



Mississippi Valley Workforce Development Board

Executive Committee Meeting Minutes

Thursday, January 16, 2024, at 4:00 p.m.

Members Present: Dennis Duke, Jacob Nye, Cindy Whalen, Mandy Parchert, Matthew Nicol, and Kirby Phillips

Members Absent: Ryan Drew (unexcused)

CEOs Present: Jim Irwin

Staff Present: Miranda Swafford, Executive Director, Mandy Tripp, Compliance Officer, Tyler Lanz, Strategic Partnership Specialist, and Louise Butherus, Communications Assistant

Guest: Nick Clayton, One Stop Operator

CALLED TO ORDER

Duke called the meeting to order at 4:01 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda and approval of previous meeting minutes. Nye made a motion to approve the consent agenda, seconded by Parchert, and the motion carried.

STANDING REPORTS

YOUTH COMMITTEE REPORT

Nye presented the Youth Committee report, highlighting some of the outreach strategies that are being undertaken by the Youth program and discussing performance metrics and deliverables.

OPERATIONS COMMITTEE REPORT

Nicol reviewed the Operations Committee report, summarizing information from the One Stop Operator reports, Adult and Dislocated worker program, and the Title III services.

FINANCE COMMITTEE REPORT

Lanz presented the Finance Committee report, reviewing the program, One Stop Operator, and fiscal agent invoices that were approved for October and November.

BUSINESS COMMITTEE REPORT

Parchert discussed the Business Committee report, highlighting three recent approvals for the Retrain & Retain grant. Parchert also reviewed a recent policy modification.

NEW BUSINESS

***ONE STOP OPERATOR KPI REPORT**

Clayton presented the key performance indicators (KPIs) for Q2, which ran from October 1, 2023 – December 31, 2023. The KPI to maintain a customer satisfaction rate of at least 85% was not met, prompting further discussion. Clayton advised the KPI was met for October and November, and attributes the lower rate in December to significantly increased traffic in the IowaWORKS centers, which has been attributed to ongoing issues with unemployment claims for seasonal and temporarily laid off workers. Nye inquired about the disconnect between the customer satisfaction rate being discussed and the one that is reported in the Youth Committee meetings. Swafford clarified that the survey being discussed is the IowaWORKS system survey, as opposed to the Title I service provider survey that is reported on in the Youth Committee meetings. Clayton advised that he filters state-specific comments from the survey results, and those comments are provided to IWD monthly. The state-specific comments are typically related to claims being backed up at the state level, issues with the IowaWORKS case management system not being user-friendly, and excessive wait times for the unemployment customer help line, all of which can cause customers' claims to be locked and them to miss out on payments. Clayton described some of the difficulties in discerning which comments are related to the state systems and which are related to the local area, as some customers' comments are vague and do not specify. In those cases, the results are included and applied to our local area customer satisfaction rate, which may contribute to the lower results as well. Clayton also advised the committee of his resignation. Clayton must show satisfactory progress in 11 out of 13 measures to be determined to have satisfactory performance. Nye made a motion to accept the One Stop Operator KPI report, seconded by Phillips, and the motion carried.

***RETRAIN & RETAIN POLICY MODIFICATION**

Lanz presented the modifications to the Retrain & Retain policy which would remove the Iowa residency requirement for employees receiving training under the Retrain & Retain Incumbent Worker Training Grant. Nicol made a motion to approve the policy modification, seconded by Nye, and the motion carried.

***RFPs**

Swafford reviewed the RFPs for the Adult/Dislocated Worker Program, Youth Program, and One Stop Operator Services. Swafford discussed that some members of the RFP committees had been in favor of pay-for-performance contracts to determine the percentage of profit that service providers are allowed to charge, but that the state does not have policy surrounding pay-for-performance contracts. Instead, the RFPs indicate that service providers will be able to charge 7% the first year, with the option to increase by 1% each of the following years up to the maximum of 10%, as long as they are meeting their goals. Swafford discussed that the RFPs also incorporate more reporting requirements, professional development opportunities for service provider staff,

and updated goals. Swafford advised that risk assessments will be conducted during contract negotiations as well. Nye made a motion to approve the Adult/Dislocated Worker Program, Youth Program, and One Stop Operator RFPs, seconded by Parchert, and the motion carried.

***MEALS PER DIEM REVISIONS**

Swafford presented the current travel policy for discussion of meal reimbursement and advised the committee about the limitations of strictly using the Federal per diem rate, namely the definition of daily travel as being longer than 12 hours. Irwin and Phillips offered to provide sample language, and Swafford will develop a revision to the travel policy. Nye motioned to table this topic until the next meeting, seconded by Phillips, and the motion carried.

HIRED & NON-OWNED AUTO COVERAGE

Lanz presented an updated quote for hired and non-owned auto coverage. Lanz has reached out to several insurance companies for quotes and has not had any luck. Some companies only offer this coverage in conjunction with general liability policies, while others only offer hired and non-owned coverage if it is contractually required by the employer of record. Swafford advised that we will be required to obtain quotes for general liability insurance at the end of the program year, and can re-visit this topic at that time.

OTHER BUSINESS

Louise Butherus has started as the board's Communications Assistant.

Nicol advised that he has resigned his role with the board and will be working with board staff on a transition.

Swafford reported that the board submitted three presentation proposals to the National Association of Workforce Boards Forum in March, and two of them have been accepted.

PUBLIC COMMENT

There was no public comment.

***ADJOURN**

Nye made a motion to adjourn, seconded by Whalen, and the motion carried. Duke adjourned the meeting at 4:56 p.m.