TRAINING, RECRUITING AND RETENTION WORK TOGETHER IN FINDING QUALITY EMPLOYEES

ALL SIDES OF WORKFORCE:

ROB DENSON, president of Des Moines Area Community College
KAREN NOVAK SWALWELL, president of Francis & Associates
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Workforce: ABI’s Leading Issue

Workforce! It has been the leading issue for ABI member companies for a decade or more. In this edition of Business Record Iowa, the cover story focuses on the different perspectives ABI members bring to this most important topic.

On other fronts, I would note that February marks the eighth month of ABI’s fiscal year. Thanks to your support and leadership, our association is enjoying one of its strongest years ever.

Public policy, Foundation programs and ABI member events are all meeting or surpassing metrics of past years. Last month’s ABI Legislative Reception was a huge success, with well over 500 people attending. In addition, more state officials and more legislators of both parties and both chambers attended than ever before. On behalf of the board of directors, thank you for your participation and keeping our Future in Focus.

Another key metric revolves around ABI’s terrific annual conference. I assure you that the 2020 conference will be the best one ever—and it is only a few months away!

Make plans now to join your ABI colleagues in Cedar Rapids June 9-11 for the ABI Taking Care of Business Conference. Fantastic venues, terrific nationally known speakers and the very best business networking anywhere will all be a part of ABI’s 117th annual meeting. You do not want to miss it!

Thank you once more for your support.

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Scholarships Available for In-demand Manufacturing Training

Elevate Advanced Manufacturing is offering 15 $500 scholarships to all Iowa high school seniors interested in studying a manufacturing-related career at one of Iowa’s 15 community colleges. One award will be made per college region.

“Manufacturing firms supply more than 221,000 jobs to Iowans and there are many open positions with room for advancement,” said Mike Ralston, president of the Iowa Association of Business and Industry. “These well-paying careers require education and training beyond high school, but don’t require the cost of a bachelor’s degree. In many cases, students can train on the job while attending classes. Recent studies have shown that two-year degree and technical certificate holders can earn salaries that surpass those of four-year college graduates.”

Examples of training programs to which the scholarship can apply include welding, computer numerically controlled (CNC) machining, industrial automation, mechanical drafting/CADD, robotics, tool and die, and transportation and logistics. For more information about manufacturing careers, visit www.elevateiowa.com.

Interested candidates should apply by completing the application found at www.elevateiowa.com (under the “About” column). Applications are due March 15, 2020. The scholarship awardees will be recognized at the Legends in Manufacturing Awards Dinner in Altoona on September 29, 2020.

Elevate Advanced Manufacturing is a statewide, integrated marketing campaign to promote careers and educational pathways in advanced manufacturing. The initiative is directed by a coalition of all 15 Iowa community colleges, the Iowa Association of Business and Industry, the private manufacturing sector and the State of Iowa.

The campaign offers resources to the public and educational institutions to educate unemployed/underemployed Iowans, U.S. veterans, and K-12 students and their families about the opportunities in advanced manufacturing.
CULTIVATING IOWA’S TALENT CONTINUUM

NOMINATE FOR THE LEADERSHIP FOR IOWA AWARD

The Leadership Iowa Board of Governors invites you to nominate candidates for the Leadership for Iowa Award. The award will be presented at the Leadership Iowa Graduation in Cedar Rapids on June 10 during ABI’s Annual Taking Care of Business Conference.

This award is presented to a past participant of the Leadership Iowa program and is based on the following criteria. Leadership for Iowa Award nominees must:

- Show a demonstrated commitment to serve Iowa
- Have a responsible position of leadership in employment and/or volunteer organizations, resulting in the potential to contribute to leadership development within a local or a statewide setting
- Have demonstrated a leadership role in local or statewide volunteer service to civic or professional organizations
- Have demonstrated the ability to undertake a leadership role on difficult or controversial subjects
- Be involved in projects designed to enhance the quality of life in Iowa

PAST RECIPIENTS INCLUDE:

- John McCarroll (LI Director ’91)
- Donna Walgren-King (LI ’83-’84)
- Mark Feldmann (LI ’90-’91)
- Martha Willits (LI ’85-’86)
- Maggie Tinsman (LI ’87-’88)
- David Oman (LI ’85-’86)
- Walt Smith (LI ’82-’83)
- Cynthia Eisenhower (LI ’85-’86)
- Ron Geiger (LI ’87-’88)
- Jodi Tymeson (LI ’99-’00)
- Sharon Jaun (LI ’87-’88)
- Rand Fisher (’84-’85)
- John Sorensen (LI ’95-’96)
- Tom McMahon (’97-’98)
- Steve Bogle (LI ’04-’05)
- Doug Reichardt (LI ’82-’83)
- Kirk Tyler (LI ’92-’93)
- Mary Lawyer (LI ’00-’01)
- Charles Sukup (LI ’89-’90)
- David Vaudt (LI ’87-’88)
- Wes Ehrecke (LI ’90-’91)
- Sarah Hasken (LI ’04-’05)
- Jack Lashier (LI ’89-’90)
- Rick Tollakson (LI ’92-’93)

Nominations must be completed before April 10 at www.LeadershipIowa.com or by contacting Director of Programs Jessi Steward at jsteward@iowaabi.org.

Most recent Leadership for Iowa Award honoree Rick Tollakson (LI ’92-’93) receiving the award for his work for the betterment of Iowa.

ABI Foundation on the Road in February

Reaching Each Region of the State About Workforce

This month ABI Foundation staff members Becky Coady and McKenzie Kielman will meet with area development organizations, employers and educators to discuss their initiatives and concerns regarding workforce.

Unique to Iowa is the united, inclusive and altruistic vision of our state’s leaders for all Iowans to rise together—rural, suburban and urban, across all organizations and industries. It is the commitment of each company and community to take these workforce challenges as inspiration to innovate that makes connecting intergenerational leadership and other catalysts for growth more beneficial.

To continue to strengthen the networks working for our workforce, it is important to identify yourself as a supporter of the cause and recognize eager up-and-coming leaders. Getting involved doesn’t require starting a program from scratch or funding an initiative in its entirety; often, it begins with a conversation.

As a statewide resource, we want to share the meaningful work taking place to address workforce issues in every corner of Iowa.

Would you like to join the conversation? Contact us at foundation@iowaabi.org.

Cultivating the talent continuum, the ABI Foundation activates Iowans in accelerated experiential programs to advance our state with Business Horizons (five-day innovation simulation for high school students in July), Leadership Iowa University (five-day college internship capstone in August) and Leadership Iowa (professional immersion through an integrated series of eight two-day sessions from October-June).

To stay up-to-date on our travels, follow the Iowa Association of Business and Industry Foundation on Facebook, LinkedIn, Twitter or Instagram.
Day 1 of Partnering for Growth features the Biotech Showcase, a premier pitch competition with eight competing bioscience companies from across the Midwest.

MARCH 10-11, 2020
FFA Enrichment Center
Ankeny, Iowa

IOWABIO.ORG/PFGSHOWCASE

ADDITIONAL CONFERENCE HIGHLIGHTS
Industry Track Presentations | 1:1 Partnering Meeting System | Iowa Biotech Leader Award
Keynote Speaker: Paul Plummer, Executive Director at NIAMRRE | Legislative Updates
Exhibit Hall & Networking Reception (Legislators Invited) | STEM Scholarships to College Students

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For those willing to look, almost every industry in Iowa has employment opportunities. That’s thanks to a 2.7% unemployment rate holding relatively steady the past few years. The workforce need is exacerbated in the trade and manufacturing industries, where there are well-paying careers all over the state.

Rob Denson is on the front line of Iowa’s workforce issue. He’s the president of Des Moines Area Community College, the state’s largest two-year and continuing education institution, and is often charged with training or retraining individuals to work in industries searching for quality employees.

DMACC is well connected to the business community and is constantly in tune with training needs. Many of the school’s programs are directly advised by business leaders, who often hire students after graduation. Educational institutions around the state are usually the first step in getting well-trained workers into the underserved industries.

“DMACC and community colleges are absolutely essential,” Denson said. “The biggest issue we have is that potential students, whether they are adults or coming right out of high school, really have not been well acquainted with a lot of the great occupations out there like the trades or manufacturing.

“We’ve got the training; we just need more bodies. Whether they are just coming out of high school or adults. There are a lot of adults out there who are underemployed. They are working hard, and they might be working a couple of jobs. If they would work with us, we would help them find a pathway to get a better job. And those jobs are sitting right there in the open.”

One of DMACC’s most successful initiatives has been its work-based learning programs, which take students and match them with employers on a part-time basis while they are in school or college. Both high school and college students at DMACC gain valuable experience while companies receive bright, dedicated individuals. The employer plays a role in training the student, who can potentially work for the company after graduation.

Denson said more than 50% of students end up working with the same company after graduation. As a sign of success, he pointed to DMACC’s Accu-mold Scholars program, which has been in existence for more than 10 years. The Ankeny-based micro-molding manufacturer hires more than 80% of its students through DMACC’s work-based learning track, Denson said.

Overall, about 52% of DMACC’s programs have some element of work-based learning, a sizable chunk for a large institution.

“[Work-based learning is] the perfect marriage of education and employers,” Denson said. “Students want a good job that pays a good wage and has good benefits. The companies that partner with DMACC pay well, and they’ve got good benefits. So this allows our students to get to know the company, and they can then come in as a full-time employee with a lot of experience.”

DMACC has provided work-based learning opportunities for more than a decade, but the program has been ramped up last fall because of Gov. Kim Reynolds’s Future Ready Iowa initiative, which aims to train or retrain workers for high-demand industries. This past fall term alone, DMACC was allocated more than $1.2 million of the statewide $6.8 million funding pool on students pursuing careers in more than 50 high-demand occupations as part of the Future Ready Iowa Last Dollar Scholarship Program. It’s been a great success.

For the future of the workforce, Denson predicts more employers will get involved at the high school and community college level. Students should become more focused on career tracks even before high school graduation, so the earlier
employers can reach students and educate them on opportunities in their industry, the more interest they’ll build. “I think that’s the clear trend,” Denson said. “Companies understand that they can’t stand around at the end of graduation and hope they can snap good employees. It’s too late. They need to be engaged and help students throughout their journey to work. Everyone wins.”

FINDING THE RIGHT FIT

Karen Novak Swalwell deals with a different kind of workforce than the one we typically talk about. She’s the president of Francis & Associates, a Des Moines-based retained executive search firm that helps companies fill top-level executive positions.

While she doesn’t directly deal with staffing across all levels, she’s well aware of the struggles for Iowa companies. And the problems do creep their way to the top. “There are more open jobs in the state of Iowa than there are people eligible to work,” Novak Swalwell said. “So we’ve got a huge problem across the board. But at the senior level, it’s about supply and demand. It gets smaller at the top, so the pressures aren’t there as much. But we are still impacted by it. Because the markets are tight, it’s harder to get people to move anywhere.”

When it comes to recruiting employees for a top-level position, the game changes a bit. For one, most of the senior-level executives Novak Swalwell finds have to make a drastic move. That’s especially true when she works with Iowa manufacturers, of which a large number are based in rural areas. Compensation also becomes a large factor in the decision-making process, particularly when luring talent from the coasts. That doesn’t just include salary, but relocation costs, healthcare, retirement plans and other perks beyond dollars.

Because of the challenges in recruiting top talent to Iowa, Novak Swalwell and her firm targets individuals who grew up in Iowa but moved away at a later age. Those people seem more receptive to moving back to their home state. “It’s really about quality of life,” Novak Swalwell said about her recruiting pitch. “The ability to be connected and have a sense of community is huge here. That doesn’t exist across the country. The Midwestern values are also shared among those who grew up here.”

Novak Swalwell has worked in the employment industry for more than three decades, and she’s seen plenty of change in recruitment methods. When she started in the early 1990s, having a fax machine to receive information in mere minutes was a big deal. Now, with computers and the internet, that timeframe has become miniscule.

Cellphones make communication easier, and websites like LinkedIn and Skype can connect her directly to ideal candidates. But even with the rise of technology, Novak Swalwell is still a huge proponent of networking. For every search she conducts, she touches base with people within her network in hopes of finding the right person. “Networking is still the best way to find the next opportunity,” Novak Swalwell said.

Technology continues to change the recruiting industry. Artificial intelligence simplifies the process of sifting through a stack of resumes — for example, using keywords to filter out candidates — but Novak Swalwell is worried about losing the human element. After all, recruiting people is still about relationships.

“We’re dealing with humans, so I am concerned that some of the subtleties will get lost in screening people through AI,” she said. “There will always be a human element to hiring, but I’m curious how far technology will creep into things. There’s a lot of ways that it can be helpful in narrowing pools, and I know this is already impacting lower-level and higher-volume recruiters.”

RETENTION IS JUST AS IMPORTANT

Jim Roy wants to shift the narrative around workforce. As the regional vice president of QPS Employment Services, Roy and the company provide employment services to many ABI members. But instead of just recruiting employees, Roy wants the focus to be on retention and onboarding.

Because of record low unemployment rates, companies are working extra hard just to find workers. When they find quality talent, organizations need to implement creative ways to keep it. Manufacturers are hit particularly hard by low unemployment rates, and Roy believes they need to take a hard look at their onboarding procedures.

“At this point, everybody knows you have to work really hard to find talent and there’s a skills gap,” he said. “I’ve tried to shift the discussion with our companies that, yes, you need to recruit, but you need to make sure your onboarding is tight and organized. Because they are going to turn around and leave if you don’t embrace them into your culture quickly.”

The first 15 minutes are crucial, Roy said. Employees are often left with an impression in those all-important first few minutes, and it’s up to companies to leave a positive mark. Good examples include leaving a gift card for a favorite local restaurant, taking them out for coffee or fitting them with company gear. Given today’s tight employment landscape, that employee might have several other employers waiting to hire them.

Onboarding and culture are particularly important for millennials and Generation Z, both of which are known as the job-hopping generations. Roy said younger workers want to know what kind of impact their job has on the company. Organizations need to embrace that.

“You have to realize that’s what today’s workforce is looking for,” Roy said. “They have to have their strategy detailed, and they have to have it fully fleshed out to make sure that they meet the needs of today’s candidate. I see that as a big failure point.”

It’s not uncommon for Roy to work with a company for five weeks to bring in an employee. Then, on the first day, nobody knew that employee was starting, their workplace wasn’t cleaned or they are quickly shunted away for training, devoid of any relationship-building. Those are pitfalls that can leave the employee feeling unwanted.

Roy encourages companies to clean up their onboarding strategy. Have a comprehensive plan for the first day, and build touch points throughout the first 90 workdays to solicit feedback from employees about their experiences. That will improve a company’s chances of retaining talent.

“That has to be top of mind in the world today,” Roy said. “Show them that you’re grateful they’ve joined your company, and establish what your culture looks like. I can’t tell everybody else how to recruit because it’s hard to find talent. But when you get that employee, you have to do everything not to lose them.”
EYE ON INDUSTRY

Our Medical Liability System in Crisis

Thanks to skyrocketing verdicts in medical malpractice cases, Iowa stands on the brink of a health care crisis. In just five lawsuits decided between 2017 and 2019, juries awarded plaintiffs more than $63 million for “non-economic damages.” While “economic damages” cover treatment costs and lost wages, “non-economic damages” are awarded for things that can’t be measured, like pain and suffering.

This trend is largely driven by plaintiff attorneys, some from out-of-state. Generally, a physician’s malpractice insurance policy has a $1 million to $2 million limit. Hospital policies also have caps. So when a jury awards massive damages, say $20 million, doctors and hospitals must pay the rest out-of-pocket.

This situation has a ripple effect statewide. Each malpractice insurance claim raises premiums for doctors and hospitals—costs which get passed on to Iowa patients. And, if a cash-strapped rural hospital gets hit with such a verdict, they’re more likely to stop offering expensive high-risk services, like obstetrics and other specialty care, forcing patients to travel long distances for treatment and putting their safety at risk.

There’s a simple solution, though: the Iowa Legislature can place a firm dollar limit, or “hard cap,” on non-economic damages in malpractice cases. Patients could still receive unlimited economic damages to cover treatment costs and lost wages, and they could still be compensated for pain and suffering when appropriate. But by placing a reasonable limit on non-economic damages, lawmakers can ensure fair awards for plaintiffs, providers and hospitals while keeping costs down for all Iowans.

GET TO KNOW

Meet Our Newest Members

Visit our newest members’ websites, and see what they’re up to:
Brilar, LLC | www.brilar.net
EFR — Employee & Family Resources | www.efr.org

Learn more about how ABI membership could benefit your company by visiting www.iowaabi.org/membership/why-abi.
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The 2020 legislative session is a little over one month old, and already many proposals have come forward that could affect Iowa businesses—both positive and negative. Iowa legislators need to hear from business leaders as they weigh these pieces of legislation.

Iowa Business Day on the Hill offers a perfect opportunity to communicate with your legislators at the Statehouse next month.

This year, ABI is partnering with the Iowa Taxpayers Association, National Federation of Independent Business (NFIB), the Iowa Business Council (IBC) and the National Association of Women Business Owners (NAWBO) to host this event to provide both business leaders and lawmakers with even greater awareness of the issues affecting Iowa businesses.

Last year’s attendees heard from legislative leaders about their agendas and the priorities that were being debated. Attendees also had the opportunity to advocate to their legislators about ABI priorities including the need to accelerate workforce training and to spread the deployment of high-speed broadband service. Ultimately, these issues were included in the Future Ready Iowa and the Empower Rural Iowa initiatives passed by the Legislature and signed by the governor a few weeks later.

In addition to advocating for policies that promote more jobs and economic growth in Iowa, the day is an opportunity to celebrate and share the important role Iowa businesses play in their communities and the state.

On Wednesday, March 11, participants will receive an update on activity at the Legislature before heading to the Capitol to meet with lawmakers. Legislators need to hear firsthand from employers and employees in their districts about how decisions being made at the Statehouse affect everyday Iowans. Join us March 11 to help educate Iowa’s elected officials on the issues important to Iowa businesses.
Congress recently passed the SECURE Act. The Act is a significant piece of retirement legislation that is intended to make it easier for businesses to offer retirement plans and for individuals to save for retirement. The Act puts in place numerous provisions intended to strengthen retirement security for everyone.

Key features of the Act will no doubt impact members both personally and professionally, but will also change some financial plans and estate planning.

### KEY FEATURES OF THE SECURE ACT INCLUDE:

**FOR INDIVIDUALS:**

**REQUIRED MINIMUM DISTRIBUTIONS (RMDS)**

The age triggering the RMD beginning date for IRAs and Qualified Plans will increase to 72. This change applies to distributions required after 12/31/2019, with respect to individuals who attain age 70 ½ after such date. This change does not apply to IRA owners and participants who reached age 70 ½ in 2019 or earlier.

**“STRETCH” RMD**

Upon the death of an IRA owner or Qualified Plan Participant, the beneficiary would be required to draw down their entire inherited interest within 10 years; no longer over the beneficiary’s life expectancy. The 10-year rule does not apply to:

- surviving spouse of the IRA owner or plan participant
- A child under the age of majority (note: the 10-year rule would apply once the child reaches the age of majority)
- A person who is 10 or less years younger than the IRA owner or participant
- Anyone who is disabled or chronically ill

These changes are generally effective with respect to deaths occurring after 12/31/2019.

**POST 70½ IRA CONTRIBUTIONS**

For taxable year 2020 and beyond, the Act allows anyone that is working and has earned income to contribute to a traditional IRA regardless of age. You are able to keep contributing to your IRA after age 70 ½ for as long as you are still working and have sufficient earned income. Note, however, if you make tax deductible traditional IRA contribution after age 70 ½, the amount you can exclude from your taxable income as an IRA qualified charitable distribution will generally be reduced. These changes do not apply to contributions for tax year 2019, including contributions made between January 1 and April 15, 2020.

**PENALTY-FREE BIRTH OR ADOPTION WITHDRAWALS**

With the birth or adoption of a child, the Act allows penalty-free qualified birth or adoption distributions of not more than $5,000 during the one-year period beginning on the date on which a child is born or an adoption is finalized. This change applies to distributions made after 12/31/2019.

**SECTION 529 PLANS**

Plans covered by Section 529 of the Code generally allow for advantageous tax treatment for qualified tuition programs.

The Act allows distributions from Section 529 plans to receive federal income tax-free treatment for (i) fees, books, supplies and equipment required in certain apprenticeship programs and (ii) up to $10,000 (lifetime limit per individual) used to pay principal or interest on qualified educational loans. These changes apply to distributions made after 12/31/2018.

**FOR BUSINESSES:**

**SMALL BUSINESS BENEFITS TAX CREDITS**

Among the provisions to assist small businesses, the SECURE Act includes:

- An increase in the small business retirement plan tax credit for plan startup costs in order to make setting up retirement plans more affordable for small businesses
- Additional tax credits to encourage small businesses to adopt automatic enrollment arrangements for 401(k) or SIMPLE IRA plans

### QUALIFIED PLAN PROVISIONS

Among the provisions to assist employers in becoming Qualified Plan Sponsors, the SECURE Act will:

- Expand opportunities for employers to join Multiple Employer Plans (MEPs) – plans jointly sponsored and maintained by more than one employer.
- Simplify rules and notice requirements related to qualified non-elective contributions in Safe Harbor 401(k) Plans
- Permit an employer to adopt a qualified retirement plan after the close of the taxable year as long as it is adopted before the deadline for filing the employer’s tax return (with extensions).

### QUALIFIED PLAN AMENDMENT

The Act provides for a remedial amendment period for any required plan amendments. The period for most calendar year plans runs until December 31, 2022.

### FIDUCIARY SAFE HARBOR FOR SELECTION OF LIFETIME INCOME PROVIDER

In 2008, the Department of Labor finalized a regulation establishing a safe harbor for the selection of annuity providers by plan fiduciaries, given the long-term nature of the contract often under consideration. The regulation led many to conclude that it was impractical or too limited in its protections with regard to a fiduciary’s duty of prudence in the selection process particularly in evaluating the financial capabilities and long-term integrity of the insurer.

The Act provides steps that a fiduciary can take to fall within a safe harbor when selecting an insurer for guaranteed retirement annuity contracts. In particular, the fiduciary will be deemed to satisfy a fiduciary’s duty of prudence requirement if the fiduciary engages in an objective, thorough and analytical search, considers the financial capability of insurers found to satisfy the obligations of the annuities and concludes that the insurer is capable of satisfying such obligations at the time of selection.

In reviewing the financial capability of an insurer, the fiduciary will be allowed to rely on certain written representations from the insurer. By following the safe harbor provisions, a fiduciary will not be liable for losses that result to a participant (or beneficiary) due to an insurer’s inability to satisfy its financial obligations under the annuity contract.

As with any new law, there will be administrative rules and IRS guidance to be provided for implementation. We can expect continuing education forums to be forthcoming as well to help plan sponsors and plan participants understand the new provisions. In the meantime, now may be the appropriate time to review beneficiaries and discuss with your advisors the potential impact these changes may have on your financial and retirement planning.

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**Information for article obtained from “SECURE Act Setting Every Community Up for Retirement Enhancement (SECURE) Act” published by Morgan Stanley Smith Barney LLC.**

This article does not reflect all the provisions of the SECURE Act.

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CALENDAR OF EVENTS

MARCH 5
Connecting Statewide Leaders
Muscatine | 10:30 a.m.

MARCH 5
Building Business Value
Muscatine | 1 p.m.

MARCH 5-6
Leadership Iowa
Muscatine

MARCH 11
Iowa Business Day on the Hill
ABI Office | Des Moines

MARCH 26
Pre-employment Testing Process Seminar
ABI Office | Des Moines

APRIL 2-3
Leadership Iowa
Glenwood/Council Bluffs

MAY 7-8
Leadership Iowa
Waverly

MAY 9-11
Taking Care of Business Conference
Cedar Rapids Convention Complex | Cedar Rapids

JUNE 11
Leadership Iowa Graduation
Cedar Rapids

JULY 19-23
Business Horizons
Pella

Visit www.iowaabi.org and click the “Events” tab for details on upcoming events.
Legislative Briefing and Reception

January 15 | Community Choice Credit Union Convention Center | Des Moines

A record crowd of 550+ ABI members, state legislators and state officials gathered to network and discuss policies affecting Iowa employers. The reception is one of the best-attended events of the legislative session and ABI’s second-largest annual event.

Leadership Iowa Alumni Society Dinner and Celebration

January 15 | Des Moines

Following ABI’s Legislative Briefing and Reception, over 130 leaders from across the state came together for an evening of conversation and camaraderie at the Renaissance Des Moines Savery Hotel. The evening included Leadership Iowa’s expansive network—uniting individuals representing several years of the 38-year program.