



Mississippi Valley Workforce Development Board

Executive Committee Meeting Minutes

Tuesday, January 10, 2023, at 5:00 p.m.

Members Present: Dennis Duke, Lori Bassow, Jacob Nye, Mathew Nicol, Kirby Phillips, and Cindy Whalen

Members Absent: None

CEOs Present: Jim Irwin

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Associate Director and Mandy Tripp, Executive Assistant

CALLED TO ORDER

Duke called the meeting to order at 5:00 p.m.

QUORUM

The committee had a quorum to conduct business.

EXCUSED ABSENCES

There were no excused absences.

APPROVAL OF AGENDA

Nye made a motion to accept the agenda as presented, seconded by Nicol, and the motion was carried.

APPROVAL OF MINUTES

Nicol made a motion to approve the previous meeting minutes, seconded by Nye, and the motion carried.

COMMITTEE REPORTS

FINANCE COMMITTEE

Bassow advised there are no issues with invoices, and we are now doing year-to-date comparisons to see how our spending compares to the last program year.

OPERATIONS COMMITTEE REPORT

Nicol advised the only big change to come out of the committee is the Self-Sufficiency Policy change, but he will cover that later on the agenda.

BUSINESS SERVICES COMMITTEE UPDATE

Taylor advised the first meeting of this new committee is on Thursday at 4 p.m. and at that time they will review the business satisfaction survey that will be sent out to businesses monthly. They will also elect a chair and vice chair. Nye confirmed that the chair of the Business Committee will serve on the executive committee, that was confirmed.

NEW BUSINESS

***Q1 OSO KPI REPORT**

Tripp advised Robert Ryan has retired and reviewed a few of the KPIs he documented in his report including meetings held and times traveled to the Davenport Center. Swafford advised due to some of the answers in this review she believes he did not meet the KPI standards for 4, 9, and 12. A new OSO will start on 1/23/23 and with that, there will be more oversight and monitoring twice a year. After IWD did our monitoring they wanted to know how we verified the OSO was completing the job, so it will now be a part of our local monitoring. Whalen made a motion to approve the KPI report. seconded by Phillips, and the motion carried.

***REVIEW OSO KPI SCHEDULE**

Swafford advised the changes to the KPI schedule will be removing the Business Services task away from the One-Stop Operator. There will also be an increase in performance requirements in communication and cross-training for the One-Stop Operator. Swafford advised the new OSO is new to the role and will take some time to settle into the role. Bassow made a motion to approve the KPI Schedule, seconded by Nye, and the motion carried.

***NEW OSC TEAM MEMBER**

Swafford advised the new One-Stop Certification team member is Tim Snyder, who replaced Carolyn Farley as the Burlington Operations Manager. Nicol made a motion to approve the team member, seconded by Nye and the motion carried.

***SELF SUFFICIENCY POLICY MODIFICATION**

Nicol advised the Operations committee had a lengthy discussion about the changes in wages and inflation and they felt it was important to change the policy to reflect those factors. The change removes the wage per hour amount and uses the LLSIL data to determine if a person is self-sufficient. They looked at other limits in programs such as Snap and ultimately came to amounts set in the new policy. Nye made a motion to approve the policy as written, seconded by Phillips and the motion was carried.

***AMPLIFIED DIGITAL CONTRACT**

Nicol advised Amplified has not produced any deliverables two months into their contract, they are still not in alignment with the original scope of the contract, and each time it is clarified they still do not seem any closer to being aligned with the project goals. The last email contact from them was advising they did not understand there would be 4 campaigns and that they would need

more money to complete all 4 campaigns. Duke advised he believes it is time to terminate the contract by mutual agreement by sending them a letter. Nye made a motion to terminate the contract, seconded by Phillips and the motion was carried.

***FRAUD AND INCIDENT REPORTING POLICY**

Swafford presented the policy that was developed as it was pointed out during state monitoring that we did not have it in place. It is a policy that provides guidance on the steps to take when fraud is occurring and when to notify the state as well as the police. Bassow made a motion to accept the policy, seconded by Nicol and the motion carried.

REVIEW ADA ACCESSIBILITY PROGRESS

Whalen advised the biggest challenge is determining how to proceed with the Burlington Center's issue regarding accessible bathrooms in the mall for the public by the food court. They are currently working with anyone who needs to use an accessible bathroom by taking them back to the staff bathroom, but there is not a good pathway to use for the public walking through those areas. To get it corrected it needs to go through IWD to DAS to work with the landlord since IWD is the leaseholder. Swafford will draft a letter to IWD for Duke to sign to have the issue escalated with the landlord by IWD/DAS.

BOARD SURVEY RESULTS

Taylor provided the results of the board survey 17 people responded with the majority satisfied. They gave feedback on training topics for future training which was LMI and Work Based Learning information.

CULTURE SURVEY RESULTS

Taylor advised 23 employees of the Burlington Center and 33 employees in the Davenport Center responded to the survey with the biggest concerns being communication and cross-training. The new One-Stop Operator will focus on those topics and the Staff Inservice on 2/20/23 should help clear up some of these issues. Topics to be covered at the in-service are the Role of the Board, the Role of the OSO, Program Presentations, and a SWOT Activity for team building.

OTHER BUSINESS

Taylor advised there would be a Retrain and Retain lunch and learn on Thursday for the grant program and 35 people have registered.

Nicol advised he is the Chairman of the state youth committee, at their last meeting, they are working on creating a services playbook for youth. It will help with meeting structure, alignment, local area planning, and resources available locally.

PUBLIC COMMENT

There was no public comment.

ADJOURN

Nye made a motion to adjourn, seconded by Nicol, the motion carried, and Duke adjourned the meeting at 5:50 p.m.