critical B = Critical C = Marginally critical D = Not Critical

Near Site/Far Site location to recover this function: Decorah, Dubuque.

Personnel/Team required to recover this function

- 1. Decorah: Marla Loecke, Theresa McCabe, Barb Hyke, Sharon Woodson
- 2. Dubuque: Marla Loecke, Lynette Dietz, Jane Becker, Peggy Murray, Janice Johnson, Charlotte Miller, Andrea Muntz, Sue Peil, Kent Roeder, Sandy Magsamen, Ellie Heitritter.

Tasks required to recover this functions:

- 1. Retrieve IWorks.
- 2. Retrieve any master copies of service applications, ONET codes and job order forms.
- 3. Retrieve Outlook for correspondence with job seekers and businesses.

Resources\IT systems required to recover this function:

- 1. IWorks
- 2. Outlook
- 3. Access to common drive and U drive

Essential Function #2 Continue the delivery of federally funded TANF employment and training services to FIP recipients through the Promise Jobs Program.

Function	Maximum Time Allowed Before Bringing Function Back On-line	Priority Code
#2.1 Continue writing FIA agreements	3 to 7 days.	A
#2.2 Maintain component reporting.	3 to 7 days.	A

#2.3 Maintain payment system.	3 to 7 days.	A
#2.4 Maintain manual access.	3 to 7 days.	A

Priority code scale: A = Very critical B = Critical C = Marginally critical D = Not Critical

Near Site/Far Site location to recover this function: Decorah, Dubuque

Personnel/Team required to recover this function:

1. Sharon Bucheit - Decorah
2. Karin Campbell/Lisa Farley - Dubuque

Tasks required to recover this functions:

1. Determine loss or damage to any paper files.
2. Contact Management.

Resources\IT systems required to recover this function:

1. IWorks
2. PJ Case
3. SESMGR
4. Microsoft Products
5. LotusNotes
6. Outlook
7. Common Drive
8. Sharepoint

Essential Function #3 Continue the delivery of federally funded training services through contracts with WIA service providers.

Function	Maximum Time Allowed Before Bringing Function Back On-line	Priority Code
#3.1 Maintain a system to record services.	3 to 7 days.	A
#3.2 Maintain a listing of Certified Training Providers.	3 to 7 days.	C
#3.3 Maintain access to program manuals and field memos.	3 to 7 days.	A
#3.4 Determine applicant eligibility	3 to 7 days.	A
#3.5 Enroll in appropriate programs	3 to 7 days	A
#3.6 Perform case management functions	3 to 7 days.	A
#3.7 Process payment to participants and Vendors	3 to 7 days.	A
#3.8 Provide Post Program Services to participants	3 to 7 days.	B

Priority code scale: A = Very critical B = Critical C = Marginally critical D = Not Critical

Near Site/Far Site location to recover this function: Dubuque, Postville

Personnel/Team required to recover this function:

1. Dubuque: Ron Axtell
2. Decorah: Fern Rissman

Tasks required to recover this functions:

1. IWorks access to help with placement, workshop assignments
2. LotusNotes access to case management
3. Outlook access to e-mail

Resources/IT systems required to recover this function:

1. LotusNotes
2. Outlook
3. IWorks

Region 1 Essential Functions

Total Essential Functions for this region is: 5

Essential Function #4 Continue the delivery of UI Benefits applications and claims.

Function	Maximum Time Allowed Before Bringing Function Back On-line	Priority Code
4.1 Continue delivery of unemployment insurance.	1-2 days	A

Priority code scale: A = Very critical B = Critical C = Marginally critical D = Not Critical

Near Site/Far Site locations to recover this function: Dubuque, Decorah

Personnel/Team required to recover this function:

1. Decorah: Theresa McCabe, Barb Hyke, Sharon Woodson
2. Dubuque: Marla Loecke, Lynette Dietz, Janice Johnson, Charlotte Miller, Kent Roeder,

Tasks required to recover this functions:

1. Retrieve Internet, Host and Quick Claims to be able to get claims entered and checked on.
2. Have forms available for direct deposit, call-in brochure, claims and appeals.

Resources/IT systems required to recover this function:

1. Internet
2. Host
3. Quick Claims

Region 1 Essential Functions

Total Essential Functions for this region is: 5

Essential Function #5 Continue the administration of programs designed to serve the target population.

Function	Maximum Time Allowed Before Bringing Function Back On-line	Priority Code
#5.1 Maintain TAA system.	1 to 2 days.	C
#5.2 Maintain WOTC certification system.	1 to 2 days.	D

Priority code scale: A = Very critical B = Critical C = Marginally critical D = Not Critical

Near Site/Far Site location to recover this function: Decorah, Dubuque

Personnel/Team required to recover this function:

1. Decorah: Barb Hyke will retrieve TAA forms.
2. Dubuque: Kathy Baker will retrieve TAA forms.

3.Charlotte Miller will retrieve WOTC forms.

Tasks required to recover this functions:

1. Retrieve Host and forms for TAA.
2. Retrieve forms for WOTC.

Resources/IT systems required to recover this function:

1. TAA would need Host.

Appendix E

Critical IT Applications

IT Support Requirements:

In the Essential Applications column, please list those applications deemed critical by the region. The Criticality Rating should reflect the essential function criticality rating of the essential function the application supports, as identified in Appendix D of the COOP process.

Please work closely with your IT support specialists to complete the rest of the worksheet.

Under Supporting Hardware, please list all necessary resources (such as a server or other equipment) and whether they are department-owned or the application is stored on equipment provided by another department (such as DAS-ITE, DOT, IWD, etc.) In the final column please identify any network connectivity requirements of the application, such as a connection with the state backbone network or access to the Internet or resources on other departments/partner networks.

Worksheet IT Support

Criticality Rating	Essential Application	Supporting Hardware	Connectivity Requirements
ES/UI Functions			
	IWorks SESMGR LotusNotes Outlook	Internet access Intranet access IWD server access IWD server access	NICC network access VPN access to IWD
PROMISE Jobs			
	IWorks	Internet access	NICC network access
	PJ Case	Internet access	VPN access to IWD
	SESMGR	Intranet access	
	Microsoft Products	Common Drive/Server	
	LotusNotes	IWD server access	
	Sharepoint		
	Outlook	Internet access	
	Common Drive	Local server or assigned	
WIA			
	LotusNotes	IWD Server access	NICC network
	Outlook	Internet access	VPN access to IWD
	IWorks	Internet access	

--	--	--	--

Verified with IT that back-up of local server and maintenance of U-Drives are done in Des Moines. Should we lose our local server completely we would map it to a different server but we would not lose anything.

[Public]

Appendix F

LEGEND

- Computer Tower
- Auxiliary Lighting
- Flashlight
- Furnace
- Keys
- Water Valve
- Tornado Shelter
- Fuse Box
- Telephone Lines
- Fire Extinguisher

First Aid

Safe Box

DECORAH

Emergency Exit Only

[Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.]

Parking Lot

Furnace and Safe Box are located upstairs.

Bath

Room

W

W

W

W

Closet

W

W
W
W
W
W
W
W
W

Bathroom

Elevator

D
D
D

Stairs

Office

Office

Office

Office

Office

Office

Office

Office

Oice

Primary –

Secondary tornado shelter in PC classroom.

HCC PJ

A

DUBUQUE

Dubuque Workforce Center at NICC, 2nd floor Fire escape plan is to exit nearest entrance and meet on top level of parking ramp.

Tornado shelter in the basement of building. Furnace/ auxiliary lighting in the basement.

Appendix G

QUICK REFERENCE EMERGENCY PLAN FOR All Region 1 Office's

VIOLENT PERSON/THREAT:

Yourself	Co-Worker
<ul style="list-style-type: none"> • REMAIN CALM! • Be alert of potentially dangerous situations yourself, co-workers or customers maybe encountering. • Do not confront the individual! • If possible remove any customers and yourself from area. • If possible activate ALL CENTER PAGE feature (33*-DBQ, *74 - Decorah) stating "Code Red to __ office." • Call 911, advise of threat. • • 	<ul style="list-style-type: none"> • REMAIN CALM! • Be alert of potentially dangerous situations yourself, co-workers or customers maybe encountering. • Do not confront the individual! • If possible remove all customers from area. • Contact co-worker by phone to determine if assistance is needed. • If yes, activate ALL CENTER PAGE (33*-DBQ, *74- Decorah) feature stating • "Code Red to __ office" • Call 911, advise of threat.

FIRE / TOXIC / FUMES / GAS LEAK:

1. **Evacuate the building immediately** by using ALL CENTER PAGE (33*-DBQ, *74- Decorah) or pulling PULL STATION alarm.
2. **Call 911**, advise of location of emergency in the building.

BOMB:

- 1.

Evacuate the building immediately by using ALL CENTER PAGE (33*-DBQ, *74- Decorah) or pulling PULL STATION alarm.

2. **Call 911**, provide detailed information regarding bomb threat.
3. Report any suspicious actions or packages in work areas. **DO NOT ATTEMPT TO REMOVE these items or individuals.**

TORNADO / SERVE STORM / EARTHQUAKE:

1. In the event use ALL CENTER PAGE (33*-DBQ, *74- Decorah) **direct customers in work area to the designated tornado/emergency shelter.**
 2. In the event of earthquake evacuate the building immediately.

EMERGENCY PLAN

IWD OFFICE

312 Winnebago St, Suite A

DECORAH, IOWA

FIRE/TOXIC FUMES/GAS LEAK:

- o There is one fire extinguisher in this building located on the wall across from the reception desk. It is in a brown cabinet. This is an ABC type extinguisher and may be used on all types of fires. To use: Remove the extinguisher from the stand, pound on the floor to mix powder settled on bottom with the liquid, pull off the plastic retainer clip, point extinguisher at base of the fire and squeeze handle. The best method is to use a fanning motion from side to side when fighting a fire.
- o In case of a suspected gas leak, do not turn on/off light switches for fear of a spark.

- o In case of toxic fumes, evacuate the building and let the police/fire department deal with the cause and solution.
- o The number to call for the Decorah Fire/Police Department is: 911
- o In the event that you believe an evacuation of the building is necessary, please use the phone system (33*) to alert all personnel in the building. Be sure to alert all those not on the phone system of the need to leave the building. All IWD office personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance at this time. If building evacuation is done, all IWD office personnel should assemble at the car was so a head count can be taken. An ordered evacuation will be on state time. When an “all clear” is given, all employees are expected to return, or take leave time. Maps of evacuation routes are posted on all bathroom doors and by resource computers.
- o The manager or person in charge should notify the IWD Director’s office of the problem at: 1-515-281- 5365. When the situation is over, the Director’s office should again be notified.
- o Any additional safety precautions recommended by local police or fire authorities will also be followed.

BOMB/Emergency Evacuation Plan:

- o Bomb threat calls, or suspect objects will be reported to the office manager or person in charge immediately. In addition, upon receiving a bomb threat call; the *Threat Call Checklist* should be completed immediately by the person receiving the call. {See copy of form attached.}
- o The manager or person in charge will immediately call the Decorah Police Department 911. **DO NOT MAKE THE CALL USING A CELLULAR PHONE.** These work on radio waves and can detonate a bomb.
- o All personnel in the building should make a brief but thorough scrutiny of their immediate work area and report any foreign or suspect packages. Extreme caution must be emphasized – Do Not under any circumstances touch or remain near any suspect package. Report the package immediately to the police if they are here or to the manager or person in charge.
- o In the event that you believe an evacuation of the building is necessary, please use the phone system (*74) to alert all personnel in the building. Remember not everyone is on the phone system, make sure everyone is evacuated. All IWD office personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need assistance or emotional reassurance at this time. If building evacuation is done, all IWD office personnel should assemble at the car was so a head count can be taken. An ordered evacuation will be on state time. When an “all clear” is given, all employees are expected to return, or take leave time. Maps of evacuation routes are posted on all bathroom doors and by resource computers.
- o The manager or person in charge should notify the IWD Director’s office of the problem at: 1-515-281- 5365. When the situation is over, the Director’s office should again be notified.
- o Any additional safety precautions recommended by local police or fire authorities will also be followed.

TORNADO/SEVERE STORM/EARTHQUAKE:

- o Front desk staff will monitor the weather radio and make an announcement of a severe weather warning. Front desk staff will use the phone system (*74) to alert all personnel in the building, and personally notify those not on the phone system. All staff and customers will then proceed to the back hallway and designated shelter areas. Designated staff person will shut office doors; bring first-aid kit and flashlights and fire extinguisher. Staff with cell phones should bring them as well.

VIOLENT PERSON THREAT:

- o Decorah IWD personnel and office partners all use the Red File code. In the event of potential danger from a violent person in the office a red file is requested, this means call the police now at **382-3667** or **911**.
- o Wherever affected all IWD and partner personnel should evacuate the building inconspicuously and quickly and meet at the car wash.

Emergency Contact List

12/12/2008

Decorah – Iowa Workforce Center

⇒⇒⇒ Emergency ⇐⇐⇐

Police/Fire/Ambulance	911
Police (non-emergency)	(563) 382-3667
Fire (non-emergency)	
Environmental & Chemical spills	(563) 382-3669
Winneshiek Medical Center	(563)382-2911
Clinics:	
Gundersen Lutheran	(563) 382-3140
Decorah Clinic Mayo	(563) 382-9671

⇒⇒⇒ Administrative ⇐⇐⇐

Marla Loecke	IWD Regional Manager	(563) 556-5800 (ext. 129) or (319) 361-4934 (cell)
Fern Rissman	WIA Director UERPC	(563)590-5706 or (563)-379-2828 (cell)
Ronee Slagle	IWD District Manager	(641) 844-6967 or (641) 352-0245 (cel)
Lori Adams	IWD/Des Moines	(515) 281-9322
Eddie Sauls	IWD/Leases	(515) 281-5198

⇒⇒⇒ Decorah Property: Utilities/Services ⇐⇐⇐

UpperExplorerland	Owner	(563) 382-6171
Marlon Henriquea	Lawn Care	No phone
Bruening Rock Products	Snow Removal	(563)382-2933
Alliant Energy	Electric Company	(800) 255-4268
Aquila	Gas Company	(800) 303-0357
Qwest	Telephone Service	(800) 954-1211
City of Decorah	Water	(563) 382-5171
Malcom Enterprises	Garbage	(563)382-4497
Vick's Plumbing and Heating	Plumbing, Heating & Cooling	(563) 382-4168
Nancy Kovarik	Janitorial Service	(563) 379-4132

Emergency Contact List

12/12/2008

Decorah – Iowa Workforce Center

⇒⇒⇒ Equipment Service ⇐⇐⇐

IWD Help Desk	Computer Problems	(800) 391-3431
---------------	-------------------	----------------

⇒⇒⇒ Office Equipment ⇐⇐⇐

Canon	Fax	Do Not Repair
Business Systems	Copier – C353 BizHub	(800) 798-8836
Craft Telephone	Telephone System	(563) 382-9889
Advanced Business System	Postage Meter	1-608-781-5440
Rite Price	Extinguishers	(800) 632-5920
	(Order New)	
Roger's Lock & Key	Locksmith	(563) 382-3374

⇒⇒⇒ Supplies ⇐⇐⇐

Decorah Electric	Light Bulbs	(563) 382-9473
Rite Price	Copy Paper	(800) 632-5920
Storey Kenworthy		(563) 382-5318
Other Supplies		See Theresa

⇒⇒⇒ Communications/Media ⇐⇐⇐

KDEC	AM/FM	(563) 382-4251
K-VIC	AM/FM	(563) 382-5845
Decorah Public Opinion/Journal	Newspaper	(563) 382-4221
TV Public Access/ Public Library	Public Access Channel	(563) 382-3717

EMERGENCY PLAN FOR DUBUQUE IWD OFFICE, 680 Main St, 2nd floor DUBUQUE, IOWA

A **RED FILE** (Violent Situation) will be announced over the intercom by the staff member who is witness to or involved in the violent situation. Staff will evaluate the situation and follow through with contacting the authorities as needed. When the violent situation occurs and other individuals are in danger of being harmed the staff will evacuate the room based on our emergency evacuation plan.

A **CODE BLUE** (Medical emergency) will be called by the staff member witness to or involved in the situation. A member of the staff will assist immediately and follow through with a search or with contacting medical personnel. If a client is missing and there is inclement weather, the authorities will be called within a reasonable time at the discretion of the Crisis team.

A **CODE BLACK** (Severe Weather) will be called by Leadership team; all individuals should report to their designated areas assigned for severe weather.

A **CODE GREEN** (Bomb threat) The person receiving the bomb threat will contact another employee. The staff will check doors, call authorities and then call a code green. Staff should proceed to take all individuals out of the building as per emergency evacuation plan.

PAGER ALARM SYSTEM – 5 mobile units are available for emergency use. When pushed, automatic phone call goes to Alarm company who will in return call the office and notify the police department. The 5 units are located at the following: 1 at switchboard, 1 in Char's office, 1 in membership, 1 at UI work station and 1 by PJ printer.

FIRE/TOXIC FUMES/GAS LEAK:

- o There are 5 fire extinguishers in this building, one on the wall in the hallway to the restrooms and one on the wall next to back exit door, one by the elevator, one by room 232 and one by room 205. These are ABC type extinguishers so they may be used on all types of fires. To use: remove the extinguisher from the stand, pull off the plastic retainer clip, point extinguisher at base of the fire and squeeze the handle. The best method is to use a fanning motion from side to side when fighting a fire.
- o In case of a suspected gas leak, do not turn on/off light switches for fear of a spark.
- o In the case of toxic fumes, evacuate the building and let the police/fire department deal with the cause and solution.
- o The number to call for the Dubuque Fire/Police Department is: 911
- o Membership staff will bring a copy of the "Out of Office" for that day to ensure an accurate roll call at the designated staff meeting location.
- o In the event that you believe an evacuation of the building is necessary, please use the phone system (33*) to alert all personnel in the building. All IWD office personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance at this time. If building evacuation is done, all IWD office personnel should assemble on the top floor of the parking ramp attached to IWD office building, so that a head count can be taken. An ordered evacuation will be on state time. When an "all clear" is given, all employees are expected to return, or take leave time.
- o The manager or person in charge should notify the IWD Director's office of the problem at: 1-515-281-5365. When the situation is over, the Director's office should again be notified.
- o Any additional safety precautions recommended by local police or fire authorities will also be followed.

BOMB/Emergency Evacuation Plan:

- o Bomb threat calls or suspect objects will be reported to the office manager or person in charge immediately. In addition, upon receiving a bomb threat call; the *Threat Call Checklist* should be completed immediately by the person receiving the call. Copies are located at the Switchboard. {See copy of form attached.}
- o The manager or team leader will immediately call the Dubuque Police Department 911. **NO CELL PHONES ARE TO BE USED.** These work on radio waves and can detonate a bomb.
- o All personnel in the building should make a brief but thorough scrutiny of their immediate work area and report any foreign or suspect packages. Extreme caution must be emphasized – Do Not under any circumstances touch or remain near any suspect package. Report the package immediately to the police if they are here or to the manager or person in charge.
- o Membership staff will bring a copy of the "Out of Office" for that day to ensure an accurate roll call at the designated staff meeting location.
- o In the event that you believe an evacuation of the building is necessary, please use the phone system (33*) to alert all personnel in the building and state that **no cell phones should be used.** All IWD office personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need assistance or emotional reassurance at this time. If building evacuation is done, all IWD office personnel should assemble in the courtyard, behind the Hillcrest building, area across from the main entrance to the NICC building. An ordered evacuation will be on state time. When an "all

clear” is given, all employees are expected to return, or take leave time.

- o The manager or person in charge should notify the IWD Director’s office of the threat at: 1-515-281-5365. When the threat situation is over, the Director’s office should again be notified.
- o Any additional safety precautions recommended by local police or fire authorities will also be followed.

TORNADO/SEVERE STORM/EARTHQUAKE:

- o Front desk staff will monitor the weather radio and make an announcement of a severe weather warning. Front desk staff will use the phone system (33*) to alert all personnel in the building. All staff and customers will then proceed to the basement of the building. Membership staff person will bring a copy of the “Out of Office” and another will quickly go through the building to ensure all have followed this procedure. Staff with cell phones should bring them as well. Be aware of safety kits and fire extinguishers as well. Roll Call of staff will be taken at meeting location.

VIOLENT PERSON THREAT:

- o In the event of potential danger from a violent person in the office,

Iowa Workforce Development will not tolerate workplace violence, harassment or intimidation and will take every measure to prevent them. Iowa Workforce Development will perform a needs assessment of all facilities and records to determine the physical security of the agency and to facilitate the development of annual trainings in prevention of workplace violence.

Iowa Workforce Development will not tolerate or permit harassment, coercion or violence towards another staff member or customers. Individuals involved in such behavior will be subject to Iowa Workforce Development work rules including up to immediate termination. The purpose of the training will be to educate all staff in identifying, preventing, diffusing and responding to workplace violence and providing a safe environment for all persons receiving services, staff and visitors.

Iowa Workforce Development believes in the philosophy that all people have the right to be treated with dignity and respect, receive the most appropriate level of services and that all internal and external customers have a safe working environment.

A RED FILE will be announced over the intercom by the staff member who is witness to or involved in the situation. A staff member will evaluate the situation and follow through with contacting the authorities needed.

When the violent situation occurs and other individuals are in danger of being harmed the staff will evacuate the room based on our emergency evacuation plan. The police department will be called to respond to a violent situation when the person in crisis is felt to be a threat to self and others. If bodily injury occurs police will be called to escort the individual out of our center.

In case medical care is needed, individuals will be taken to Iowa Workforce Development’s designated facility or the emergency room.

These are the steps that will be followed by staff when a violent situation occurs (when police are not immediately notified).

1. The violent person will be removed for the stimuli or the stimuli will be removed from them.
2. The violent person will be given options and limits will be set.
3. The violent person will be offered the least amount of interaction necessary. This is the stage where the person is now showing visible signs of discomfort or distress. It may be appropriate to call for help from the police if danger is a concern.
4. After the violent situation is over the individual will be given a cooling-off period in a structured environment. Active listening will be provided along with close observation and support.
5. Incident report written.

VISITOR’S POLICY

A visitor is defined as a person who will be in the office for an unspecified time and will not be an employee at all times (Example, a U.I. investigation, program evaluation). If the visitor is with an employee at all times and for a limited period of time they will not be required to sign in.

It is necessary for all visitors to enter the building at the main entrance and be welcomed by Membership staff. Membership staff will then direct or escort them to the appropriate area. These guests will be issued a visitor badge, to be visibly worn while in the building. When the guest has completed the visit, they must return the visitor badge when signing out at the front desk. Any individual that isn’t a regular employee here at 680 Main St, is considered a visitor.

Emergency Contact List

12/12/2008

Dubuque – Iowa Workforce Center

⇒⇒⇒ Emergency ⇐⇐⇐

Police/Fire/Ambulance	911
Police (non emergency)	(563) 589-4415
Fire (non emergency)	(563) 589-4424

⇒⇒⇒ Administrative ⇐⇐⇐

Marla Loecke	IWD Regional Manager	(563) 556-5800 (ext. 129) or (319) 361-4934 (cell)
Charlotte Miller	IWD Supervisor	(563) 599-8903 cell
Ron Axtell	WIA Director/ECIA	(563) 564 -7328 Work cell
Ronee Slagle	IWD District Manager	(641) 844-6967 or (641) 352-0245 (cell)
Lori Adams	IWD/Des Moines	(515) 281-9322 or (515) 418-5058 (cell)
Eddie Sauls	IWD/Leases	(515) 281-5423

⇒⇒⇒ Dubuque Property: Utilities/Services ⇐⇐⇐

Wendy Knight	Owner-NICC	(563) 557-8271 ext 130
Qwest	Phone	(800) 777-9594
Roger Balk	Phone	(563) 382 - 9889
Wendy Knight	Maintenance	(563) 557-8271 ext 130
Dave Shanahan	IDOT-Disposal	(563) 582-3063
Tami or Lorraine	DBQ Janitorial	(563)582-0162 T (563) 495-1145 L
Diane or Tim	Parking-City of Dubuque	(563) 589-4267

⇒⇒⇒ Equipment Service ⇐⇐⇐

IWD Help Desk	Computer Problems	(800) 397-3431
---------------	-------------------	----------------

Emergency Contact List

12/12/2008

Dubuque – Iowa Workforce Center

⇒⇒⇒ Copiers/Fax ⇐⇐⇐

Rudzianski's	Copier/Fax	(563) 556-5732
Pitney Bowes	Postage Meter	see Sue Peil
Fire & Safety EQ	Extinguishers	(563) 583-2320 or fax (608) 348-9081
Locksmith Express	Locksmith	(563) 556-4442

⇒⇒⇒ Supplies ⇐⇐⇐

Crescent Electric	Light Bulbs	(563) 583-6411 or fax (563) 583-5131 see Sue Peil
Weber Paper Company	Copy Paper	(563) 588-4611 see Sue Peil
Other Supplies		see Sue Peil

⇒⇒⇒ Communications/Media ⇐⇐⇐

Cumulus	AM/FM (6 stations)	(563) 557-1040
KDTH	AM/FM (3 stations)	(563) 690-1370
KCRG	TV	(563) 583-9999
Telegraph Herald	Newspaper	(563) 588-5611 see Marla, Char or Dave

INCIDENT REPORT for Phone

All Page 33* Code blue (bomb) Red file (threat)

Date: ___ Time of Incident/Call:

Witness of Incident: ___

RECORD THE EXACT LANGUAGE OF THE THREAT/INCIDENT (Factual Information)

Questions to ask:

WHY are you doing this?

WHAT is your name?

WHAT is your Social Security Number?

(If a Bomb Threat)

WHAT time is the bomb set to detonate?

WHERE is the bomb?

WHAT kind of bomb is it?

Voices on the Phone:

Man: _ Woman: _ Child: _ Estimated Age:

Intoxicated? Anything identifiable about the person's voice?

Background Noise:

Music: _ Talk: _ Traffic: _ Airplane:

Machines: _ Typing: _ Children: _ Other:

(This form can be used for any threatening phone calls/office incident.)

Signature of Employee filling out the report: _____

Form given to IWD Regional Manager Date: _____

Available on IWD Agency Sharepoint

Iowa Workforce Development		
Near Miss/Accident/Incident Investigation		
Supervisor and Employee complete this form in addition to the First Report of Injury. Please forward your completed form within 3 business day of the near miss/accident/incident to Business Services, Iowa Workforce Development.		
Employee Name: _____	Date of Occurrence: _____	
Division: _____	Time of day incident occurred _____ <input type="checkbox"/> AM <input type="checkbox"/> PM	
Description of Event: What was employee doing just before and at the time of the incident? What happened or what work conditions contributed?		
Factors that contributed to incident/injury. Please check all that apply.		
Hazard	Communication	Facilities/Equipment
<input type="checkbox"/> Not recognized/identified	<input type="checkbox"/> Breakdown in verbal communication	<input type="checkbox"/> Personal protective equipment (see below)
<input type="checkbox"/> Identified but not addressed	<input type="checkbox"/> Breakdown in written communication	<input type="checkbox"/> Faulty equipment
<input type="checkbox"/> Inadequate repair	<input type="checkbox"/> Confusion after communication	<input type="checkbox"/> Poor/inadequate maintenance
	<input type="checkbox"/> Other _____	<input type="checkbox"/> Inappropriate use
Work Procedures		<input type="checkbox"/> Missing guards

<input type="checkbox"/> None developed	<u>Other</u>	<input type="checkbox"/> Obsolete/antiquated equipment
<input type="checkbox"/> Not followed	<input type="checkbox"/> Weather/temperature	<input type="checkbox"/> Inadequate design
<input type="checkbox"/> Partially followed	<input type="checkbox"/> Extended work hours	<input type="checkbox"/> Ergonomic failure
<input type="checkbox"/> Not understood	<input type="checkbox"/> Worker fatigue	<input type="checkbox"/> Equipment failure
<input type="checkbox"/> Not appropriate	<input type="checkbox"/> Physical overexertion	<input type="checkbox"/> Trip hazard
<input type="checkbox"/> Not communicated	<input type="checkbox"/> Work in elevated area	<input type="checkbox"/> Slip hazard
<input type="checkbox"/> Other _____	<input type="checkbox"/> Chemical use	<input type="checkbox"/> Struck by _____
	<input type="checkbox"/> Electricity	<input type="checkbox"/> Other _____
Training & Certification	<input type="checkbox"/> Mechanical	
<input type="checkbox"/> Insufficient training	<input type="checkbox"/> Animals	
<input type="checkbox"/> Circumstances not covered		PPE Requirements
<input type="checkbox"/> Ineffective training		Req. Used Type
<input type="checkbox"/> Worker not authorized		Eye <input type="checkbox"/> <input type="checkbox"/> _____
<input type="checkbox"/> Outdated training		Face <input type="checkbox"/> <input type="checkbox"/> _____
		Hearing <input type="checkbox"/> <input type="checkbox"/> _____
		Skin/Glove <input type="checkbox"/> <input type="checkbox"/> _____
		Other _____
<p>Prevention – Describe all corrective actions taken to prevent recurrence (e.g. Initiated work order of sidewalk repair, retrained workers on use of equipment, installed ergonomic keyboard, replaced chair, purchased fiberglass ladder).</p> <p>Action: _____</p> <p>_____</p>		
<p>Person Responsible: _____ Expected Completion Date: _____</p> <p>Action: _____</p> <p>_____</p>		
<p>Person Responsible: _____ Expected Completion Date: _____</p>		
<p>Supervisor Name _____ Title _____ Phone _____</p> <p>Signature _____ Date _____</p> <p>Employee Name _____ Title _____ Phone _____</p> <p>Signature _____ Date _____</p>		

Todd Spencer

District Manager

Iowa Workforce Development

Creston Office: 641-782-2119 Ext. 33

Carroll Office: 712-792-2685 Ext. 33

Cell: 641-344-3665

Violent Person Threat

In the event of potential danger from a violent person in an office, **page** [press #37] all building personnel and say: "assistance to Jane's office, Bill's booth etc....etc..." Then, immediately call 911 for Carroll Police assistance.

If a member of the management team is not present, staff should contact them as soon as possible.

Each instance will be evaluated to determine appropriate follow-up actions with the customer(s) involved.

Person Threatens Suicide on Phone and/or in Office

In the event a customer is expressing a willingness to harm him or herself, staff should immediately call 911. If possible, staff would then seek additional assistance by **paging** [press #37] all building personnel and say: "assistance to Jane's office, Bill's booth etc....etc..."

Threatening Call

In the event of a threatening call to the center, the staff person should attempt to evaluate the call using the "Threatening Call Checklist" as a guideline. Staff should contact the local management and an evaluation will be made as to the likelihood of danger. Each incident will be evaluated to determine possible follow-up actions with the customer / caller.

Severe Weather

An emergency weather radio is located near the customer use computers where the alarm can be easily heard by multiple staff.

In the event there is imminent danger from a severe weather condition, the staff person hearing the warning tone will **page** [press #37] an alert to all building personnel. **DO NOT EVACUATE THE BUILDING**. All personnel should go to the rest rooms and remain there until the threat is over.

Fire/Toxic Fumes/Gas Leak

There are 2 fire extinguishers in this building. They are located: 1) by front entrance and 2) by rear staff door. Each of these are ABC type extinguishers so they may used on all types of fires. To use: remove the extinguisher from the wall, pull off the plastic retainer clip, point extinguisher at the base of the fire and squeeze the handle. When attempting to extinguish a fire, the most effective method to use is a side-to-side, fanning motion.

In case of a suspected gas leak, do not turn on/off switches to avoid a spark that could ignite an explosion.

In the case of toxic fumes, evacuate the building and allow the police/fire department to determine the cause and the solution.

The number to call to reach the Carroll Fire/Police departments is: 911.

In the event that you believe an evacuation of the building is necessary, please use the **PAGE** feature [press #37] on your office phone to alert all personnel in the building. All personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance during the evacuation process. In the event of a building evacuation, all personnel should assemble in the parking lot directly South of the office (Drees) so that a head count can be taken. An ordered evacuation will be on state time. When an "all clear" is given, all employees are expected to return, or take leave time.

Any additional safety precautions recommended by local police or fire authorities will also be followed.

Bomb Threat

Bomb threat calls, or suspect objects, will be immediately reported to the manager or designated person in charge. In addition, upon receiving a bomb threat call, the **Threatening Call Checklist** should be immediately completed by the person receiving the call. (copy of form attached).

The manager or designated person in charge will immediately call the Creston Police Department at 911.

All personnel in the building should make a brief but thorough inventory of their immediate work area and report any foreign or suspect packages. Extreme caution is emphasized----**Do NOT, under any circumstances--** touch or remain near any suspect package. Immediately report the suspect package to the police, if they are on the premises, or to the manager or designated person in charge.

In the event that you believe an evacuation of the building is necessary, please use the **PAGE** feature [press #37] on your office

phone to alert all personnel in the building. All personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance during the evacuation process. In the event of a building evacuation, all personnel should assemble in the parking lot directly South of the office (Drees) so that a head count can be taken. An ordered evacuation will be on state time. When an "all clear" is given, all employees are expected to return, or take leave time.

Any additional safety precautions recommended by local police or fire authorities will also be followed.

Notifying Management - local

All situations described above warrant notification of local management regardless of management's pay status. If the local manager is not present at the Carroll office, contact he / she via cell phone at 641-344-3665.

Notifying Management – Des Moines

Local management will contact the Director through proper channels in the event any of the above situations occurs. If local staff are unable to contact the local manager, staff should follow the below listed chain of command to report any of the above situations.

Division Administrator: Lori Adams 515-281-9322 or 515-418-5058

Deputy Director: Ed Wallace 515-281-5082

Director: Theresa Wahlert 515-281-5364

Staff Training

This policy will be reviewed semi-annually or as needed in the event of new staff hires. Additional trainings on individual items associated with this policy will be provided during the semi- annual staff training days in February and October.

THREATENING CALL CHECKLIST FORM

DATE: _____ TIME OF CALL: _____

Name of person who received the call: _____

Record the exact language of the call: _____

Please attempt to obtain the following information:

WHAT time is the bomb set to detonate?

WHERE is the bomb?

WHAT kind of bomb is it?

WHY are you doing this?

WHAT is your name?

WHAT is your Social Security Number?

Describe the voice on the phone.

Male: _____ Female: _____ Child: _____

Estimated age: _____ Intoxicated? _____

Anything else identifiable about the person's voice, i.e., accent?

Background noise:

Music? Talk? Traffic? Airplane? Machines?

Typing? Children? Other?

budget year. The cameras record incoming traffic at the front door. There are also cameras located to monitor access to and from the staff offices.

One other finding was the lack of an office "security" word or phrase. Staff developed the phrase "Red Folder" to indicate to others that there is a need to call 911 services.

Violent Person Threat

In the event of potential danger from a violent person in an office, **page** [press #37] all building personnel and say: "assistance to Jane's office, Bill's booth etc....etc..." Then, immediately call 911 for Creston Police assistance.

If a member of the management team is not present, staff should contact them as soon as possible.

Each instance will be evaluated to determine appropriate follow-up actions with the customer(s) involved.

Person Threatens Suicide on Phone and/or in Office

In the event a customer is expressing a willingness to harm him or herself, staff should immediately call 911. If possible, staff would then seek additional assistance by **paging** [press #37] all building personnel and say: "assistance to Jane's office, Bill's booth etc....etc..."

Threatening Call

In the event of a threatening call to the center, the staff person should attempt to evaluate the call using the "Threatening Call Checklist" as a guideline. Staff should contact the local management and an evaluation will be made as to the likelihood of danger. Each incident will be evaluated to determine possible follow-up actions with the customer / caller.

Severe Weather

An emergency weather radio is located near the staff restrooms where the alarm can be easily heard by multiple staff.

In the event there is imminent danger from a severe weather condition, the staff person hearing the warning tone will **page** [press #37] an alert to all building personnel. **DO NOT EVACUATE THE BUILDING.** All personnel should go to the rest rooms and remain there until the threat is over.

Fire/Toxic Fumes/Gas Leak

There are six (3) fire extinguishers in this building. They are located: 1) by front restroom on the west wall; 2) by the back northeast door on the wall; 3) on the east wall by east exit door. Each of these are ABC type extinguishers so they may be used on all types of fires. To use: remove the extinguisher from the wall, pull off the plastic retainer clip, point extinguisher at the base of the fire and squeeze the handle. When attempting to extinguish a fire, the most effective method to use is a side-to-side, fanning motion.

In case of a suspected gas leak, do not turn on/off switches to avoid a spark that could ignite an explosion.

In the case of toxic fumes, evacuate the building and allow the police/fire department to determine the cause and the solution.

The number to call to reach the Creston Fire/Police departments is: 911.

In the event that you believe an evacuation of the building is necessary, please use the **PAGE** feature [press #37] on your office phone to alert all personnel in the building. All personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance during the evacuation process. In the event of a building evacuation, all personnel should assemble in the parking lot across the street at The Barter Shop (formerly Muffler Plus) (North of office) so that a head count can be taken. An ordered evacuation will be on state time. When an "all clear" is given, all employees are expected to return, or take leave time.

Any additional safety precautions recommended by local police or fire authorities will also be followed.

Bomb Threat

Bomb threat calls, or suspect objects, will be immediately reported to the manager or designated person in charge. In addition, upon receiving a bomb threat call, the **Threatening Call Checklist** should be immediately completed by the person receiving the call. (copy of form attached).

The manager or designated person in charge will immediately call the Creston Police Department at 911.

All personnel in the building should make a brief but thorough inventory of their immediate work area and report any foreign or suspect packages. Extreme caution is emphasized-----**Do NOT, under any circumstances--** touch or remain near any suspect package. Immediately report the suspect package to the police, if they are on the premises, or to the manager or designated person in charge.

In the event that you believe an evacuation of the building is necessary, please use the **PAGE** feature [press #37] on your office phone to alert all personnel in the building. All personnel should alert any and all clients of the need to evacuate. Please be alert for any personnel or clients who may need extra assistance or emotional reassurance during the evacuation process. In the event of a building evacuation, all personnel should assemble in the parking lot across the street (North) at the Barter Shop (formerly Muffler Plus) so that a head count can be taken. An ordered evacuation will be on state time. When an "all clear" is given, all employees are expected to return, or take leave time.

Any additional safety precautions recommended by local police or fire authorities will also be followed.

Notifying Management - local

All situations described above warrant notification of local management regardless of management's pay status. If the local manager is not present at the Creston office, contact he / she via cell phone at 641-344-3665.

Notifying Management – Des Moines

Local management will contact the Director through proper channels in the event any of the above situations occurs. If local staff are unable to contact the local manager, staff should follow the below listed chain of command to report any of the above situations.

Division Administrator: Lori Adams 515-281-9322 or 515-418-5058

Deputy Director: Ed Wallace 515-281-5082

Director: Theresa Wahlert 515-281-5364

Staff Training

This policy will be reviewed semi-annually or as needed in the event of new staff hires. Additional trainings on individual items associated with this policy will be provided during the semi- annual staff training days in February and October.

THREATENING CALL CHECKLIST FORM

DATE: _____ TIME OF CALL: _____

Name of person who received the call: _____

Record the exact language of the call: _____

Please attempt to obtain the following information:

WHAT time is the bomb set to detonate?

WHERE is the bomb?

WHAT kind of bomb is it?

WHY are you doing this?

WHAT is your name?

WHAT is your Social Security Number?

Describe the voice on the phone.

Male: _____ Female: _____ Child: _____

Estimated age: _____ Intoxicated? _____

Anything else identifiable about the person's voice, i.e., accent?

Background noise:

Music? Talk? Traffic? Airplane? Machines?

Typing? Children? Other?

Regards

Paula S Fastenau

Regional Manager

Region 13 Iowa Workforce Development

712-242-2137 voice

712-308-1793 cell

712-242-2155 fax

www.skillediowa.org

www.workiniowa.jobs

P Please consider the environment before printing this e-mail.

<<
Region 13 Safety Plan .pdf (4.0MB)
(4.0MB)
>>

Lori--Here are the updated policies for Fort Dodge and Webster City offices in Region 5.

Sara Messerly

Regional Manager, Region 5

IowaWORKS, North Central Iowa

3 Triton Circle

Fort Dodge, Ia. 50501

Office: 515-576-3131x236

Work Cell: 515-269-3505

Fax: 515-955-1420

Sara.messerly@iwd.iowa.gov

<<

Safety-Security Policy Template-Fort Dodge 2-13 (2).docx (2.5MB)

Safety-Security Policy Template-Webster City 2-26-13 (2).docx (220.7KB)

(2.7MB)

>>

From Region 12

Todd Spencer

District Manager

Iowa Workforce Development

Creston Office: 641-782-2119 Ext. 33

Carroll Office: 712-792-2685 Ext. 33

Cell: 641-344-3665

From: Neri, Diane [IWD]

Sent: Wednesday, February 27, 2013 3:29 PM

To: Spencer, Todd [IWD]

Subject: Region 12 Safety and Security Policy

Our document for Sioux City.

Have an excellent day,

Diane Neri, PHR Region 12 Manager

IowaWORKS Greater Siouxland

2508 4th St Sioux City, IA 51101

712-233-9030 x1037 712-266-6200 cell

712-277-8438 fax

diane.neri@iwd.iowa.gov

www.facebook.com/iowaWORKSGreaterSiouxland

www.skillediowa.org

www.workiniowa.jobs

Security Assessment of Iowa Workforce Development

2408 4th St

Prepared by Officers Jeremy J. McClure and Jamie Mattas

Sioux City Police Department

May 8, 2009

On May 4th, 2009, Officer Mattas and I conducted a site survey of Iowa Workforce Development (IWD), 2508 4th St. While at IWD we were assessing the security of the building and current security procedures in place.

As reported to us, IWD does not handle cash routinely. This should decrease the risk of robbery. Since robbery is not a concern, we felt that an irate/hostile person, theft and criminal mischief, and burglary would be the greatest threats.

Irate/Hostile Persons

Since IWD works with people that are experiencing hard times, we felt that the threat of having to deal with someone that is irate or hostile may be a possibility. Unmet needs are recognized as one of the causes of conflict and anger, the possibility that someone should create a disturbance is likely. As always, the threat of family violence is also possible. Looking at reports made to the SCPD over the years, there have few disturbances reported but there have been assault reports and violations of protective orders at IWD.

Staff should be trained on how to deal with conflict and hostile situations, procedures to follow when presented with these situations, and what are appropriate responses.

If a person starts to become violent or threatens violence, staff should contact police immediately. Employees should take steps to ensure their own safety. Give the person space and if possible, get away from the person or put something between themselves and the hostile subject such as desks or locking themselves in an office. If the subject is armed with any kind of weapon, move away from the person immediately. Move to a safe location and contact police immediately.

We felt that the offices having windows on them was a great benefit to the security of the people inside. Should there be a situation that arises, other employees would be able to see inside the office and render aid if needed. If employees are going to bring clients in to the offices and there is a risk that they may deal with a hostile person, it is recommended that they arrange their office in a manner that when seated at their desk, they are closer to the door than the visiting person. This will help prevent them from being trapped by a hostile subject.

Office window permitting natural surveillance of the inside of the office.

As the cubicles are harder to rearrange, it may impractical to apply this suggestion to them. However, as the walls of the cubicles are low, natural surveillance is increased and this aids in safety. It is also impossible for a person to become isolated with a hostile subject in a cubicle.

The question of duress or hold up alarms and their appropriateness for IWD was asked. We felt that they could be of some benefit especially in areas where natural surveillance is low. For back offices with no windows would be one space where duress alarms would be a benefit. Also, the front reception desk would be another spot as they could be the first people to encounter a hostile subject. It would be important that the staff is trained as to when it would be appropriate to use such an alarm.

One consideration is cost. IWD would have to consult with an alarm company as to what the cost would be for installing, maintaining, and monitoring. The City of Sioux City also requires a permit for alarms. We are not suggesting that you get an alarm but only offer this to answer your question on this issue. We are providing this information to you so that you can consider the pro and cons of an alarm.

Theft and Criminal Mischief

There have been a few thefts and identity thefts reported at IWD as well. In protecting against theft, continued vigilance is needed in looking at ways to reduce opportunity for thieves. All purses and other personal belongings should be secured in a locked desk or other locked storage area. Any reports of theft should be dealt with immediately and followed up on. As you deal with a large number of people on a daily basis and the building is relatively open and movement is free, the possibility for a thief to have access to personal valuables is high.

This also ties into criminal mischief or acts of vandalism. The openness of the building and free movement make it easier for those who would wish to damage IWD property. The greatest deterrent there is to theft and criminal mischief is customer service. While conducting our assessment, we were asked several times if we could be helped by staff. This is a great deterrent as criminals wish to act with anonymity. Staff should routinely approach all people unattended and address them. Anyone that arouses suspicion needs to be checked more thoroughly and if need be, contact police to address the subject. It should be emphasized that behaviors should

be what arouse suspicion and not other factors like race, sex, age, or socio-economic status. It is also important that staff wear something that identifies them as staff and is clearly visible on their bodies during hours of work.

One area of concern that was found during our survey was a store room in the back of the building that was unsecure. The room contained cleaning products and computers. This store room was also located next to a back door. It would be easy for someone to grab some of this equipment and walk out the door. It is encouraged that IWD looks at securing the door or moving the computers to a secure location.

It is strongly encouraged that private areas are clearly defined and obviously different from public areas. This is accomplished using signage, doors, and change in décor. A sign stating that an area is for "employees only" creates a psychological barrier. A locked door is a physical barrier that clearly defines spaces. Change in décor creates a transition and aids in psychological barriers. For example, a private office that has a person's personal effects would indicate that the space is not a public area.

Burglary

There have been burglaries reported to IWD. In our survey, we found some weaknesses in the physical security of the building. Our concern was that the building lacked a perimeter alarm. We are not suggesting that an alarm is essential, but there are security concerns that should be addressed as there is an increased risk that a break in will not be detected.

On the south west corner of the building, the company that adjoins the property has construction materials stock piled next to IWD. This creates a deficiency in security in that it grants easier access to the roof of IWD. Although we did not observe any sky lights in the building, burglars have gained entrance through vents.

There are liability concerns of having unauthorized persons on your roof as well. We encourage you to speak with your neighbors to discuss moving this material farther away from the building to make access less likely or take other steps to keep people off of your roof by using fencing or other means.

This material also creates a dark shadowy area where a subject could conceal themselves during hours of darkness. From this location, a subject could smash a window out of the southwest corner and gaining entrance to the building. We felt that this was the most vulnerable area of the outside due to this material. There were several other glass doors and windows that could easily be broken out to gain entrance but those areas had better lighting and increased natural surveillance.

Construction material on the south side of the building. This material permitted access to the roof and concealment to mount an attack on the window in the picture.

We also located a pole on the west side of the building that we felt was a slight risk. This was next to a fence and it was felt that a person could climb the pole and gain access to the roof. Suggestions to counter this treat include greasing the pole near the top of the building or barbed wire on the pole or the roof. Grease would make gripping the pole nearly impossible and would be less obtrusive than barbed wire. This area is the least likely means that access to the roof would be gained in our opinion but should be considered in any security improvements that are made.

Pole on the West side of the building. This permitted access to the roof.

Vegetation was low around the building which is a benefit. This reduces areas where a person can conceal themselves. Continue to keep vegetation like bushes low and trees trimmed. Also, trees should be trimmed away from security lights. We found one of the lights on the front of the building had a branch starting to grow in front of it. This should be trimmed to minimize blocking the light.

Security light on the West side. The tree is starting to grow across the front of the light.

We were unable to assess the lighting during periods of darkness but encourage you to ensure that all lighting works and is free of vegetation in front of it.

It is important that any staff that closes the building at night do a thorough walk through of the building before securing it. They need to check all windows and doors to ensure that they are closed and locked. They are also looking for any person that has hidden themselves in restrooms or storerooms. I would recommend that two people do the walk through in case someone is encountered. Police should be contacted if a person is found hiding in the building.

All staff should look out for anything suspicious. If a situation is encountered that arouses suspicion, please report it to police. A detailed description of the person, vehicles, and what they were doing will be sought by the responding officer.

I hope this information is helpful. If you have any questions, please feel free to contact me at 898-4537.

Officer Jeremy J. McClure

Crime Prevention Officer

Sioux City Police Department

Iowa Workforce Development Safety & Security Policy

Region: 12

IowaWORKS Greater Siouxland

2508 4th St

Sioux City, IA 51101

Customer & Staff Flow Process

Customers coming to the Sioux City Workforce Center are able to enter through one set of doors located in the northeast section of the building. The second set of doors located in the southeast section of the building are locked to outside entrants and labeled "Exit Only". When customers enter the Center they are immediately greeted in the Membership area in the front of the building. This is an open area staffed by workforce and partner staff.

After a customer is met at the front door and greeted they are asked questions which helps triage. Staff determines the next step or who the customer needs to see. Partners are notified by phone when they have a client waiting for them. Customers' needing to see IWD staff are either shown to their destination or asked to wait until that staff person meets them in the waiting area. No one is allowed to walk freely through the building without escort or assistance.

The Region 12 office hosts Employer Council Meetings and other group events in the office. Large events are normally held in the large meeting room within the building; however there are other rooms that also accommodate other small group meetings. Meeting attendees are escorted by membership staff to their destination within the office so they do not have to search for their meeting.

Frequently a customer arrives not knowing who they should see or where they should go in the office. The purpose of the visit is determined using the triage questions. Membership staff will assist the customer either by walking them to their destination or asking them to wait until their party can meet them in the waiting area.

Public restrooms are available in the front of the office and are clearly marked. Customers who inquire about restroom facilities are directed by staff to the front location.

Access to the building prior to regular office hours is gained with a key that unlocks deadbolt locks on the doors. All partners and IWD personnel have a key for entrance to the building. Staff are given direction that they may use the key for access on normal work days and normal work hours. IWD's policy is to have staff request permission to be in the building outside of normal work days and work hours. In addition to staff, the janitorial crew has a key to enter the office after hours.

Customer/Member Flow Chart

- o See attachment A

Risk Assessment

- o See attachment B

Violent Person Threat

The nature of providing customer service puts IWD staff in situations where staff can be faced with angry and potentially violent customers. Management and staff realize the potential for this and are on the lookout for angry or violent indicators.

Indicators that alert staff to a potential problem include:

- o Actual or implied threats
- o Speaking loudly

- o Reddened face
- o Foul language
- o Body language

Staff will work to deescalate any situation by maintaining a calm demeanor, outwardly appearing calm and speaking in a softer voice. An angry customer will be invited to move to an open but more private area of the office so other customers in the immediate area do not become involved in the situation. At no time will staff put themselves in a compromising situation while working with an angry or difficult customer.

Staff will use the question "Would you please get me the red folder?" to alert other staff nearby or management of a potential situation. If not already aware, management will be made aware of potential situations by staff who are in close observance of the conversation and able to step in at any time. In the event of management's absence staff will assist each other to diffuse the situation. If necessary the SCPD can be contacted on the non-emergency number to send an available officer.

The Sioux City office is equipped with a panic button system. Panic buttons are installed at 10 desk locations in the office. Staff are instructed to use the buttons when there is a critical situation that does not allow time to call 911. Staff are expected to use the buttons in an emergency situation such as:

- o a person has a weapon and has threatened to use it
- o a fight is imminent or has started
- o a person has threatened staff safety and there is no time to call 911.

When a panic button has been activated, two blue strobe lights will be activated in the rear hallway of the office to alert all staff that an emergency situation exists. When personal safety is in danger, staff are instructed to move to a safe area within the building where an escape route is available (Room 6) or to immediately leave the building moving to a neighboring business as a safe zone.

The person being confronted in an emergency situation must do what is needed to stay safe. This could include running away, complying with the person's request or submitting to their demands. Staff need to rely on their instincts and take the necessary action to stay safe.

The Sioux City Police Department has instructed management to contact them as soon as possible to inform them as to the nature of the emergency. This will allow the police an opportunity to assess the situation and act accordingly.

The risk assessment provides guidance for extreme situations where a person may have a weapon or be a risk to the well-being of staff. In these extreme situations a customer will be banned from entering the office and will receive written notification in the form of a "Refusal to Serve" letter.

If the panic system is activated during non-business hours, three people have been designated with the authority to reset the system.

- o Diane Neri, IWD manager
- o Mary Ott, IVRS Supervisor
- o Shawn Fick, JTP Assistant Director

If after hours, Traum Security System will notify one of the three people listed that the alarm has been activated and that the police are on their way to meet them at the building.

Person Threatens Suicide on Phone and/or in Office

Neither IWD staff nor partner staff are expected to be experts in handling or diffusing a suicidal situation. This should be left to qualified mental health experts. If a person makes a verbal statement that they going to commit harm to themselves or commit suicide, contact the paramedics immediately in situations of immediacy. If a weapon exists, push the panic button to law enforcement's of the need for immediate assistance.

There are many people who think of suicide do not immediately follow through. These people should be referred to a qualified mental health professional such as Siouxland Mental Health for crisis assessment, possible hospitalization and follow-up. SLMH recommends that this question be asked of the person "What are you going to do when you leave

here” to determine the appropriate action.

It is important for staff to stay calm and be as nice as possible when confronted with a person who may be having suicidal thoughts.

Threatening Call

An angry caller can happen at any time. The person who receives that call should respond to the caller with a calm voice being as polite as possible. Staff need to listen to what the caller has to say letting them know they are interested in their concern and will work towards a resolution to the problem. It is important to try not to take their complaint personally - even if it's about a staff member's own job performance. If a staff member becomes emotionally involved in the issue, it is best to step aside and let another employee handle the situation.

A call that has risen above the routine angry call requires special handling. Verbal threats of harm or damage must be taken seriously. The safety of staff, partners and other customers is a priority. Management should be notified immediately of the caller and any threats being made during the call. 911 will be notified immediately in situations when the caller has verbalized a threat to IWD or staff.

Severe Weather

A severe weather radio is located in the manager's office. If the manager is not in the office, the alarm on the radio can be heard by staff sitting outside of the office. As a member of the Emergency Broadcast System, this station will provide its listeners with emergency information and warnings. Staff should be cognizant of existing weather conditions and when it appears that conditions are right for severe weather they should be attentive to the radio issuances and warnings. Additionally, several staff members and partners have AM/FM radios in their work areas, some of which are battery operated.

Tornado watches should not be confused with tornado warnings. A tornado watch indicates that conditions are right to possibly produce a tornado, and for everyone to be observant of changing condition.

A tornado warning is an announcement that a tornado has been sighted in the area, and cover should be taken. Any staff hearing such an announcement should verbally notify their coworkers to announce the message throughout the building. All staff should proceed immediately to the employee break room. Center staff will direct any and all customers to the designated shelter area. Remain in the shelter until the danger has passed and the "all clear" signal has been given. When the "all clear" is given, employees are expected to return to work, or take leave time.

Fire/Toxic Fumes/Gas Leak

In case of a suspect gas leak or toxic fumes do not turn on/off light switches or use the telephone/cell phone in case of a spark that could ignite fumes. All staff and customers will leave and go to the Rasmussen Mechanical Services building at 2425 E 4th St. Once outside the IowaWORKS building the manager or designee will call MidAmerican Energy at 1-800-595-5325 and emergency services at 911.

There are three (3), wall mounted fire extinguishers in this building: one situated at approximately the center of the building in the rear hallway, the other is next to the north set of front doors in the client seating area and the third next to the IVRS copier.

Staff familiar with proper use of a fire extinguisher should use the *PASS* method:

- o Pull the pin at the top of the extinguisher
- o Aim the stream or nozzle at the base of the fire and stand upwind if outdoors,
- o Squeeze handle and hold firmly, and
- o Sweep with back and forth motion vigorously. If staff is unfamiliar with or uncomfortable using the fire extinguishers, do not put yourselves in danger. Leave the building!

If staff smells smoke or are alerted to a possible fire in the building, employees will proceed directly out of the building via the nearest exit. Maps are posted throughout the building indicating exit locations. Center staff will alert any and all customers/clients in the building to evacuate, and assist anyone needing extra help or emotional reassurance. All staff

will go to the Rasmussen Mechanical Services building at 2425 E 4th St.. All staff will remain in the designated area until management completes a head count to assure that all persons are evacuated and accounted for. All department heads will name a designee to do the head count in the event of their absence. The IWD Manager or designee will contact the IWD Director's Office at 515-281-5365 when the building is evacuated, and again when the situation is resolved.

Follow any additional safety precautions recommended by police or fire authorities.

When "all clear" is given, employees are expected to return to work, or take leave time.

Bomb Threat

In the event a bomb threat or other threatening call is received, complete the "Threat Call Checklist" (see attachment C) if the person answering the phone is able to remain calm. Call the Sioux City Police Department at 911 and provide all information to law enforcement officials.

Follow police department instructions regarding building evacuation. If police advise immediate evacuation notify coworkers, customers, and partners as quickly as possible and exit the building via the nearest door and gather at the Rasmussen Mechanical Services building at 2425 E 4th St.

Do NOT take the time to look around for any foreign or suspect packages(s). Do NOT touch or remain near any suspicious package. Report any such package immediately to police/fire officials.

Do NOT get in your car and drive away. Staff should remain in their designated area so that management or designee can do a head count to assure all persons are evacuated and accounted for. Either the office manager or designee will contact the IWD Director's Office at 515-281-5365 when the building is evacuated, and again when the situation is resolved.

When "all clear" is given, employees are expected to return to work, or take leave time.

Notifying Management - local

- o Diane Neri, Region 12 Manager
 - 712-233-9030 x1037, office
 - 712-266-6200, cell
- o Shawn Fick, JTP Assistant Director
 - 712-233-9030 x1021, office
 - 712-274-8733 x2207, WITCC office
 - 605-677-7870, cell
- o Todd Spencer, District 5 Manager
 - 641-782-2119 Ext. 33, Creston office,
 - 712-792-2685 Ext. 33, Carroll office,
 - 641-344-3665, cell

Notifying Management – Des Moines

- o Lori Adams, Division Administrator
 - 515-281-9322, office
 - 515-418-5058, cell
 - o Teresa Wahlert, Director
 - 515-281-5365, office
-

Here is the safety plan for Region 6. Thank you.

Marilyn Butcher

Workforce Manager

3405 South Center Street

Marshalltown, IA 50158

641-844-6997

Fax:641-754-1443

Marilyn.butcher@iwd.iowa.gov

_ Find IowaWORKS, **Iowa Valley** on Facebook!

From: Slagle, Ronee [IWD]
Sent: Tuesday, February 19, 2013 4:07 PM
To: Butcher, Marilyn [IWD]
Subject: FW: safety plans UPDATE

See below.

Roneé

Roneé Slagle, NE District Manager

IowaWORKS, Regions 1,6 & 7

Cell-641-352-0245

Region 1: 680 Main Street, Dubuque, IA 52001/563-556-5800

Region 6: 3405 S Center St, Marshalltown, IA 50158/641-844-6967

Region 7: 3420 University Ave, Waterloo, IA 50701/319-235-2123

From: Adams, Lori [IWD]
Sent: Tuesday, February 19, 2013 4:02 PM
To: Jones, Marlys [IWD]; Konig, Angie [IWD]; Slagle, Ronee [IWD]; Spencer, Todd [IWD]; Witt, Michael [IWD]
Subject: RE: safety plans UPDATE

Just an update on what I have received so far – thanks everyone! As a reminder, I need an updated safety/emergency plan for all offices by the end of the month. I would like to have this available at the next Labor-Management meeting on March 5.

Dubuque - received
Decorah - received
Mason City - received
Spencer - received
Fort Dodge
Webster City
Marshalltown
Waterloo - received
Carroll
Davenport – received
Cedar Rapids - received
Iowa City - received
Des Moines – received
Sioux City
Council Bluffs
Creston
Ottumwa
Burlington - received
Fort Madison - received

Lori Adams, CPM

Division Administrator/Workforce Services
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 281-9322
Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov

P Please consider the environment before printing this e-mail.

Message: Electronic Claims File**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:08 PM
 Item ID: 40861254
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Electronic Claims File**

From Hillary, Teresa [IWD]

Date
 Thursday,
 August 01, 2013
 10:43 AM

To Benson, Joni [IWD]

Cc Wahlert, Teresa [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

Joni,

Please add a spot on the staff meeting agenda for Deb W to report at every meeting on what she is learning (issues/questions, comments) from the Electronic Claims file team. The group is more than claims online, this is the group that is making up the electronic claim file that will be used by Appeals if cases are appealed. The whole process of claims is going to change so it is vital we have at minimum one ALJ participating in the group who understands what we need in that file as UI Appeals will be expected to use that file. So any decln made there will have huge implications for us as a unit. It is worth it to invest in the time up front by putting an ALJ on that team b/c we will be able to work much more efficiently down the line. We will be expected to live with whatever the results are of that team meeting. Whatever electronic file is completed will be what we get. The project was to be implemented by this October, but I understand that implementation has been pushed back to the spring of 2014.

Thanks to Deb W for volunteering for this team. She will be addressing issues about what we really need to "see" as in possible scan items, vs. what we just need to see on a screen. This in conjunction with a functioning e-mail appeal system online, a functioning way for parties to send in exhibits via e-mail and maybe a new way for parties to call in for hearings could revolutionize the way we handle appeals. In the coming weeks and months it will be more important than ever to have ALJ expertise contributing to these teams and groups that exist throughout the agency.

As you see these issues/areas come up that interest you, please speak up about how you want to contribute and be involved.

Thanks much,

Teresa K. Hillary

Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

Message: FW: Hiland**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:10 PM
 Item ID: 40861286
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ FW: Hiland

From Hillary, Teresa [IWD]

Date
 Sunday,
 August 11,
 2013 1:47 PM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc

 [Hiland v EAB \(2013\)\(absenteeism - incarceration\).pdf](#) (131 Kb HTML)

fyi

From: Autry, Rick [DIA]
Sent: Friday, August 02, 2013 1:20 PM
To: Hillary, Teresa [IWD]
Subject: Hiland

Teresa,

I'm sure you guys saw Hiland from the Court of Appeals back on July 10, but I know you're particularly busy right now so I thought I'd just highlight it for you – I was just looking it over for a brief and thought of this.

To me the two keys are: 1. being in jail does not necessarily excuse calling in to report that you are in

jail (although obviously it would likely excuse not doing this *every day*). 2. The *Sallis* factors on absenteeism do not have to be addressed where there is more than one absence and also a warning. On the second point they argued forcefully that the 4 *Sallis* factors must be addressed in all absenteeism cases. I countered that *Sallis* is a case of a single absence, not an absenteeism case. I argued that in certain circumstance a single absence might be disqualifying (my example, being skipping the oral argument in the court of appeals to golf on the theory that the judges are smart enough to figure it out on their own, thus giving an example and sucking up in one fell swoop), but that it would then be an ordinary misconduct case and not an absenteeism case. The focus in single absence cases is no longer on the excessive number of unexcused absences, but on the bottom line issue of whether the single absence rises to the required seriousness. This is where the *Sallis* factors can come in, and the court agreed. Meanwhile it ducked the whole incarceration rule.

Hope all is going well over there,

Rick

- [Image 1](#)
 - [Image 2](#)
 - [Image 3](#)
 - [Image 4](#)
 - [Image 5](#)
 - [Image 6](#)
 - [Image 7](#)
 - [Image 8](#)
 - [Image 9](#)
-

Image 1

IN THE COURT OF APPEALS OF IOWA

No. 3-592 / 12-2300
Filed July 10, 2013

EARL HILAND,
Petitioner-Appellant,

vs.

EMPLOYMENT APPEAL BOARD,
Respondent-Appellee.

Appeal from the Iowa District Court for Dubuque County, Thomas A.

Bitter, Judge.

An employee appeals the district court's decision affirming the
Employment Appeal Board's denial of unemployment benefits. **AFFIRMED IN
PART AND VACATED IN PART.**

Bradley T. Boffeli of Kurt Law Office, P.C., Dubuque, for appellant.

Rick Autry, Employment Appeal Board, Des Moines, for appellee.

Considered by Doyle, P.J., and Danilson and Mullins, JJ.

Image 2

2

DANILSON, J.

Earl Hiland appeals the district court's ruling on judicial review, which affirmed the Employment Appeal Board's (EAB) decision to deny his unemployment benefits. He contends his absences were not sufficient to constitute statutory misconduct and thus, he is not disqualified from receiving unemployment benefits. We affirm the denial of unemployment benefits because we determine the EAB's decision was not unreasonable and find there is substantial evidence in the record to support the decision. We agree with Hiland that the district court should not have assessed court costs against him, and vacate that portion of the district court judgment.

I. Background and Proceedings.

Hiland started his employment as a full-time sales associate with Turpin Dodge on May 19, 2006, and continued his employment until he was terminated on January 2, 2012. His scheduled hours were from 8:30 a.m. to 5:30 p.m.

On May 28, 2011, Hiland missed work because he had been arrested. He received a warning for the absence on June 1, 2011. Again on December 28, 2011, Hiland was absent from work after being arrested. He first notified his manager, Patrick Turpin, about his absence at 3 p.m. when he called and requested bail money. Turpin refused to provide him with bail money. Hiland was then absent again on December 29, 2011; he did not call or provide any notification. On January 2, 2012, Hiland contacted his employer and was terminated.

Image 3

3

Hiland filed a claim for unemployment benefits. On February 3, 2012, Iowa Workforce Development Center issued a decision that Hiland was ineligible for benefits because he voluntarily quit his employment without good cause attributable to the employer. Hiland filed an appeal on February 7, 2012. A telephone hearing was held by an administrative law judge (ALJ) on February 28, 2012, in which the parties stipulated that Hiland did not voluntarily quit. However the ALJ determined that Hiland was discharged for disqualifying misconduct. Benefits were again denied.

Hiland appealed the decision to the EAB on March 9, 2012. The EAB issued a unanimous decision affirming the ALJ's decision.

Hiland then filed a petition for judicial review. On November 27, 2012, the

district court entered an order affirming the EAB and denying unemployment benefits. Hiland appeals.

II. Standard of Review.

On appeal from judicial review, the standard we apply depends on the type of error allegedly committed. *Jacobson Transp. Co. v. Harris*, 778 N.W.2d 192, 196 (Iowa 2010). Our standard of review depends on the aspect of the agency's decision that forms the basis of the petition for judicial review. Iowa Code

§ 17A.19(10) (2011). Here, Hiland raises two issues.

One of Hiland's claims of error is the contention that the EAB's decision in denying unemployment benefits was unreasonable, specifically because his absences were due to incarceration. *See id.* § 17A.19(10)(n).

The second claim of error raised in Hiland's petition for judicial review and raised on appeal is that the EAB's decision is not supported by substantial

Image 4

4

evidence in the record when reviewing the record as a whole. *See id.*

§ 17A.19(10)(f). Specifically, Hiland contends that his absenteeism was not "excessive or unexcused."

"Substantial evidence" is statutorily defined as:

[T]he quantity and quality of evidence that would be deemed sufficient by a neutral, detached, and reasonable person, to

establish the fact at issue when the consequences resulting from the establishment of that fact are understood to be serious and of great importance.

Id. § 17A.19(10)(f)(1). When reviewing a finding of fact for substantial evidence in

the record as a whole, we judge the finding “in light of all the relevant evidence in the record cited by any party that detracts from that finding as well as all of the relevant evidence in the record cited by any party that supports it.” *Id.*

§ 17A.19(10)(f)(3). “Our review of the record is ‘fairly intensive,’ and we do not simply rubber stamp the agency finding of fact.” *Cedar Rapids Cmty. Sch. Dist. v.*

Pease, 807 N.W.2d 839, 845 (Iowa 2011) (quoting *Wal-Mart Stores, Inc. v.*

Caselman, 657 N.W.2d 493, 499 (Iowa 2003)). Thus, we review Hiland’s

allegations of error to determine if the factual findings of the agency regarding

disqualification based upon misconduct are supported by substantial evidence in the record as a whole. *See id.*

III. Discussion.

A. Disqualification by Incarceration.

Hiland contends that his absence caused by “mere arrest and pretrial detention” should not be deemed a disqualifying separation denying him

Image 5

5

unemployment benefits. We first note that the parties stipulated that Hiland was discharged and that his loss of employment should not be viewed as a voluntary

quit. Therefore, we only consider his contention that his absences were not disqualifying misconduct because they were for “reasonable grounds.” See Iowa Admin. Code r. 871-24.32(7). However, in order to be excluded from disqualifying misconduct under excessive unexcused absenteeism, the absence must be both “for illness or other reasonable grounds for which the employee was absent” *and* be “properly reported to the employer.” See *id.* Hiland failed to notify his employer and report his absence on two of the three occasions. On the third, he did not call his employer until approximately 3 p.m.—more than six hours after he was to begin his shift. Even if his reason for missing work was reasonable, his failure to report his absence precludes the absences from being excused. Accordingly, we need not decide whether incarceration is a “reasonable ground” for which excessive absences can be excused.

B. Disqualification by Misconduct.

Hiland argues there is not substantial evidence in the record to support the decision he was disqualified from receiving unemployment benefits due to statutorily-defined misconduct. See Iowa Admin. Code rs. 871-24.32(1), 871-24.32(7). In making his argument, he relies on *Sallis v. Employment Appeal Board*, 437 N.W.2d 895 (Iowa 1989). In *Sallis*, the court was presented with the question whether a single instance of absenteeism constitutes misconduct. See 437 N.W.2d at 897. The court first noted that the language of Iowa

Image 6

6

Administrative Code rule 871-24.32(7)

¹ “indicates that there is a level of

unexcused absenteeism which is not excessive. Although absenteeism may be grounds for discharge, it is not necessarily misconduct under Iowa Code section 96.5(2).” *Id.* The court next noted that jurisdictions are split regarding the

question of a single absence and that the determinations have been based on

“the facts and circumstances of the individual case.” *Id.* In making their

decisions, the courts have considered “certain contributing factors,” including “the

nature of the employee’s work; the effect of the employee’s absence; dishonesty or falsification by the employee in regard to the unexcused absence; and whether

the employee made any attempt to notify the employer of their absence.” *Id.*

(internal citations omitted). The court determined that, in the specific case before

it, none of the considered factors weighed against Sallis. *Id.* Furthermore, both

parties agreed that it was an isolated instance and that Sallis had promptly

notified his employer of his absence. *See id.* For all of the reasons above, the

court determined that the single instance of absenteeism was not disqualifying

misconduct in Sallis’ case. *See id.*

Hiland argues that because the ALJ failed to make any findings in the

present case regarding the four factors considered in *Sallis*, there is not

substantial evidence in the record to uphold the determination of misconduct.

However, the present case is readily distinguishable from *Sallis*. Unlike in *Sallis*,

Hiland was fired after three separate absences. There was no dispute that

Hiland missed worked without calling to notify his employer on May 31, 2011,

¹

The Iowa Administrative Code numbers have changed since *Sallis*, but the rule considered has had no substantive changes.

Image 7

7

and that he promptly received a warning about his absence. It was also undisputed that, after receiving the warning, he missed work again on December 28, 2011, and December 29, 2011. Although the record does not contain evidence the ALJ considered all of the factors outlined in *Sallis*, because Hiland's

absences consisted of more than one isolated incident, were not properly reported, and because he did receive a warning regarding the issue of his absenteeism, we conclude the ALJ did not need to consider the enumerated factors in order to find misconduct. See *Sallis*, 437 N.W.2d at 897; see also *Higgins v. Iowa Dep't of Job Service*, 350 N.W.2d 187, 192 (Iowa 1984) ("We note that the determination of whether 'unexcused absenteeism' is 'excessive' necessarily requires the consideration of past acts and warnings.")

Hiland further argues that there is not substantial evidence in the record his absences were conduct which constituted "willful or wanton disregard of the employer's interest" or "evil design" against his employer. See Iowa Admin.

Code r. 871-24.32(1).

² While that is true, Hiland's conduct was not found to be

2 Iowa Administrative Code rule 24.32(1) defines misconduct as:
[A] deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such *willful or wanton disregard of an employer's interest* as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or *evil design*, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

Image 8

8

disqualifying under the general statutory misconduct rule, but rather under the more narrowly defined rule of excessive unexcused absenteeism. See Iowa Admin. Code r. 871-24.32(7) ("Excessive unexcused absenteeism is an intentional disregard of the duty owed by the claimant to the employer and *shall be considered misconduct* except for illness or other reasonable grounds for which the employee was absent and that were properly reported to the employer." (emphasis added)). There is undisputed evidence in the record that Hiland was absent from work three times. Comparably, in *Clark v. Iowa Department of Job Services*, 317 N.W.2d 517, 518 (Iowa Ct. App. 1982), our court found that an employee's one tardy and two full-day absences from work was sufficient to find misconduct disqualifying claimant from receiving

unemployment benefits. There is substantial evidence in the record as a whole that Hiland was “excessively” absent.

In this case, we conclude there is substantial evidence in the record as a whole to support the conclusion Hiland was disqualified from receiving unemployment benefits due to misconduct. Furthermore, none of his absences could be considered excused because, even if there were reasonable grounds, the absences were not properly reported to the employer. We therefore affirm the ruling of the district court in regard to the denial of unemployment benefits.

C. Assessment of Court Costs.

In its judgment entry, the district court assessed court costs against Hiland. Iowa Code section 96.15(2) provides, “An individual claiming benefits

(Emphasis added.)

Image 9

9

shall not be charged fees of any kind in any proceeding under this chapter . . . by a court or an officer of the court.” “Fees” include court costs. *Hall v. Emp’t Appeal Bd.*, 815 N.W.2d 408 (Iowa 2012). Accordingly, we vacate the portion of the district court judgment that requires Hiland to pay court costs. We likewise do not assess court costs on appeal against Hiland.

AFFIRMED IN PART AND VACATED IN PART.

Message: FW: ECI Event

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:10 PM
 Item ID: 40861287
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: ECI Event**

From Hillary, Teresa [IWD] **Date** Sunday, August 11, 2013
 2:17 PM

To Lewis, Devon [IWD]; Wise, Steve [IWD]

Cc

 [image001.jpg](#) (5 Kb HTML)

Between the three of us we need to come up with a plan on how to make sure we get these speaking events covered since for now we have no lead alj on 'outreach.' What shall we do?

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Wilkinson, Michael [IWD]
Sent: Tuesday, August 06, 2013 8:06 AM
To: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]; Hillary, Teresa [IWD]
Subject: FW: ECI Event

Another opportunity on October 31.

From: Rouse, Linda [IWD]
Sent: Monday, August 05, 2013 9:39 PM
To: Wilkinson, Michael [IWD]
Cc: Jones, Marlys [IWD]; Brink, Amy [IWD]; Noe, Brenda [IWD]
Subject: RE: ECI Event

Mike

We have Jesse Patton, Healthcare Reform, confirmed for October 31st from 9-11. We will reserve from 12-3 for UI related topics if that works for you. We will cover Hire Our Heroes and Skilled Iowa from 11-12.

Thanks Mike!

From: Wilkinson, Michael [IWD]
Sent: Thursday, August 01, 2013 4:55 PM
To: Rouse, Linda [IWD]
Cc: Jones, Marlys [IWD]
Subject: RE: ECI Event

Interesting, because Joe also had a presentation scheduled for Sioux City on October 31. Regardless, I think we can make it happen. What would you really like to see happen? Let's talk about how to orchestrate an all-day event. I am out Friday and Monday, but we can discuss next week.

Off the top of my head, I could see doing presentations on basics and fundamentals of both benefits and tax (and misclassification), then have 2-3 law judges in break out groups with specific topics. We could also look at short workshops on handbooks and personnel policies. We have never done this before, but it sounds exciting.

From: Rouse, Linda [IWD]
Sent: Thursday, August 01, 2013 4:28 PM
To: Wilkinson, Michael [IWD]
Cc: Jones, Marlys [IWD]
Subject: ECI Event

Hi Mike

We are planning an all-day ECI Event on October 31st from 9:00 am – 3:00pm. Joe Walsh had agreed to attend and offered a panel of administrative law judges. Is this something that you would be willing to help us out with? If not a panel of law judges, maybe a presentation on UI 101 for employers?

Thanks Mike!

Linda W. Rouse
Regional Manager, Region 15
IHCC North Campus
15260 Truman Street

Ottumwa, Iowa 52501
Office: (641) 684-5401 Ext. 40018
Cell: (641) 680-3591

Description: Region15 -
IowaWorks logo - SI.JPG

Message: Re: ALJ Staff Meetings

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861371
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: ALJ Staff Meetings

From Wahlert, Teresa [IWD] **Date** Friday, August 16, 2013 7:02 PM
To Benson, Joni [IWD]
Cc Hillary, Teresa [IWD]

Ok

- Teresa Wahlert

On Aug 16, 2013, at 11:32 AM, "Benson, Joni [IWD]" <Joni.Benson@iwd.iowa.gov> wrote:

<image001.gif>
Director Wahlert,

I wanted to draw it to your attention that our next scheduled ALJ meeting is on Thursday, August 29th. As you know, the new schedule starts on Friday, September 6th. That would mean we have two ALJ meetings two weeks in a row.

Should we cancel the meeting on the 29th of August and back fill that day with hearings? If I schedule these hearings on Monday, August 19th, we will meet the 10 days notice requirement. We would pick up 34 more hearings if we cancel. Let me know how you want it handled.

Joni K. Benson

Iowa Workforce Development – UI Appeals
1000 E. Grand
Des Moines IA 50319
Phone: 515.281.8484

FAX: 515.242.5144
joni.benson@iwd.iowa.gov



BE GREEN – Please consider the environment before printing this e-mail.

Message: Re: Assistance Needed

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:11 PM
 Item ID: 40861322
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Re: Assistance Needed**

From Wahlert, Teresa [IWD]

Date
 Monday,
 August 12,
 2013 2:59
 PM

To Hillary, Teresa [IWD]; Wilkinson, Michael [IWD]

Cc Baughman, Myra [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Mike wilkinson

- Teresa Wahlert

On Aug 12, 2013, at 11:31 AM, "Hillary, Teresa [IWD]" <Teresa.Hillary@iwd.iowa.gov> wrote:

Myra,

I knew when you mentioned TPI that I had seen that recently. We need to get the notices mailed again to the ER. Any notice that is mailed again today, the ALJ needs to be notified that the Er may be getting the notice late. Pls. resend all the notices that came back as undeliverable. Who in tax do we talk to TODAY to get the information in the tn3270 changed?

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Wahlert, Teresa [IWD]
Sent: Friday, August 02, 2013 9:36 AM
To: Wilkinson, Michael [IWD]; Hillary, Teresa [IWD]
Subject: Fwd: Assistance Needed

Please make certain we are using the appropriate address for this company.

- Teresa Wahlert

Begin forwarded message:

From: "Williams, Danielle" <DWilliams@tpicomposites.com>
Date: August 2, 2013, 7:55:35 AM CDT
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>, "Rock, Terri" <TRock@tpicomposites.com>
Subject: RE: Assistance Needed

2300 N 33rd Ave E
Newton 50208

-----Original Message-----

From: Wahlert, Teresa [IWD]
<<mailto:Teresa.Wahlert@iwd.iowa.gov>>
Sent: Friday, August 02, 2013 7:45 AM
To: Rock, Terri
Cc: Williams, Danielle
Subject: Re: Assistance Needed

What is the correct address to use?

- Teresa Wahlert

On Aug 1, 2013, at 8:38 PM, "Rock, Terri"
<TRock@tpicomposites.com<<mailto:TRock@tpicomposites.com>>>
wrote:

Hi Teresa – hope your summer is going well. We really need assistance from someone on your team. For the past 2 weeks all

paperwork for unemployment claims have been going to a former PO Box that TPI had 2 years ago which is now closed. We have been unsuccessful in getting this forwarded to us from the postal service. Can you please have a member of your staff get in contact with us when this has been resolved. We haven't been able to respond to or participate in unemployment telephone hearings. Thank you.

Terri

Terri Rock
Human Resources Manager
Direct: 641-791-3505
Mobile: 641-781-0400
Fax: 641-791-3552

<image001.png>

Note: This message and any attachments is intended solely for the use of the individual or entity to which it is addressed and may contain information that is non-public, proprietary, legally privileged, confidential, and/or exempt from disclosure. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the original sender immediately by telephone or return email and destroy or delete this message along with any attachments immediately.

Note: This message and any attachments is intended solely for the use of the individual or entity to which it is addressed and may contain information that is non-public, proprietary, legally privileged, confidential, and/or exempt from disclosure. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the original sender immediately by telephone or return email and destroy or delete this message along with any attachments immediately.

Message: Fwd: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:19 PM
 Item ID: 40861597
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Fwd: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

From Wahlert, Teresa [IWD] **Date** Tuesday, January 07, 2014 12:06 PM
To Wilkinson, Michael [IWD]
Cc

Yours?

- Teresa Wahlert

Begin forwarded message:

From: "Otto, Clayton HQ DCHR" <Clayton.Otto@ssa.gov>
Date: January 7, 2014 at 11:46:06 AM CST
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
Cc: "Barcelles, Cindy" <Cindy.Barcelles@ssa.gov>, "Day, Erica" <Erica.Day@ssa.gov>, ^ENSuitability <ensuitability@ssa.gov>
Subject: SSA Preliminary BI Investigation - Additional Information Needed for PATRICIA LYNN HENRICH

Contract # SS00-12-E1655

Please have applicant **Patricia Lynn Henrich** provide you with the following information concerning the applicant's eQip submission of the Questionnaire for Non-Sensitive Positions (form 85). Please provide this information within **3 days** of this notification.

Please be advised the following corrections are required in order to submit to OPM. Security cannot close out the case without this information:

NEW SIGNATURE/CERTIFICATION, AND RELEASE PAGES ARE REQUIRED: The ones that were submitted had the dates crossed out and written over. OPM will not accept them in this condition. I have new copies available that can be scanned and emailed to you for completion if needed.

Section 5: Maiden name is required to be listed along with dates used (from and to, month and year) and marked as "Nee". Also, any other names used from birth to present are required to be listed with dates used (from and to, month and year).

Section 10: A supervisor with complete contact information including telephone number is required for each listed employment (US Census Bureau).

Information can be provided via email.

Thanks,

Clayton Otto
 USIS (Contractor)
 Personnel Security Specialist for the
 Social Security Administration
 Room 1260, Dunleavy
 Phone 410-965-8477
 (410) 597-0614 Fax
Clayton.Otto@ssa.gov

Message: Fwd: Suitability Determination for Contract #SS00-12-E1655, Case Number: 109023

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:20 PM
Item ID: 40861609
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Fwd: Suitability Determination for Contract #SS00-12-E1655, Case Number: 109023**

From Wahlert, Teresa [IWD] **Date** Saturday, January 25, 2014 11:33 AM
To Wilkinson, Michael [IWD]
Cc

 [109023preScreenDenial.pdf](#) (480 Kb HTML)  [ATT00001.htm](#) (1 Kb HTML)

- Teresa Wahlert

Begin forwarded message:

From: Contractor Suitability System <dchr.ope.css@ssa.gov>
Date: January 25, 2014 at 6:49:30 AM MST
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>, "CINDY.BARCELLES@ssa.gov" <CINDY.BARCELLES@ssa.gov>, "ERICA.DAY@ssa.gov" <ERICA.DAY@ssa.gov>, "ENSUITABILITY@ssa.gov" <ENSUITABILITY@ssa.gov>
Subject: Suitability Determination for Contract #SS00-12-E1655, Case Number: 109023

Please see the attached file.

**DO NOT reply to this email address. If you have any questions, refer to the contact information in the file attached.
This is NOT a monitored mailbox. All e-mail sent to this mailbox will be automatically deleted.**

Image 1

SOCIAL SECURITY ADMINISTRATION

January 25, 2014

Teresa Wahlert
IOWA WORKFORCE DEVELOPMENT
1000 E Grand Ave
Des Moines, IA 503190209

Re: BPA Setup SS00-12-E1655, Pre-Screening Denial

Dear Teresa Wahlert:

An unfavorable pre-screening for suitability was conducted on the following employee:

Name: HENRICH, PATRICIA L.

This individual is not authorized to perform on the award at this time due to non-compliance under the suitability requirements clause. The individual's application is incomplete. He/she has 15 calendar days from the date of this letter to submit the requested information. If the individual does not respond within this timeframe, he/she cannot work on an SSA contract.

Sincerely,

Leslie G. Herman
SSA Personnel Security and Suitability Program
Erica Day, Contracting Officer
Cynthia Barcelles, COTR

Message: Re: Test UI Claim

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:18 PM
Item ID: 40861580
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

Re: Test UI Claim

From: Wahlert, Teresa [IWD] Date: Monday, December 09, 2013 7:31 PM
To: Koonce, Kerry [IWD]
Cc: Wilkinson, Michael [IWD]

Like I said - doesn't work

- Teresa Wahlert

On Dec 9, 2013, at 7:24 PM, "Koonce, Kerry [IWD]" <Kerry.Koonce@iwd.iowa.gov> wrote:

I filed a claim all the way until I get to "submit". I put that I quit and I don't think I ever came to a register for work area. Nothing took me into information for IWORKE about my skills or anything like that.

Lo

Personal Information Payment Method in Other State (s) Worked Active Duty in Federal Year Past Withholding Dependents Most Recent Employer Employment Status Search Requirements Certify and Comments Subn Claim Proc

Submit Claim for Processing

EQUAL OPPORTUNITY IS THE LAW. Iowa Workforce Development is an Equal Opportunity Employer and does not discriminate its programs and services on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief for beneficiaries only, citizenship or participation in WIA. If you think you have been subjected to discrimination, you should co the Affirmative Action Officer located at:

Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209

Auxiliary aids and services are available upon request to individuals with disabilities.

You are applying for unemployment benefits on 12/09/2013 so the first week you can claim starts on 12/08/2013 and ends on 12/14/2013. You will be able to call in to request payment for your first week on 12/14/2013.

YOU WILL RECEIVE YOUR CONFIRMATION NUMBER AND CALL-IN INSTRUCTIONS AFTER YOU CLICK ON THE "SUBMIT" BUTI BELOW.

Note: Please review the below application before you submit.

Buttons: Back, Submit

Iowa Workforce Development
Unemployment Insurance Initial Claim

Date Filed: 12/09/2013

Name: **Koonce, Kerry** Last 4 Digits of Social Security Number: **6052**
 Mailing Address: Iowa Workforce Development Center:
706 S Buxton St
Indianola, IA - 50125
Des Moines
 Telephone: **5154909017** Date of Birth: **03/24/1973** Gender: **F** Highest Grade Completed in School: **18**
 U.S. Citizen: **Y** INS Alien Registration Number: Expiration Date:
 Did you work in any states other than Iowa in the past 18 months? **N** Which States:
 Did you work for the federal government in the past 18 months? **N**
 Did you work for the U.S. Military in the past 18 months? **N**
 Applied for or received unemployment insurance benefits in the past 52 weeks? **N** State:
 Withhold federal taxes from benefits? **Y** Withhold Iowa taxes from benefits? **Y** Receiving private pension or retirement payments (401K, Keogh, etc.)? **N**
 Spouse, Children or Other Dependents? **Y** Claiming Spouse as a Dependent? **N** Claiming Other Dependent(s)? **Y**
 Spouse's First Name: Spouse filed an unemployment insurance claim in the last 12 months? Payment Method
Debit Card
 First Names of Other Dependents: **Madison, Kyle**
 Business Name of Most Recent Employer: **Iowa Workforce Development** Address: **1000 E Grand Avenue**
Des Moines, IA - 50319
 Job Title: **Communications Director** Date Began: **02/11/2005** Date last worked: **12/06/2013** Employer Phone: **5152819646**
 Reason Left: **Quit** Work Performed in Iowa? **Y** Vacation or separation pay AFTER last day worked? **N** Last Date You Will Be Paid Separation and/or Vacation Pay:
 Description of separation/situation: **You are NOT likely to return to your most recent employer.** Your Work Search Requirements:

- You are required to make at least two in-person job contacts each week.**
- You must keep a written record of your contacts and provide this information when requested.**
- You are required to complete a full registration for job search assistance with the nearest IowaWORKS center.**

 Application method: email, fax, resume, online, etc. **Y**
 Comments/Notes:

Certification

I certify under penalty of law:
I am a citizen or national of the United States
 I certify that I am totally or partially unemployed, able to work and that I am hereby partially registered for work. I know that the law prescribes penalties for false statements made in connection with this claim. **I CERTIFY THAT THE STATEMENTS I HAVE MADE IN THIS APPLICATION ARE TRUE AND CORRECT** to the best of my knowledge and belief. I further certify that I will read the FACTS ABOUT UNEMPLOYMENT INSURANCE guide, which will be sent to me, and I will read and follow the instructions. If I have a question, I will contact Iowa Workforce Development.
 I acknowledge that the information I provide to Iowa Workforce Development may be made available to federal, state or local agencies and their subcontractors who administer employment and training programs.

[Terms of Use](#) | [Privacy Statement](#) | [Equal Opportunity Is The Law](#)

Iowa Workforce Development, 1000 East Grand Avenue, Des Moines, IA 50319

For deaf and hard of hearing, use Relay 711

General questions: IWD.CustomerService@iwd.iowa.gov | Technical questions:

IWD.Webmaster@iwd.iowa.gov

Copyright © - All Rights Reserved
Rese

Message: Invoice from LS2group

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:59 PM
Item ID: 40862494
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Invoice from LS2group**

From Holly Olson **Date** Tuesday, March 25, 2014 5:12 PM
To Koonce, Kerry [IWD]; Overton, Cord [IGOV]
Cc

 [Inv_March14166_from_LS2_Group_5352.pdf](#) (42 Kb HTML)

To Kerry and Cord:

Attached is our invoice for Home Base Iowa March 2014 services. Please remit payment at your earliest convenience.

Many thanks!

Holly Olson, CPA, CGMA
Director of Finance and Accounting
LS2group
510 East Locust Street, Suite 200
Des Moines, Iowa 50309
Direct 515.216.5410/Cell 515.505.0727

www.ls2group.com

Image 1

Invoice

Date

3/25/2014

Invoice #

March14166

Bill To:

Iowa Workforce Development Foundation
1000 East Grand Avenue
Des Moines, Iowa 50319-0209

510 East Locust Street, Ste 200
Des Moines, Iowa 50309

Due on receipt

Thank you!

E-mail

holson@ls2group.com

Web Site

www.ls2group.com

Total

Balance Due

Payments/Credits

Item Description Amount

Consulting Service... Period: 3/01/14 - 3/31/14 Project: Home Base Iowa 15,000.00

Home Base Iowa Billing Summary: March 2014
Facilitated and participated in meetings and calls with IGOV, Home Base Iowa campaign chairs, and larger Home Base Iowa team; developed marketing plan for initial budget; coordinated with Principal to offer assistance with job fair (materials drafting, community outreach, etc.); updated briefing packet for Home Base Iowa communities; had a presence at economic development and Employer*s Council of Iowa events to distribute HBI information; drafted, coordinated, and placed two Iowa Business Council op-eds for Wells and HNI (Sioux City and Muscatine); provided weekly media monitoring reports; pitched and coordinated interviews with the WSJ for Governor Branstad, Col. Hapgood, Bob Myers, Leonard Boswell, and Debi Durham; pitched editorial board opportunities with national publications for Governor/Lt. Governor and secured American Legion Magazine opportunity; facilitated outreach to potential donors, facilitated fundraising calls, and created briefing documents on each company for campaign co-chairs.

Marketing efforts billed separately include: on-going social media updates; on-going website updates; trade show banner finalization/delivery; coordination with Principal on development of videos.

\$15,000.00

\$15,000.00

\$0.00

Message: FW: Skilled Iowa Weekly Report - 8/30/13

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:16 PM
 Item ID: 40861503
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: Skilled Iowa Weekly Report - 8/30/13

From Hillary, Teresa [IWD]

Date Friday,
 August 30, 2013
 7:39 AM

To Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

Cc

[Skilled Iowa Program Tracking_083013.xlsx](#) (68 Kb HTML)

fyi

From: Schippers, Denise [IWD]

Sent: Friday, August 30, 2013 7:39 AM

To: Wahlert, Teresa [IWD]; Wallace, Edward [IWD]; Adams, Lori [IWD]; Wilkinson, Michael [IWD]; Koonce, Kerry [IWD]; Olivencia, Nicholas [IWD]; Gotta, Antonina [IWD]
Cc: Hillary, Teresa [IWD]; Mauro, Michael [IWD]; Godfrey, Christopher [IWD]; Mormann, Marlon [IWD]; Mikkelsen, Paul [IWD]; Wicks, Heidi [IWD]; Nissen, Paula [IWD]; Brooks, Douglas [IWD]; Butcher, Marilyn [IWD]; Farley, Carolyn [IWD]; Fastenau, Paula [IWD]; Gray, Linda [IWD]; Jones, Marlys [IWD]; Konig, Angie [IWD]; Loecke, Marla [IWD]; Mather, Scott [IWD]; McCann, Stephen [IWD]; Messerly, Sara [IWD]; Miller, Charlotte [IWD]; Neri, Diane [IWD]; Robinson, Gina [IWD]; Rouse, Linda [IWD]; Slagle, Ronee [IWD]; Spencer, Todd [IWD]; Stuffleck, William [IWD]; Vega, Carlos [IWD]; Weidlein, Elaine [IWD]; Witt, Michael [IWD]; Andorf, Carla [IWD]; Arends, Paula [IWD]; Axtell, Ron [IWD]; Bonney, Val [IWD]; Chamberlin, Jeff [IWD]; DeVore, Barbara [IWD]; Dowell, Debbie [IWD]; Fick, Shawn [IWD]; Fuchs, Jennifer [IWD]; Lawson, Mick [IWD]; Rissman, Fern [IWD]; "Ron Ludwig"; Winquist, Beth [IWD]; Wright, Jeanie [IWD]; Immerfall, Craig [IWD]; Nilles, Chris [IWD]; Hommer, Kathryn [IWD]; Dawson, Annette [IWD]
Subject: Skilled Iowa Weekly Report - 8/30/13

Skilled Iowa Weekly Report – 8/30/13

Total Number of Member Business locations statewide: **7,027**
 Goal: **7,500** Skilled Iowa Member Businesses by December 31, 2013
 Remaining to attain goal: **473**
 Average number per week per region needed to attain goal: **2**

NCRC Update

Number of NCRC certificates awarded statewide the week of August 19 - August 25, 2013:

Certificate total: 307
 Platinum: 2
 Gold: 87
 Silver: 173
 Bronze: 45

Total number of NCRC certificates awarded statewide since June 11, 2012, announcement of Skilled Iowa:

Certificate total: 14,412
 Platinum: 58
 Gold: 3,599
 Silver: 8,102
 Bronze: 2,652

Total number of NCRC certificates awarded statewide (beginning 2008):

Certificate total: 29,012
 Platinum: 186
 Gold: 7,168
 Silver: 16,095
 Bronze: 5,572

Regional Goals for 9/30/13

To count toward goal, the internship training plan must be approved, candidates selected and forwarded to the business, and a confirmed start date set.

Region	Goal	Progress
1	1 additional internship with candidate selected. Complete and finish current internships with Progressive Processing.	Progressive Processing – Approved, started 8/26
2	1 additional internship with candidate selected in either Health Care, Advanced Manufacturing or Retail. Complete and finish current internship with Cedar Health	Cedar Health – Done, hired
3 / 4	3, including the 1 approved plan for Hormel	Hormel – Approved, started 8/26

Goal Met!		Campbell Higgins & Mummert PC – Approved, intern selected, start date 8/28 GKN Armstrong Wheels – Approved, intern selected, start date 9/2
5	4, including 1 with C&S Products and 1 with Iowa Select Farms	Iowa Select Farms – Training plan in development C&S Products - <u>Production Supervisor</u> , working on training plan and candidate search; <u>Building and Grounds</u> , working on training plan and candidate search; <u>Warehouse</u> , working on training plan and candidate search; <u>Production Operator</u> , working on training plan and candidate search Land O'Lakes Research Farm – Developing internship and training plan with business
6	2 additional internships in Advanced Manufacturing. Continue sending qualified applicants to Restonic Mfg. to fill current internships.	
7	2 additional internships. Complete and finish 6 current internships (North Star Community Services, KBBG, Hawkeye CC/MLK, Merry Maids, Peoples Community Health – 2)	North Star Community Services – Done
8	4 new internships	Friendship Home – Will meet with business to develop training plan WESCO Industries – Approved, candidate search in progress NEW! Toyne Inc. – Forms signed
9	2 new internships in either Health Care, Advanced Mfg. or Retail.	
10	2 new internships in either Retail, Education of Advanced Mfg.	
11	8 (includes the approved plans for State Farm, Indianola Vet Clinic and Quality Homes)	State Farm – Approved, candidate search in progress A+ Lawn & Landscaping – Approved, started 8/26
12	5 new internships	NEW! Schoon Construction – Forms signed, training plan in development
13	5 new internships	
14	4 new internships	NEW! Plum Building Systems – Approved, candidate selection in process
15	5 (3 new plus approved plans for C&C Machining and B&K Machining)	B&K Machining – Done
16	2 new internships in either Retail, Health Care or Education	

Total Number of Business Attached Internships - Completed	Total Number of Interns Offered Employment?	Percentage of Interns Receiving Employment Offers	Number of Internships Currently in Process / Number of Interns
44 interns	23	52%	4 with 7 interns

***Skilled Iowa Internships Underway or In Development**

Region	Business	Type of Internship	Status of Internship
Statewide			
1	Progressive Processing	Sanitation/Production Associate	Approved; started 8/26
2			
3 / 4	Hormel Foods	Production Laborer	Approved, intern selected, start date 8/26
	Campbell Higgins & Mummert PC	Bookkeeper	Approved, intern selected, start date 8/28
	GKN Armstrong Wheels Inc	Welder	Approved, candidate selection in process
5	Comfort Inn	Hospitality	Done
	Iowa Select Farms	Farm Technician	Training plan being developed
	C&S Products	Building & Grounds	Working on training plan with employer and reviewing candidates
	C&S Products	Warehouse	Working on training plan with employer and reviewing candidates
	C&S Products	Production Supervisor	Working on training plan with employer and reviewing candidates
	C&S Products	Production Operator	Working on training plan with employer and reviewing candidates
	Land O'Lakes Research Farm	Assistant Research Technician	Developing internship and training plan with business
6	Restonic	Production/Warehouse	Approved, business reviewing candidate, continuing selection process
	Restonic	Truck Driver	Approved, candidate selection in process
	JBS	Maintenance	Approved, candidate selection in process
7	Hawkeye CC	General Office Assistant	Approved, candidate selection in process

	Merry Maids	Housekeeper	Approved, candidate selection in process
	Peoples Community Health	Patient Registration Rep	Approved, intern selected, start date 9/2
	Peoples Community Health	Health Information Rep	Approved, intern selected, start date 9/16
	KBBG	Production Assistance	Approved, candidate selection in process
8	Friendship Home	Housekeeping	Will meet to develop training plan
	Friendship Home	Kitchen Aide	Will meet to develop training plan
	WESCO Industries	Community Support Staff	Approved, candidate selection in process
	Toyne Inc.	Painter	Forms signed, developing training plan
9	Phoenix Closures	Industrial Maintenance	Approved, business reviewing candidates – on hold until business responds. Region has made repeated contacts.
10	CRST	Acct Exec/Driver recruiter	Approved, business reviewing candidates, 2 week internship – business is looking at mid-September for internship
	Affordable Heating & Cooling		Working with business to identify second internship
11	Kruck Plumbing	Plumber Helper	Approved, referral was no show for interview, candidate search in progress
	Quality Home Care Professional		Approved, 1 candidate undergoing background check, continuing to look for additional candidates
	Ben Buenzow State Farm	Team Member	Approved, candidate search in process
	A+ Lawn & Landscape	Irrigation Technician	Approved, candidate search in process
	A+ Lawn & Landscape	Lawn Care Tech	Approved, started 8/26
	Indianola Vet Clinic	Vet Tech	Approved, candidate search in process
12	Holiday Inn Downtown	Customer Service	Approved, no start date, on hold by business
	Sioux City Foundry	CNC Machinist	Approved, no start date, on hold by business
	Sioux City Foundry	Pattern Maker	Training plan submitted for approval
	Nor-Am Cold Storage	Forklift Operator	Approved, business reviewing candidates
	Schoon Construction	Direction Boring Operator	Training plan in development
13	Pierce Communications	Construction Installation Technician	Training plan submitted for approval
14	Plum Building Systems	Truss Assembly	Approved, candidate selection in process
15	C&C Machining	Machinist	Approved, candidate selection in process
16	Winegard	Assembly/Production	Training plan in development

Skilled Iowa Presentations to Area Groups or Organizations

Date	Region	Location	Group/Audience	Topic
Sept 3	5	ICCC Main Campus	ICCC Students	Community Welcome event. Will speak to students about IowaWORKS services and Skilled Iowa.
Sep 5	1	Multicultural Center	Staff	Skilled Iowa, NCRC, CareerReady101 and possible testing event (rescheduled due to previous conflict for them)
Sep 5	6	Marshalltown	My Iowa UI	Presenting to a group of Iowa Employers
Sep 5	8	Syngenta	Employees being laid of	Skilled Iowa, NCRC & internships
Sep 9	12	Sioux City	Employers attending MyIowa informational session	Skilled Iowa
Sep 10	8	Human Resource Council	HR Managers from local businesses	Skilled Iowa, NCRC & internships
Sep 10	15	Oskaloosa	SHRM - Southeast Iowa Chapter	partner with SHRM gain support for Skilled Iowa with employers
Sep 11	2	CAL CSD, Latimer	Teaching and administrative staff	Skilled Iowa with focus on Career Ready 101 and NCRC testing for students
Sep 11	13	Council Bluffs	UI TAX Local Businesses	Skilled Iowa Initiative
Sep 11	13	Council Bluffs	SW IA ECI	Skilled Iowa Initiative
Sep 12	5	IowaWORKS, Fort Dodge	Leadership Fort Dodge	Skilled Iowa
Sep 12	5	ICCC East Campus	Growth Alliance Workforce summit	Workforce challenges-recruitment and retention, including Skilled Iowa
Sep 13	15	Corydon	Corydon Board of Supervisors	Gain Support for Skilled Ia for Wayne County
Sep 13	15	Corydon	Corydon High School	Present info for support for Skilled Iowa/NCRC and NCRC testing within the school
Sep 13	1	Dubuque Community School District	Business Teachers	LMI-job trends, NCRC, CareerReady 101
Sep 17	1	NICC Job Seeking Class	Students	Job trends, LMI, NCRC, CareerReady

Skilled Iowa Business Contacts

Skilled Iowa Employers Statewide	Total Number of New Employer Contacts	Total Number of Employer Follow-up Contacts*	Newly Signed Skilled Iowa NCRC Letter of Agreement
Wk ending 8/30/13	100	55	42
Wk ending 8/23/13	166	133	79

*Follow-up employer tracking start week: 5/6/13

Skilled Iowa Employers Statewide	Total Number of New Employer Contacts	Total Number of Employer Follow-up Contacts*	Newly Signed Skilled Iowa NCRC Letter of Agreement
Year-to-date 8/30/13	3952	1301	1459
Year-to-date 2013	3852	1246	1416

				101, Skilled Iowa
Sep 23	2	NICAO, Mason City	Program Coordinators	Skilled Iowa
Sep 23	9	Bellevue High School	Administrators and Teachers	NCRC
Sep 24	9	Muscatine Chamber Board	Chamber President and Board Members	Skilled Iowa
Sep 24	9	Muscatine ECI Workshop	Area employers and business leaders	Skilled Iowa update
Sep 28	15	Ottumwa-presentation along with the Introduction to My UI changes	Employers within our region	Present information regarding Skilled Iowa NCRC, internships and the skilled Iowa community initiative
Oct 2	9	Pleasant Valley High School	Administrators and Teachers	NCRC
Oct 2	11	Ames	IVRS Statewide Meeting	SI & NCRC testing event for IVRS professionals
Oct 7	10	WEDG	Employers in Washington area	Outreach to obtain Skilled Iowa community status in Washington County

Current Job Seeker Pool for Internships (Pulled from IWorks register: WSL – Skilled Iowa)

Region	As of 8/30/13	As of 8/23/13
1	545	546
2	74	60
3 / 4	242	238
5	243	229
6	527	520
7	868	839
8	67	68
9	360	362
10	182	184
11	417	402
12	816	894
13	654	654
14	207	247
15	733	730
16	297	301
TOTAL	6232	6274

Current Job Seekers Interested in NCRC (Pulled from IWorks register: Skilled Iowa NCRC for Job Seekers)

This register should reflect the number of individuals interested in taking the NCRC, but have not yet done so. The register should be removed from the customer's IWorks account after the assessments have been taken.

Managers: Please ensure all individuals with the Skilled Iowa NCRC for Job Seekers register have had the opportunity to take the assessments. The below numbers do not reflect that they have. The register must be removed after the assessments are taken and the scores and certificates entered into IWorks.

The NCRC data must be entered into the customer's IWorks account.

Region	As of 8/30/13	As of 8/23/13
1	354	346
2	377	364
3 / 4	157	164
5	158	151
6	134	138
7	551	527
8	34	38
9	300	306
10	147	150
11	136	151
12	228	551
13	35	32
14	876	878
15	406	413
16	702	724
TOTAL	4595	4933

Denise Schippers
 Business Services Manager | Foreign Labor Certification
 Iowa Workforce Development | Workforce Services
 1000 E. Grand Avenue - First Floor, Des Moines, IA 50319
 Phone: 515-281-7538
 Cell: 515-360-9542
 Fax: 515-725-2999

Skilled Iowa - Employers
 Week ending 08/30/13
 Link to Individual Region Reports
 Total Number of New Employer Contacts
 Total Number of Follow-up Contacts*
 Number Interested in NCRC
 Previously Number Signed NCRC Letter of Agreement
 Newly Signed Skilled Iowa NCRC LOC
 Number Interested in Internships
 Number of Internships Requested
 Statewide
 Region 1
 Region 2
 Region 3 / 4
 Region 5
 Region 6
 Region 7
 Region 8
 Region 9
 Region 10
 Region 11
 Region 12
 Region 13
 Region 14
 Region 15
 Region 16
 *Follow-up contacts tracking started 5/6/13

Skilled Iowa - Employers
 2013 Year-to-date
 Total Number of New Employer Contacts
 Total Number of Follow-up Contacts
 Number Interested in NCRC
 Previously Signed NCRC Letter of Agreement
 Newly Signed Skilled Iowa LOC
 Number Interested in Internships
 Number of Internships Requested
 Statewide
 Region 1
 Region 2
 Region 3 / 4
 Region 5
 Region 6
 Region 7
 Region 8
 Region 9
 Region 10
 Region 11
 Region 12
 Region 13
 Region 14
 Region 15
 Region 16
 *Follow-up contacts tracking started 5/6/13

Skilled Iowa - Employment Tracking
 Region
 WSL
 Business
 Internship End Date
 Name of Intern
 Offered Employment / Accepted?
 Total Number of Business Attached Internships - Completed
 Total Number of Interns Offered Employment?
 Total Number of Business Attached Internships - In Process
 WSL819
 Gilcrest/Jewett
 Jeff Griffeth
 Yes / Yes
 44 interns
 23* (52%)
 4 with 7 intern
 WSL814
 Sioux City Foundry
 Adam Lias
 Yes, terminated shortly after
 WSL822
 MidAmerican Energy
 Joe Harvey
 Yes / Yes
 WSL827
 Level 10
 Cindy McMahon Patrick Wensmann
 Yes / Yes , resigned after 1.5 wkks No
 WSL840
 Wilkerson Hardware
 Shamus McDonough
 No openings at this time

WSL833
IHCC
Valerie Lubben
Postings for positions will be soon- very high possibility she will be offered a position.
WSL834
WESCO
Julie Colleen Hanson
Yes/no, pay too low
WSL830
NICC
Kathy Thielen
Interview offered/did not accept, pay too low
WSL839
AmericInn
Terry Elliott-Carman
No open position at this time
WSL849
Plum Building
Dennis G. Tyler Michael S Rheupart Brian J. Lawnsdail
All three applied, business would not share status of applications/ 1 hired
WSL838
Stoney Creek Inn
Jamie Halfpop
No opening at this time
WSL854
PPG
Kevin White Lawrence R Jones Jr Stephen E. Kimball
2 received offers/both accepted
WSL853
IVRS
Jillann Ender
State position, will need to apply through DAS
WSL827
Level 10
Andrea Blaha
Will be offered a position August 1st, in Brazil month of July
3 & 4
WSL851
Nelson Jewelry
Bobbi Fedderson-Perry
Yes/Yes
WSL837
MidAmerican Energy
Wayne Shears
Yes/Yes
WSL865
Stone Creek Landscape and Nursery
Jeffrey Olson
Yes/Yes
WSL837
MidAmerican Energy
Michael Marmin
No
WSL843
Katun
DeAnna Levsen; Jasmine N Airington
Yes/Yes - both
WSL874
Walgreens
Cassie Brees
No openings at this time
WSL852
All Care Health Center
Corissa Rankin
application Submitted
WSL827
Level 10
Michael McGlynn
Yes/Yes
WSL861
Peebles
Amanda DeCousey
Yes/no accepted a job at Kohls
WSL888
Great River Health Systems
Amber McBride
Lisa Buchner
Jennifer Bell-Shride
Danielle Getz
Yes-Amber/ 1 hired PRN
WSL892
Great River Health Systems
Kathleen Prth
No position open
WSL889
Cedar Health
Brittany Jackson
Yes/Yes
WSL894
CNH
Tyler Houseal
Patrick Lewis
Yes/1 hired, 2nd offer rescinded
Affordable Heating
Steven Volkman
Yes/Yes
WSL879
North Star Habilitation
Cynthia Kieffer
No offer

WSL877
New Fashion Pork

Eilene Mathers
Yes/submitted application waiting results of background check and drug screen
WSL 890
Precision Optical Group
Deuter Malone
Patrick Lowry
Yes - Deuter/Yes
WSL899
B&K Machining
Anthony D. Ruth
No
WSL894
CNH
William Haley
Yes/Yes

Skilled Iowa - Employers
July - Dec 2012
Total Number of Employers Contacted
Number Interested in NCRC
Previously Signed NCRC Letter of Agreement
Newly Signed Skilled Iowa LOC
Number Interested in Internships
Number of Internships Requested
Statewide
Region 1
Region 2
Region 3 / 4
Region 5
Region 6
Region 7
Region 8
Region 9
Region 10
Region 11
Region 12
Region 13
1 to 5+
Region 14
Region 15
Region 16

Internship Status
Region
Date
Business
Type of Internship
Contact Person
Meeting Outcome
Region Follow-up Activity
IBM
not interested at this time
Ashley Aubuchon
email follow up from Ashley stating they are still interested and looking at options.
Ashley stated she talked with her HR partner and they are not interested in the internship program right now. They may be interested in a f
NICC
Administrative Assistant
Wendy Knight
Approved, intern selected, start date 5/20/13
Internship completed 6/7/13; interview offered/did not accept, pay too low
Progressive Processing
Sanitation/Production Assoc
Approved, candidate search in process
Stoney Creek Hospitality Corp
Customer Service
Deb Clites/Tracy Knebel
Approved, candidate selection in process, start date 5/20 or 28
Internship completed 6/7/13; no open positions at this time
AmericInn
Customer Service
Terry Peterson
Interested in one customer service intern. IWD staff and business are tweaking training plan. IWD staff are conducting initial candidate sc
AmericInn
Customer Service
Terry Peterson
Approved, candidate selection in process, start date 5/20 or 28
Internship completed 6/7/13; no open positions at this time
Cedar Health
C.N.A.
Signed papers. Working on Training plan
3 4
Annleo Sales
placement agency for medical staffing
Carolyn Batschelet
CEO is happy with the plan, he would like to hold off on pursuing the internship for now. revisit this 3 months down the road
Revisit late summer/early fall
3 4
Annleo Sales
Medical Staffing
Carolyn Batschelet
Not able to do at this point due to staffing shortfall
Nelson Jewelry
customer service
Ton Nelson Jr
Training plan approved
Ended 7/5, offer of employment extended and accepted
Ruthven Meat Processing

Abattoir Worker/Meat Worker/Labor
 Training plan approved, 2 week internship, 7/8 to 19 start date, candidate search in process
 On hold
 Hormel Foods
 Production Laborer
 Training plan approved, 2 week internship, 7/8 to 19start date, candidate search in process
 Dodgen Industries
 Nina has met with the company and will be meeting again in March.
 Industry Marketing Solutions
 Nina has contacted but has not received any commitment from company.
 Heartland Communications
 Developing training plans, will meet with business to review
 Five Star Publishing
 Nina has contacted but has not received any commitment from company.
 Twin Rivers Media
 Nina has contacted but has not received any commitment from company.
 Marketlink
 Nina has contacted but has not received any commitment from company.
 Industry Marketing Solutions
 Telemarketing.
 Teresa McClintok
 Nina has contacted but has not received any commitment from company. 4-26-13 Revisited with Teresa but she says this will not work for them.
 Stone Creek Landscape and Nursery
 Landscaper
 Approved, candidate selected, start date 7/9
 Started 7/9
 Comfort Inn
 Hospitality
 Approved, candidate search in process
 Iowa Select Farms
 Farm Tech
 Forms signed, working on training plan
 Wilkerson Hardware
 Customer service/retail sales
 4 day internship
 Internship completed 6/4/13, no openings at this time
 Restonic
 Production/Warehouse
 Approved, looking for candidates
 Restonic
 Truck Driver
 Approved, looking for candidates
 JBS
 Maintenance
 Plan being approved, looking for candidates
 Shell Rock Health Care Center
 Dietary/Nursing Assistant
 Deb Seich/Betty Oren
 Agreed to work with us in crafting an internship based on their needs. 4/10 Drafting Training Plan
 KBBG Radio
 Office
 Lou Porter
 Crafted a Training Plan on 4-23-13. TP being brochured for presentation to station owner Lou Porter.
 Hawkeye CC
 General Office Assistant
 Approved, candidate selection in process, start date 6/24
 searching for candidates, no new start date
 Iowa Voc Rehab Srvs
 Office Assistant
 Internship completed, state position will need to apply through DAS
 Holiday Inn Express
 Customer Service
 Approved, candidate selection in process, start date 6/24
 Ended, did not work out for intern
 KBBG Radio
 Production Assistance
 Approved, candidate selection in process
 Merry Maids
 Housekeeper
 Approved, looking for candidates
 North Star Community Services
 Day Habilitation Specialist
 Approved, looking for candidates
 Intern selected, 8/5 start date
 Peoples Community Health Clinic
 Patient Registration
 Forms signed, training plan being developed
 Peoples Community Health Clinic
 Health Information
 Forms signed, training plan being developed
 Wesco Industries
 Community Support Staff
 Approved, interviewing candidates, start date 5/28/13
 Internship completed 6/7/13, position offered, declined, pay too low
 New Fashion Pork
 Herdsperson
 Drafting training planning
 will meet 7/29
 Katun Corporation
 ONET Code - 53-7064, Packers/Packagers Hand.
 Sondra Meyers, Mike Witt
 Approved, 5-20-13 - Contacted Sondra, corporate HR director cancelled trip to Davenport, rescheduled to June 4th. Sondra emailed Internship
 Ends 8/2
 Katun Corporation
 ONET Code - 53-7064, Packers/Packagers Hand.
 Sondra Meyers, Mike Witt
 Discussed program and employer decided not to sign LOC and Not interested in internship.
 AT&T (Davenport)
 Employer not interested at this time
 Eric Anthony

Employer was not interested in Internship but did sign LOC
 Fabricators Plus(Muscatine)
 Not Interested
 Penny Evans
 Discussed program and employer decided not to sign LOC and Not interested in internship.
 AT&T(Davenport)
 Onet Code - 43-4051 Customer Service Representative
 Jill Turney, Mike Witt
 Training plan written, need business approval 5-21-13 - Spoke to center Director Liz Guttenberg, she is all for it, has assigned her recruit
 Conference call with Corporate HR Director 6-19-13, but center director did not attend call. Contacted again 6/25 for new meeting time, wait
 Business has declined to move forward with internship due to union policies.
 Schebler Company
 Not established yet
 Angie Calvert, Mark Holloway
 5-8-13 - Met with Hr manager to discuss Skilled Iowa and intership. She is interested in both. Meeting scheduled for June 5th to follow up
 The HR Director is no longer with Schebler. Replacement has not been named yet. In a holding pattern until able to connect with new HR pers
 Per Nina - should be again in May 4/25 - Not interested
 are a signed LOC member.
 Veterinarian - Iowa Humane Alliance
 Per Nina - I left information with the manager, he had to talk to his leadership
 Fastek International LTD
 Per Nina - Not for them, no further follow up
 The Arc of Central IA
 Per Nina - interested, need to wait until 2nd Quarter very busy right now
 Phoenix Closures
 Approved, candidate search in process
 Midwest One Bank
 Heartland Express
 Visited with employer 04/22/13 interested in NCRC, and possibly an internship
 Clinic of Electrology/Laser
 Office Assistant
 Rebeka
 Approved, 2 referrals sent to business for review
 No response from business / if no response by end of 7/19, will discontinue this opportunity
 Active Thermal Concepts
 Asbestos Removal
 Cory Albers
 Met with employer on 4/26 to write the training plan. Completed 1st and 2nd week except for 3 additional items. Goes to Kirkwood for week 3
 Training plan approved, reviewing for possible ramifications/issues if intern is in proximity to asbestos - doubtful business will move forw
 Level 10 Apparel
 Graphic screen print
 Tony Paoli
 Completed, will offer employment 8/1.
 Kinze
 Manufacturing
 Katelynn Paul
 Business not interested at this time
 CRST
 Sales/Driver Recruiter
 Approved, 4 referrals sent to business for review, 2 week internship
 Candidate search in process
 Premiere Business Solutions
 Sales Associate - Energy
 Approved, candidate search in process
 Affordable Heating & Cooling
 HVAC
 Training plan in development
 The Wittern Group
 Abilities Unlimited
 Iowa Speedway
 Proctor Mechanical Corp
 Interested, have contacted Nina and am planning meeting with her so we can proceed.
 Kruck Plumbing
 Steve Kruck
 Training plan submitted 4/29/13 by Nina. Kirstin setting up WSL and performing Candidate search. Will meet with business week of 5/13 to di
 Have forwarded 2 candidate resumes to business for review; continuing to search for candidates
 Mosaic Family Counseling
 Secretary
 Lexy
 They had the wrong idea of what an internship was. Lexy will still speak with her supervisor to see if they can move forward with this. Th
 Region met with business 6/19, no update on outcome
 Quality Home Care Services
 Interested, have contacted Nina and am planning meeting with her so we can proceed.
 approved, candidates selected, waiting start date
 ACI Mechanical
 Steve Kruck
 Kirstin and Nina met to begin discussion. Kirstin has performed several follow-up calls to Laura, HR. She is still trying to meet with the c
 Company is focused on upcoming move in July.
 Amega Garage Door & Openiner Inc
 Garage Door Tech
 Dwayne Carter
 Approved, candidate selection in process, start date 6/3
 Corey is continuing to search for new candidates for this internship
 Not interested at this time
 CAPAX Infiniti Housing Inc
 Meeting 5/16 to discuss training plan with business
 they have been extremely busy and devoting a lot of time and energy in pursuing an important grant. She stated that they have even halted ac
 Pulled, no response from business
 Ben Buenzow State Farm
 Team Member
 Approved, looking for candidates
 Indianola Vet Clinic
 Vet Tech
 Approved, looking for candidates
 Sand Seed Co
 Production, customer service/data entry
 Paul Wilkens
 Training plan approved, on hold until fall
 Holiday Inn Downtown
 Maintenance, customer service, housekeeping or night audit

Larry Jensen
 Approved, no start date
 On hold until at least 7/25
 Sioux City Foundry
 CNC Machinist
 Val Corbin
 Approved, candidates sent to business for review, no new start date set
 On hold until at least 7/25
 Sioux City Foundry
 Pattern Maker
 Val Corbin
 Drafting training plan and conducting candidate search
 Would like to postpone internship for the time being and try to hire a patternmaker. Will send email blast out to those with carpentry and
 Nor-Am Cold Storage
 Forklift Operatator
 Approved, looking for candidates
 MidAmerican Energy
 Production Helper
 One internship started 6/14; second will start pending background check results
 2nd intern started 7/2
 Done; one intern submitted application
 All Care Health Center
 Health Cre Admin Tech
 Approved, Reviewed intern candidates and made 8 selections. Provided to business; intern candidates will be reviewed by All Care Health Cent
 shorted training plan approved, started 7/29
 Candidate a no show; rewriting training plan
 Pierce Communications
 Construction Installation Tech
 Training plan being developed, looking for candidates
 Plum Building Systems
 Truss Assembly
 Approved,
 Internship completed - 6/6/13, all three applied for positions, business would share status
 Precision Optical Group
 Approved, looking for candidates
 IHCC
 Administrative
 Mick Lawson
 Approved, start date 5/13
 Internship completed - 6/7/13, postings for positions will be soon- very high possibility she get a position.
 B&K Machining
 Machinist
 Approved, looking for candidates
 C&C Machining
 Machinist
 Forms signed, working on training plan
 Cobo International
 Production/Assembler
 Randy Stanbary
 Working with WIA on a paid internship. Need interns to be able to do work on the job-not training only. Interested in OJT's.
 Great River Medical Center
 Nutritional Aide
 Laura Bailey
 Working with WIA (Diane Poisel) on a paid internship. Need interns to be able to do work on the job-not training only. Wants to hire on if t
 Hope Haven Development Center
 Job Coaches
 Robertta Barngrover
 Working with WIA on a paid internship. Need interns to be able to do work on the job-not training only. Wants to hire on if they do well.
 Stage 2
 Retail Associate
 Phyllis Gorrell
 In Process-working with WIA. Working on new training templates.
 Mt. Pleasant News
 TBD
 Bill Gray
 Interested in hosting an internship opportunity. Requested additional information and I sent that to him on 5/10/13. Will follow up early ne
 On hold until new editor hired.
 PPG
 Glass Processor
 Joe Terns
 Approved, three interns started 6/3 for 2 week internship
 Peebles
 Retail Sales Associate
 Approved, candidates selected, start date 6/24
 will resume 7/30
 Walgreens
 Retail Sales Associate
 Approved, 7/22 start, searching for candidates
 Great River Health Systems
 Phlebotomy
 Approved, 4 candidates selected, 8/1 start
 Great River Health Systems
 Med Office Asst
 Approved, candidates selected, start date 8/1
 CNH
 Assembly
 Approved, candidates selected, start date 8/5
 Winegard
 Assembly
 Training plan being written