



## Iowa Sector Connect – Business & Financial Services Group Call Notes

Dial-In Number: 1-866-685-1580, Conference Code: 5152813866

Tuesday, June 13<sup>th</sup> 3:00 – 4:00 PM

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Purpose: Opportunity for Business and Financial Services sector partnership teams from across the state to network and share updates about their programs, offer recommendations/best practices, and ask questions of one another so that each program continues to grow and thrive.

Attendance: Erica Nosbich (NICC), Judy Stoffel (KCC), Joe Collins (IDOE).

### Team/Program Updates

Northeast Iowa – Group met a week ago and included a guest speaker who is new to the area to discuss company culture. It was a really productive discussion that received good feedback from partnership members. May include a similar keynote speaker and round table discussions during a networking event in September to break up the typical meeting structure and routine for the group.

Group is now working with local high schools to begin making presentations at teacher education events to educate this audience about local employer education, skills, and employment needs. CTE teachers already join for some of their normal group meetings to be part of the discussion, but this is an opportunity to engage with teachers from other areas of study, and therefore impact a larger audience of students.

Recently heard of a need for a high school in Waukon to replace some outdated welding equipment, so researching ideas to support by engaging with local employers and support partners.

Kirkwood – Employers continue to struggle with engaging young adults in this sector. It seems that many view these careers as “fallback” careers or something that many happen upon by chance. How do we promote them more effectively to younger adults so they make the conscious decision to pursue a career in these fields? One strategy is to stop referring to them as “call center” careers, but rather label as something more engaging like “Business Professional”. Judy has a goal to specifically learn more about the Insurance industry in their region also.

Group has been involved on some work at a regional level to better align and collaborate initiatives through the newly formed [ICR Iowa](#) organization between the Iowa City and Cedar Rapids areas. A cross-sector meeting is scheduled for all sector boards in the region to learn about the work of ICR Iowa and how each respective boards efforts align.

Collectively, the six sector boards in the region held their 2<sup>nd</sup> annual 2018 All Stars award luncheon on May 24<sup>th</sup>. The event highlighted thirteen (13) winners spanning the six (6) primary sectors of focus. This was a great opportunity to showcase outstanding individuals within the local community who work in positions and industries that might not be well known to students and job seekers! The two winners for their Financial Service, Insurance, & Customer Service sector this year were Linsey Eiben (Account Manager for TrueNorth) and Diana Rodriguez (Recruiting Manager for Hibu). Interview videos of all winners can be viewed at <https://www.youtube.com/playlist?list=PLyvFDktSHkCcWAtZf0iGaTOkU7BW-kDQw> and the magazine at <https://www.yumpu.com/en/document/view/60203583/all-stars-2018>.

## General/State/Misc Updates

Career Pathways Projects: The IDOE partnered with Elevate Advanced Manufacturing, the Iowa Association of Business and Industry (ABI), and Advanced Manufacturing sector partnerships to develop an in-depth view of the careers in Manufacturing, including career pathways, occupation profiles, and industry outlook. This work was similar to those produced for the IT and Energy/Utilities industries in 2017. The [Opportunities in Advanced Manufacturing](#) resource was just posted on June 6<sup>th</sup> for viewing and download. A similar project in Health Sciences is planned to run June-September 2018.

2018 Educate and Elevate Adult Education & Literacy Conference: A “workforce partnerships” tract has been created for the IDOE’s Adult Education and Literacy summer conference scheduled for July 16-18 in Ankeny. A special “workforce partnerships” tract was added this year specifically for sector partnership teams and those interested in this work. Sessions will cover topics like labor market data mining, career pathways, youth engagement, and working with harder to reach populations in your community (i.e. criminal background, refugees, Veterans). Registration is now live and a final listing of sessions will be released soon at <https://educateiowa.gov/educate-elevate-iowa-adult-education-literacy-conference>.

Industry Association/Subject Matter Expert: Did we want to include a business or financial services association on these calls to help provide industry trends, new, resources, etc....as a subject matter expert? Some of the other group calls have outside groups join to add some perspective from an employer standpoint. Possibly the Iowa Bankers Association?

## 2018 Call Schedule

\*All calls are scheduled for 8:30 AM – 9:30 AM, unless otherwise noted

2018 - 02/14, 04/12, 06/14, 08/09, 10/11, 12/06