Iowa is an Office of Apprenticeship (OA) state leveraging the Geographic Solutions apprenticeship module to meet the performance tracking and case management requirements of the Apprenticeship State Expansion (ASE) grant. Iowa’s state apprenticeship team is housed within Iowa Workforce Development, which uses Geographic Solutions for Workforce Innovation and Opportunity Act (WIOA) performance and case management, and with whom they have aligned services and WIOA co-enrollment strategies.

<table>
<thead>
<tr>
<th>Apprenticeship state expansion grants</th>
<th>SAE, ASE, SAE 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative agency</td>
<td>Iowa Workforce Development</td>
</tr>
<tr>
<td>Current number of apprentices</td>
<td>7,994</td>
</tr>
<tr>
<td>Current number of apprenticeship programs</td>
<td>828</td>
</tr>
<tr>
<td>Number of apprentices to track (ASE and SAE 2020)</td>
<td>1,200 total; 400 under ASE, 800 under SAE2020</td>
</tr>
<tr>
<td>Population</td>
<td>3,155,000</td>
</tr>
<tr>
<td>Number of workforce boards</td>
<td>9 regional boards</td>
</tr>
</tbody>
</table>
PERFORMANCE TRACKING AND CASE MANAGEMENT DETAILS

Data Tracking and Case Management Solution

System Functionality and Development

- Grant funds allowed for the purchase of the Geographic Solutions apprenticeship module, which went live on January 12, 2021.

System and Partner Integration

- Geographic Solutions is the state’s WIOA performance tracking system and provided the best solution for data integration and collection.
- Iowa’s integrated systems and partnerships between WIOA and Registered Apprenticeship facilitate co-enrollment across federal programs to support sponsors and apprentices. Apprentice participants are automatically enrolled in WIOA Title III and considered for Title I and/or other workforce programs.
  - Note: Integration with Title II programs is done manually, as that module has not been purchased from Geographic Solutions.
- Data are manually cross-referenced with RAPIDS data through a quarterly data download received by the Labor Market Information Division and used to report active programs, apprentices, and demographic data.

Case Management Approach

Subgrantee Management, Training, and Technical Assistance

- Iowa has 37 ASE subrecipients eligible to receive up to $1,500 per apprentice. Subrecipients represent priority industry sectors or those affected by COVID-19, as determined by labor market information (LMI) data.
- A user guide and letter were provided to all 37 subrecipients to explain why each data element/piece of information is needed and provide a screenshot to show how to complete the application.
- Iowa encourages subrecipients to provide data prior to participation in order to assist with case management, supportive services, and co-enrollment.
- To avoid overwhelming subrecipients with data requirements, the project team asks the apprentice to enter data directly.
Intake and Case Management

- Subrecipients are required to have apprentices log in to the system for basic WIOA registration. The subrecipient then completes the apprenticeship application within the module. The Registered Apprenticeship (RA) Program Coordinator then attaches the subrecipient to a specific grant.
- When an individual indicates initial interest in apprenticeship, there is a web form available on Iowa’s Earn & Learn page. Interest collected through this method goes to an RA career planner, who reaches out to see what type of program might be appropriate and of interest.

Data Quality and Workforce Integrated Performance System (WIPS) Reporting

- As part of their Geographic Solutions contract agreement, Iowa’s project team receives a formatted data file each quarter from Geographic Solutions to submit to WIPS.

Data-Driven Apprenticeship Strategy

Staffing Model

- The state-level apprenticeship team (including grant management and program staff) works in close coordination with performance and reporting experts experienced with both WIOA WIPS reporting and the Geographic Solutions platform. These two key teams drive the development, launch, and implementation strategies for performance reporting and case management.
- Two RA career planners, who are funded under the state expansion grant, handle case management of apprentices, helping to connect job seekers/potential apprentices to information, registration, and next steps.
- Two business marketing specialists have also been hired to focus on healthcare and agriculture outreach, Registered Apprenticeship Program (RAP) development, and performance data collection.

SUCCESS FACTORS, CHALLENGES, AND BENEFITS

Primary Success Factors

- Integration with workforce system partners, state performance and reporting experts, and Geographic Solutions has positioned the team to successfully execute on performance data tracking and case management goals, such as co-enrollment, providing supportive services and addressing barriers to employment.
The project team has implemented standardized processes among their partners to receive data from subrecipients and apprentices, including regular communication and follow-up to prompt reporting submissions.

Challenges

- The biggest challenge is the cost of licensing the data management system. It is uncertain that the team could support the ongoing cost without grant funding, especially considering the cost of maintaining staff capacity to support apprenticeship growth. Currently a five-person team, Iowa’s apprenticeship office needs to expand to continue supporting both program growth and associated performance and grant management requirements. Ongoing costs of the data management system might limit this needed staffing growth.
- Subrecipients did not realize the extent of the reporting requirements when they signed on.
  - Some subrecipients have expressed being overwhelmed by the data checks and narrative reporting and said that they did not anticipate the costs of maintaining a database. The project team responded by enabling apprentices to enter their own data and by providing helpful resources to make that process clear and manageable.
- The priority was to award the subrecipient grants quickly, before the apprenticeship module was ready, which led to challenges in data reporting that required reaching back to obtain additional information from subrecipients, sponsors, and apprentices.
- Many subrecipients experience challenges in obtaining required data from apprentice participants due to process burden or reluctance of apprentices to self-identify, for instance, as a target and/or underrepresented population. This challenge can skew data.

Benefits of Approach

Iowa’s early investment in technology, commitment to engaging subrecipients, and cooperation with workforce partners is expected to achieve several long-term benefits, including:

- Ensuring data integrity and full integration with other workforce programs
- Aligning with regional workforce system processes and opportunities, and with WIOA data collection and co-enrollment
- Leveraging expertise of state apprenticeship experts and performance data tracking and reporting staff experts for successful implementation and long-term growth
- Utilizing Geographic Solutions to produce report outputs each quarter for review before WIPS submission and provide built-in technical assistance for the data tracking and case management tool

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