

Iowa Department for the Blind

Recording Countable Services to Business

Who has to track services to business?

Each WIOA partner providing service to business is required to track business services for common performance measures. This includes:

- Business service team members
- Those coordinating Rapid Response services
- Job Developers/ Case managers
- Regional Supervisors
- Vocational Rehabilitation Counselors, Specialists, and Trainers
- Others Providing Services to Businesses

Why do services to businesses need to be recorded?

WIOA legislation requires we report our effectiveness in serving employers.

When will tracking services to business in the Business Services online form begin?

This must begin today if you are not already doing this.

What services to business are countable?

All services recorded are provided to a **business** or **employees of a business** and not necessarily on behalf of or for a participant. There are seven (7) categories of business services:

- Employer Information and Supports
- Workforce Recruitment Assistance
- Strategic Planning/ Economic Development Activities
- Untapped Labor Pools Activities
- Training Services

- Incumbent Worker Training
- Rapid Response

How will services to business be tracked?

IDB worked with core partners and the IWD Labor Market Information (LMI) to create an online form that will record business services.

WIOA Business Services Tracking: Production LINK

https://laborsurvey.iowaworkforce.org/surveys/wioa_business_services_entry

ENTERING SERVICES TO BUSINESS:

The online form requires the following information:

1. Name of staff member entering information
2. Agency providing the business service
3. Employer Identification:
 - Federal Identification number (recommended, but optional)
 - Employer Name
 - Employer Address
 - Employer City
 - Employer Zip code
 - Employer County
4. Services provided (users are allowed to select multiple services rendered to employers)
5. Enter if this service is a continuing service
6. Service Start Date (only shows up if the service is not a continuing service)
7. Service End Date
8. Comment/ Notes (Optional)

Each agency in each region will have an identified business services contact with a back-up responsible for entering business services data into the online form. It is recommended that services be entered weekly. A cumulative report is sent to each partner agency monthly to review progress and address issues for strategic planning.

SERVICE DEFINITIONS

Employer Information and Supports

Establishments who received staff-assisted services designed to educate them about and engage them in the local job market/economy and the range of services available through the local One-Stop delivery system. Establishment information services may be provided in a variety of service interventions including orientation sessions, workshops, or other business consultations (e.g., initial site visits). Information and support services that are delivered to establishments through mass mailings or communications, “cold” calling or other follow-up contacts, and regular establishment newsletters, brochures, or publications are not reportable services under this category.

These services include, but are not limited, to providing information on:

- State and federal tax credits or workforce investment incentives (state and federal tax credits (WOTC) or workforce investment incentives);
- Customized workforce information on state, regional and local labor market conditions, industries, occupations, and the characteristics of the workforce, skills businesses need, local employment dynamics information such as workforce availability, worker supply and demand, business turnover rates, job creation, and job identification of high growth and high demand industries; and
- Proactive linkage and referral of establishments to community resources that support their workforce needs.

Workforce Recruitment Assistance

Establishments who received workforce recruitment assistance from staff or remotely through electronic technologies. Activities include, but are not limited to, assisting employers to meet their human capital and skilled workforce needs by:

- Supporting employers’ search for qualified candidates;
- Securing information on job requirements and providing employers with One-Stop staff support for candidate screening and pre-

employment interviews at the One-Stop Career Center (or affiliate site) or on site at the place of business;

- Taking job order information and promoting the employment opportunities (e.g., advertising the opening to the workforce);
- Conducting special recruitment efforts including out-of-area or out-of-state recruitment for candidates with special skills;
- Organizing, conducting, and/or participating in job fairs;
- Providing employers with meeting/work space at the One-Stop Career Center (or an affiliate site) for screening or interviewing;
- Conducting pre-employment testing, background checks and assistance in completion of the I-9 paperwork; and
- Providing employers with job and task analysis services, and absenteeism analysis.

Strategic Planning/Economic Development Activities

Establishments who were engaged in either workforce investment strategic planning or business growth and economic development strategic planning. These activities could include, but are not limited to,

- participating in community based strategic planning; sponsoring employer forums;
- securing information on industry trends;
- providing information for the purpose of corporate economic development planning; and
- partnering in collaborative efforts to identify workforce challenges and developing strategies to address those challenges.

Untapped Labor Pools Activities

Establishments who established pipeline activities in partnership with the public workforce system. Activities include, but are not limited to,

- outreach to youth, veterans, individuals with disabilities, older workers, ex-offenders, PROMISE JOBS and other targeted demographic groups;
- industry awareness campaigns;
- joint partnerships with high schools, community colleges, or other education programs to improve skill levels; and
- programs to address limited English proficiency and vocational training.

Training Services

Establishments who received publicly- funded training assistance, including customized training, on-the-job training, transitional job training, and incumbent worker training.

Incumbent Worker Training

Establishments who received publicly funded incumbent worker training assistance.

Rapid Response/Business Downsizing Assistance

Establishments who received an initial on-site visit or contact to either (a) discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or (b), as required by WIOA section 3(51)(A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.

Planning Layoff Response

Establishments who received Rapid Response/Business Downsizing Assistance AND received an initial on-site visit or contact, as required by WIOA section 3(51)(A), to plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.