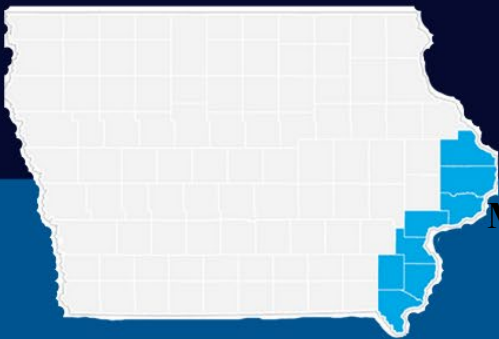


# WIOA PY20 Annual Report



Mississippi Valley Workforce Area

Innovate | Collaborate | Integrate

## **Executive Summary**

This year, the Mississippi Valley Workforce Area (MVWA) has faced unprecedented challenges. The onset of the COVID-19 pandemic left thousands of Iowa workers dislocated or placed on furlough. MVWA worked closely with its partners, adapting initiatives to meet these new challenges as directives and conditions changed.

Additionally, the MVWA as a new board in its infancy faced many challenges of WIOA restructuring. This restructuring included merging two old local workforce development boards, appointing new board members, and moving from two Title I service providers to a provider new to the state of Iowa.

In the summer of 2020, MVWA offices focused on safely providing online and in-person services as well as creating job-training opportunities to help Iowan's skill up and get back to work. The biggest barrier to increasing employment in Iowa remains its shortage of skilled workers and shrinking community populations. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind.

MVWA is working to meet these challenges head-on, putting a heightened focus on work-based learning and skill development in order to improve outcomes for all workers and meet the needs of employers. Even in the midst of this incredibly turbulent year, we further developed relationships with businesses, scaled up a new service provider, and strengthened our relationships with our WIOA partners.

MVWA is confident that with its emphasis on helping workers find training opportunities to skill up, we are one step closer to improving the careers, opportunities, and lives of all Iowans in years to come.

## **Mississippi Valley Workforce Development Board**

The counties in the MVWA include Jackson, Clinton, Scott, Muscatine, Louisa, Lee, Des Moines, and Henry. There are two comprehensive American Job Centers (AJCs) in MVWA; Burlington IowaWORKS - 550 S Gear Avenue Ste 35, West Burlington, Iowa 52655, and Davenport IowaWORKS - 1801- E Kimberly Rd, Ste A, Davenport, Iowa 52806

## **MVWA Mission, Vision, Goals and Objectives**

### **VISION**

Create strong local economies by developing a future ready workforce of skilled workers prepared to meet the needs of current and emerging industries.

### **MISSION**

The Mississippi Valley Workforce Development Board will achieve our vision through strengthening collaboration with local businesses and jobseekers. We will improve access to our

dedicated workforce partners through a fully integrated one-stop delivery system. Decisions will be data driven to enhance our local economies and quality of life for our communities.

## GOALS

### *Manager Role Goals*

- Develop effective board practices that oversee the operational efficiency and performance of the American Job Centers.
- Engage board members to strengthen management practices and controls to fulfill the objectives and responsibilities of being effective stewards of public funds

### *Convener Role Goals*

- Expand workforce services for individuals at all levels of skill and experience.
- Enhance and nurture strong partners to build a skilled and ready workforce through innovation and alignment across programs to provide a comprehensive set of solutions for businesses and job seekers.
- Implement strategies to ensure that the local workforce system meets the needs of businesses in the local area and that business has the opportunity to engage with the system in meaningful ways.

### *Strategist Role Goals*

- Expand workforce services for individuals and businesses through a fully integrated one-stop delivery system that provides a seamless customer experience.
- Expand outreach and services to all rural areas in the MVWA.
- Conduct research to understand the needs of business and industry in the local area and use data to drive strategic decision making.
- Develop a nimble and responsive talent delivery system that meets current employers' needs and anticipates future challenges.

### *Optimizer Role Goals*

- Continuously monitor performance and make policy or service adjustments to foster continuous improvement.
- Supplement public investment with commitments from industry, labor, public, and community partners to implement new ideas and strategies.

## COVID-19 Pandemic Response

The MVWA quickly responded to adapt our service delivery to meet the needs of our local businesses and job seekers during the COVID pandemic in a variety of ways.

Due to our American Job Centers being closed for the majority of 2020 we quickly developed other strategies to meet with our participants. Staff were equipped with laptops, mobile printers, and hot spots so that they could meet people where they are. This was also accomplished by securing office space at other locations throughout the local area to continue services. Many of these locations were held at partner sites leveraging common participants.

MVWA also promptly implemented electronic signature platforms to complete applications, used video conferencing software to meet with our participants, and offered virtual workshops. To continue to meet the needs of our businesses we offered assistance with virtual job fairs and hosted numerous drive-through job fairs in all eight of our counties.

Our Title II Adult Education and Literacy Partners took the following steps to respond to the COVID pandemic:



**IowaWORKS**  
A proud partner of the AmericanJobCenter network

**Career Navigators**  
Thursdays by Appointment  
9:30 A.M. to 3 P.M.  
South Lee County Courthouse  
25 N. 7th Street, Keokuk, IA 52632

Job Search and Resume Assistance  
Paid Work Experience  
Tuition Scholarships  
On-the-Job Training  
Computer Access

To schedule an appointment contact:  
Taylor Reusch: Taylor.Reusch@iwd.iowa.gov  
or call us at (319) 753-1671 ext. 30445  
www.iowaworks.gov

FOR ALL INQUIRIES RELATED TO UNEMPLOYMENT INSURANCE PLEASE VISIT:  
IOWAWORKFORCEDEVELOPMENT.GOV  
OR CALL 866-239-0843



**IowaWORKS**

**Manufacturing Virtual Career Fair**

April 27th, 2021  
10AM - 1PM

To register for the event: Use the link or code below  
<https://app.brazenconnect.com/a/iowa-workforce-development/le/vr1vr1>

OR

Open your phones camera and hold your device over the QR Code




A proud partner of the AmericanJobCenter network 704301 (01/19)

Individuals with disabilities may request accommodations by emailing [access@iwd.iowa.gov](mailto:access@iwd.iowa.gov) or calling 515-725-1113. Requests must be received three business days prior to event dates.

[iowaworks.gov](http://iowaworks.gov)

- Eastern Iowa Community College (EICC) was the first Title II program to re-open to in-person testing with virtual options, social distancing, scheduled appointments, and other safety protocols. Southeastern Community College (SCC) reopened July 2020 to in-person instruction with the same protocols in place.

- EICC was the first in the nation to pilot remote CASAS testing, which opened the door for new students who could not or would not access the test centers in person.

- Through GEER 3 funding, the AEL programs were able to purchase equipment to be loaned to students who desired remote access but did not have the appropriate equipment and/or internet access. EICC purchased 96 laptop computers and 70 mobile hot spots with unlimited data that may be checked out by students needing assistance with

remote access. SCC purchased 115 laptop computers and 25 hot spots that may be checked out by students who need either device to connect remotely to classes.

- GEER 2 funding was used to develop online AEL content for both HSE and ESL participants.

## Sector Strategies, Business Services & Employer Engagement

### Lunch and Learns

As a new local area in 2021 we began the year reaching out to our local Chambers to start building relationships. As the MVWA was moving toward WIOA compliance, and shifting from previous models educating businesses on services available was essential. This was accomplished by partnering with Chambers of Commerce to host virtual and in-person Lunch and Learns for the business community. We partnered with Jackson, Wilton, Bellevue, Eldridge/North Scott, Clinton, and DeWitt Chambers of commerce over the last six months for these events.

### Drive Through Job Fairs

Below is a summary of the 12 Drive Thru Job Fairs held in Program Year (PY) 2020 in MVWA.

- Burlington 130 Job Seekers, 26 employers and over 200 open positions
- Davenport 400 Job Seekers, 60 employers and over 500 open positions
- Davenport 850 Job seekers, 80 employers and over 2000 positions
- Dewitt 28 job seekers, 40 employers and 200 open positions
- Dewitt job Seekers, 43 employers and over 200 open positions
- Clinton 37 job seekers, 40 employers and over 200 open positions
- Clinton over 100 job seekers, 43 employers and over 200 open positions
- Jackson County job seekers, employers, and open positions
- Eldridge job seekers, employers, and open positions
- Muscatine over 100 job seekers, 41 employers and over 1000 open positions
- Brazen (Virtual) 10 Job Seekers, 14 Employers, over 500 open positions
- Burlington (face to face job fair)- 175 job seekers, 45 businesses, over 400 open positions



### Job Fair Surveys

48 Surveys were completed by businesses following the job fairs.

Question: Since the Drive-Thru Job Fair, have you noticed an increase in applicants?

- 31.3% said yes; 60% said no

Question: Would you be interested in any onsite recruiting events at IowaWORKS?

- 75% said yes; 25% said no

Question: Would you like to be notified of future job fairs and events?

- 100% said yes

### Staffing

To increase employer engagement and work-based learning opportunities the MVWA now has two Title I Business Services Consultants, along with 3 Title III Business Services staff. They continually work with existing business customers of the system and collaborate with our partners to attract and conduct outreach to cultivate new relationships to meet the needs of our businesses.

### Business Needs Assessment

The MVWDB conducted its first business needs survey in early 2021 to determine the current needs and demands of our local businesses. A couple of the highlights are below, and the full report can be accessed at [www.mississippivalleyworkforce.org](http://www.mississippivalleyworkforce.org)



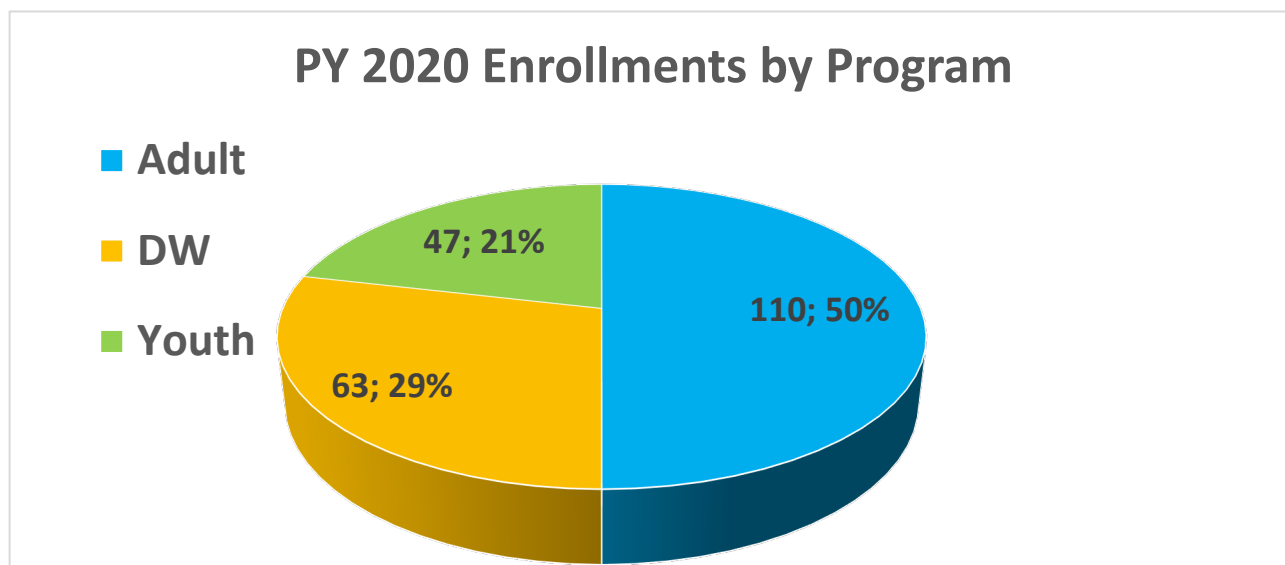


## Program Highlights

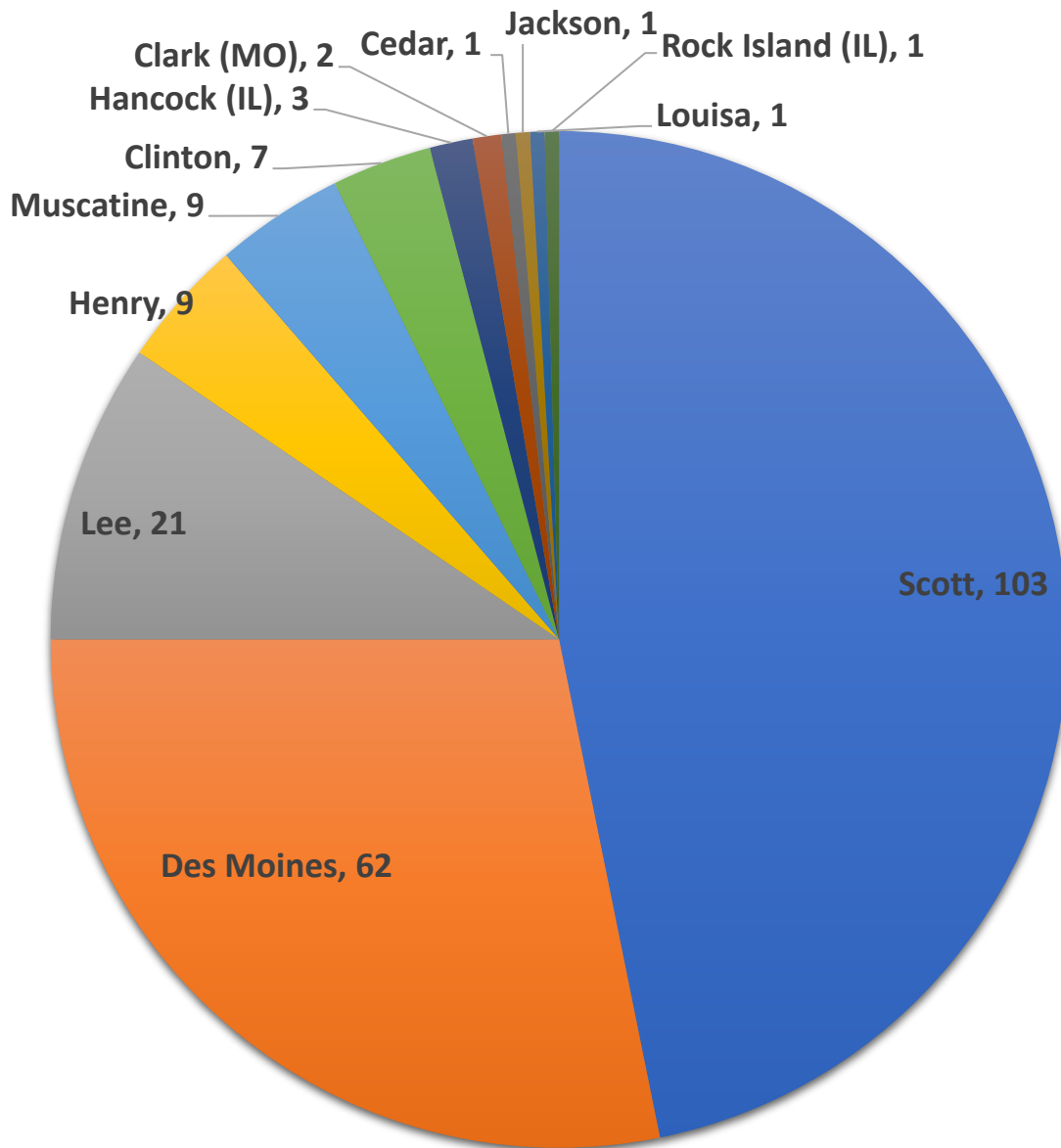
### Title I Adult, Dislocated Worker & Youth

#### Highlights

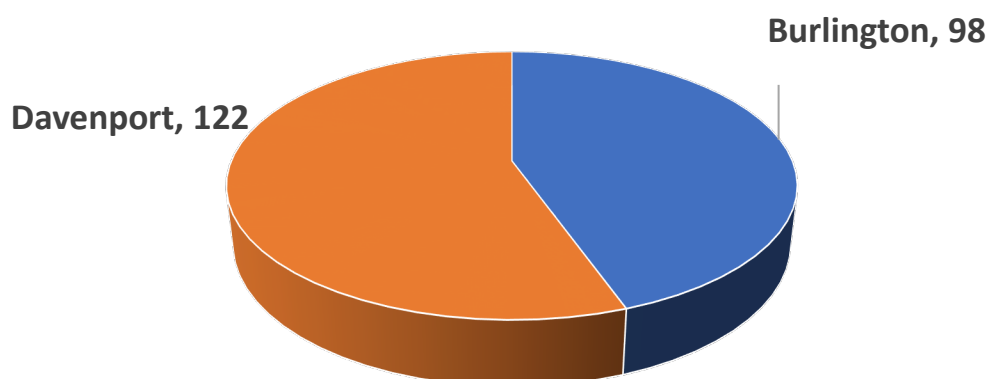
- 469 people were served in PY20
- There were 112 referrals made to the Youth program.
- 96 Individual Training Accounts (ITAs) were written for \$215,935
- 494 referrals were made to the Adult/DW program
- \$70,383 was spent on Supportive Services



### PY 2020 Enrollments by County

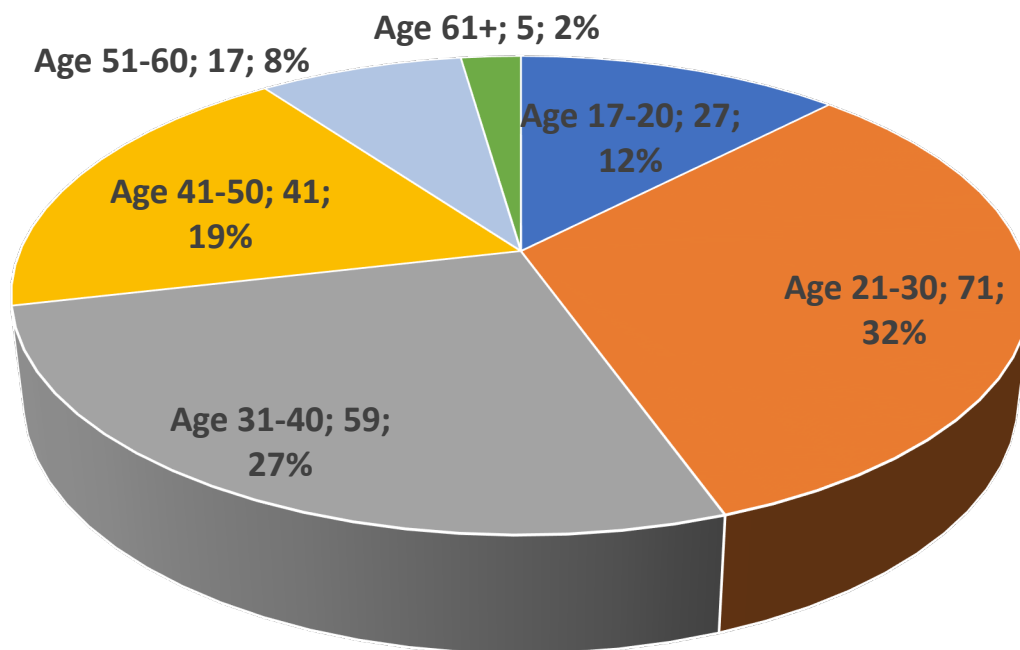


### PY 2020 Enrollments by office

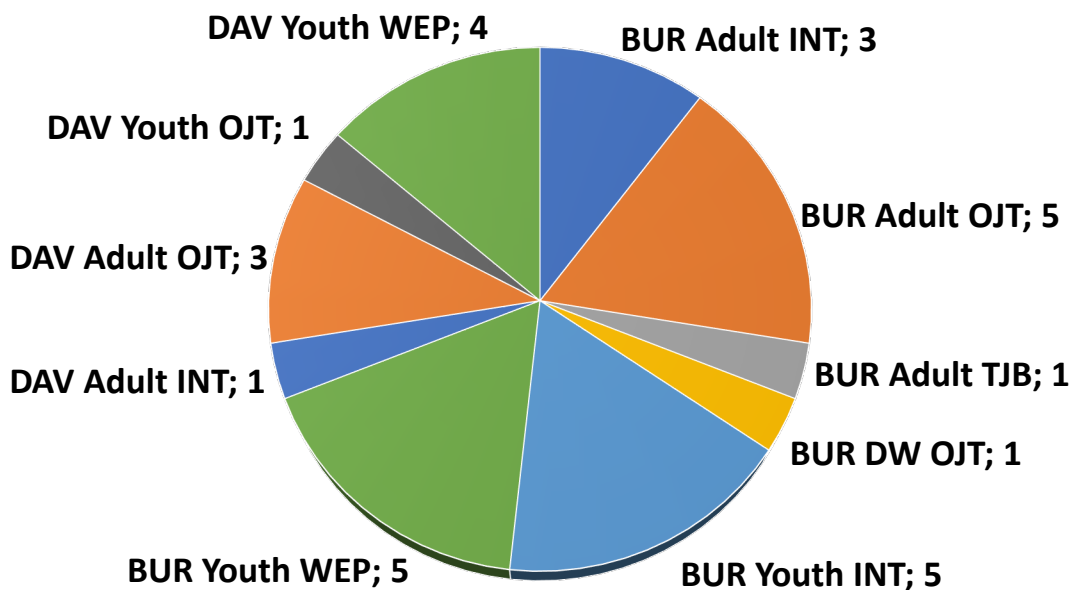




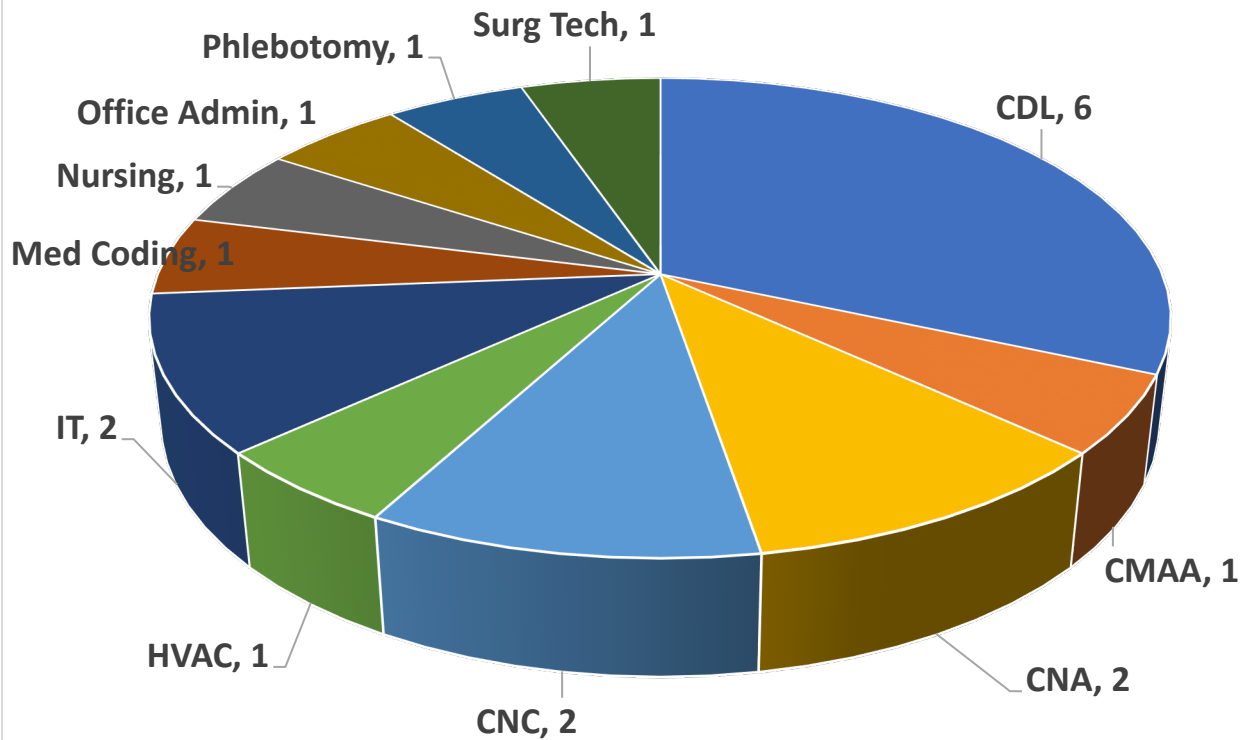
### PY 2020 Enrollments by age



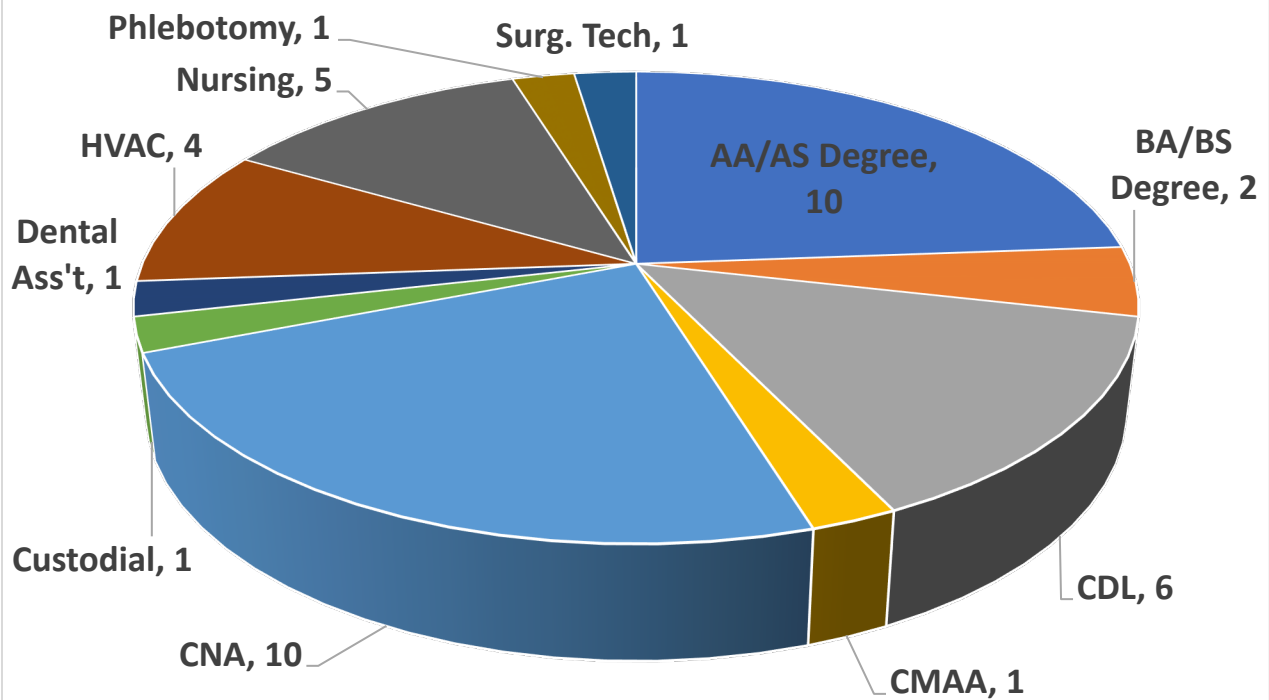
### PY 2020 WBL



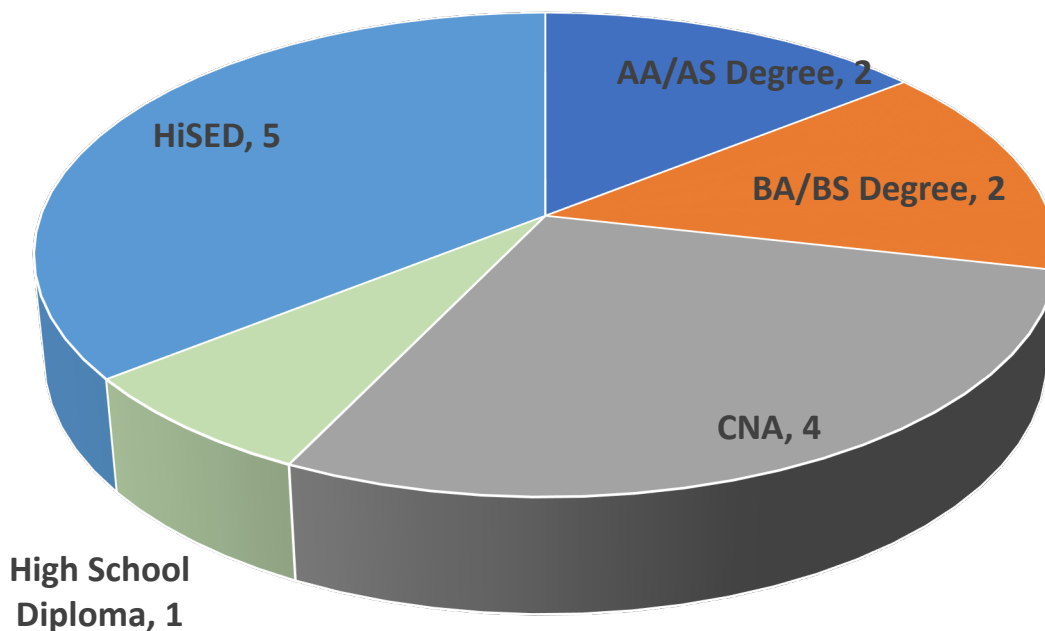
## PY 2020 DW Credentials



## PY 2020 Adult Credentials



## PY 2020 Youth Credentials



### Rapid Response

In PY20 10 businesses were assisted with Rapid Response activities including employer meetings, and worker information meetings:Hardi North America

- Collins Aerospace
- ABB
- Tri City
- Linwood Wining
- Bagcraft
- Siemens
- Seal and Strip
- Sodexo-St. Ambrose
- Great River Entertainment

### Registered Apprenticeship

Due to the COVID pandemic and all of Iowa Workforce Development (IWD) staff being solely dedicated to unemployment processing no registered apprenticeships were developed in MVWA. Once IWD staff were able to return to normal activities the promotion and benefits of RA to businesses has continued.

## **Offender Re-Entry**

MVWA has two certified Offender Workforce Development Specialists. They have received training specific to assisting individuals with a criminal background successfully re-enter the community through employment. One of these individuals is a Re-Entry Career Planner housed at the Mt. Pleasant Correctional Facility (MPCF). He offers IowaWORKS services to incarcerated individuals, with an emphasis on those who will release in 6 months or less.

Additionally, each American Job Center (AJC) has identified one Career Planner who specializes in serving the individuals returning to the community from corrections. Prior to the pandemic, these career planners had a presence in local residential correctional facilities and also the local county jails. Before the pandemic the AJCs partnered with corrections for specific events at DOC locations, including targeted workshops, career fairs and adult education classes.

## **Serving Job Seekers with Disabilities**

Vocational Rehabilitation (VR) is co-located at the Burlington AJC and is an integral part of the workforce system. VR staff participate in the MVWA's integrated business services teams and core partner meetings. The MVWDB has identified individuals with disabilities as the 4<sup>th</sup> priority of service for WIOA services, showing their continued dedication to serving this population.

## **Veteran Services**

Iowa refers to DVOPs as Veteran Career Planners. These Career Planners are funded through Jobs for Veterans State Grants (JVSG), a required partner program under Workforce Innovation and Opportunity Act (WIOA) and are located in many of Iowa's American Job Centers (AJCs). Our Disabled Veteran Outreach Program specialists (DVOP) also serve eligible veterans. DVOPs also promote Home Base Iowa (HBI) to all veterans as a resource. All of the eight counties in the MVWA are Home Base Iowa communities.

Additionally, the MVWA has a Local Veterans Employment Representative (LVER) position through the Jobs for Veterans State Grant. This individual is part of the Integrated Business Services Team and works with area employers to help make connections for employers and Veterans.

## **Implementation of Priority of Service**

The AJCs in the MVWA have information and signage to inform Veterans of Priority of Service. As part of the Welcome process in the centers, staff ask each individual entering the facility if they have served in the U.S military or if they are the spouse of a veteran.

During Welcoming, when a customer self-discloses, through the registration process, their veteran status; our IowaWORKS system prompts additional questions regarding the veterans' service and potential barriers to employment. Non-JVSG Career Planners refer any veteran who discloses one or more barriers to the DVOP for additional services.

## Participant Success Stories

Roger initiated contact with the Davenport Iowa *WORKS* office in March 2019. He was struggling to find employment and needed assistance with his resume and job search. He signed up for work readiness classes with the assistance of a Career Planner. He completed every course offered and attended every day. He completed the NCRC and did well. While completing this he was also working with the Disabled Veteran Outreach Program Career Planner in the office on mock interviews and preparing his resume. In Nov 2019, the DVOP assisted him by sending his resume to HR representatives at the Manderee Corporation for review. He was selected for an interview for an Equipment Installer position. He reported after his interview that he was offered the position starting at \$24/hr. Roger called DVOP Stout in September 2020 and reported that he was offered a government position and would be switching from contractor to full government employee making \$36hr. He thanked everyone for all the help he received from the center.

Kristopher has been at Mt. Pleasant Correctional Facility for almost 6 years. During his time there, he took advantage of the carpentry apprenticeship and completed both the Industrial Maintenance Mechanical certification and the Electrical certification programs recently offered by Southeastern Community College (SCC). He worked with the Re-Entry Career Planner to get his resume up to date, practiced interviewing, and completed job search activities. In February, Kris was offered a job with Iowa Lakes Regional Water, making nearly \$20 per hour. He was released in April and promptly began his employment there.

Tammy worked in partnership with our Older Worker Employment Program Contract Milestones Area Agency on Aging. Her IVRS counselors assisted her through her journey to independence. Tammy has successfully been working for the Burlington Community School District since March of 2020 and has persevered through her disability and current health concerns. She reports wanting to work, even though she is facing challenges, because working gives her courage and confidence. A teacher at the school where she works sent out a message: A shout out to Tammy – Thank you Tammy for being a great addition to our class this quarter! She is always positive, patient, and helpful to students. Her IVRS counselor said, “Yes, even though Tammy faces challenges on a daily basis, Tammy always has something positive to say and continues to go to work every day to make a difference in a student’s life. I believe Tammy will continue to succeed in her role as Classroom Monitor with the Burlington Community School District.” Tammy stated the following “Soon I will be working toward furthering my career goals of earning my substitute teacher’s certificate. Now my financial plans are on track, including paying bills ahead of time and owning my own home.”

## Annual Performance Analysis

It is important to note that the numbers served were greatly impacted by the pandemic and the numbers for this year are not indicative of what would be the case in a non-pandemic year.

## Adult Education and Literacy Southeastern Community College

SCC AEL					
Participants	PY2020	PY2020 (1st Qtr.)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (4th Qtr)
<b>ABE (grade level 1 - 8)</b>	399	119	154	199	264
<b>HSE (grade level 9 - 12)</b>	81	28	45	60	61
<b>English as a Second Language</b>	12	7	8	10	14
<b>Total Participants</b>	492	154	207	269	339

HiSET Testing Statistics					
Graduates	PY2020	PY2020 (1st Qtr)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (4th Qtr)
Corrections	52	7	11	16	19
Community	53	6	13	21	27
<b>Total Graduates</b>	105	13	24	37	46
Took 1 or More HiSET Tests	PY2020	PY2020 (1st Qtr)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (4th Qtr)
Corrections	114	26	30	39	61
Community	86	29	41	47	63
<b>Total Tested</b>	200	55	71	86	124

## Adult Education and Literacy Eastern Iowa Community College

EICC AEL					
Participants	PY2020	PY2020 (1st Qtr)	PY2020 (2nd Qtr)	PY2020 (3rd Qtr)	PY2020 (4th Qtr)
ABE (grade level 1 - 8)	419	153	253	338	379
HSE (grade level 9 - 12)	213	76	125	175	194
English as a Second Language	219	49	66	75	75
<b>Total Participants</b>	851	278	444	588	648

<b>HiSET Testing Statistics</b>					
<b>Graduates</b>	<b>PY2020</b>	<b>PY2020 (1st Qtr)</b>	<b>PY2020 (2nd Qtr)</b>	<b>PY2020 (3rd Qtr)</b>	<b>PY2020 (3rd Qtr)</b>
Corrections	11	0	0	0	0
Community	157	62	86	130	199
<b>Total Graduates</b>	168	62	86	130	199
<b>Took 1 or More HiSET Tests</b>	<b>PY2020</b>	<b>PY2020 (1st Qtr)</b>	<b>PY2020 (2nd Qtr)</b>	<b>PY2020 (3rd Qtr)</b>	<b>PY2020 (3rd Qtr)</b>
Corrections	31	0	0	0	0
Community	227	85	118	176	260
<b>Total Tested</b>	258	85	118	176	260

### Iowa Vocational Rehabilitation Services

<b>Successful Closures</b>		
<b>Area Office</b>	<b>BURINGTON</b>	<b>DAVENPORT</b>
<b>Participants</b>	538	600
<b>2020 Successful Closures</b>	101	73
<b>PY Goal</b>	<b>130</b>	<b>208</b>
% completed/achieved toward goal	77.7%	35.1%
% of goal remaining	22.3%	64.9%

## Title I Adult, Dislocated Worker and Youth Performance Data

New Local areas may have limited historical performance outcome data through PY21.

### WIOA Adult Performance levels - PY2020

LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	100.0%	72%	100.0%	70%	\$5,159	\$5,400	n/a	67%	26.1%	44.0%
State	72.2%	72%	67.5%	70%	\$5,762	\$5,400	58.4%	67%	43.1%	44.0%

### WIOA Dislocated Worker Performance levels - PY2020

LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	n/a	85.0%	n/a	83.0%	n/a	\$8,400	n/a	68.0%	30.3%	30.0%
State	81.3%	85.0%	81.2%	83.0%	\$8,763	\$8,400	67.9%	68.0%	51.4%	30.0%



## WIOA Youth Performance Levels - PY2020

LWDA	Placement in Empl., Educ., or Training Rate 2nd		Placement in Empl., Educ., or Training Rate 4th		Median Earnings 2nd Qtr after Exit		Credential Attainment Rate		Measurable Skills Gain	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	57.1%	73.0%	n/a	72.0%	\$4,313	\$3,600	n/a	59%	15.6%	41.0%
State	76.8%	73.0%	75.2%	72.0%	\$3,877	\$3,600	53.1%	59%	47.7%	41.0%

### Title III Wagner-Peyser Performance

## WIOA Wagner-Peyser Performance Levels - PY2020

LWDA	Employment 2nd Qtr		Employment 4th Qtr		Median Earnings 2nd Qtr after Exit	
	Actual	State Negotiated Rate	Actual	State Negotiated Rate	Actual	State Negotiated Rate
Mississippi Valley	57.1%	72.0%	75.0%	69%	\$7,573	\$6,000
State	61.9%	72.0%	68.5%	69%	\$6,434	\$6,000

## Reports

VOS Greeter – 7/1/2020-6/30/2021								
	Burlington				Davenport			
	Individuals	%	Veterans	%	Individuals	%	Veterans	%
<b>I am here to see a specific staff member</b>	40	6.31%	4	0.63%	59	7.17%	2	0.24%
<b>Find a Job</b>	66	10.41%	1	0.16%	247	30.01%	21	2.55%
<b>File Temporary Unemployment Claim</b>	30	4.73%	0	0.00%	61	7.41%	3	0.36%
<b>File UI Claim / Questions</b>	435	68.61%	20	3.15%	396	48.12%	18	2.19%
<b>Unsure / Other</b>	58	9.15%	3	0.47%	43	5.22%	2	0.24%
<b>AJC Workshops</b>	7	1.10%	0	0.00%	13	1.58%	0	0.00%
<b>Hiring Event</b>	3	0.47%	0	0.00%	7	0.85%	0	0.00%
<b>RESEA Appointment</b>	5	0.79%	0	0.00%	3	0.36%	0	0.00%
<b>AJC Orientation</b>	1	0.16%	0	0.00%	2	0.24%	0	0.00%
<b>Totals</b>	<b>634</b>	<b>100.00%</b>	<b>27</b>	<b>4.26%</b>	<b>823</b>	<b>100.00%</b>	<b>46</b>	<b>5.59%</b>

Enrollments			
	Burlington	Davenport	TOTAL
<b>Jobs for Veterans State Grant</b>	5	9	<b>14</b>
<b>Migrant and Seasonal Farm Workers</b>	0	49	<b>49</b>
<b>Wagner-Peyser</b>			<b>1,110</b>
<b>Totals</b>	<b>5</b>	<b>58</b>	<b>1,173</b>

## Staff Services Delivery Report - PY 2020

Office	Individuals Served	Total Services to Individuals	Employers Served	Total Services to Employers
Davenport	2,339	15,389	86	241
Burlington	1,156	6,096	23	76
<b>Mississippi Valley LWDA</b>	<b>3,495</b>	<b>21,485</b>	<b>109</b>	<b>317</b>