



Mississippi Valley Workforce Development Board

Board Chief Elected Officials (CEOs) Meeting Agenda

Tuesday, October 18, 2022, at 2:30 p.m.

In-Person – Musser Public Library, 408 East 2nd St, Muscatine, IA 52761

Join Zoom Meeting

https://us02web.zoom.us/j/88074264998?pwd=tMGQcdpziKimsYhWfuE_d3dM0rbl7d.1

Meeting ID: 880 7426 4998 Passcode: 231878

One tap mobile: US: +13126266799,,88074264998# or +13017158592,,88074264998#

Call to Order	Jack Willey
Roll Call	Andrea Taylor
*Approval of Agenda	Jack Willey
*Approval of Previous Minutes	Jack Willey
Financial Updates	Miranda Swafford
Annual Report	Andrea Taylor
Outreach Campaign RFP	Miranda Swafford
Business Services Plan	Andrea Taylor
Annual Performance/Negotiations	Miranda Swafford
One Stop Operator Report	Robert Ryan
*Lee County Pilot Program	Miranda Swafford
IWD Realignment/Subrecipient Meeting	CEOs
CEO Succession Planning	CEOs
Board Report	Miranda Swafford
Executive Director Report	Miranda Swafford
Other Business	
Public Comment	
Adjournment	Jack Willey

* Items requiring a vote ** Items Requiring a Roll Call Vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need an accommodation, please contact: Andrea Taylor at associate@mississippivalleyworkforce.org or at 1-844-967-5365



Mississippi Valley Workforce Development Board

Chief Elected Officials (CEO)

August 16, 2022

Meeting Minutes

The meeting of the Mississippi Valley Workforce Area CEOs was held on August 16, 2022, at 2:00 p.m. at the Musser Public Library in Muscatine and via Zoom.

CALLED TO ORDER

Willey called the meeting to order at 2:06 p.m.

CEO PRESENT

Present: Jack Willey, Jim Irwin, Shane McCampbell, Chad White, Brinson Kinzer, and Chuck Holmes

Absent: Chris Ball and Nathan Mather

Staff Present: Miranda Swafford, Executive Director and Phyllis Wood, Executive Assistant

Service Provider: Kendra Schaapveld, Project Director

QUORUM

There was a quorum present to conduct business.

APPROVAL OF AGENDA

Irwin made a motion to approve the agenda, seconded by Kinzer, the motion carried.

APPROVAL OF MINUTES

Irwin made a motion to approve the previous meeting minutes, seconded by Holmes, the motion carried.

***PY21 FINANCIAL MONITORING REPORTS**

Swafford stated the report included in the packet was the final for a monitoring the fiscal agent performed of the service provider insurance line item. There are no findings in the report. Kinzer made a motion to approve the report as presented, seconded by Irwin, the motion carried.

***OSO CONTRACT EXTENSION/KPI'S**

Swafford presented options for the contract extension for the One-Stop Operator services as well as the full board vote to extend the contract through June 30, 2023, to align OSO contracts with the program year. Review of the proposed key performance indicators ended with the suggestion to modify the presented KPI, number 13, to increase from twice monthly to three times a month. Irwin made a motion to approve the contract extension through June 30, 2023 and accept the KPI's with the modification to three times a month for number 13, seconded by Holmes, the motion carried.

***SOCIAL MEDIA RFP**

Wood reviewed the Social Media RFP summarizing the three main campaigns and expected deliverables. Wood reported the full board did approve the RFP as written at their previous meeting. The

RFP Selection Committee currently consists of Matthew Nicole, Angela Rheingans, Carolyn Farley, and Regina Matheson. Willey and Irwin volunteered to serve on the selection committee as well. Kinzer would like to be notified when the selection committee meets so, if available, he can be present. Irwin made a motion to approve the RFP for release August 17, 2023, seconded by Holmes, the motion carried.

PERFORMANCE NEGOTIATIONS

Swafford reported this agenda item is not actionable as IWD is requiring a meeting of the CLEO, board chair, and board staff executive director to discuss prior to submitting acceptance of the state performance negotiated rates. Swafford further detailed the rates for PY22 and PY23 will mirror the rates set by the US DOL for the state to meet. PY24 and beyond will use a statistical adjustment model which will account for economic conditions of the area. MVWDB has the option to submit rates higher or equal to the state rates with no further information necessary or submit lower rates but would require documentation to justify the request. Wood will be reaching out to schedule the required meeting and all board and CEO members will be invited to optionally attend.

***BOARD/COMMITTEE MEMBER POLICY**

Swafford reviewed the policy approved by the full board, noting the section B(8) which the CEOs concurred was adequate. Irwin asked if a CEO served on the DAC committee. Wood stated Chuck Holmes is currently assigned the DAC committee. Kinzer made a motion to approve the policy as presented, seconded by Irwin, the motion carried.

PY21 SERVICE PROVIDER REPORT

Schaapveld provided the PY21 full year report for all programs. One hundred fifty-two ITA's were written for a total of \$383,024, \$112,271 was spent on work experience with \$13,578.68 of that being OJT reimbursement, and \$135,558.36 on support services. A total of 284 Adult or Dislocated Worker referrals were received for Burlington and 650 for Davenport. Youth referrals for both centers totaled 332 of which there were 70 enrollments for the year or 113% of that enrollment goal. Other deliverables for Adult/DW include 90% of work-based learning enrollments and 270% of the occupational skills training goal. The 20% required Youth work-based learning expenditures were met. Legacy in Action customer satisfaction survey for the year came in at 95.38% satisfaction rate.

PY21 ONE-STOP OPERATOR REPORT

Wood reviewed the contents of the OSO report, as Robert Ryan was out on vacation. The year review data included 1,327 job seekers served through job fairs and in-house hiring events, participation numbers for workshops offered by the centers, VOS greeter number for each area with Burlington averaging 25 visitors/day and 40/day in Davenport, a review of partner referral, customer satisfaction survey results, and business services provided.

ONE-STOP CERTIFICATION PROCESS

Wood covered the One-Stop Certification process as part of the OSO report, noting the self-assessment teams had completed an initial evaluation showing 3, 8-10, and 1 area of improvement in Physical and Programmatic Accessibility, Effectiveness, and Continuous Improvement respectively. Swafford stated several of the additional KPI tasks for PY22 were added to address the areas of opportunity from the self-assessment.

BOARD/STAFF UPDATES

Swafford noted the update document in the packet noting the IRS approval of 501(c)(3) status, Elizabeth Rodriguez's last day with the board was August 9th, Andrea Taylor accepted an offer to fill the vacancy left by Rodriguez, the virtual headsets have been purchased and are being incorporated into youth work experiences, the admin and program budgets are approved, as well as the ADA accessibility survey and reports completed. The executive committee will be meeting in person in Muscatine on October 11 at 5pm at the HNI training center to meet IWD staff Michelle McNertney and Tim Goodwin.

LEE/DES MOINES COUNTY PILOT PROGRAMS

Swafford shared the Governor had approved the Lee County project the board submitted back in March 2022 with the addition of expanding the program to Des Moines County. Wood shared the packet contained information on the eight components of the program, some performance indicators, and a breakdown of the tentative budget.

CEO SUCCESSION PLANNING

Wiley shared he had invited other Board of Supervisors to attend our meetings as he will be retiring and had no takers; he is hopeful after the elections are complete, he will be able to introduce the next Jackson County CEO to the group before exiting. No other updates on CEOs exiting until after elections.

OTHER BUSINESS

Swafford shared the Dec 1 MVWDB Annual Workforce Training will be held Dec 1, at the Merrill Hotel in Muscatine from 1p-5p and will include a participant simulation, virtual reality demonstration, incumbent worker program, and rideshare solutions.

PUBLIC COMMENT

There were no public comments.

ADJOURN

Kinzer motioned to adjourn the meeting, seconded by Irwin, the motion carried, and Wiley adjourned the meeting at 3:23 p.m.



Mississippi Valley Workforce Development Board

Finance Committee Report Prepared for October 2022 CEO Meeting

Financial Updates

- There is not enough current year PY22 funding to pay the full Adult invoice and none of the NDWG invoices. Those will be paid when the state releases the carryover funding to CIJDC. NDWG contract extension has not been received from IWD.
- Bank account is at a zero balance as funds were transferred to CIJDC and the account has been closed.

August Invoices Approved

- Adult \$97,742.64
- DW \$49,991.62
- Youth \$92,465.67
- NDWG \$1,427.48.
- OSO \$8,063.68
- CIJDC \$4,644.00 for a total of 49.25 hours

WIOA Financial Summary

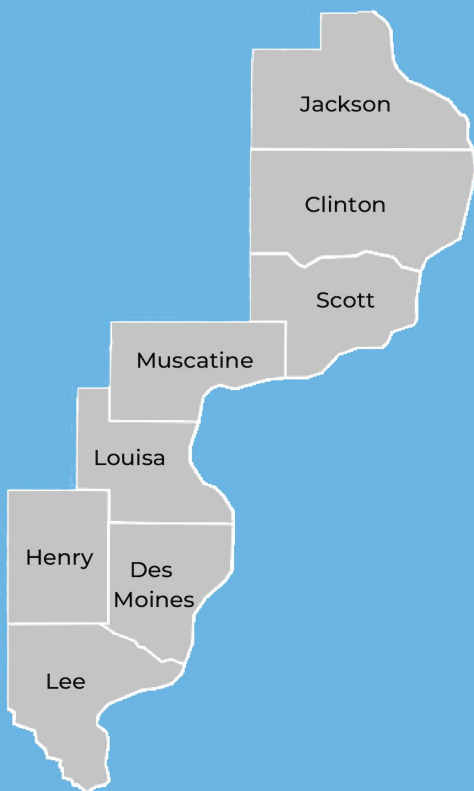
Expenditures through 8/31/2022 (Approximately 8.33% through Program Year)

Stream	Expended	% of Total Available Spent	Total Available	Remaining Balance	Funds That End 6/30/2023
Admin	\$54,200.87	10.99%	493,239.02	\$439,038.15	\$167,124.02
Adult	\$213,162.14	17.67%	1,206,299.97	\$993,137.83	\$212,751.97
Dislocated Worker	\$117,186.69	13.76%	851,657.99	\$734,471.30	\$180,288.99
Youth	\$194,691.21	10.09%	1,929,200.47	\$1,734,509.26	\$659,066.47
Nat. DW Grant	\$2,688.86	1.15%	234,163.40	\$231,474.54	\$234,163.40
Total	\$581,929.77		4,714,560.85	\$4,132,631.08	\$1,453,394.85



Mississippi Valley Workforce Development Board Annual Report

July 1, 2021 – June 30, 2022



Innovate
—
Collaborate
—
Integrate





EXECUTIVE SUMMARY

The Mississippi Valley Workforce Area (MVWA) made great strides in PY21. During PY21 our IowaWORKS Centers reopen to in-person service delivery after being closed for over 1-year due to COVID. As the Mississippi Valley Workforce Development Board (MVWDB) continues to work through WIOA compliance we have strengthened our WIOA partnerships, implemented processes and procedures to reduce duplication of services and streamline service delivery. One of the board's most notable accomplishments in PY21 was obtaining 501(c)(3) status that will allow the board to increase its revenue streams and expand and support additional workforce programs across our eight-county local workforce area. In the following sections we have highlighted our business services and engagement activities, enrollments and performance across core partner programs, credentials received through our Title I programs, participant success stories and our veterans and re-entry workforce programs

MISSISSIPPI VALLEY WORKFORCE 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.

PROGRAM HIGHLIGHTS

- 16,095 Individuals were served through the Mississippi Valley Iowa*WORKS* Centers
- 4,100 Job Seekers Participated in Center Workshops
- 1,366 local area employers were provided over 16,000 business services
- 556 Veterans were served during the year
- 926 individuals at the Mt. Pleasant Correctional Facility were served
- \$136,000 was spent on support services for job seekers
- \$383,000 was paid out in 152 scholarships
- 158 in-house hiring events were held at the two Iowa*WORKS* Centers
- 9 Job Fairs were held in the MVWA
- 6 Businesses were provided Rapid Response Assistance
- 1,371 People with Disabilities were served and 161 were placed in employment with an average wage of \$13.95
- \$112,000 was paid to youth for work experience placements
- \$14,000 was provided in On-the-Job Training reimbursement to employers
- Mississippi Valley Workforce Development Board became a 501(c)(3)

CUSTOMER SATISFACTION

The MVWA One Stop Operator implemented a customer satisfaction survey in February and the average of the response ratings per month are broken down here.

Month	Satisfaction Rate
February	100%
March	100%
April	89%
May	100%
June	100%

BUSINESS SERVICES & EMPLOYER ENGAGEMENT

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To increase employer engagement and work-based learning opportunities the MVWA 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. The One Stop Operator has also started overseeing the Business Services Teams in the MVWA to provide a consistent, unified business services strategy.

PY 21 saw a return of the regularly scheduled hiring events and periodic job fairs. The Burlington and Davenport offices held 158 in-house hiring events, which were attended by over 1,300 job seekers. Towards the end of the program year, the Davenport AJC implemented a new approach to the in-house hiring events by introducing Opportunity Knocks on Mondays, using a different format from the traditional one-employer hiring event.

These events took advantage of the large spaces available in the Davenport AJC, and feature approximately 10-12 employers every Monday, rather than only one employer per day, four or five times a week.

The result was a dramatic upswing in foot traffic from jobseekers, from only a handful under the old format to averaging over 30 under the new format.

Nine Job Fairs were held in the MVWA in PY 21, the two most successful of which were the December 14th Quad Cities Success Fair at St. Ambrose, and the May 5th Job Fair in West Burlington, which attracted 180 and 335 jobseekers, respectively. Two of the Job Fairs employed a "Drive-Through" format, and one was a hybrid Drive-Through/In Person event. A similar approach is being introduced in Burlington in PY22.



1,366 local area employers were provided over 16,000 business services in PY21. These services include but are not limited to: assisting employers with accessing untapped labor pools, rapid response activities, job order follow-up and assistance, recruitment assistance, and guidance related to the establishment of Registered Apprenticeships.

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Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	159	194
Employers view internal resumes	137	14,856
New Business Contact	27	27
Notification to Employer of Potential Applicant	17	21
Planned Layoff Response	5	5
Provided Employer Information and Support Services	361	435
Provided Job Fair Services	168	229
Provided Job Order Follow-up/Assistance	114	133
Provided Rapid Response / Business Downsizing Assistance	10	23
Provided Strategic Planning / Econ. Development Activities	30	35
Provided Training Services	39	50
Provided Workforce Recruitment Assistance	156	203
Referred Qualified Applicants	83	158
Registered Apprenticeship - Handoff to Office of App'ship	5	5
Registered Apprenticeship - In-Depth Meeting	24	52
Registered Apprenticeship - Intro Meeting	27	31
Registered Apprenticeship - Program Registered	4	4
Total	1,366	16,461

RAPID RESPONSE

Rapid Response activities are provided to businesses experiencing downsizing or layoffs. The following businesses were offered Rapid Response services in PY21.

- Blackhawk Services Corp
- KPI
- divvyDOSE
- Jabil Inc
- Siemens Gamesa
- Linwood Mining

REGISTERED APPRENTICESHIP

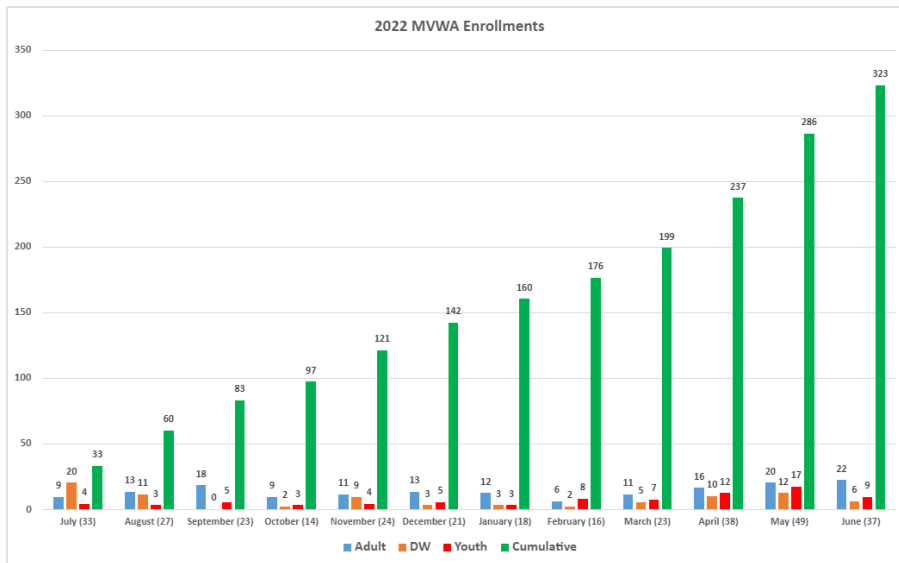
The Teacher Para Registered Apprenticeship (TPRA) Grant rolled out in June of 2022, as a way of addressing the teacher and paraeducator shortage in Iowa. Many local school districts are participating in development a Paraeducator Registered Apprenticeship Program, a TPRA, or both. Districts in the Mississippi Valley Local area participating in one or both are as follows: Burlington, Davenport, Bettendorf, West Liberty, Pleasant Valley, North Scott, Muscatine, Clinton, West Burlington, Central Lee, Fort Madison, WACO, Danville, and Keokuk. Assigned Business Marketing Specialists have been working closely with the school districts, Department of Education, and Office of Apprenticeship to get these programs registered by the beginning of the 2022/2023 school year.

Additional RA activities conducted include:

- Number of initial meetings held 27
- Number of in-depth meetings held 24
- Number of programs developed 4

ENROLLMENTS FOR ALL PROGRAMS

Title I Program Enrollments

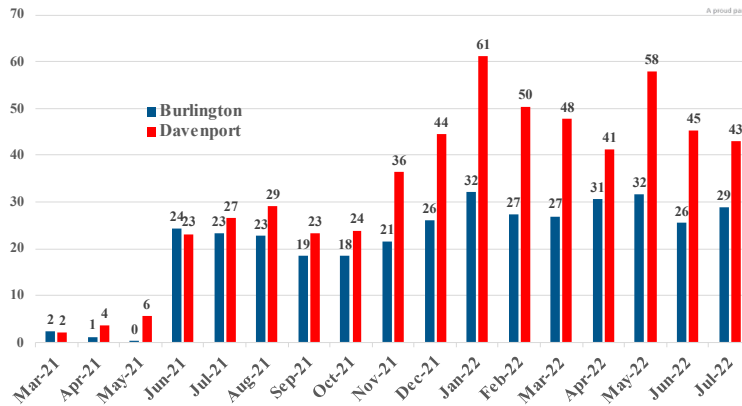


PY21 Enrollments			
	Burlington	Davenport	TOTAL
Jobs for Veterans State Grant	15	64	79
Migrant and Seasonal Farm Workers	2	3	5
Wagner-Peyser	836	1556	2392
Title I Adult	31	129	160
Title I DW	63	20	83
Title I Youth	42	38	80
Adult Education	397	721	1118
Vocational Rehabilitation	644	730	1374

SERVICES PROVIDED

VOS Greeter Numbers

Historical VOS Numbers Daily Avg.



Workshop Attendance

Workshop	Attendees
Resumes	431
Job Search	339
Interviewing	978
Career Interest	76
Personal Growth	375
Work Readiness	240
Job Finding Club	1,331
Labor Market Info	116
Other	228

Referrals

In PY21 the One Stop Operator implemented a formal referral process for all WIOA partners in the MVWA. Referrals to and from programs are both tracked and reported out on to the board.

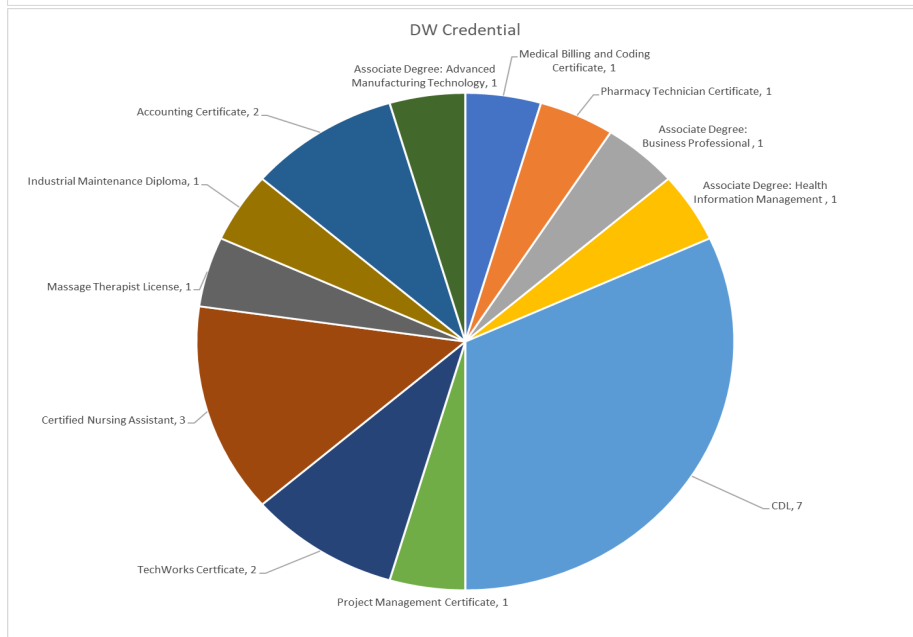
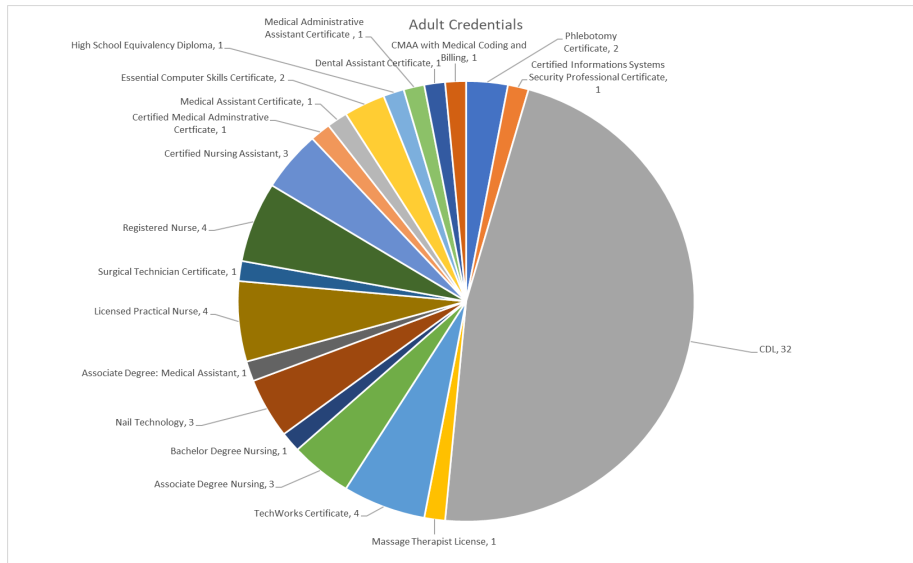
Referred To	Burlington	Davenport
AARP/SCSEP	3	2

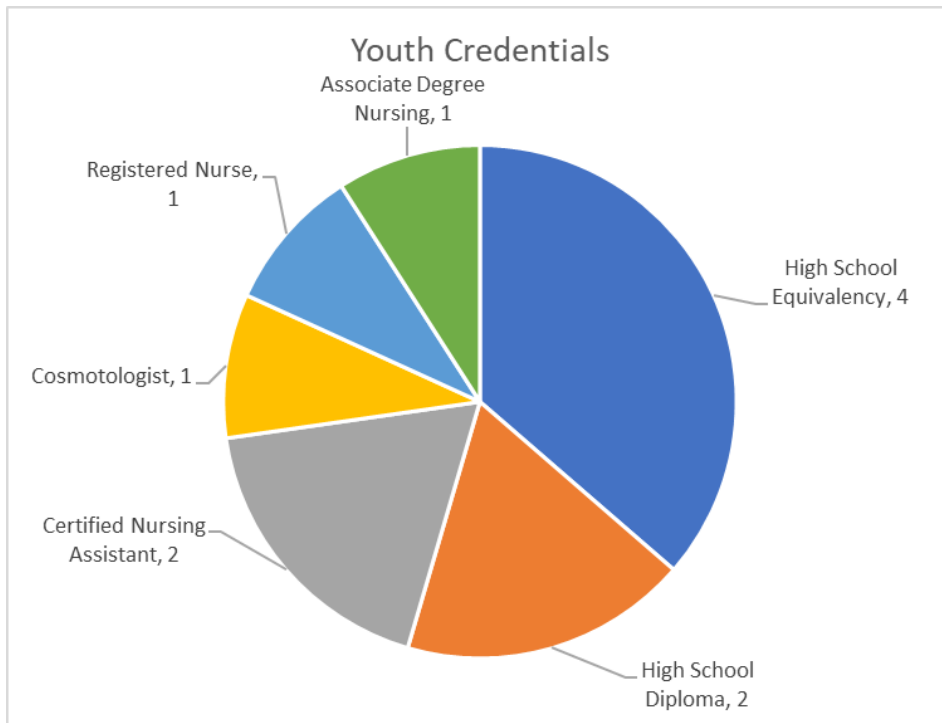


Career Tech. Educ.	2	1
IA Dep't For Blind	0	1
Various IWD	2	3
Title I Adult/DW	81	158
Title I Youth	32	18
Title II (AEL/HiSED)	4	11
Title IV (Voc Rehab)	13	22
Ticket To Work	2	1
Veterans	3	7

Referred From	# of Referrals
AARP/SCSEP	1
AEL/HiSED	27
Promise Jobs	42
RCM/RESEA	150
Title III	107
Title I	19
Title IV	17
Trade/TAA	21
Veterans	1

CREREDENTIALS





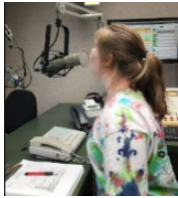
SERVING JOB SEEKERS WITH DISABILITIES



Vocational Rehabilitation (VR) is co-located at the Burlington and Davenport Iowa *WORKS* Centers and are 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 4th priority of service for WIOA services, showing their continued dedication to serving this population.



Burlington Vocational Rehabilitation coordinated a Transition Summer Program for 38 high school students residing in Lee, Henry, Louisa, and Des Moines Counties. Staff introduced students to career pathways in partnership with 45 businesses. Programming ran on Tuesdays and Thursdays 6/7/22-7/28/22 with Volunteerism scheduled on Wednesdays. WIOA partners worked together on several program days to include the Game of Life and our final day of Mock Interviewing. Student exit



surveys highlighted the things those that participated felt was beneficial to include: learned to talk more, job preparation, improved communication, teamwork, making friends, completing applications, interview skills, job attire, and college preparation.

VETERANS SERVICES

Iowa*WORKS* collaborates with Illinois Department of Economic Security, St. Ambrose University, the Rock Island Arsenal, and other community state holders to host a series of 3 annual Quad Cities Success Job Fairs. These events serve to be a bridge to employment for Veterans, Civilians, Transitioning Soldiers & the Community. After COVID restrictions, the series returned with a job fair on December 14, 2021, held at St. Ambrose University in Davenport. This event included 72 employers and 78 job seekers.

Planning, promoting, and coordinating continues throughout the year and is inclusive of Veteran Resources, Veteran-friendly employers, and other Veteran allies.

- Total Number of Distinct Veterans/Service Members/Spouse Served During the Year: 55
- Total Number of Services Provided: 4077

TAP Program Collaboration

One of the biggest accomplishments for the Davenport Iowa*WORKS* team has been the evolving partnership with the Rock Island Arsenal and Transition Assistance Program (TAP) program. An agreement has been made to host the TAP program series for service members exiting the military at the American Job Center. Services members are provided information and tools to help them prepare for their move from military to civilian life. These transitioning service members are introduced to the wide array of services offered by the Iowa*WORKS* system, the Veteran Career planners, and the LVER. This partnership connects these service members to the Iowa*WORKS* system of resources.

There were four TAP program classes held between July 1, 2021, and June 30, 2021. Each class had a cohort of about 25 service members.

In December 2021 5 Home Base Iowa Career planners were hired across the state to enhance the services provided to Veterans, transitioning service members, guard members, and spouses with the goal of making the state of Iowa the state of choice for Veterans. An HBI career planner is domiciled in both the Burlington and the Davenport offices. HBI career planners immediately contact Veterans who register in the Iowa*WORKS* system to offer career services that support them in their job seeking journey.



Collaboration with Iowa National Guard

The Burlington IowaWORKS office regularly partners with the local Iowa National Guard Units. In the early spring of each year, the ING holds a Trade Expo for high school students. Approximately 200 students from Henry, Lee, Des Moines and Louisa counties attended a half day expo where trade occupations with registered apprenticeship are highlighted. Businesses in attendance offer hands on simulations of their different occupations. Additionally, IowaWORKS co-presents with the ING regarding labor market information for these occupations. In June of each year the ING hosts a summer Fitness Camp. IowaWORKS has been fortunate enough to partner with this event for several years. IowaWORKS staff give information to high school student attendees regarding services offered. Staff also participate in the closing ceremony each year. Both of these events are excellent outreach opportunities for high school students, and guard members, as well.

The Davenport and Burlington IowaWORKS teams have also conducted outreach and collaboration with the local National Guard units by attending drill weekends to provide information regarding IowaWORKS services to Guard Members looking to advance their civilian careers. IowaWORKS team members have also attended yellow ribbon ceremonies.

Job postings on statewide job board in IowaWORKS go out to Veterans for first viewing for the first 24 hours. Annual staff trainings are held on Priority of Service

The Davenport IowaWORKS team was recently selected to receive one of the Veteran Incentive Awards for excellence in practice in serving Veterans.

OFFENDER RE-ENTRY

We have two OWDS (Offender Workforce Development Specialist) certified career planners in the Mississippi Valley Local Area and a third is in the training certification process. These individuals are tasked with building support/support networks so re-entering citizens can successfully be released from incarceration with better job prospects.

Typically, career planners provide that outreach to community-based work release and county jail settings to provide career services. However, these services were not provided this past year due to continued limitations related to the COVID-19 pandemic. Plans and discussions have begun with Clinton County Jail to provide career services to those incarcerated in this jail-based settings, to return to services in Scott County Jail and work release program, and to expand services to other jails in the workforce area.

The MVWA does have one Re-Entry Career Planner located in the Mt. Pleasant Correctional Facility, which is a minimum-security facility that houses approximately 1000 men. Around 10% of these are turning over at any given time.

During the last program year, the re-entry career planner served 936 individuals.



Activities range from career counseling/assessments, registration in Iowa*WORKS*, resume assistance, mock interviews, job referrals, job applications, communication with partner agencies such as DOT, IVRS, DHS.

Not all individuals released from incarceration are required to stay in contact, so it is difficult to know the exact number of people who successfully gained employment immediately after release. One tactic used by the re-entry career planner is to petition for a different area of release based on employment. Typically, an incarcerated individual will return to the community they left when they were convicted. This does not always allow for the individual to have the best job opportunities. The re-entry career planner has been able to work with the Department of Corrections and plan for releases to different communities based on an accepted job offer that will allow for self-sufficiency.

Re-Entry career planner, Terry Zmolek, is the sponsor for the Incarcerated Veterans Group at the Mt. Pleasant Correctional Facility. This group meets monthly. Terry coordinates service agencies to attend the meeting, including the local DVOP, so that the incarcerated veterans can access services firsthand. The group holds monthly fundraisers and donates the profits to different veteran organizations. During the last program year, \$1000 was donated to the PENFED Foundation, Southeast Iowa Combat Veterans and Tunnels to Towers.

PARTICIPANT SUCCESS STORIES

A.G. was incarcerated at the Mt. Pleasant Correctional Facility. He had a bachelor's degree from Iowa in Pharmacy Tech. He was an out of State Compact to Omaha, Nebraska. He Released on 11/3/21 and started working at Men's Warehouse in Omaha on 11/8/21. At the MPCF, he worked with career planner, Terry Zmolek to register for the Pharmacy College Admission Test (PCAT) at Nebraska and to complete his FASFA. He was registered in the Iowa*WORKS* system, conducted staff assisted job search, resume writing, job applications and follow up on applications. He is scheduled to take the PCAT in February 2022, for grad school admission. He also has his driver's license now.

Shane retired from the military in 2019, and after working as a government contractor in Iraq, decided his journey would return to where it started in Iowa. "I wanted to be closer to my children, and I was looking for something to bring me a sense of purpose and something where I could contribute," said Shane. Like many Veterans coming to Iowa, Shane connected with Home Base Iowa and the Burlington Iowa*WORKS* DVOP to aid him in his job search as a civilian. They recommended that he apply for a job as a Disabled Veteran Outreach Program Specialist (DVOPS) within Iowa*WORKS*. The Burlington Iowa*WORKS* office offered resume assistance and mock interviewing for Shane. He interviewed for the position at the Iowa*WORKS* office in Cedar Rapids and they offered him the job. After helping to provide close air support for ground troops overseas, Shane now provides a different kind of support for his fellow Veterans. "It's become very satisfying to me to not just place veterans in jobs but in places where they're safe, happy, and want to make a career. It's incredible actually. A lot of these guys think that they're unemployable. They're not. They're highly desirable to employers and I think that HBI does a



great job advocating for Veterans in that way,” Shane said. Adam began services with Vocational Rehabilitation Services in 2017 when he was a freshman at Central Lee High School. Through his high school career, he worked with staff on exploring different career opportunities. Adam also participated in the summer program and was able to explore different careers and worked on different career driven activities. Even though COVID19 affected Adam’s high school career, he was still successful and was able to work with the Central Lee bus barn, Harvestville Farms, and also assisted at his family-owned auto body shop. In 2021, Adam identified he would like to work with animals. He has enjoyed caring and tending to animals for years at his parents’ home and requested to make a career out of it. PAWS is a nonprofit, no kill, animal shelter in Ft. Madison, Iowa. Sandy, PAWS manager, was willing to meet with VR staff and Title 1 partners to explore options to bring Adam onto her staff. Title 1, VR, and Hope Haven all worked together to get Adam a place with PAWS. In 2022, Adam started an internship with PAWS through Title 1 youth program. This allowed PAWS to test Adam, and for Adam to see if PAWS is really where he wanted to work. Adam was allowed to work 500 hours that were fully paid before he would have to make a final decision. Adam and Sandy (PAWS) both decided in July of 2022 to move forward with permanent employment and Adam was officially hired on with PAWS. “Adam Wilhite began his PAW career in the spring of 2022. Adam works three mornings a week and is responsible for caring for two cat Rooms. It is Adam’s job to feed, scooped litter boxes and cleans kennels as well as spending time loving each cat in his care. (Adam’s favorite part of his job). It did not take Adam long to “fit in” and can hold his own and joke with the best of us. From dishes, laundry and his cats- Adam has quickly become a part of our PAW family. We are all blessed by his humor, work ethic and love for the animals he cares for.” Sandy Brown, PAW.

ANNUAL PERFORMANCE RESULTS

Wagner Peyser, Adult, DW, and Youth

Wagner-Peyser					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr	73.0%	84.6%	54.3%	64.1%	68.1%
Employment 4th Qtr	70.0%	N/A	N/A	88.9%	72.6%
Median Earnings 2nd Qtr	\$6,100	\$6,775	\$6,004	\$6,938	\$6,973

Adult					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr	73.0%	85.0%	83.3%	84.6%	84.2%
Employment 4th Qtr	70.0%	N/A	N/A	80.0%	83.3%
Median Earnings 2nd Qtr	\$5,400.00	\$6,948.00	\$6,948.00	\$6,948.00	\$6,775
Credential Attainment	67.0%	N/A	N/A	70.0%	78.9%
Measurable Skills Gain	44.0%	38.6%	43.2%	46.9%	56.3%

Dislocated Worker					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr	85.0%	100.0%	94.1%	88.0%	86.0%
Employment 4th Qtr	83.0%	N/A	N/A	100.0%	94.1%
Median Earnings 2nd Qtr	\$8,400.00	\$7,274.00	\$8,166.00	\$8,418.00	\$8,633
Credential Attainment	68.0%	N/A	N/A	83.3%	73.3%
Measurable Skills Gain	31.0%	30.5%	32.0%	64.8%	62.6%

Youth					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr	73.0%	85.7%	73.3%	72.4%	72.7%
Employment 4th Qtr	72.0%	N/A	N/A	100.0%	93.3%
Median Earnings 2nd Qtr	\$3,600.00	\$4,378.00	\$3,173.00	\$3,198.00	\$3,886
Credential Attainment	59.0%	N/A	N/A	40.0%	22.2%
Measurable Skills Gain	41.0%	19.2%	22.4%	22.2%	17.9%



Adult Education and Literacy

SCC AEL	
Participants	PY21
ABE (grade level 1-8)	297
HSE (grade level 9-12)	82
English as a Second Language	18
Total Participants	397
Graduates	PY21
Corrections	44
Community	16
Total Graduates	60
Took 1 or More HiSET	PY21
Corrections	76
Community	46
Total Tested	122

EICC AEL	
Participants	PY21
ABE (grade level 1-8)	411
HSE (grade level 9-12)	152
English as a Second Language	158
Total Participants	721
Graduates	PY 21
Corrections	6
Community	192
Total Graduates	198
Took 1 or More HiSET	PY21
Corrections	18
Community	266
Total Tested	244

Vocational Rehabilitation

IWD Region	County Name	PY2021 Count of Successful Closures (26-0)	PY2021 Average of Closure Hours Worked Per Week	PY2021 Average of Closure Hourly Wage
Mississippi Valley	Clinton	9	20	\$12.46
	Des Moines	34	29	\$14.54
	Henry	16	33	\$13.74
	Jackson	9	31	\$15.68
	Lee	18	29	\$10.78
	Louisa	5	34	\$14.54
	Muscatine	21	25	\$13.33
	Scott	49	29	\$14.94
Mississippi Valley LWDA Total		161	29	\$13.95

IWD Region	County Name	PY2021 Count of Participants Unsuccessful Closures (28-0)	Total Participants Served	Participants Co-Enrolled in other WIOA programs	Percent Co-Enrolled
Mississippi Valley LWDA	Clinton	33	183	8	4.4%



	Des Moines	46	299	92	30.8%
	Henry	12	100	13	13.0%
	Jackson	7	61	6	9.8%
	Lee	25	182	25	13.7%
	Louisa	6	60	2	3.3%
	Muscatine	20	97	4	4.1%
	Scott	55	389	56	14.4%
Total		204	1371	206	15.0%

- Adult/Dislocated Worker
 - Work-Based Learning: 27; 90% of Goal
 - Occupational Skills Training: 243; 270% of Goal
- National Dislocated Worker Grant
 - Co-Enrollments: 111; 275% of Goal
 - On-The-Job Training: 2; 7% of Goal
- Youth
 - Work-Based Learning 20%
 - Enrollments: 70; 116% of Goal
 - Occupational Skills Training: 17; 113% of Goal
- Title I Customer Satisfaction: 95.38%

Outreach and Recruitment Campaign RFP Evaluation Tool

Proposals will be evaluated on the basis of proposal content and cost factors as follows: A total of 100 points are available. Proposals must have a minimum score of 70 points to be considered for this contract.

Evaluation Members Matthew Nicol, Carolyn Farley, Angela Rheingans, and Regina Matheson **Date** October 3, 2022

Category	Max Points	Description	TAG	OnDemand	Amplified
Qualifications	20	Outlined qualifications and experience with the elements specified in the Qualifications and Experience section of the RFP. Proposer provided qualifications for all team members, and other personnel who proposer anticipates will be assigned to work on behalf of MVWDB and all staff have appropriate experience and qualifications.	15.25	7.25	20
Service Design	30	Clearly described the strategies and deliverables to accomplish the required services, description of proposer's products and services related to this solicitation were relevant, and the proposer's understanding of the required services under this Scope of Work was clear. The methods, tools and outlets that will be used for the implementation of this Outreach Campaign are reasonable and effectively described. The 3 campaigns implementation strategies and collaterals that the proposer anticipates to employ in carrying out the required Scope of Work are innovative, relevant and reasonable. The implementation strategies, plan and methods to manage the project Scope of Work including a staffing plan and timeline to complete all activities was included, clear, and reasonable to the project.	18	20.5	21.75
Capacity and Prior Experience	30	Clearly demonstrates proposer's capacity to perform the work, Prior experience, and number of years in conducting work of similar scope is adequate. Two examples of previously developed Outreach Campaigns strategies were described in detail and are relevant to this project. Proposal demonstrated that the business possesses a strong familiarity and proficiency in the required services. Described readily available resources to perform the work.	14	14	25.75
Budget and Budget Narrative	20	Budgeted amount is reasonable. Budget narrative clearly identifies all line-item expenditures.	8.25	8.75	18.25
Total Points			55.5	50.5	85.75

Recommendation: Amplified Digital

Comments/Summary

TAG - \$22,800

Execution is lacking and no robust plan, generic in nature.

Design does not address campaigns as requested.

Capacity is vague and looks like a boilerplate.

Budget is not detailed or transparent and is unclear of what the expenses are

Budget seems rather low to accomplished outline activities.

On Demand - \$40,150

Qualifications is boilerplate and does not list staffing information.

Design is ahead of the game and does not address the branding development or provide broken down information about the campaigns.

Capacity lists references but does not provide specific project details.

Budget does not include a narrative and it appears to only be paying for advertising.

Amplified Digital - \$45,275

Qualifications lists staff mini resumes, branches of business and the visual aspect is appealing.

Design does not separate out individual campaigns but liked the digital dashboard, monitoring, performance metrics and strategy outlined.

Capacity outlined previous campaigns, table listing clients and projects and worked with NE Iowa *WORKS*.

Budget is broken down, clear but no narrative is provided.



Mississippi Valley Workforce Development Board

BUSINESS SERVICES PLAN

PURPOSE

The Mississippi Valley Workforce Development Board (MVWDB) provides this plan as guidance for the provision of Business Engagement and Business Services in the Mississippi Valley Workforce Area (MVWA). The purpose of this plan is to outline the strategic vision of business service provision in the MVWA and American Job Centers (AJC) (also called Iowa *WORKS* Centers), which includes all mandated WIOA partners in providing services to business customers.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) is to align employment, education, and training programs to strengthen the United States labor market. In order to accomplish this objective WIOA mandates six program components which need to be consistently offered by AJCs: Youth Workforce Investment Activities, Adult and Dislocated Worker Employment and Training Activities, Adult Education and Literacy, Employment Services, and Vocational Rehabilitation. As defined in WIOA Section 3(13), the core program provision is derived from the following legislation:

- WIOA Title I Subtitle B Chapters 2 and 3 (relating to Youth, Adult, and Dislocated Worker employment and training activities)
- WIOA Title II (relating to Adult Education and Literacy activities)
- WIOA Title III Wagner-Peyser Act Sections 1 through 13 (relating to employment services)
- WIOA Title IV Rehabilitation Act of 1973 Title I (relating to Vocational Rehabilitation services)

PURPOSE OF BUSINESS SERVICES

According to WIOA Section 108(b)(4)(B) business services are intended to promote, market, connect, and provide access to initiatives such as:

- Work Opportunity Tax Credit
- Worker Adjustment Retraining Notice (WARN)
- Rapid Response
- Federal Bonding
- Incumbent worker training programs
- On-the-job training programs
- Customized training programs
- Industry and sector strategies
- Career pathways initiatives
- Utilization of effective business intermediaries
- Registered Apprenticeships
- Recruiting employers to AJCs
- Connecting job seekers and employers by facilitating relationships

PLAN

Through the Iowa *WORKS* Centers the core partners and other co-located entities must develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of

recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, staff (including designated partner program staff) must:

- Have a clear understanding of industry skill needs
- Identify appropriate strategies for assisting employers and coordinate business services activities across Iowa*WORKS* partner programs and local economic development agencies, as appropriate
- Incorporate an integrated and aligned business services strategy among Iowa*WORKS* partners to present a unified voice for the American Job Center in its communications with employers.

WIOA LOCAL PLAN REQUIREMENT

WIOA mandates local areas to establish and develop relationships and networks with employers and their intermediaries; convene or implement industry or sector partnerships; and may also provide other business services and strategies that meet the workforce development needs of their area employers in accordance with partner programs' statutory requirements. All of these strategies must be reflected in the Local Workforce Development Area WIOA Local Plan. MVWDB's local plan must include a description of the strategies and services used in the local area to:

- Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations
- Support a local workforce development system that meets the needs of businesses in the local area
- Better coordinate workforce development programs and economic development
- Strengthen linkages between the one-stop delivery system and unemployment insurance programs
- Describe strategies and services that will be used in the local area to implement initiatives such as incumbent worker training, on-the-job training programs, customized training programs, industry and sector strategies, career pathway initiatives, utilization of effective business intermediaries.

MVWDB GOALS

The goals of business engagement are to:

- Increase awareness of services and resources provided through the workforce system
- Increase the likelihood of employers hiring job seekers through the workforce system
- Create and strengthen career pathways aligned to business and industry demand
- Provide business intelligence to employers, intermediaries, and partners to ensure the workforce is relevant and useful
- Ensure strong talent pipelines for demand occupations that allow business to grow and be successful
- Establish Mississippi Valley Iowa*WORKS* as an integral partner that adds value to regional economic development efforts by making connections to workforce strategies, solutions, and cutting-edge labor market research and data.

To help achieve these goals MVWDB will increase business engagement by delivering value to our business customers by:

- Using data to effectively identify, engage and serve our businesses
- Through integrated service delivery
- Reducing duplication of services
- Forming sector- based partnerships to address the needs of regional industries
- Investing in technology and professional development.

BUSINESS COMMITTEE

The MVWDB will establish a Business Committee to provide guidance and support to the WIOA partners in ensuring implementation of this plan. To ensure a strategic and focused approach to providing coordinated and consistent services to businesses the Business Committee will consist of cross-agency, cross county and industry members. This committee will convene regularly to provide a

strategic direction, evaluate results, provide technical assistance, and recommend changes to program design to enhance service delivery. Roles of the Business Committee include but are not limited to:

- Evaluate, identify, and establish appropriate information technology solutions to assist in effective delivery of business services
- Encourage local workforce agencies to participate on the Business Services Teams.
- Convene sector partnerships
- Oversee and manage the Incumbent Worker Training Grant Program and other work-based learning options in MVWA under WIOA.
- Evaluate promising practices in business services delivery across Iowa and the United States and communicate those practices to local business services teams.
- Analyze and address barriers to collaboration between state, regional, and local business services teams.
- Map business solution assets and provide training to business services staff on standardizing outreach and marketing materials and how to mobilize these resources including peer to peer learning opportunities.
- Develop a tool and process for evaluating business customer satisfaction.
- Seek additional funding opportunities to support Business Service delivery.

ROLE OF WIOA PARTNERS

Interagency collaboration, forming partnerships, and leveraging resources will be a vital aspect of Iowa's success in meeting business' workforce development needs. WIOA partners will continue to support a continued focus on branding the one-stop system, delivering a universal message to identify the one-stop system, and establishing standardized services.

INTEGRATION

Full integration of business services is critical to achieving a high performing workforce development system. MVWDB is committed to the principles of Customer-Centered Design and innovation in its service delivery strategy, including virtual products and services. The responsive integration of these service delivery methods creates better outcomes for the dual customers of workforce development, the jobseeker and business community.

An integrated approach to business services will lead to improved skills, credentials and employment attainment in areas driven by business demand. In total, this effort in conjunction with efforts by economic development activities are expected to enhance and grow Iowa's economic advantage in both recruiting and retaining businesses.

The Integrated Business Services Self-Assessment, provided as Attachment B to this plan, is a self-assessment to be completed by the local Business Service Teams annually by the start of each program year. This tool was created to help the local area teams drill down into how integrated and effective the business services are currently, and to determine where enhancements can be made. The assessment tool will assist the MVWDB as part of their strategic planning process. The tool is designed to be used as a framework to focus the conversation between workforce partners on how they will address the challenge of becoming more responsive to businesses as a collective unit and will help local areas determine what a "high-performing" integrated business services team looks like.

BUSINESS SERVICES TEAM STRUCTURE AND FUNCTION

MVWDB is required to have a unified business services team as described in the local Memorandum of Understanding (MOU). The local Business Services Teams (BST) at minimum should include all partners who identified as providing business services in the local MOU. Including but not limited to WIOA core partners, including Wagner-Peyser, Title I Adult/DW, Adult Education and Literacy, Vocational Rehabilitation, and

other workforce partners. The core partners in MVWA will each designate at least one staff member that will serve on the BST. The goal of business services staff is to assist businesses in developing the long-term strength of their workforce. This is generally accomplished by considering the specific needs of the business, as expressed by the employer. Coordinated efforts should be focused on creating a streamlined business process and preventing duplicative services and contacts to businesses. When meeting with employers it is best for business service staff to carefully consider the specific needs of a company rather than rely on simply listing services.

SINGLE POINT OF CONTACT APPROACH

Per the One Stop Certification Standards: “the Center’s integrated business services team shares information across partners to better serve business customers, streamlines outreach to and communications with businesses, and utilizes a single point of contact approach with business customers to represent the integrated business services team.” The single point of contact is not intended to be “one individual” responsible for all relationships in the MVWA through which all businesses must go to access workforce services. All members of the business services teams are expected to create these relationships with businesses in the community in a coordinated and targeted manner.

A "single point of contact protocol" means that there is no wrong door through which a business customer enters. Any team member that initiates or receives the initial contact either directly works to meet the need or makes a referral on behalf of the customer and ensures that follow up has occurred. Development of a referral form and shared spreadsheet or tracking system is necessary. A team lead should be identified to include in outreach materials and website.

ASSET MAPPING

Asset mapping identifies resources and provides MVWDB with an inventory of key resources within the local service delivery area.

Business Services – Attachment A provides an asset mapping tool to determine what business services are provided by each partner in the MVWA. This tool includes required Business Services outlined under WIOA, in the Code of Federal Regulations (CFR), outlined in the local MOU, promising HR recommendations from the Office of Personnel Management (OPM) and additional businesses services the MVWDB has identified. This tool will be completed annually and will identify where gaps in services exist, additional workforce partners that are needed to complete our service delivery and areas where further collaboration and coordination can occur across partner programs.

Community Partners: An asset mapping list includes entities with which the business service staff already has relationships, such as: local governments; chambers of commerce; local, regional, or state economic development entities; financial institutions; and community-based organizations. The MVWDB can use these resources to form a strategy to promote the economy within the local area; this coordination will rely heavily on the expertise provided by the business service staff.

WIOA PERFORMANCE MEASURES

The State of Iowa has selected the following two benchmarks which will be reported to the U.S. Department of Labor and State Workforce Development Board. A successful business service team is the driving force behind a One-Stop center meeting, and exceeding, these goals. These measurements include:

1. Repeat business customer rate measures the percentage of employers who receive core services more than once in the last three recording periods.

This measure is intended to demonstrate that a business is satisfied with the services they received. By

continually seeking out the assistance of business service staff, a company has indicated that the consultation carried out a recruitment strategy that was beneficial to their staffing needs.

2. Employer penetration rate measures the percentage of employers using services in the State. The percentage of employers seeking out the services of business services teams is a method to analyze how effective the services offered by American Job Centers are when compared to other comparable job recruitment services. This illustrates how successful business service staff is in maintaining good relationships with employers and whether or not this reputation is felt across industries within a respective area.

REPORTING

The One Stop Operator or designee will complete a monthly report to provide to the Business Committee and this report should track the following activities:

- Number of businesses served - Tracked by establishment
- Number of new business contacts
- Type of services provided
- Number of business referrals
- Business Service Team meeting activities and events
- Updates on the below listed activities.

In addition, annually at the beginning of each program year the MVWDB will confirm the local BSTs have the following in place and are committed to:

- A shared vision and strategy for business services and aligned with the current LWDB WIOA Plan
- Committed and planned team professional development opportunities
- A single point of contact and referral protocol documented
- A Written Communication Plan that includes:
 - A unified approach that is focused on the workforce system instead of a program specific approach
 - An outreach plan based on sector strategies identified in the LWDB WIOA plan
 - Identification of locally available resources, including channels for outreach, and how they will be used
 - The role of each partner in performing outreach activities
 - A method for determining effectiveness of local outreach efforts
- A description of additional partnerships the MVWDB should pursue to assist in communications and outreach to businesses including business roundtables, business advisory councils, or existing business programs through economic development entities
- Standardized timeframes to respond to business inquiries and subsequent contact, in order to deliver specialized and collaborative solutions to meet business customer needs
- A documented process to ensure partner staff within the AJC are aware of the protocol for business services referrals
- A Business Satisfaction Survey as developed by the One Stop Operator and the Business Committee
- MVWDB business service partners must have clear, convenient, and easily accessible content and outreach materials (including web-based content) for business customers that provides:
 - A list of all business products and services; and
 - Contact information for a business to contact through the identified “single point of contact” protocol

Note: The above activities will be incorporated into the next MOU development process.

ATTACHMENT A - IOWAWORKS BUSINESS SERVICES ASSET MAPPING TOOL

This list of business services was derived from CFR § 361.435, CFR § 652.2 , the local MOU, and OPM HR recommendations. This tool is to be used by all partners that identified as providing business services in the MOU in Mississippi Valley Workforce Area. This data will be used to identify gaps in service delivery, create areas for further collaboration and coordination and used to assist the board in its strategic planning process.

INSTRUCTIONS

For all business services that have been provided through your program in the last year place a black "X" in the cell, for those services that your program has provided in the past but has not provided in the last year place a red "X" in the cell.

Business Services Offered		Bd	T1	T2	T3	TIV	IDB
1	Job Posting						
2	Staff assisted job postings						
3	Basic Recruitment and applicant pre-screening assistance						
4	Customized screening and referral of qualified participants in training services to employers						
5	Conduct interviews and create interview questions for employers						
6	Local applicant pools search for clients that meet the employers minimum qualifications						
7	Use IowaWORKS Centers for recruiting and interviewing job applicants						
8	Provide LMI data						
9	Provide customized labor market information for specific employers, sectors, industries or clusters						
10	Assistance with Registered Apprenticeships						
11	Create Standards for Registered Apprenticeship						
12	Development of Career Pathways (not placing participant in pathway)						
13	Assist with Job Fairs						
14	Customized recruitment events for individual businesses						
15	Promote IowaWORKS events						
16	Marketing of IowaWORKS business services to appropriate area employers						
17	Perform Outreach to Chambers and Economic Development						
18	Serve on a Chamber board or committee						
19	Serve on an Economic Dev. Board or committee						
20	Provide workshops for businesses						
21	Incumbent Worker Training						
22	Customized Training						
23	On the Job Training						
24	Work Experiences						
25	Internships						

26	Develop, convene, or implement sector partnerships						
27	Attend sector or partnership board meetings						
28	Host business networking meetings						
29	Host roundtable events						
30	Provide Layoff Aversion Activities						
31	Provide Feasibility studies to assess the needs of and options for at-risk firms						
32	Create business needs assessments						
33	Conduct Employer Needs Assessments						
34	Analyze business needs assessments						
35	HR consultation with Writing/reviewing job descriptions and employee handbooks						
36	Developing performance evaluation and personnel policies						
37	Creating orientation sessions for new workers						
38	Honing employer job interview techniques for efficiency and compliance						
39	Analyzing employee turnover and barriers to the hiring process						
40	Assistance in identifying family friendly benefits						
41	Provide information regarding assistive technology and communication accommodations						
42	Create job accommodations using assistive technology						
43	Explain labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations						
44	Provide information and assistance to employers to access WOTC						
45	Provide information and assistance to employers to access Federal Bonding						
46	Provide information on business loans						
47	Referrals to other community organizations						
48	Evaluate diversity, equity, inclusion, and accessibility in workforce plans and devise plans to further goals						
49	Conduct dives into organization's climate and culture to identify organizational strengths and opportunities for improvements.						
50	Devise recruitment and branding strategies to more effectively attract diverse highly qualified candidate pools.						
51	Use social media to promote program specific business services						
52	Have program specific business services outreach materials						
53	Have IowaWORKS business services outreach materials						
54	Have individual and team goals for current program year						
55	Have local business staff strategic plan						
56	Member of ECI						
57	Participate in ECI events						
58	Promote ECI events						

ATTACHMENT B – INTEGRATED BUSINESS SERVICES SELF-ASSESSMENT TOOL

A self-assessment helps local workforce systems drill down into how integrated and effective their business services are currently and where enhancements can be made. This tool should be completed annually to show progress toward the system goals and performance.

INTRODUCTION

Most communities understand the importance of providing a more coordinated set of talent development solutions for their business. Yet so many still struggle with effectively integrating business services across workforce, education, and economic development. As a result, we are still approaching businesses and their talent needs in silos and only reaching a small share of them. This tool challenges our local area to ask themselves: Can we be more responsive to businesses as a collective unit and how can we change what we do to make it happen? The self-assessment is made up of a number of indicators that together begin to demonstrate what a “high-performing” integrated business services system may look like. This tool is designed as a framework to focus the conversation that our local area should be having as we address this challenge.

DIRECTIONS

1. Work as a team to complete the self-assessment. For each of the factors in the sections that follow, select a rating from 1 - 5 that reflects your/your team’s perspective on where the local area stands. Each team member may choose to complete the assessment individually and then convene to compare answers. Or you may decide to complete it together as a team.
2. Leave plenty of time to engage in an honest discussion about each indicator and to provide thoughtful ideas for addressing potential strategies for strengthening each indicators score.
3. For each indicator identify a score of 1-5 how integrated the workforce system is. 1 = isolation, 2 = communication, 3 = coordination, 4 = collaboration, 5 = integration.
4. For each score identify specific strategies that can be taken by the system to move toward full integration. These should be tangible steps to show progress toward achievement of the long-term goals.

VISION

Criteria	Score	How could this be strengthened?
1. local vision exists for coordinated and aligned business engagement/services.		
2. The vision is inclusive of all partners that play a role in the local talent pipeline from economic development, education, and workforce development. This includes core and key system partners from vocational rehabilitation and adult education to veteran’s services etc.		
3. The notion of shared business client ownership and accountability is institutionalized across agencies/programs. Key to this: partners buy into the notion that working collectively expands the breadth of services offered to business which is a positive for all.		

DEMAND PLANNING

Criteria	Score	How could this be strengthened?
1. We have access to quality regionalized labor market information (LMI) and review the data regularly.		
2. All of our key business reps have a clear understanding of the region’s overall business and economic climate, including key industries, business lifecycles, workforce trends and needs.		
3. Partners use shared LMI data as they approach and work with business—there is consensus among partners on key target industries, critical occupations, etc.		
4. Business intelligence—or tracking business engagement activity—is managed across key partners through a Customer Relationship Management (or related) system. Partners have access to this information and know how to use it		
5. Business outreach representatives (across partners) share intelligence and coordinate and strategize follow-up with ability to connect businesses to a full range of partner services.		

ENGAGING WITH BUSINESSES AND DELIVERING SOLUTIONS

Criteria	Score	How could this be strengthened?
1. Roles and responsibilities, as it relates to business engagement and follow up, are understood and embraced by all partners. Coordination planning across partners occurs regularly outside of business services team meetings.		
2. Our business outreach reps have the skills in building meaningful partnerships with businesses, both individually and in the context of multi-business industry partnerships. Includes ability to work with businesses to effectively validate and dig deep on talent needs		
3. Outreach representatives are adept at collecting key business needs/information when meeting with business, maximizing their contact and providing partners with referrals for the sake of all-encompassing solutions, this minimizes touchpoints with business limiting their “visit fatigue”		

4. We have an understanding, from working with key businesses, the natural progression/mobility of workers in all targeted industries/occupations (i.e., career ladders/lattices)		
5. We have trust with businesses and key target industries— and an understanding of how to leverage resources—to build innovative business-focused programs/services including: work-based learning, apprenticeships, and other recruitment, hiring, training, and transition services.		
6. Our coordinated business services represent “the whole” when in front of business. Follow up regularly includes bringing in the partner/resources to address the solution.		
7. Common forms and business needs assessments have been created and are used across partners.		
8. A referral process has been developed and implemented across programs.		
9. a “single point of contact” approach has been developed and implemented.		
10. Standardized timeframes to respond to business inquiries and subsequent contact, in order to deliver specialized and collaborative solutions to meet business customer needs has been developed.		
11. A documented process to ensure partner staff within the AJC are aware of the protocol for business services referrals		

OUTREACH AND COMMUNICATION

Criteria	Score	How could this be strengthened?
1. There is an adopted shared message for communicating to the business community the vision and strengths of the local integrated business services system.		
2. Services being presented to businesses—from across partners—are not siloed or menu-driven but focus on delivering solutions to expressed business needs.		
3. Messaging centers around concepts important to businesses including how these services will impact profitability and productivity.		
4. There is a consolidated brand, and it is embraced by all partners serving businesses.		

5. There is IowaWORKS business services outreach materials and not merely individual program materials that are distributed to businesses.		
6. A Written Communication Plan has been developed and is being followed.		

SUSTAINABILITY AND CONTINUOUS IMPROVEMENT

Criteria	Score	How could this be strengthened?
1. Coordinated cross-partnership measures (i.e. quantifiable goals that likely go beyond WIOA measures) have been developed around engaging and serving businesses		
2. A local structure is in place (e.g. cross-partner committees, dedicated teams) to guide, implement and sustain this work.		
3. An effective staffing structure exists to support both industry sector partnerships (i.e. local industry-wide business engagement) and the day-to-day business outreach operations. For some this may mean the use of outside partners to support the industry wide work.		
4. Cross-agency training is in place to ensure all partners are aware of the solutions inherent in this type of approach.		
5. Leadership buy-in exists across partnerships for demand-driven, coordinated services and shared performance goals & outcomes.		



Mississippi Valley Workforce Development Board

PY21 Annual Performance Report

Mississippi Valley		
Wagner-Peyser		
	Negotiated Rate	Actual Rate
Employment 2nd Qtr	73.0%	68.2%
Employment 4th Qtr	70.0%	72.0%
Median Earnings 2nd Qtr	\$6,100	\$6,974
Adult		
	Negotiated Rate	Actual Rate
Employment 2nd Qtr	73.0%	84.2%
Employment 4th Qtr	70.0%	83.3%
Median Earnings 2nd Qtr	\$5,400	\$6,775
Credential Attainment	67.0%	78.9%
Measurable Skills Gain	44.0%	56.3%
Dislocated Worker		
	Negotiated Rate	Actual Rate
Employment 2nd Qtr	85.0%	86.0%
Employment 4th Qtr	83.0%	94.1%
Median Earnings 2nd Qtr	\$8,400	\$8,633
Credential Attainment	68.0%	73.3%
Measurable Skills Gain	31.0%	63.5%
Youth		
	Negotiated Rate	Actual Rate
Employment 2nd Qtr	73.0%	73.3%
Employment 4th Qtr	72.0%	93.8%
Median Earnings 2nd Qtr	\$3,600	\$4,016
Credential Attainment	59.0%	40.0%
Measurable Skills Gain	41.0%	21.4%




Mississippi Valley Workforce Development Board

Negotiated Levels of Performance for PY22 and PY23

Adult	PY22	Py23
Employment Rate 2nd Quarter after Exit	72.5%	73%
Employment Rate 4th Quarter after Exit	66%	67%
Median Earnings 2nd Quarter after Exit	\$6,100	\$6,100
Credential Attainment within 4 Quarters after Exit	65%	66%
Measurable Skill Gains	44%	44%


DW	PY22	PY23
Employment Rate 2nd Quarter after Exit	85%	85%
Employment Rate 4th Quarter after Exit	85%	85%
Median Earnings 2nd Quarter after Exit	\$8,900	\$9,000
Credential Attainment within 4 Quarters after Exit	69%	69.5%
Measurable Skill Gains	44%	44%

Youth	PY22	PY23
Employment Rate 2nd Quarter after Exit	73%	74%
Employment Rate 4th Quarter after Exit	73%	74%
Median Earnings 2nd Quarter after Exit	\$3,700	\$3,800
Credential Attainment within 4 Quarters after Exit	52%	57%
Measurable Skill Gains	35%	36%



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One-Stop Operator September 2022



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WORKFORCE DEVELOPMENT BOARD

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September Hiring Events/Job Fairs



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Date	Type	Location	Job Seekers
9/1/2022	HNI Hiring Event	Burlington IowaWORKS	0
9/12/2022	Opportunity Knocks on Monday Job Fair	Davenport IowaWORKS	24
9/13/2022	Hire Talent Tuesdays Job Fair	Burlington IowaWORKS	46
9/19/2022	Opportunity Knocks on Monday Job Fair	Davenport IowaWORKS	20
9/20/2022	Volt Hiring Event	Davenport IowaWORKS	6



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

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MVWA September Workshops



Workshop	Burlington	Davenport
Resumes	4	24
Job Search	4	73
Interviewing	49	45
Career Interest	2	5
Personal Growth	5	14
Work Readiness	16	0
Unemployment Info	3	2
Job Finding Club	34	88
Other*	1	0

* CPR/First Aid; A-Game, Colors, Financial Literacy



3

September VOS Numbers Burlington



VOSGreeter® - by Office
 Report Date: 10/04/2022
 Region/Lvia: Mississippi Valley LVV
 Office: Burlington
 Start Date: 9/1/2022
 End Date: 9/30/2022
 Report Run Time: 10/4/2022 10:13:4

Office	Individuals	%	Veterans	%
<input checked="" type="checkbox"/> Burlington	595	100.00%	21	3.53%
AJC Workshops	12	2.02%	0	0.00%
I am here to see a specific staff member	84	15.80%	3	0.50%
File UI Claim / Questions	202	33.95%	9	1.51%
Unsure / Other	72	12.10%	2	0.34%
PJ Orientation	3	0.50%	0	0.00%
File Temporary Unemployment Claim	80	13.45%	2	0.34%
Find a Job	68	11.43%	3	0.50%
RESEA-Amanda	11	1.85%	0	0.00%
RESEA-Appointment	2	0.34%	0	0.00%
Sub RESEA-Amanda	1	0.17%	0	0.00%
Hiring Event	16	2.69%	0	0.00%
Hire Talent Tuesdays Job Fair	32	5.38%	2	0.34%
Virtual Job Club	1	0.17%	0	0.00%
NCRC	16	2.69%	0	0.00%

21 business days in September
 595 Individuals = 28/day



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September VOS Numbers Davenport



VOSGreeter® - by Office
 Report Date: 10/04/2022
 Region/Loc: Mississippi Valley LM
 Office: Davenport
 Start Date: 9/1/2022
 End Date: 9/30/2022
 Report Run Time: 10/4/2022 10:18:21

Office	Individuals	%	Veterans	%
Davenport	951	100.00%	61	6.41%
File UI Claim / Questions	444	46.89%	20	2.10%
AJC Workshops	17	1.79%	0	0.00%
I am here to see a specific staff member	88	9.25%	8	0.84%
Unsure / Other	88	10.41%	7	0.74%
File Temporary Unemployment Claim	117	12.30%	17	1.79%
Find a Job	131	13.77%	9	0.95%
Bring Your A Game Pt. 1	1	0.11%	0	0.00%
Hiring Event	34	5.88%	1	0.11%
RESEA-Amy	15	1.58%	0	0.00%
RCM-Mandy	8	0.83%	1	0.11%
AJC Orientation	3	0.32%	0	0.00%
Bring Your A Game Pt. 2	1	0.11%	0	0.00%
AJC 101	1	0.11%	0	0.00%
RCM-Andrea	2	0.21%	0	0.00%
Create a Great Resume	1	0.11%	1	0.11%
Essential Tools for Job Seekers	1	0.11%	0	0.00%
RESEA Appointment	8	0.84%	0	0.00%
Sub RESEA-Amy	1	0.11%	0	0.00%

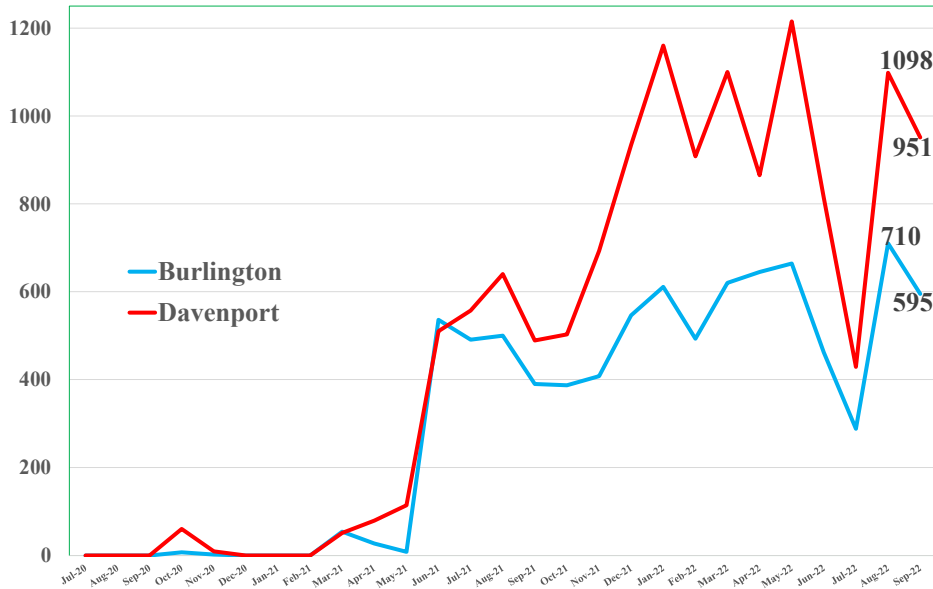
21 business days in September
 951 Individuals = 45/day



*/ 1 "35/ &34) *1 B *5)

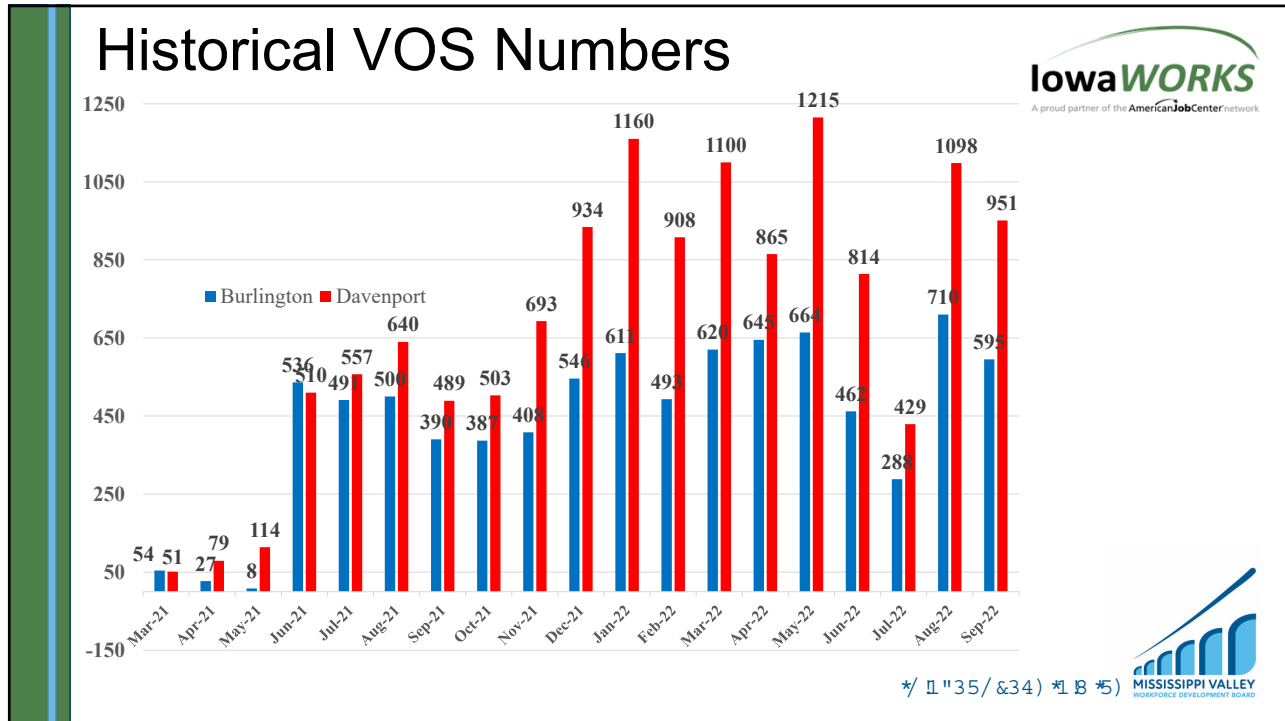
5

Historical VOS Numbers

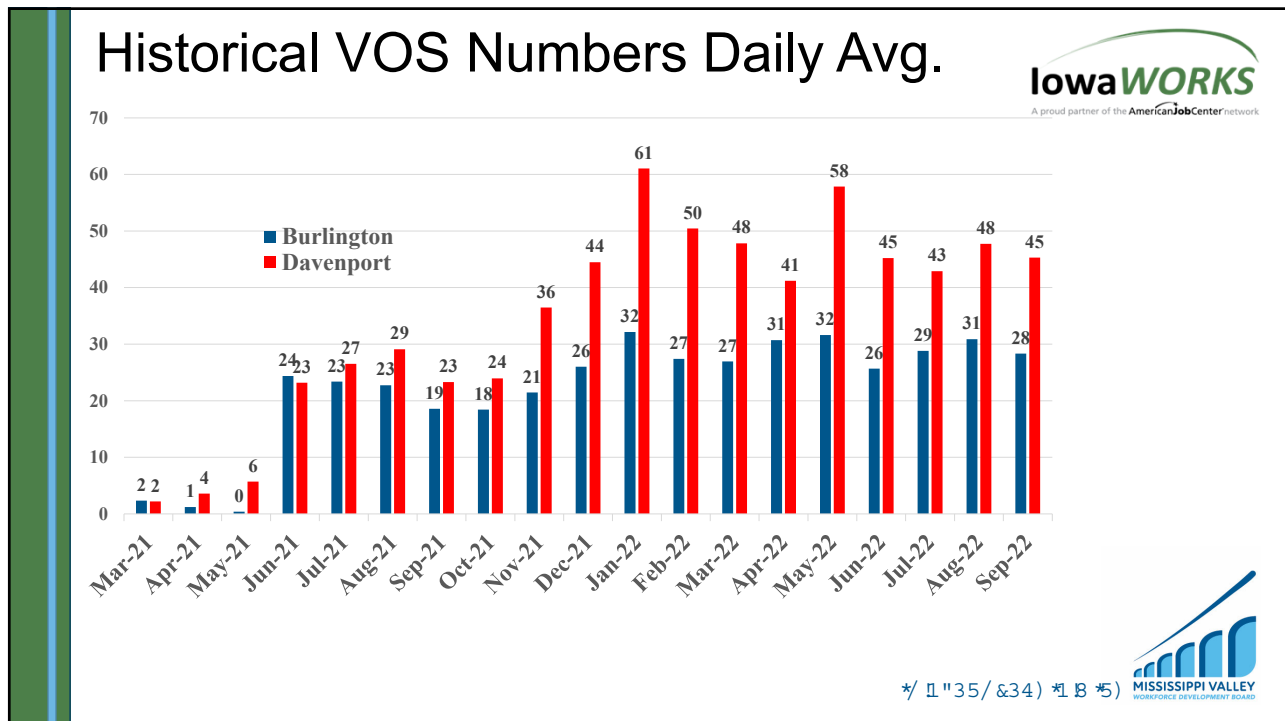


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Services Provided Employers September



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	17	17
Employers view internal resumes	34	600
Notification to Employer of Potential Applicant	8	9
Provided Candidate Pre-Screening	1	1
Provided Employer Information and Support Services	46	49
Provided Job Fair Services	21	22
Provided Job Order Follow-up/Assistance	10	11
Provided Rapid Response / Business Downsizing Assistance	3	4
Provided Strategic Planning / Economic Development Activities	3	4
Provided Training Services	12	12
Provided Workforce Recruitment Assistance	14	16
Referred Qualified Applicants	17	19
Registered Apprenticeship - Handoff to Office of Apprenticeship	1	2
Registered Apprenticeship - In-Depth Meeting	2	3
Registered Apprenticeship - Intro Meeting	1	1
Total	190	770



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Facebook September



Office Page	Total Reach*	Impressions**
Davenport	9,603	16,786
Burlington	20,477	23,523

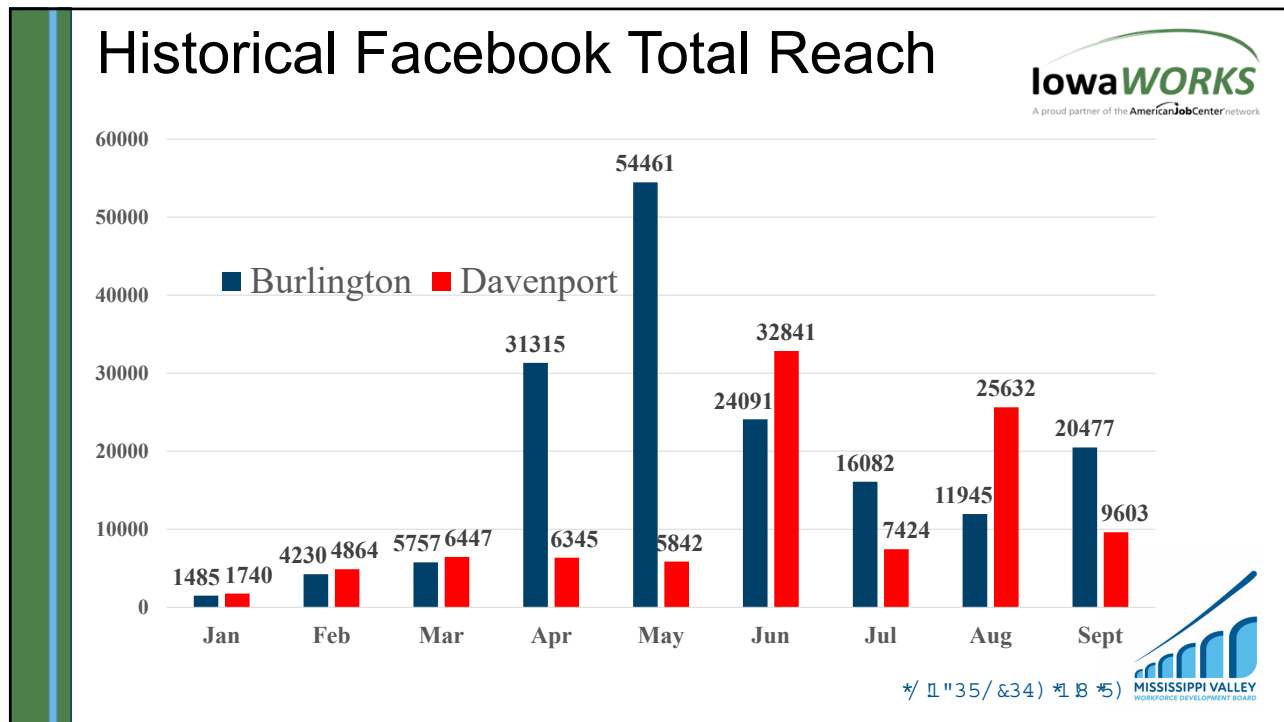
**Reach: The number of unique individuals who saw any of your content*

***Impressions: The number of times content is seen (e.g., 1 person sees the same content 3 times = 3 impressions)*



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Customer Satisfaction September

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Six questions in which respondents can report a level of satisfaction/dissatisfaction:

1. Overall, please rate your satisfaction with lowaWORKS services/assistance
2. Overall, please rate your satisfaction with lowaWORKS staff
3. Overall, please rate our technology
4. Please rate the accessibility of our building (location/sidewalks/ramps/doorways/classrooms/restrooms)
5. Please rate the accessibility of our programming (computer access/materials/teaching styles)
6. Please rate the accessibility of our assistive technology (large-screen monitor/trackball mouse/variable height desk)

Choices are: Very Dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, Very Satisfied

MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

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Customer Satisfaction September



40 of 42 respondents (92.5%) reported being somewhat or very satisfied

- 2 were somewhat or very satisfied in 3/6 categories (these were considered “dissatisfied”)
- 2 were somewhat or very satisfied in 4/6 categories
- 2 were somewhat or very satisfied in 4/5 categories
- 7 were somewhat or very satisfied in 5/6 categories
- 1 was somewhat or very satisfied in 4/4 categories
- 28 were somewhat or very satisfied in 6/6 categories

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
100%	100%	100%	89%	100%	100%	100%	91.4%	92.5%

* / 1 "35/ &34) *1 B *5)



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Customer Satisfaction September



Areas of concern

- Challenges related to the system outage
- Difficult to get help via phone
- The Unemployment system is unnecessarily complex; too many obstacles and hoops
- Website is convoluted and not user-friendly

Positive comments

- Staff was attentive to my needs, quick to respond
- Your job search club weekly meetings are extremely good, and helpful. Your facilitators are all very knowledgeable, and informative. THANK YOU SO MUCH IOWA WORKS!!!! :))))))
- Any questions asked was answered with great detail
- They reached out to me quickly to help me find employment

* / 1 "35/ &34) *1 B *5)



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MVWA (September) Partner Referrals

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Referred To	Burlington	Davenport	Referred From	# of Referrals
AARP/SCSEP	0	1	AEL/HiSED	5
Title I Adult/DW	21	34	Promise Jobs	6
Title I Youth	5	4	RCM/RESEA	40
Title II (AEL/HiSED)	2	7	Title III	23
Title IV (Voc Rehab)	3	1	Title IV	1
Veterans	0	1	Trade/TAA	1



LEE COUNTY PROGRAM DISCUSSION

SUMMARY AND BACKGROUND

- We were asked in March to develop a pilot program for Lee County to address the historically high unemployment rate and turn it around in a 3 week period.
- We convened 20 different organizations to determine the best approach and solution to lower the unemployment rate.
- Lee County Econ Dev. Had surveyed employers and implemented the Manufacturing 101 in 2017.
- Upon approval of our proposal in September we convened the Lee County employers again to review the original topics they had selected back in 2017 and they were not in favor of Manufacturing 101 this time and requested that it be changed to Employment 101 including curriculum topics that would include transferable skills across industries.
- Our original proposal did not include mandatory enrollment into Title I programs to provide the most flexibility to participants.
- The proposed budget from the Governor's office includes state set aside Title I funds which means all participants would be required to enroll in Title I to be eligible for this program. This restricts what the funds can be used for specifically in regards to the Transportation and Childcare portion of our proposal.
- The Governor's office will not approve the Employment 101 replacement course or adjust the budget and are requesting we move forward with Manufacturing 101, enroll everyone in Title I and restructure our Transportation and Childcare section of our proposal to fit into Title I guidelines.

EXCERPT FROM ORIGINAL PROPOSAL

Next, Rideshare and childcare programs will be developed and coordinated to assist in removing barriers for participants and other job seekers to maintain employment.

Under this pilot program we will subsidize three (3) Rideshare programs to provide for thirty-six (36) employees to get to and from work for six (6) months. The board will implement and subsidize a Des Moines Area Regional Transit (DART) Rideshare Vanpool Program as training program participants transition to permanent employment. DART supplies the van, fuel, maintenance, and insurance so the organization does not have to. Monthly vanpool rates are calculated based on the number of vanpool passengers and the daily roundtrip mileage traveled if not fully subsidized by organizations. Rideshare vans are driven by either an approved volunteer or a dedicated driver provided by the organization (DART, 2022). The board will partner with DART to facilitate relationships between DART Rideshare and businesses in Lee County to transition responsibility of vanpools started by the board for long term sustainability.

The Lee County Empowering Families Initiative has conducted extensive community outreach over the last year and a half. They have received feedback from several hundred families in Lee County on what would improve their quality of life. One thing identified is the expansion of 2nd and 3rd shift childcare providers who are licensed and/or registered with the state to provide needed care. We propose providing subsidies for expanding childcare slots, and childcare staff

for a period of time with the goal of working with our Lee County employers to develop private public partnerships to fund childcare centers or to take over the subsidies when this pilot program ends. To facilitate these centers or develop partnerships we would work with employers, current childcare centers, the Rural Child Care Market Study Committee, Early Childhood Iowa, Iowa Child Care Resource & Referral, and Southeastern Community College Early Childhood program.

CURRENT TITLE I POLICY

A. Transportation (TRN)

1. The cost of transportation necessary to participate in WIOA Title 1 activities and services, including job searching and job interviews, is allowable.
2. Assistance can consist of:
 - a. Per mile reimbursement,
 - b. fuel purchase orders, ride share services, like Uber and Lyft for example,
 - c. bus and/or taxi passes.Bicycle and safety equipment purchases capped at \$500
3. Bus passes must not be provided for more than 30 days in advance, 1-day bus passes are also allowable.

Mileage will be reimbursed at the federal IRS rate.

4. Mileage expenses must be supported with a map from a web mapping service.

Itemized receipts/invoices are required for other transportation.

B. Dependent Care (DPC)

5. The costs of dependent care from licensed daycare providers or from private sources agreed upon by the participant are an allowable expense.
6. Dependent care assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been linked to an activity.
7. Dependent care includes child or adult care for which the participant would normally be responsible.
8. If an unemployed parent of the child resides in the home, no childcare support will be provided.
9. DPC payments are paid directly to the participant after verification by the case manager.
10. The case manager will verify:
 - d. the childcare provider form identifying the person(s) for whom they are providing care,
 - e. the provider is not being paid by other sources (or verification of participant co-pay),
 - f. documentation of the days/hours the care is provided, and the attendance/progress form from the training provider verifying that the childcare is necessary.
11. Dependent care support should only be used when the participant is not eligible for, or is pending approval of, childcare assistance through DHS/Promise Jobs.
12. Maximum of \$50 per day for one dependent.
13. Maximum of \$100 per day for two or more dependents.
14. Maximum of \$500 per week for two or more dependents.



Mississippi Valley Workforce Development Board

Board Report For the Period of August 15, 2022 – October 11, 2022

Approvals

- One Stop Operator (OSO) Key Performance Indicators (KPI) with the addition of 3 trips to Davenport a week as requested by the CEOs.
- OSO KPI report for the period of July 1, 2022 – September 15, 2022.
- Awarded Outreach and Recruitment Campaign RFP to Amplified Digital.

Modifications to Policies

- *Incentive and Stipend Policy* – Increased incentive amounts to encourage participation and to hopefully assist the board in meeting its required performance levels.
- *Support Services Policy* – Re-evaluated dollar amounts to ensure that levels were adjusted for the current economic environment and removed certain caps to give more flexibility to Equus to be able to meet individual participant needs.
- *Procurement Policy* – Expanded to cover all types of procurement including micro purchases, small purchase, competitive procurement and sole source.

New Policies and Plans Approved

- Limited English Proficiency Plan
- Accessibility Plan
- Board Member Qualifications
- Unrestricted Funds Policy
- Inventory Policy
- Business Services Plan
- PY21 Annual Report

Financial Updates

- Approved Title I Adult/DW and Youth program budgets
- Approved Ticket to Work budget.

Other Business

- Youth Space -Exploring the option of having a separate youth space outside the Burlington Iowa *WORKS* center. A waiver was submitted to IWD and we are awaiting response.
- LMI data platform – Each committee is evaluating how they can incorporate Labor Market Information into their meetings to drive decision making.



Mississippi Valley Workforce Development Board

Ticket to Work Budget

July 1, 2022 – June 30, 2023

Approved: September 13th, 2022

Expense	Amount
Support Services	2,000
Center Incentives	5,000
Outreach for Incentives	5,500
Food	2,500
Sponsorships	2,000
Professional Development	3,000
Center Supplies	2,500
General Transportation	2,000
Lee County Project	5,000
Assistive Technology	2,500
Unobligated Funds	10,652
Total	\$42,652

Budget Narrative

Support Services

Bus tokens, hair cut certificates, interview/work clothing, personal supplies, Childcare vouchers, Internet assistance, work ready documents (ID's, birth certificates etc.) and other support services to assist someone to access workforce services or gain employment not available through another workforce program.

Center Incentives

Purchase \$10 x 500 Gift cards to encourage job seekers to visit IowaWORKS services through an Outreach Campaign.

Outreach

Promotion of incentives for centers through radio ads and other media outlets.

Food

To cover the cost of appetizers/food for center events, employer events and board events.

Sponsorships

Sponsorship opportunities with community partners, nonprofits and Chambers.

Professional Development

PD opportunities for center staff to include but not limited to travel, certifications, workshops and other activities.

Center Supplies

Supplies for business events held in the center, promotional items etc.

General Transportation

Provide group or individual transportation options to and from workforce events for those who may not be WIOA participants.

Lee County Pilot Program

Additional costs associated with the project that exceed the approved budget or not allowable under project funding streams.

Assistive Technology

Assistive technology for people with disabilities.

Unobligated Funds

Reserved for matching grant or special requests approved by the executive committee.



Mississippi Valley Workforce Development Board

Executive Director Report

October 2022

- Phyllis's last day was October 4th and the executive assistant position has been offered to Mandy Tripp and her first day is today October 18th. Over 50 applications were received for this position and 5 were interviewed and evaluated on their resume, experience, Indeed assessments, interview and references.
- MVWA is going through IWD monitoring and the onsite visit is scheduled for November 7 & 8 at the Davenport center. While completing the monitoring tool several policies were identified that need developed locally by board staff. These have not yet been identified as findings or areas of concern in a monitoring report. Policies currently being worked on and are in draft form include Records Retention, Program Income, Budget Modification, Unlikely to Return to Work, Fraud and Incident Reporting, and Subaward Closeout policies. Policies not started customized training, Sanctions and Resolutions, Indirect Cost Rate and Cash Management policies
- Governor's Lee County Pilot Program has been approved and we are waiting on the contract. Budget negotiations are currently in process as the allocated funds have restrictions that do not align with the originally proposed program. We convened Lee County employers and they requested that Manufacturing 101 be changed to Employment 101 to focus on soft skills and transferable skills across industries. Project Manager job description is prepared and will be posted as soon as the contract is received from IWD.
- Operations Committee reviewed the Incumbent Worker Training Grant program at their October meeting, and is scheduled for full board approval in November with a launch of January 1st.
- November 16th meeting in Des Moines with IWD staff to discuss realignment and subrecipient requirement.
- Resource Guides were released to the centers that lists assistive technology available, referral process and community resources by county.
- Holding staff appreciation luncheon in Burlington on November 21 and Davenport on the 22nd.
- October 10th in-service professional development day was held for all MVWA center staff in Muscatine.
- Working with Linda Rouse (IWD AJC Division Administrator) on statewide center training.
- One Stop Certification Evaluation Team is planning on completing assessment in January for full board approval in February.
- December 1st Board Training – Muscatine – Registration coming soon - Tentative Agenda includes - Client Simulation, Virtual Reality Headsets, Mississippi Valley Labor Market Information, Incumbent Worker Training (IWT) Grant Program, Employer Transportation Solutions, and Innovative Business Recruitment Strategies.