



Mississippi Valley Workforce Development Board

Disability Access Committee Agenda

Monday, April 15, 2024, at 3:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/88972473539?pwd=dUg5OUdVNDZmWkNFM3UyU1dTNnBCQT09>

Meeting ID: 889 7247 3539

Passcode: 966037

One tap mobile: 13052241968,,88972473539#

Called to Order	Cynthia Whalen
Roll Call	Mandy Tripp
*Consent Agenda	Cynthia Whalen
Excused Absences	
Approval of Agenda	
Approval of Previous Minutes	
*Chair/Vice Chair Elections (Page 5)	Mandy Tripp
EO/Accessibility Monitoring Report (Page 7)	Mandy Tripp
Davenport Event Update Iowa <i>WORKS</i>	Tyler Lanz
Mobile Unit	Tyler Lanz
Job Fair Idea	Mandy Tripp
Ideas for Next Events	Mandy Tripp
Other Business	
Public Comment	
*Adjourn	Cynthia Whalen

*Items Requiring a Vote ** Items Requiring a Roll Call Vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Disability Access Committee (DAC) Meeting Minutes

Monday, January 22, 2024, at 3:00 p.m.

Members Present: Cynthia Whalen, Chad Pratz, Joy Szewczyk, Erika Clark, Travis Robinson (late), and Eva Castillo

Members Absent: James Stout (excused), Maria Gonzales (unexcused)

CEOs Present: Chuck Holmes

Staff Present: Mandy Tripp, Compliance Officer, and Tyler Lanz, Strategic Partnership Specialist

One-stop Operator: Nick Clayton

Equus Staff: Shannon Weaver, Operations Manager, Taylor Longstreth, Operations Manager

Guest: None

CALL TO ORDER

Whalen called the meeting to order at 3:00 p.m.

QUORUM

The committee had a quorum to conduct business.

CONSENT AGENDA

The consent agenda included approval of the agenda, approval of Stout's excused absence, and approval of previous meeting minutes. Castillo made a motion to approve the consent agenda, seconded by Szewczyk, and motion carried.

***LOCAL PLAN QUESTIONS**

Lanz presented the draft answers to the Local Plan, advising that it will go into effect beginning July 1, 2024 through the end of Program Year 2027. Whalen inquired about the use of Accommodation Request Cards at the front desk of the One Stop centers, and whether they were currently in use. Tripp advised that some strategies listed in the Local Plan may not be in place at this time, but will be developed and implemented over the course of the three year period. There was a discussion about the role of the Disability Access Committee in the development of quarterly and semi-annual accessibility training. Clark made a motion to approve the Local Plan questions, seconded by Castillo, and motion carried.

DAVENPORT EVENT UPDATE

Lanz provided an update about the upcoming "Leap Into Inclusion" employer lunch and learn event, which will be taking place on Thursday, February 29, 2024 at the Davenport office. The event will be promoted in the Quad Cities Business Journal, on social media, and through other

news outlets. Lanz has applied for SHRM and HRCI credit to be available for employers who attend. Lunch will be provided to registered attendees using Ticket to Work funds.

ADA ASSESSMENTS

Tripp advised she will be working with Whalen and Pratz to conduct ADA Assessments of both the Davenport and Burlington centers, ensuring that both offices meet accessibility requirements. She will be meeting with Pratz on Thursday, January 25, 2024 in Davenport and with Whalen on Wednesday, February 7, 2024 in Burlington.

OTHER BUSINESS

Tripp advised that the board staff have been selected to present in a DEIA Academy pre-conference session at the National Association of Workforce Boards Forum 2024. Tripp asked the committee for feedback on outreach strategies to promote Iowa*WORKS* services for people with disabilities. Some suggestions were investing in statewide Youtube advertisements, placing printed materials in medical offices, community action offices, and other community locations, and increasing participation in inter-agency meetings.

PUBLIC COMMENTS

There was no public comment.

ADJOURNED

Clark made a motion to adjourn, seconded by Pratz. The motion carried, and Whalen adjourned the meeting at 3:31 p.m.

***Committee Chair/Vice Elections**



Mississippi Valley Workforce Development Board

Disability Access Committee

Cindy Whalen – Chairperson
Chad Pratz – Vice Chair
Eva Castillo – Committee Member
Erika Clark – Required Partner
Maria Gonzales – Core Partner
Travis Robinson – Core Partner
James Stout - Required Partner
Joy Szewczyk – Committee Member

Equal Opportunity & Accessibility Monitoring Report



Mississippi Valley Workforce Development Board

EQUAL OPPORTUNITY & ACCESSIBILITY MONITORING REPORT

DATE: April 3, 2024
TO: Miranda Swafford, Executive Director, MVWA
FROM: Mandy Tripp, Equal Opportunity Officer
RE: PY23 Equal Opportunity and Accessibility Report

PURPOSE OF REVIEW

In compliance with the Nondiscrimination and Equal Opportunity (EO) provisions of the Workforce Innovation and Opportunity Act (WIOA), the local workforce development board (LWDB) completes annual compliance monitoring of each service provider and site within the Mississippi Valley Workforce Area (MVWA).

ELEMENTS OF REVIEW

The LWDB EO Officer conducted equal opportunity and nondiscrimination monitoring on the following dates:

- Service provider (Equus): 2/7/2024
- IowaWORKS site (Burlington): 2/7/24
- IowaWORKS site (Davenport): 3/18/24

The monitoring included: included conversations with service provider management, contract and policy reviews, interviews with employees, and facility walk-throughs.

MONITORING REVIEW

Element I: Assurances

The service provider contracts with the MVWA contain more than the required equal opportunity assurance language. The service provider's contracts provide more than the required equal opportunity assurance language with employers for work-based learning and on-the-job training contracts. The contracts are available in the permanent file. The non-discrimination policy is posted on the MVWA website for the public.

Element II: Equal Opportunity Officers

The MVWA has designated staff to be the Equal Opportunity Officer, she reports to the Executive Director and her information is on the "Equal Opportunity is the Law" posters that are posted in both centers in the breakroom and are given to all new employees. Her email is used on all outreach materials for accommodation requests.

Element III: Notice and Communication

In both the Davenport IowaWORKS and Burlington IowaWORKS, the “Equal Opportunity is the Law” posters are posted at the front entrance in both English and Spanish in plain sight. The posters explain participant's rights along with the IowaWORKS online system when they register for services. Participants are given a printed description of their rights upon entering any WIOA program and sign an attestation form acknowledging that they have read and understand those rights. There are also complaint pamphlets at the front entrance of the centers.

Element IV: Affirmative Outreach

Communications and Outreach

The center staff are trained in using the language line, translator services, and assistive technology. There are “I Speak” signs posted in each center at the entrance. There are translated documents in both centers on services in both English and Spanish. There is a WIOA Title 1 Services flyer available in several languages for the refugee populations we may serve.

Access for LEP Customers

The center offers services in English and Spanish on-site, with access to a language line for additional translator services as needed.

Access for Customers with Disabilities

The center has documents translated into braille and large posters identifying the vast list of assistive technology available in the centers. The flyers/brochures created in MVWA are required to have the EOO statement and Relay information available in the lower right corner of the documents.

Element V: Data and Information Collection and Maintenance

The service provider uses the IowaWORKS online system during a one-on-one session with the participant in an AJC or the customer inputs their data in the IowaWORKS system via their computer. From the time they enter the information, it is password protected and only available to the customer and authorized personnel. Center staff are trained to use the intake forms which ask for pertinent information, the forms are fillable and used during intake.

Element VI: Monitoring

The Compliance Officer in the MVWA is responsible for monitoring the compliance of the local AJCs, WIOA program, One Stop operator, State Monitoring, and fiscal agent monitoring. The State completed on-site monitoring, which included E.O. and accessibility, on 3/19/24 and 3/20/24, at this time that report has not yet been received. Program monitoring has been completed for PY23. The One Stop Operator monitoring is in the final stages with the service provider and the Fiscal Agent monitoring has been started.

Element VII: Compliance with Disability Nondiscrimination Requirements

The Davenport IowaWORKS ADA assessment was completed on 1/25/24 and the Burlington IowaWORKS ADA assessment was completed on 2/7/24. A report was written and submitted to the Executive Committee on 3/5/2024, the committee felt that quarterly checks on the findings were reasonable to ensure that the outstanding issues are corrected promptly. At this time both center managers are working with the landlords to correct the deficiencies found through those center walkthroughs. The staff are trained annually at a minimum on assistive technology. Job

postings are reviewed by the Business Engagement Specialists before entering them into the IowaWORKS System. During staff interviews, they advised they would use the resource guide for accommodation requests and if it was not something the center had, they would ask the center management staff.

Element VIII: Complaint Processing

The MVWA uses the state form for compliant processing. The E.O.O. has been trained by the State E.O.O. in complaint procedures, but at this time, no official complaints have been received. The complaint logs and files are kept in the Center Manager’s office and submitted quarterly to the Local and State E.O.O. Complaint records are stored for 3 years electronically in the E.O.O. department in software that is password protected.

Element IX: Corrective Actions and Sanctions

The MVWA does not have a policy regarding corrective actions or sanctions when a violation is discovered.

IOWAWORKS SITE WALK-THROUGH

The Davenport IowaWORKS walk-through was only missing the “Iowa Believes in Equal Opportunity” poster in the staff breakroom, all other required posters and information was visible and in multiple languages. The staff knew where the assistive technology was located and how to use it.

The Burlington IowaWORKS walk-through was very similar, they were also missing the breakroom “Iowa Believes in Equal Opportunity” poster in the staff breakroom, all other required posters, flyers, and pamphlets were available at the entrance of the center. The staff knew where the assistive technology was located and how to use it.

REVIEW OF DEFICIENCIES

Some issues were immediately corrected, including:

- 1) The breakroom “Iowa Believes” poster missing, was immediately corrected.

The following are the identified unresolved deficiencies, and corresponding corrective actions and due dates. Also listed are the areas of concern.

Findings: A finding is a deficiency in program performance based on material noncompliance with a statutory, regulatory, or program requirement for which sanctions or corrective actions can be posed.

FINDING #1:
The One Stop Operator and Core partners are not reviewing LMI data to ensure that our outreach is consistent with those we serve in our centers.
Cause

The cause for this finding may be due to not having a one-stop operator in place or an outreach plan that requires regular review of the LMI data compared to the local participants served data to ensure the outreach being conducted is appropriate and reaching the broadest audience of people in our local area who may utilize our services.

Regulation/Requirement

MVWA LEP Policy Section H

Corrective Action

A One-Stop operator must be hired and conduct Partner Meetings the topic must be on the agenda for the Core and Required partner meetings at least quarterly for review of the data and how to use it in outreach to ensure we are reaching the right populations to be best served by our centers, the data may be reviewed more often.

Due Date: June 30, 2024

Areas of Concern: A concern is a deficiency in program performance not based on statutory, regulatory, or program requirements, and sanctions or corrective actions are not posed.

AREA OF CONCERN #1:

Summary: A Corrective Actions and Sanctions Policy should be implemented to ensure compliance with WIOA Section 188. 29 C.F.R. § 38.54(c)(2)(vii) requires the Governor (or designee) of each state to establish procedures for obtaining prompt corrective action or, as necessary, applying sanctions when noncompliance is found regarding the nondiscrimination and equal opportunity provisions of WIOA. At this time Iowa does not have a Corrective Actions and Sanctions Policy in place to utilize for local boards to implement in their own areas.

Recommendation

E.O.O. will work with State E.O. to determine what is required by federal regulations for local boards.

Conclusion

If you have questions or disagree with the deficiencies, corrective actions, or due dates, I will meet with you to discuss the issues. If mutual agreement or voluntary compliance cannot be reached, corrective action procedures will be followed.