



Mississippi Valley Workforce Development Board

Executive Committee Agenda

Monday, October 25th, 2021, at 5:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/84928207884?pwd=TFVaYnppWitDYzFQQnZl aEkxYTdOUT09>

Meeting ID: 849 2820 7884

Passcode: 001326

One tap mobile: +13017158592,,84928207884#

Called to Order	Dennis Duke
Roll Call	Phyllis Wood
*Excused Absences	Dennis Duke
*Approval of Agenda	Dennis Duke
*Approval of Previous Minutes	Dennis Duke

Standing Reports

Operations Committee Report	Matthew Nicol
*Rapid Response Policy	
Youth Committee Report	Jacob Nye
*Objective Assessment Policy	
Finance Committee Report	Lori Bassow
Disability Access Committee	Cindy Whalen

New Business

*Executive Assistant 90 Day Review	Dennis Duke
*Nonprofit Filing Fee	Dennis Duke
*Modified ED Job Description	Dennis Duke
* OSO Agreement	Miranda Swafford
*Annual Report	Miranda Swafford
Business Needs Survey Report	Miranda Swafford
One Stop Operator Review	Robert Ryan
Draft Manual Approval	Miranda Swafford
Other Business	
Public Comment	
Adjourn	Dennis Duke

*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: Miranda Swafford director@mississippivalleyworkforce.org or at 319-759-8980



Mississippi Valley Workforce Development Board

Executive Committee Meeting Minutes

Tuesday, September 28th, 2021 at 5:00 p.m.

Members Present: Dennis Duke, Cindy Whalen, Mathew Nicol, Lori Bassow (late), and Jacob Nye

Members Absent: Kirby Phillips

CEOs Present: Jack Willey

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

Service Provider Staff Present: None

CALLED TO ORDER

Duke called the meeting to order at 5:01 p.m.

QUORUM

The committee had a quorum to conduct business.

EXCUSED ABSENCES

Nye made a motion for Phillips to be excused, seconded by Nicol, motion carried.

APPROVAL OF AGENDA

Nicol made a motion to accept the agenda with no additions, seconded by Whalen, motion carried.

APPROVAL OF MINUTES

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

Standing Reports

OPERATIONS COMMITTEE

Nicol explained there was no report due to lack of quorum; the next meeting is Oct 14, 2021.

YOUTH COMMITTEE

Nye reported the need for a mentoring policy as one of the fourteen required elements of Youth Services and the committee requested Swafford reach out to Cassie Gerst for information and guidance. Youth Services for August as reported by Equus included 11 contact with potential participants; \$3,831 spent on WEX; \$1,527 spent on Support Services; 3 OSY enrollments in August; due to open staff positions, average caseload was 31.7; two participants entered WBL, six gained unsubsidized employment, and three earned credentials.

FINANCE COMMITTEE

Swafford presented the Finance Committee is presenting the Travel Policy and Credit Card Policy and a need to discuss an approval of expenses policy. Nye questioned the exclusion of alcohol which Swafford said is a federal requirement. Nye asked about no gasoline reimbursement which Swafford explained is because there is

mileage reimbursement to cover fuel expenses. Nye moved to approve the Travel Policy as presented, seconded by Bassow. Nicol led a discussion about benefits of using a third-party software for travel approval and reimbursement such as SAP Concur which concluded with the ROI may not make it appropriate for the board. Nicol also asked about having the travel form be digital which Swafford stated the form would be fillable and could be signed via DocuSign. The motion was voted on and carried. Whalen made a motion to approve the Credit Card Policy as presented, seconded by Nicol, motion carried. Discussion about approval of spending from the Admin Budget approved money pools centered around whether there should be a threshold amount that required approval concluding with a \$2,000 spending threshold over which would require approval. Bassow questioned the Executive Director job description language regarding entering into contracts. Swafford explained the piece is referring to non-service provider/partner contracts such as to reserve a banquet hall. There is language in the job description that references these contracts are approved by the MVWDB/committee.

DAC COMMITTEE

Whalen reported on the all-partner staff training on October 11 to include recognition of four businesses, Bob Ryan presenting on his role and responsibilities as One-stop Operator, motivational interviewing, and assistive technology. DAC meets again October 18 @ 3pm. There is an upcoming job fair September 30 at Heartland Harley Davidson in Burlington, tentatively October 22 in Henry County, and November 9 in Lee County.

New Business

FIREWALL POLICY

Swafford presented the requirement to have a firewall policy that distinctly outlines the responsibilities of all parties and ensure an entity is not performing oversight of themselves. All members acknowledged reviewing the policy. Nicol made a motion to approve the Firewall Policy as presented, seconded by Bassow, motion carried.

INVENTORY/ TAGS

Swafford reported there are 20 laptop computers in storage with no operating system. Wood relayed the units were six to thirteen years old. Discussion among committee members concluded with a decision to junk the computers. Whalen made a motion to discard the laptops, seconded by Nicol, motion carried. Swafford stated the board needed to retag their inventory items with tags that were more durable and questioned whether all board inventory items needed board tags or just items not inventoried by IWD. Consensus was that all items should be tagged and if there was a need/ benefit to using a third-party software to manage inventory that would be supported. Wood felt the physical inventory checks with the spreadsheet was fine for now but as inventory grows it may become necessary.

FORMAT OF FINANCIAL SUMMARIES

Swafford reviewed three options for financial summary reporting. The board consensus was for a hybrid of the information to include Monthly Expense, Total Available, Remaining Balance, Percent Spent, and Amount to be Spent by Specific Date and to include all programs in one table.

COUNTY OFFICE HOURS

Swafford intended to report on the locations available but due to changes asked to table this topic until the next meeting. Willey provided the New View Center has been renamed the HACAP Center.

PERFORMANCE DATA

Swafford reported the performance data in the packets was out of date. The state has now more accurate numbers and are still making changes through October 1st. The performance data will be presented at a future meeting.

MONITORING

Swafford presented the breadth of data requested for the state monitoring and the monitoring schedule for the onsite visit of the Burlington center October 5-6.

DECEMBER 2ND PARTICIPANTS

Discussion about who could be invited to the December 2nd Board Training session with the consensus being all required partners, Economic Development and Chamber staff within the MVWA as well as South Central Workforce Development Board members and staff. Whalen made a motion to include the required partners, Economic Development, Chamber, and South Central staff, seconded by Nicol, motion carried.

MANUAL CONTENTS

Swafford presented a list of topics to include in the board manual and asked the board if they wanted to include a list of individuals serving on the various committees and current year financials even if that meant the manual would have to be reproduced each year with updated information. The consensus was to include the additional information.

OTHER BUSINESS

Willey celebrating his 53rd wedding anniversary by being present at the executive committee meeting.

PUBLIC COMMENT

There were no public comments.

ADJOURN

Nicol made a motion to adjourn, seconded by Whalen, Duke adjourned the meeting at 6:12 p.m.



Mississippi Valley Workforce Development Board

Operations Meeting Report for Executive Committee Prepared October 18, 2021

Highlights

Title I Updates

- September there were 705 participant contacts.
- There was \$2,135 written for on the job training (OJT) with four participants entering OJT in September.
- \$7,375 in vouchers for support services.
- Enrollments for September included 18 Adults, 0 DW and 0 NDWG.
- The average case load was 51 for Adult and 31 for DW.
- Outcomes included four exited with credentials and four exited to unsubsidized employment. Legacy in Action customer satisfaction rate was 90.41%.

Title III Updates

- August unemployment rates for the counties in MVWA had Des Moines County highest at 6.2% with the overall trend moving lower.
 - Requested Joblessness rate
 - Asked for clarification on part-time and if they factor in to employed or unemployed.
- Enrolled individuals at 60 for Davenport and a total of 70 for Burlington.
- The Employer's Council of Iowa (ECI), an advisory group to guide IWD's business focus, provided an informational session titled All Things Unemployment on August 26 to approximately 390 attendees.
- Locally, the Mississippi Valley ECI, southern area, hosted an event covering the Fair Labor Standards Act. These events can be attended by anyone but are geared toward human resource professionals.
- There are two upcoming job fairs planned: one drive through job fair in Mount Pleasant and an in-person job fair in Lee County.

Approvals

- Rapid Response Policy
 - Seeking clarification on Permissible Layoff Aversion Activities, bullet point #3 regarding Funding feasibility studies



Mississippi Valley Workforce Development Board

Rapid Response

Date Approved:

Effective Date:

Purpose

This policy provides guidance to the Iowa *WORKS* Centers in the Mississippi valley Workforce Area (MVWA) in providing Rapid Response activities and services to employers and workers who have been affected by lay-offs, plant closures, and down-sizing. Under the Workforce Innovation and Opportunity Act (WIOA), Rapid Response activities are carried out in local areas by Local Workforce Development Boards working in conjunction with Iowa Workforce Development (IWD) and other stakeholders. The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, or responding to layoffs and dislocations; in addition to preventing or minimizing their impacts on workers, businesses, and communities.

Policy

The Mississippi Valley Workforce Development Board (MVWDB) works in partnership with IWD to provide quality Rapid Response activities. Rapid Response activities in MVWA are intended to shorten the time between worker dislocation and reemployment by developing local strategies.

A successful Rapid Response system includes

- Information and direct reemployment services for workers.
- Solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including business engagement and layoff aversion strategies.
- Facilitating connections, networks, and partners to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice.
- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.
- Develop layoff aversion strategies.

When Rapid Response is Required

Rapid Response services and activities, which encompass strategies necessary to plan for and respond to the needs of employers and affected workers, must be delivered as quickly as possible when one or more of the following circumstances occur:

- Announcement or notification of a permanent closure, regardless of number of workers.
- Announcement or notification of a mass layoff.

- A mass job dislocation resulting from a natural disaster or other disaster.
- Filing of a Trade Adjustment Assistance (TAA) petition.
- Worker Adjustment and Retraining Notification (WARN) Act notice has been filed.

Required Rapid Response Activities

Rapid Response teams must conduct immediate and on-site contact with the employer, representatives of the affected workers, and the local community, including an assessment and plans to address the:

- Layoff plans and timeline of the employer.
- Background and probable assistance need of the affected workers.
- Reemployment prospects for work.
- Available resources to meet the short and long-term assistance needs of the affected workers.

Staff must provide information and access to unemployment compensation benefits and programs (such as Short-Time compensation), comprehensive one-stop delivery system services, available career and training activities, as well as information on the Trade Adjustment Act (TAA) program, the GI Bill, and other resources.

Necessary services and resources must be delivered, to include workshops and classes, use of worker transition centers, and job fairs to support reemployment efforts for affected workers. Emergency assistance adapted to the particular layoff or disaster must also be provided. Staff must also deliver services to worker groups for which a petition for TAA has been filed. If activities needed exceed the capacity of the local area, the MVWDB may apply for additional assistance from IWD when available.

Partnership between local Iowa *WORKS* staff, MVWDB staff, and Chief Elected Officials (CEO) is required to ensure a coordinated response to the dislocation event and as needed, obtain access to economic development assistance. Partnerships must also be established with other appropriate federal, state, and local agencies and officials, employer associations, technical councils, other industry business councils, labor organizations and other public and private organizations, as applicable, in order to:

- Conduct strategic planning activities to develop strategies for addressing dislocation events and ensuring timely access to a broad range of necessary assistance.
- Develop mechanisms for gathering and exchanging information and data relating to potential dislocations, resources available, and the customization of layoff aversion or Rapid Response activities, to ensure the ability to provide Rapid Response services as early as possible.

Layoff Aversion Activities

Layoff aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs. An effective layoff aversion system allows states and local areas to play an active role in shaping and maintaining a competitive, resilient local workforce. WIOA requires states and local areas to include layoff aversion as an integral component of Rapid Response.

A sound layoff aversion infrastructure should include early warning systems, and can include close communication with employer representatives, industry groups, organized labor, utilities, or local media; and/or assessment of labor market trends and economic data to assess the health of businesses.

Employers must be informed about their legal responsibilities to issue advance notification of layoffs and closures.

Permissible Layoff Aversion Activities

Rapid Response programs have the discretion to determine which strategies and activities are applicable in given situations. Activities may include:

- Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs.
- Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible.
- Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs.
- Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity.
- Connecting companies to:
 - Short-Time compensation or other programs designed to prevent layoffs or to reemploy dislocated workers quickly, available under Unemployment Insurance programs.
 - Employer loan programs for employee skill upgrading.
 - Other Federal, State, and local resources as necessary to address other business needs that cannot be funded with resources provided under WIOA.
- Establishing linkages with economic development activities at the federal, state, and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities.
- Partnering or contracting with business-focused organizations to assess risk to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered.
- Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer.
- Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses.
- Connecting business and workers to short-term, on-the-job, or customized training programs and registered apprenticeships before or after layoff to help facilitate rapid employment.

IWD or MVWDB may devise other activities or strategies intended to minimize the negative impacts of dislocation on workers, businesses, and communities.

Iowa Workforce Development Process for WARN's

When IWD receives a WARN:

- IWD Program Coordinator will confirm receipt of WARN with business and inform them that the local Iowa*WORKS* Rapid Response Team will be in contact.

- IWD Program Coordinator will enter WARN into Iowa*WORKS* generating a Rapid Response Number.
- IWD Program Coordinator will send an email to the MVWDB, local leadership and Rapid Response Coordinator (RRC).
- IWD Program Coordinator will update the WARN log.

Local Iowa*WORKS* Process for WARN's

The MVWDB RRC will be the responsibility of the Title I Adult/DW service provider in the two Iowa*WORKS* Centers. The Title I service provider will notify the MVWDB of which staff person will serve as the RRC in each center. The RRC will be responsible for entering required data and information into the Iowa*WORKS* case management system. When a WARN is received the following process should be followed:

- Local RRC will make contact with the business to make them aware of Rapid Response activities and set an Employer Meeting within 48 hours of receiving notice of the WARN email from the IWD Program Coordinator.
- Document in Iowa*WORKS* under the Business Profile with Service E-11 Provided Rapid Response/Business Downsizing Assistance.
- Send calendar invite to local Rapid Response Team, MVWDB, Trade Coordinator, Union Representative, and any other partner program that may be appropriate for Employer Meeting. Meetings should be held in-person when possible.

Local Iowa*WORKS* Process for Non-WARN

- Local RRC makes contact with company to make them aware of Rapid Response, gather information on dislocation, and set Employer Meeting.
- RRC will notify the MVWDB who will contact the IWD Program Coordinator to enter the information in Iowa*WORKS* to generate the Rapid Response Number.
- RRC will document in Iowa*WORKS* under the Business Profile with Service E-11 Provided Rapid Response/Business Downsizing Assistance.
- RRC will enter information on Local Layoff Rapid Response (new form).
- RRC will send calendar invite to local Rapid Response Team, MVWDB, Trade Coordinator, and any other partner program that may be appropriate for Employer Meeting.

Employer Meetings

- Send the Iowa*WORKS* website to company contact to distribute to workers to register and complete the Dislocated Worker Survey. (Ideally the surveys will be completed prior to the WIM).
- Gather information about the workforce and the potential needs.
 - Layoff Plans and schedule.
 - Background and possible assistance needed for workers.
 - Re-employment prospects.
 - Available resources through business.
 - TAA eligibility.

- Planning and delivery of other services such as workshops or job fairs.
- Explain WIOA services.
- Set Worker Information Meeting (WIM) by determining the best approach to deliver necessary resources and services.

Setting WIM

Local RRC will set up WIM Event in Iowa *WORKS*

- Event Category: Rapid Response.
- RR Events: search for RR event number.
- Location Type: On Site Event, Off Site Event, or Online Event.
- Customer Group: Self Service/Registered Individual Only (110 Attended Rapid Response Worker Information Meeting).

Worker Information Meetings (WIM)

Rapid Response teams will work with the affected workers to provide important information and services that enhance re-employment opportunities, including but not limited to:

- Career counseling and job search assistance.
- Resume preparation and reemployment-focused workshops.
- Unemployment insurance benefits.
- Information about education and training opportunities.
- TAA overview.
- Information on the impact of layoffs on health coverage and other benefits.
- Partner resources.
- Gather any Dislocated Workers Survey's that were not completed.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities

Categorization of Rapid Response Activities

Title 20 CFR Section 682.330

Activity	Required	Allowable	Prohibited
Conducting planning meeting with employer	X		
Assessing layoff aversion potential	X		
Conducting orientation meeting with employees	X		
Providing TAA orientation	X		
Delivering/mailing Rapid Response informational materials	X		
Providing access to Iowa <i>WORKS</i> on-site, using company's or mobile facility	X		
Enabling participants to register with Iowa <i>WORKS</i> onsite	X		
Job fair or information expo focused on one or more dislocation events, at or not at the dislocation site	X		
Coordinating Labor-Management/Workforce Transition Committee	X		
Providing information about services available in the AJCCs and setting up systems to provide on-site access to information and services	X		
Providing training orientation on industry specific opportunities	X		
Providing resources for food, shelter, clothing, and other emergency assistance	X		
Conducting Business Engagement Activities	X		
Conducting Research on Business Activities	X		
Devising layoff aversion strategies with employer	X		
Providing layoff aversion technical assistance to employer	X		
Conducting business services workshops	X		
Training affected workers to upgrade skills for another position in company	X		
Attending Regional Roundtable		X	
Attending conferences		X	
Conducting interview technique workshops		X	
Conducting job search assistance and resume writing workshops		X	
Completing Unemployment Insurance applications			X
Job fair or information expo not related to a dislocation event			X



Mississippi Valley Workforce Development Board

Youth Committee Report

Prepared October 19, 2021

Equus Update July:

- 206 contacts with potential participant in the month of September.
- \$890 paid in incentives.
- 1 ISY and 4 OSY enrollments during the month of September.
- Average case load is 32. High due to open staff positions.
- Outcomes included one measurable skills gain and one unsubsidized employment

Mentoring Update

- Tabled until technical assistance received from state.

Approvals

- Objective Assessment Policy



Mississippi Valley Workforce Development Board

Objective Assessment Policy

Approved Date:

Effective Date:

Purpose

The Mississippi Valley Workforce Development Board (MVWDB) provides this guidance on the assessment practices that are to be utilized by the Iowa *WORKS* one-stop centers in the assessments of WIOA participants.

Background

The goal of WIOA is to align services, establish consistency with WIOA partners and to promote program collaboration within the Iowa *WORKS* system creating greater efficiency in utilizing existing assessment processes while decreasing duplication of services within the WIOA partner system.

Policy

An Objective Assessment (OBA) is an initial service activity required to be provided to each Title I participant per section 129 (c)(1)(A) of WIOA. The OBA process collects information upon which a participant's Individual Employment Plan (IEP), or Individual Service Strategy (ISS) will be based. An OBA is a mutual exchange of ideas and opinions, discussion and deliberation which includes an examination of the capabilities, needs, and vocational goals of a participant. OBAs include a review of the academic and occupational skill levels, as well as the service needs and strengths, of each participant for the purpose of identifying appropriate services and career pathways for participants and informing the IEP or ISS. The IEP and ISS should be Developed, and updated as needed, based on the needs of each participant that is directly linked to one or more indicators of performance described in WIOA sec. 116(b)(2)(A)(ii),

Assessment Components

Such assessment is to be participant-centered and a diagnostic evaluation of a participant's employment barriers. The assessment should take into account the participant's family situation, general health, work history, education, occupational skills, interests, aptitudes (including interests and aptitudes for nontraditional occupations), attitude towards work, motivation,

behavior patterns affecting employment potential, support service needs and personal employment information as it relates to the local labor market.

The purpose of the OBA is to identify appropriate services and career pathways that are supported by the assessment and appropriate for the individual Youth participant and all information must be incorporated into the youth's ISS.

The OBA is an ongoing process that requires the grantee staff to remain in close consultation with each participant to continuously obtain current information about the participant's progress that may be relevant to his/her IEP. The results of the OBA must be shared verbally with the participant and must be used to develop the IEP or ISS in partnership with the participant. OBA is a process that requires more than one appointment between the participant and the career planner to conduct all the necessary portions of the assessment. The OBA activity must be clearly documented in the data management system including the type of assessment used and the results of that assessment. Documentation of a mutual conversation between the career planner and participant of the results is also required.

Objective Assessment Tools

An OBA is a procedure designed to comprehensively assess the skills, abilities, and interests of each employment and training participant using diagnostic testing and other assessment tools.

The methods used by the grantee in conducting the OBA may include:

- Structured in-depth interviews.
- Skills and aptitude assessments.
- Performance assessments (for example, skills or work samples, including those that measure interest and capability to train in nontraditional employment).
- Interest or attitude inventories.
- Career guidance instruments.
- Aptitude tests.
- Basic skills tests.

Requirement for Timing of Assessment

Portions of assessments conducted by other American Job Center (AJC) partners, may be used to collect information for the OBA as described in this section. Such assessments must have been completed within one year prior to enrollment. Any tests of reading, writing, and computation skills must have been completed within six months prior to enrollment.

Basic Skills Assessment Requirements

In assessing basic skills, local programs must:

- Use assessment instruments that are valid and appropriate for the target population.
- Provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

For purposes of the basic skills assessment portion of the OBA, local programs are not required to use assessments approved for use in the Department of Education's National Reporting System (NRS), nor are they required to determine an individual's grade level equivalent or educational functioning level (EFL), although use of these tools is permitted.

Rather, local programs may use other formalized testing instruments designed to measure skills-related gains. It is important that, in addition to being valid and reliable, any formalized testing used be appropriate, fair, cost effective, well-matched to the test administrator's qualifications, and easy to administer and interpret results.

Alternatively, skills related gains may also be determined through less formal alternative assessment techniques such as observation, folder reviews, or interviews. The latter may be particularly appropriate for youth with disabilities given accessibility issues related to formalized instruments.

In contrast to the initial assessment described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, local programs must use an NRS-approved assessment for both the EFL pre- and post-test to determine an individual's educational functioning level.

Previous basic skills assessments that have been conducted within the past six months may be used if available. This may include assessments completed by a secondary school, Vocational Rehabilitation, Adult Basic and Literacy Education, or other education or training providers.

Basic Skills Assessment Requirement for Timing of Testing

If basic skills goals are set for Youth, tests for determining grade level must be given within 30 days of the goal being established. Individuals with disabilities that preclude testing who are obviously at or below the eighth-grade level may be reported that way. Individuals who have a college degree or a two-year associate degree do not need to be tested. They may be reported as having a 12th grade reading and math level.

Basic Skills Assessment Tools

Basic skills assessment for Youth eligibility will be completed at the time of the OBA; for Adults the OBA will be completed if deemed necessary by the Career Navigator. Adults who are English language learners may also complete a basic skills assessment. Workforce system staff will make the most of partnerships with local organizations, including but not limited to, WIOA Title II Adult Education and Literacy and WIOA Title IV Vocational Rehabilitation.

The MVWDB will determine basic skills level by utilizing the following methods:

- In-School Youth basic skills will be assessed by utilizing records from the educational institution in which the youth attends. This information will be coordinated by using the

“Authorization for Release of Confidential School Records” form. When school records are not available TABE, and CASAS can also be used.

- Out-of-School Youth and Adults with or without a High School diploma or equivalent may be assessed using TABE or CASAS test and may be conducted with our WIOA Title II Adult Education and Literacy partners (AEL). The Work Keys Assessment (NCRC). Scores can also be used for assessments and a Bronze Level or below indicates individual is basic skills deficient.
- Adults with Limited English Proficiency (LEP) may be assessed by our WIOA Title II Adult Education and Literacy partners

An exception to the above is if an Adult participant reports:

- They possess an associate’s degree or higher.
- Documentation of entrance exams required by a post-secondary education provider, with scores showing that participant does not require remedial courses.
- Documentation of a 3.0 GPA or higher based on post-secondary attendance within the prior 12 months.

Assessment Interpretation

Case managers should become familiar with the types of assessments administered to customers and should have a solid understanding of the results and what they mean. Case managers should also be prepared to explain the assessment results to the customer in a meaningful way, rather than just briefly covering the data or numbers.

Reasonable Accommodation

Under Section 188 of the Workforce Innovation and Opportunity Act and related regulations, providers must provide reasonable accommodations to qualified individuals with disabilities, unless providing the accommodation would cause undue hardship. No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient’s service, program, or activity or be subjected to discrimination by any recipient because a recipient’s facilities are inaccessible or unusable by individuals with disabilities.

Equal Opportunity and Nondiscrimination Statement

All Recipients, and Sub recipients/Sub grantees must comply with WIOA’s Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

**Financial Report
Expenditures Through
9/30/2021**

25% Through Program Year

Funding Stream	Expended	% of Total Available	Total Available	Remaining Balance	Required to be Spent by 6/30/2022	% of 6/30/2022 Requirement
Adult	238299.93	21.64%	1,100,967.64	862,667.71	903,843.84	26.37%
Dislocated Worker	106878.09	12.27%	870,737.27	763,859.18	734,632.27	14.55%
Youth	125811.08	7.77%	1,618,418.93	1,492,607.85	1,377,611.59	9.13%
Nat. DW Grant	19022.08	6.84%	277,946.94	258,924.86	277,946.94	6.84%
Admin	51526.98	10.88%	473,726.54	422,199.56	156397.36	32.95%
					Must be Spent by 12/31/2021	
Rapid Response	59389.19	82.48%	72,000.00	12,610.81	14,866.20	
Transition	504.63	24.50%	2,059.66	1,555.03	2,059.66	
		Total Available	4,415,856.98			



Mississippi Valley Workforce Development Board

Disability Access Committee (DAC) Report Prepared October 19th, 2021

Highlights

- DAC meeting held on October 18th, with no quorum.
- Current membership is 15 since both the Davenport and Burlington DAC's merged. An email has been sent to the committee explaining the new structure, roles and responsibilities and attendance requirements.
- Both Burlington and Davenport have scheduled meetings to review current inventory available in the centers. They will evaluate what technology is available, where it is located, if it is up-to-date and whether staff are trained on how to use the technology.
- Once the IWD monitoring report has been received Whalen and Swafford will meet to compare minimum requirements with the current technology available. The list will be presented to the DAC for further recommendations.
- Once a technology list has been finalized and approved by the board a complete list of accommodations will be incorporated into the center Resource Guide with short descriptions on how to use each product for staff reference. Additionally, job seekers will have access to the list as well.
- The committee will continue to meet on a quarterly basis unless it is determined by the board or requirements that additional meetings are necessary.
- The committee will recommend to the One Stop Operator specific accessibility trainings to be provided at the quarterly partner meetings and the center in-service days.
- In January the committee will start working on the development of a Disability Awareness Campaign.
- In January the committee will schedule the ADA assessments for each center as required.

Approvals

- Approve DAC as an official board committee.
- Approve membership list (if available). Would the executive committee consider allowing Title I staff to serve on this committee?

New Hire Employee 90 Day Review

Employee: Phyllis Wood Hire Date: 6/21/2021

Employees Feedback:

List two things that are going well?

Learning the workforce system and understanding the board's role and responsibilities.

What are your goals for the next 3 months?

Implement technologies to make work more collaborative such as moving email to Outlook so mail/calendar management are possible and upgrade Dropbox to make file management more efficient.

Continue to learn and understand workforce systems.

What were your greatest challenges during the first 90-day review period?

Technology consistency, such as not having upgraded Doodle, Zoom (corrected), and Dropbox; using G-Suite products while inefficiently blended with Microsoft products; having to move my organizational process from products I am familiar with to other platforms.

Lack of trust; I understand I am learning a completely different industry and there needs to be oversight, but I am also a professional, so to be told I cannot be told something relevant to the board because it is confidential or to be questioned about the time it takes me to complete 'new to me' tasks or projects in programs that leadership is unfamiliar with, is demoralizing.

What can the board staff and its members do to help you meet these challenges or goals and help you be more effective in your position over the next review period?

Trust that you hired a professional who is committed to your organization, accept new technologies and/or programs.

Supervisor's Feedback

(Complete in advance of discussion with employee)

How is the employee performing/progressing and fitting in with the group?

Explain:

Phyllis is showing progress on learning a complex system and has the ability to learn. There has been visible improvement in taking minutes and distributing in an adequate timeframe. She is always open to trying new systems and technology to improve collaboration. Overall, most individuals that have interacted with Phyllis say she is knowledgeable and friendly. She learns new software programs quickly and has increased the professionalism of the board manual and annual report. She is always willing to jump in and assist with new projects and ask good questions.

Are there any areas in which the employee needs to improve their performance?

Yes No

Explain:

Areas for focus of improvement are attention to detail, formatting and editing. Frequently documents/minutes require further edits, agendas and packets are incorrect from time to time. Ensure consistency in documents in regards to formatting, use of acronyms, and capitalization. I feel that some of these issues may improve with the implementation of the new shared Dropbox system, making it easier to determine the most recent copy of a document. A way to reduce on errors is to review documents at least twice prior to emailing the document.

Meeting deadlines is an area for improvement. Tasks are not always completed as designated, or reminders have to be given. When in doubt of priority ask for assistance. Teams tasks has been implemented but is frequently not updated, or reflect the activities completed. Agendas have frequently not been posted within the 24-hour deadline as required by the public meeting law.

Improvement also needs to occur when taking notes and the relaying of that information. Several instances have occurred where she was asked to remind the executive director of something after a meeting and it did not occur. Over the next 3 months the shift needs to move from the executive director providing reminders to the executive assistant providing reminders to the executive director.

Continue to work on increasing productivity and efficiency which should come with further understanding of the system, expectations, and the implementation of new technology. High quality work is essential in this role and will be expected.

Working in a remote environment comes with many challenges, one being effective communication. Although I feel this has been challenging at times, I do believe that progress is being made in the right direction.

Summary of Discussion with Employee

Questions were asked of the employee to clarify specific issues identified in her portion of the 90-day review. Participating in more WorkforceGPS webinars when time allows would allow her to continue increasing her knowledge of the board and the workforce system.

A discussion was held around the various technologies currently being used. The executive director and Phyllis will set time aside to consult with an IT expert on how to fix the Microsoft 365 issues across computers. DoodlePoll will be upgraded to the premium version so that we have the capability to see who poll's have been sent to. Another part of the technology discussion was around moving from familiar platforms to new software due to cost.

Next, the issues regarding confidentiality were discussed. It was clarified that the instance that was identified in the review was personal information from a board member that was not shared with the executive assistant. Moving forward the word "personal information" will be used rather

than confidential to ensure that there is no appearance of trust issues or the withholding of relevant information related to work activities.

Board Chair Dennis Duke added that the way the board is currently operating is significantly different than the past. A significant amount of the boards responsibility now is oversight and accountability and is new to all involved. There are currently more eyes on everything now after the merger and restructuring for WIOA compliance.

It was agreed that the areas for improvement identified by the executive director were accurate and steps will be made over the next three months to correct these issues. Although the upgrade to Dropbox for Business was just implemented earlier in the week it has already increased efficiency for file management.

The discussion wrapped up with clarifying that leadership is not just the executive director but the 19-member board that brings a variety of expertise and contributes to the success of the MVWA and can always be tapped into as resources.

DocuSigned by:
Phyllis Wood
Employee Signature: 48CEB5FAF68C45B... Date: 2021-Oct-19 | 14:14:06 CDT

Supervisor's Signature: *Murad Surghal* Date: 10/19/2021

Board Chair Signature: *[Signature]* Date: 10/19/21

Certificate Of Completion

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Time Zone: (UTC-08:00) Pacific Time (US & Canada)	418 Leffler Street
	West Burlington, IA 52655
	assistant@mississippivalleyworkforce.org
	IP Address: 207.199.224.53

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10/19/2021 12:12:28 PM	assistant@mississippivalleyworkforce.org	

Signer Events

Phyllis Wood
 assistant@mississippivalleyworkforce.org
 Executive Assistant
 Mississippi Valley Workforce Development Board
 Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
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Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/19/2021 12:13:41 PM
Certified Delivered	Security Checked	10/19/2021 12:13:53 PM
Signing Complete	Security Checked	10/19/2021 12:14:06 PM
Completed	Security Checked	10/19/2021 12:14:06 PM
Payment Events	Status	Timestamps



Mississippi Valley Workforce Development Board

EXECUTIVE DIRECTOR JOB DESCRIPTION

Modified:

REPORTS TO: Mississippi Valley Workforce Development Board Chair

The Executive Director shall serve as the chief staff officer for MVWA as set forth in this job description. The Executive Director provides leadership and executive management for the Mississippi Valley Workforce Development Board (MVWDB) and the workforce development system. The Executive Director works with the Board to establish a strategic vision and acts as an advocate for the organization throughout the Mississippi Valley Workforce Development Area (MVWA), the eight-county area which includes Des Moines, Louisa, Henry, Lee, Clinton, Jackson, Muscatine and Scott counties, and with the state of Iowa. The executive director has broad authority to carry out the day to day operations of the Board in compliance with local, state, and federal policies, laws, regulations, and by-laws adopted by the MVWDB.

QUALIFICATIONS

- Bachelor's degree in public policy, business, urban planning, public administration or a related field. An advanced degree is desired.
- Specialized background with knowledge regarding employment issues, workforce development, job training, strategic planning, policy and program development, and program evaluation.
- Excellent interpersonal skills to establish and maintain effective working relationships with all levels of management officials and outside groups.
- Strong ability to lead, coach and develop others.
- Ability to build partnerships with education, government, business, industry clusters and Board development.
- Knowledgeable in local economic conditions, educational and workforce trends, as well as local and state economic development policies and programs.
- Experience in grant writing and seeking other funding sources.
- Experience in budget development and financial management.
- Experience in developing policies and procedures.
- Ability to work independently and with a large board of directors.
- Demonstrated analytical, problem solving, decision making and conflict resolution skills.
- Excellent oral and written communications skills.
- Willing to live in the eight-county Local Workforce Development Area (Des Moines, Louisa, Henry, Lee, Clinton, Jackson, Muscatine and/or Scott) or ability to relocate.
- Willing to work a flexible schedule and travel as needed.

ESSENTIAL JOB FUNCTIONS

- Serve as primary liaison to the MVWDB and the Executive Committee; work closely with MVWDB chair; interface between MVWDB and the community; participate in and/or staff other community, government, and board committees as necessary.
- Able to transform workforce metrics into actionable goals.
- Provides staff support to the Board, CEOs, and its' committees.
- Ensure sufficient development of the system and proper allocation of resources.
- Responsible for Board member orientation and Board development.
- Seeks out additional grants and funding to support the work of the Board.
- Works collaboratively with the state and other local workforce boards across Iowa.
- Build partnerships with private sector leaders to gather information about current or projected hiring needs, collect employer feedback about existing workforce services, and broker the development of new initiatives to fill skill gaps, as needed.
- Develop criteria for evaluating systems and measurement of performance and effectiveness of existing and proposed WIOA activities.
- Directs the fiscal and reporting processes for federal, state, and private grants in accordance with applicable regulations and/or has the ability to appropriately delegate and oversee the successful completion of those duties.
- Conduct monitoring and oversight of board contracts and grants received by the MVWDB; recommend system changes that will improve service quality.
- Monitor and direct the development of policy, procedure and record keeping systems necessary to assure program compliance with all applicable legislation and regulation including the Workforce Innovation and Opportunity Act.
- Adhere to all IWD policy, regulations and Standard Operating Procedures as it pertains to Workforce Innovation and Opportunity Act.
- Coordinate with IWD Workforce Services and American Job Center Divisions and/or outside government agencies; develop and modify policies and standard operating procedures to assure program compliance with regulatory requirements and changes for the LWDA.
- Keep up-to-date and analyze existing and proposed legislation, regulations and directives for impact on program operations.
- Represent the MVWDB at regional, national, and local meetings and conferences.
- Translate MVWDB and the Board of Chief Elected Officials policies and mandates into effective operational procedures to meet the needs of workforce development programs.
- Oversee all phases of the administration of the MVWDB including local and regional planning, budget oversight, proposal development, contract management, monitoring and evaluation of programs, and community relations.
- Oversee the development and implementation of an annual operational plan for the local American Job Centers, including Title I program budgeting, cost-sharing negotiations and capacity-building activities.

- In coordination with IWD Labor Market Information division, Direct the development of labor market studies, surveys, analysis, and reports related to community employment and employer skills development needs.
- Performs other Local Board Required Functions under Iowa code as required by the MVWDB and CEOs.

EXPECTATIONS

- The Executive Director shall work 40 hours a week, on a flexible schedule to accommodate all board, committee meetings, and other required events as deemed necessary by the MVWDB.
- The Executive Director will be expected to work from a home office when not attending board-related events and meetings, unless otherwise designated by the MVWDB.
- The Executive Director will keep all MVWDB confidential documentation in a locked filing cabinet on location at a One-Stop Center or at his/her home office.
- The Executive Director will have authority to enter into contracts on behalf of the MVWDB when contracts are approved by the MVWDB or designated committee, or other documents authorized in the annual operating budget, or to receive funds.
- The Executive Director will have the authority to serve as the signatory to approve expenditures and expend funds after the annual budget has been set by the MVWDB. Admin expenditures over the amount of \$2,000 will require prior written approval from the board chair.
- The Executive Director will have authority to apply for funding and grants that do not have matching requirements without prior MVWDB approval.
- The Executive Director will not enter into any agreement with respect to MVWDB with any association, partnership or company in which the Executive Director has a financial interest in without the prior written approval of the MVWDB. The Executive Director shall comply with all Iowa laws and policies adopted by the MVWDB related to the ethics and conduct of public employees.
- The Executive Director will not during employment or at any time thereafter, disclose any confidential information concerning the business or affairs of MVWDB, except as required by law.
- The Executive Director will retain, or direct the retention of, as required by Iowa law, all records of MVWDB, MVWA and CEOs, and that all such retained records will remain in the custody of the MVWDB at all times.
- The Executive Director will submit a written report to the MVWDB executive committee, by the April executive committee meeting date of each year describing the Executive Director's accomplishments for the previous year. After receipt of the Executive Director's Performance Report, the executive committee of the MVWDB will complete the Executive Director's annual evaluation no later than June 30.

SALARY

The starting salary for this position is \$90,000 with the Muscatine County benefits package. This salary shall be renegotiated at the end of any of MVWA's fiscal years in which the MVWDB fails to appropriate money or when there are cuts to WIOA funding for the upcoming fiscal year insufficient for

the performance of the functions provided by the Executive Director. The MVWDB shall make, in good faith, all reasonable efforts to secure the necessary funding for the position filled by the Executive Director and for the operation of MVWA.



Mississippi Valley Workforce Development Board

One-Stop Delivery System Firewall Agreement

This Agreement (“Agreement”) is made and entered into as of this (mm/dd/yyyy) by and between the Mississippi Valley Workforce Development Board, the administrative entity for local workforce activities, hereinafter referred to as MVWDB, The Chief Local Elected Officials (CEOs), and Equus Workforce Solutions (EWS), hereinafter referred to as the (One-Stop Operator). The parties hereto agree as follows:

WHEREAS, this agreement is authorized and entered into under the Workforce Innovation and Opportunity Act (WIOA) Public Law (P.L.) 113-128,

WHEREAS, MVWDB after further due assessment and consideration, has determined that entering into this Agreement will serve the public good and benefit the workforce development system within the Mississippi Valley Workforce Area (MVWA); and

WHEREAS, it is deemed that the services of the One-Stop Operator hereinafter set forth are both necessary to deliver the services specified in the scope of work and in the best interest of MVWDB; and

WHEREAS, it is deemed necessary in order to comply with established requirements under Title I of WIOA, its associated regulations, the Uniform Guidance, and State and local policies.

THEREFORE, for good and valuable consideration, the receipt and adequacy of which is acknowledged, MVWDB, the CEOs, and the One-Stop Operator hereby agree as follows:

To enter into this agreement in order to validate how the organization fulfilling multiple roles will carry out its responsibilities while in compliance with WIOA and its corresponding regulations, relevant Office of Management and Budget (OMB) circulars, the Uniform Guidance, and the State’s conflict of interest policy.

Background

Given that the One Stop Operator is also the WIOA Title I career service provider, there must be firewalls and internal controls within the operator-service provider entity. The firewalls must conform to the specifications in 20 CFR §679.430 for demonstrating internal controls and preventing conflicts of interest. The internal EWS conflict of interest policy must be provided to MVWDB and EWS must notify MVWDB of any changes to their policy and provide an updated copy.

Furthermore, Sec. 121 (d) (4) of WIOA requires that the State and local boards shall ensure that in carrying out activities under Title I of WIOA, the one-stop operator shall:

- Disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other service providers,

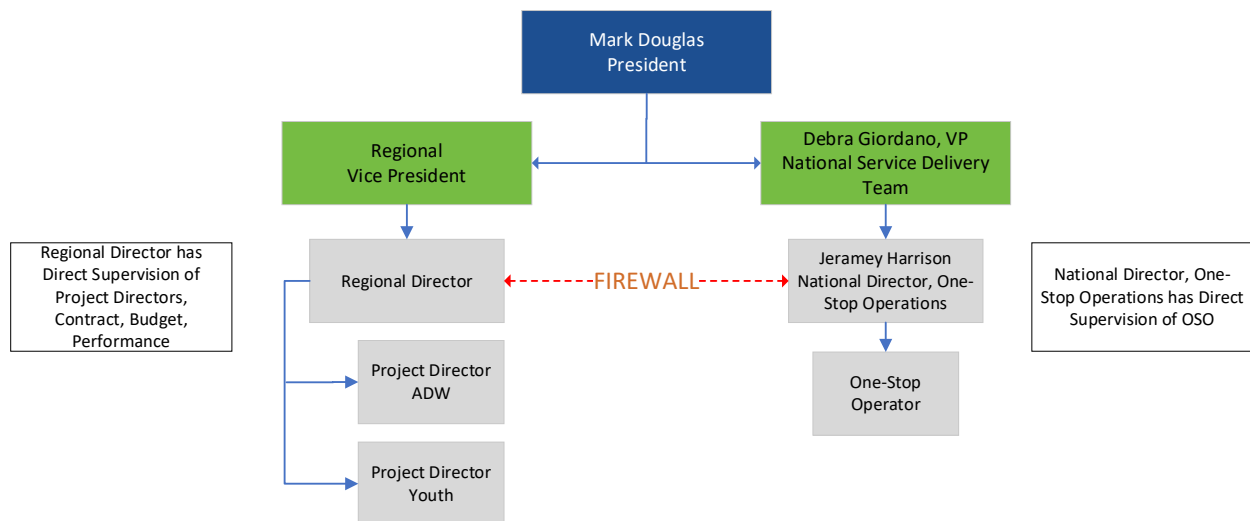
- Shall not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services, and
- Comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.

Equus Firewall

EWS's Attachment "A" Establishing Firewalls & Avoiding Conflicts of Interests – Multiple Roles in Local Areas policy is incorporated into this agreement. Additionally, EWS's firewall is to avoid a conflict of interest that may exist when EWS is both the One-Stop Operator and the Adult/DW Service Provider (and/or Youth) to ensure that there is no unfair benefit (real or perceived) to Equus above all other partners. The Firewall is about functional roles. The OSO functions as the "One-Stop System" and the Adult, Dislocated Worker, and Youth program staff function as the "service delivery system".

- The One-Stop system is to provide access to partners and services.
- The service delivery system is made up of (1) the actual career services, training services and follow-up services provided to job seekers, and (2) the business services provided employers through the One-Stop System.

The firewall and the reporting structure:



As an additional firewall layer, all Equus One-Stop Operators are directly supervised by the National Director, One-Stop Operations from the National Service Delivery Team.

Project Director Functional Roles

Responsible for all aspects of the service delivery operation:

- General Program Oversight
- Financial Management
- Quality Services

- Human Resources
- Staff Management
- Compliance
- Business Development

One-Stop Operator Functional Roles

Oversight of the One-Stop System of partners to ensure individuals and business have access to services available through the WIOA partners and the system. OSO functions include:

- Leading the partners in creating and implementing the integrated service delivery system in accordance with the MOU
 - Welcome Team
 - Talent Engagement Team
- Coordinating partners and functional supervision of the service delivery system and partners (i.e. calendar development, ensuring coverage for center orientation);
- Coordinating and facilitating regular partner meetings;
- CQI to evaluate and improve the integrated service delivery system
- Partnership development to bring new partners into the system;
- Tracking referrals amongst partners (this may include setting up a referral system)
- Reporting on center usage by:
 - Partners (in accordance with MOU and IFA)
 - Job Seekers
 - Employers
- Ensure equipment in the Resource Room is working and available (including assistive technology)
- Ensure LMI is updated and easily accessible
- Ensure training program information is available (outcomes)
- Ensure partner compliance with Equal Opportunity and Non-Discrimination
- Conduct training to ensure partners know the services available by other One-Stop partners through the system

Term

This agreement is effective **mm/dd/yyyy** through **mm/dd/yyyy**, unless sooner terminated as set forth in the One-Stop Operator Contract.

Notices

Any notice or other communication either party desires or is required to provide to the other party shall be in writing and either served personally, electronically, or sent by prepaid, first class mail, addressed to the party to whom it is to be given as follows:

Equus Workforce Solutions
 Jeramey Harrison
 Mobile: 702-350-0360
Jeramey.harrison@equusworks.com

Miss. Valley Workforce Development Board
 Miranda Swafford
 Mobile: 319-759-8980
director@mississippivalleyworkforce.org

Incorporated Documents

- Attachment “A” Equus Workforce Solutions (EWS) Establishing Firewalls & Avoiding Conflicts of Interest – Multiple Roles in Local Areas (Policy)

Entire Agreement

This agreement and its integrated attachment(s) constitute the entire agreement of the parties, and such are intended as a complete and exclusive statement of the promises, representations, negotiations, discussions, and other agreements that may have been made in connection with the subject matter hereof. Unless an integrated attachment to this agreement specifically displays a mutual intent to amend a particular part of this agreement, general conflicts in language between any such attachment and this agreement shall be construed consistent with the terms of this agreement. Unless otherwise expressly authorized by the terms of this agreement, no modification to this agreement shall be binding upon the parties unless the same is in writing and signed by the respective parties hereto.

Authority

29 U.S.C. §3151(d)(4), P.L. WIOA, 20 CFR Parts 676, 677, and 678, 20 CFR Parts 603, 651, 652, et al. WIOA, Final Rule, 20 CFR § 679.430 How do entities performing multiple functions in a local area demonstrate internal controls and prevent conflict of interest, 2 CFR Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

IN WITNESS WHEREOF, the Parties hereto have caused this agreement to be signed and intend to be legally bound thereby.

MISSISSIPPI VALLEY WORKFORCE DEVELOPMENT BOARD

Signed: _____
Dennis Duke, Board Chair Date

CHIEF LOCAL ELECTED OFFICIAL

Signed: _____
Jack Willey, Jackson County Board of Supervisors Date

EQUUS WORKFORCE SOLUTIONS

Signed: _____
Mark Douglass, President Date

Establishing Firewalls & Avoiding Conflicts of Interests – Multiple Roles in Local Areas	OSO	1200
	Initial Release Date: June 23, 2017	Revised Date: March 3, 2021
Approved By: Debra Giordano, VP Service Delivery	Document Owner: Jeramey Harrison	

Purpose

To provide guidance and expectations related to ensuring that Equus Workforce Solutions (Equus) is protected from real or perceived conflicts of interest when serving in multiple roles in a one-stop region.

Responsible Parties

National Adult Program Solutions Manager, One-Stop Operators, Project Directors

Guidance

Section 679.430 of the WIOA legislation specifically addresses the relationship between an Operator and Service Provider and the need for internal controls to prevent conflicts of interest. Additionally, in response to comments in 20 CFR Section 678.620, the Department of Labor stresses the importance of appropriate firewalls between service provision staff and oversight of the system. Section 678.625 indicates that specific policies and procedures are to be written and incorporated as standard protocols that address the oversight, monitoring, and evaluation of performance for both the Operator and Service Provider.

Policy

All individuals subject to this policy shall adhere to the following guidelines and update any local procedures to reflect these guidelines:

- Equus will not be involved in the development of procurement documents or any part of the procurement and selection process as it relates to the Operator, Career Services, Youth Services or any other procurement where Equus may have a perceived or real interest;
- Equus will not establish or implement policies or practices that create impediments to service providers to properly assist individuals or that creates an advantage to the Equus Career Services programs over any other partner program (e.g. preference for referrals for services);
- Equus will not convene system stakeholders to assist in the development of the local plan;
- Equus will not prepare and submit local plans (as required under sec. 107 of WIOA);
- Equus will not provide oversight of itself as either the Career Services Provider or the One-Stop Operator;
- Equus will not select or terminate one-stop operators, career services, and youth providers;
- Equus will not negotiate local performance accountability measures on behalf of the local area and the State or on behalf of other service providers; and
- Equus will not develop and submit a budget for activities of the Local Workforce Development Board (LWDB) in the local area.

Equus also takes very seriously the conduct of our team members and has an established Code of Conduct on which all employees are trained and required to annually submit agreement of the terms. The Code of Conduct was created to set standards for and promote honesty and ethical conduct; avoidance of actual/apparent conflicts of interest; and compliance. In signing the Code, each employee

commits to prompt reporting of violations of the code, proper disclosure, and full accountability to the code. Should an apparent or real conflict of interest come to our attention, we will notify the LWDB immediately, as well as our Compliance Department.

Additional Guidance from 20 CFR 678 & 679

20 CFR 678.620: What is the one-stop operator's role?

(a) At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers. Local WDBs may establish additional roles of one-stop operator, including, but not limited to: Coordinating service providers across the one-stop delivery system, being the primary provider of services within the center, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include affiliated sites. The competition for a one-stop operator must clearly articulate the role of the one-stop operator.

(b)(1) Subject to paragraph (b)(2) of this section, a one-stop operator may not perform the following functions: Convene system stakeholders to assist in the development of the local plan; prepare and submit local plans (as required under sec. 107 of WIOA); be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, career services, and youth providers; negotiate local performance accountability measures; or develop and submit budget for activities of the Local WDB in the local area.

(2) An entity serving as a one-stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures. The policies and procedures must conform to the specifications in § 679.430 of this chapter for demonstrating internal controls and preventing conflict of interest.

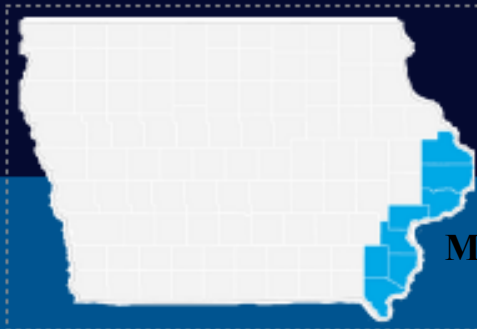
20 CFR 678.625: Can a one-stop operator also be a service provider?

Yes, but there must be appropriate firewalls in place in regards to the competition, and subsequent oversight, monitoring, and evaluation of performance of the service provider. The operator cannot develop, manage, or conduct the competition of a service provider in which it intends to compete. In cases where an operator is also a service provider, there must be firewalls and internal controls within the operator-service provider entity, as well as specific policies and procedures at the Local WDB level regarding oversight, monitoring, and evaluation of performance of the service provider. The firewalls must conform to the specifications in § 679.430 of this chapter for demonstrating internal controls and preventing conflicts of interest.

20 CFR 679.430: How do entities performing multiple functions in a local area demonstrate internal controls and prevent conflict of interest.?

Local organizations often function simultaneously in a variety of roles, including local fiscal agent, Local WDB staff, one-stop operator, and direct provider of services. Any organization that has been selected or otherwise designated to perform more than one of these functions must develop a written agreement with the Local WDB and CEO to clarify how the organization will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office of Management and Budget circulars, and the State's conflict of interest policy.

WIOA PY20 Annual Report



Mississippi Valley Workforce Area

Innovate

Collaborate

Integrate

Executive Summary

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

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

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

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

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

Mississippi Valley Workforce Development Board

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

MVWA Mission, Vision, Goals and Objectives

VISION

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

MISSION

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

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

GOALS

Manager Role Goals

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

Convener Role Goals

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

Strategist Role Goals

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

Optimizer Role Goals

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

COVID-19 Pandemic Response

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

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

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

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



IowaWORKS
A proud partner of the AmericanJobCenter network

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

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

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

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



IowaWORKS
Manufacturing Virtual Career Fair

April 27th, 2021
10AM - 1PM

To register for the event: Use the link or code below
<https://app.brazenconnect.com/ia/iowa-workforce-development/e/vr/wf/>

OR

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




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- Eastern Iowa Community College (EICC) was the first Title II program to re-open to in-person testing with virtual options, social distancing, scheduled appointments, and other safety protocols. Southeastern Community College (SCC) reopened July 2020 to in-person instruction with the same protocols in place.
- EICC was the first in the nation to pilot remote CASAS testing, which opened the door for new students who could not or would not access the test centers in person.
- Through GEER 3 funding, the AEL programs were able to purchase equipment to be loaned to students who desired remote access but did not have the appropriate equipment and/or internet access. EICC purchased 96 laptop computers and 70 mobile hot spots with unlimited data that may be checked out by students needing assistance with remote access. SCC purchased 115 laptop computers and 25 hot spots that may be checked out by students who need either device to connect remotely to classes.

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

Sector Strategies, Business Services & Employer Engagement

Lunch and Learns

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

Drive Through Job Fairs

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

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



Job Fair Surveys

48 Surveys were completed by businesses following the job fairs.

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

- 31.3% said yes; 60% said no

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

- 75% said yes; 25% said no

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

- 100% said yes

Staffing

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

Business Needs Assessment

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



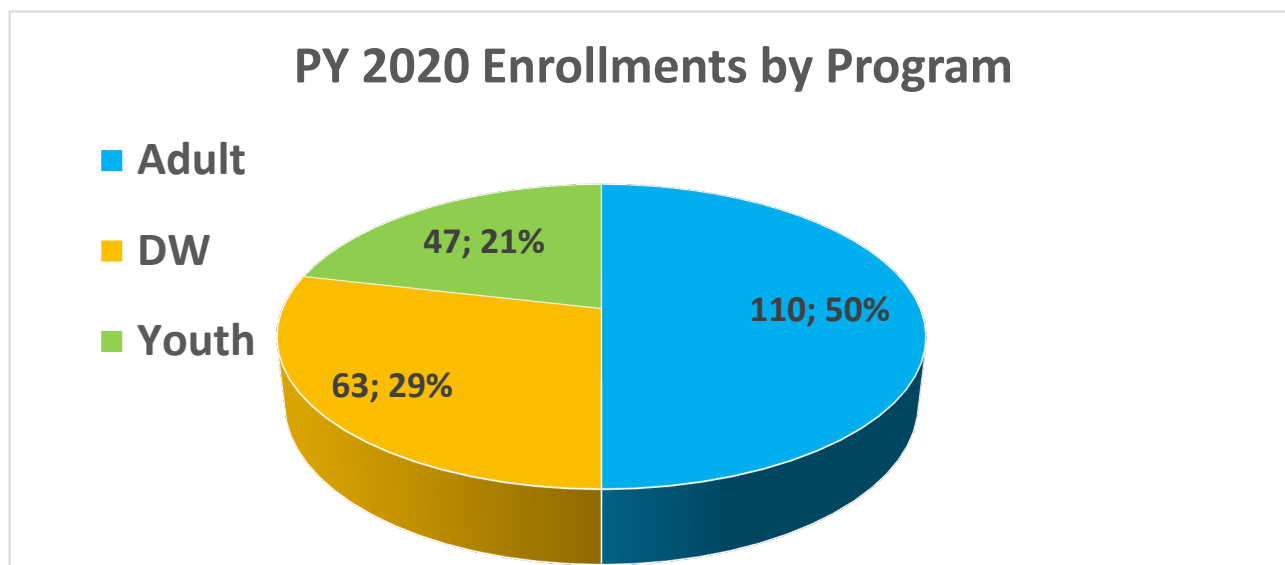


Program Highlights

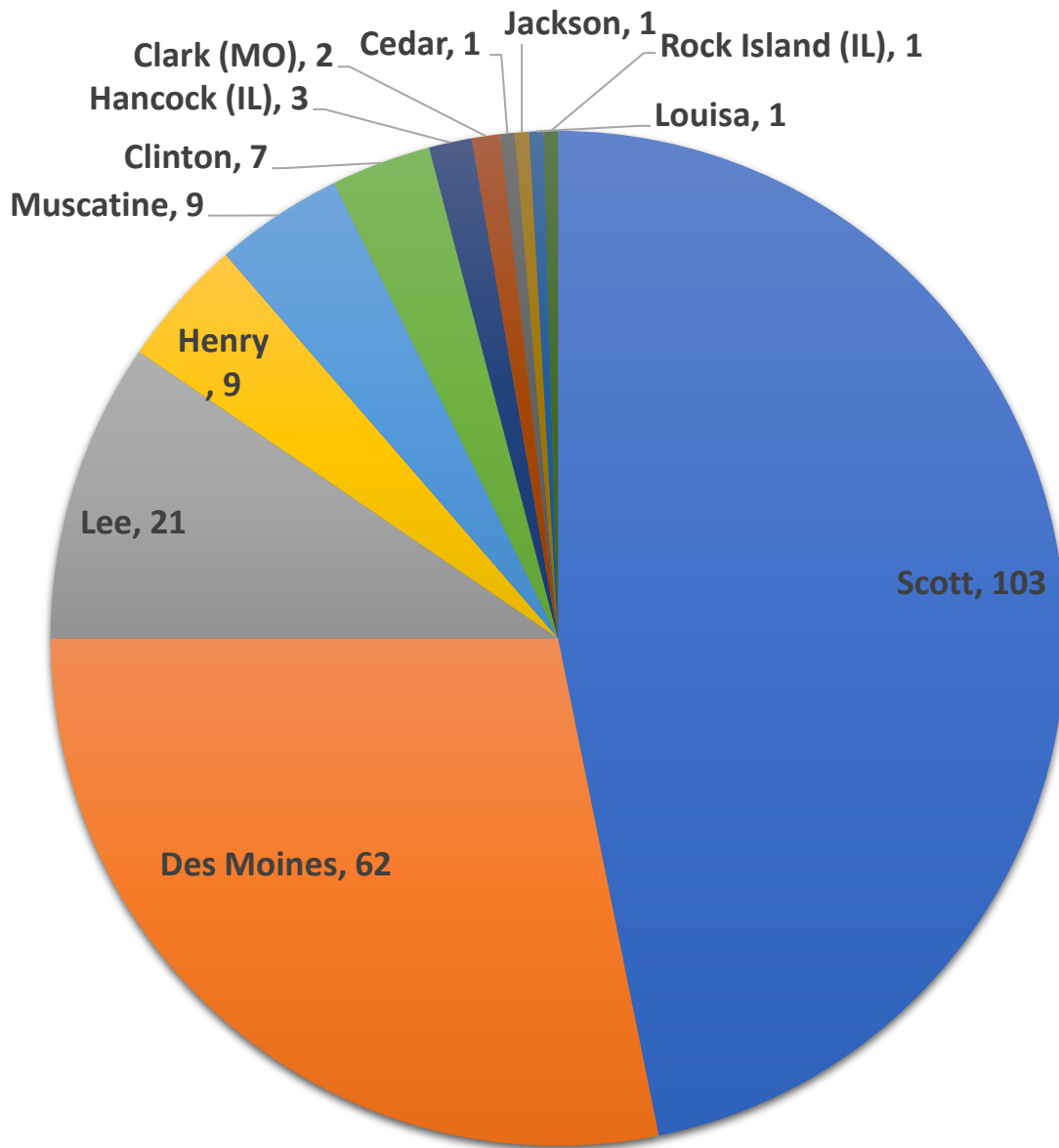
Title I Adult, Dislocated Worker & Youth

Highlights

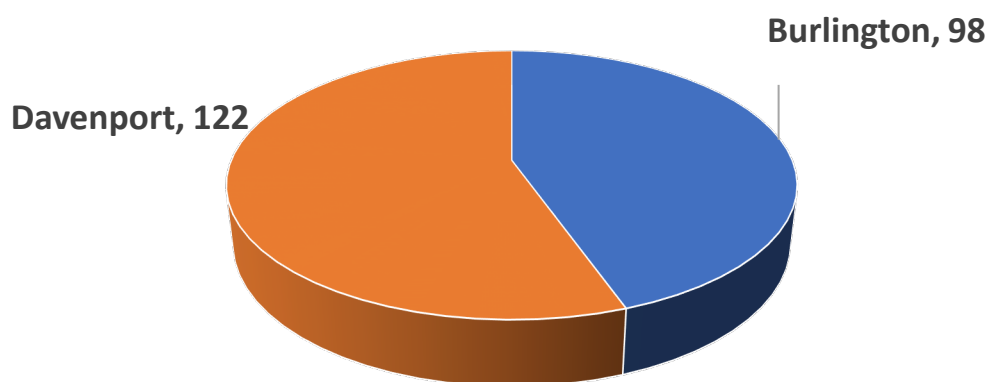
- 469 people were served in PY20
- There were 112 referrals made to the Youth program.
- 96 Individual Training Accounts (ITAs) were written for \$215,935
- 494 referrals were made to the Adult/DW program
- \$70,383 was spent on Supportive Services



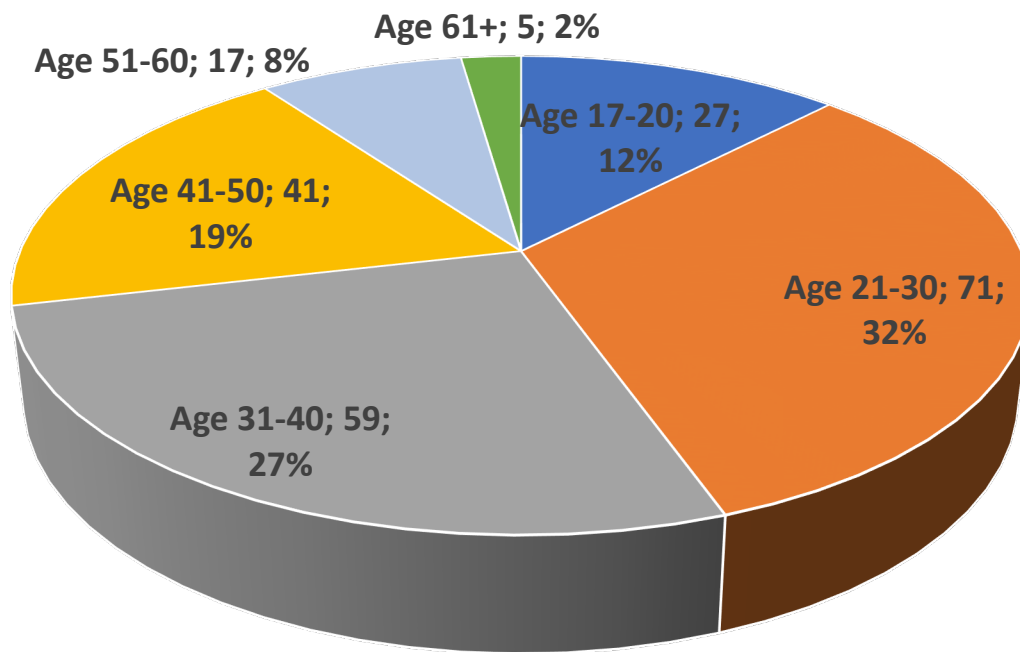
PY 2020 Enrollments by County



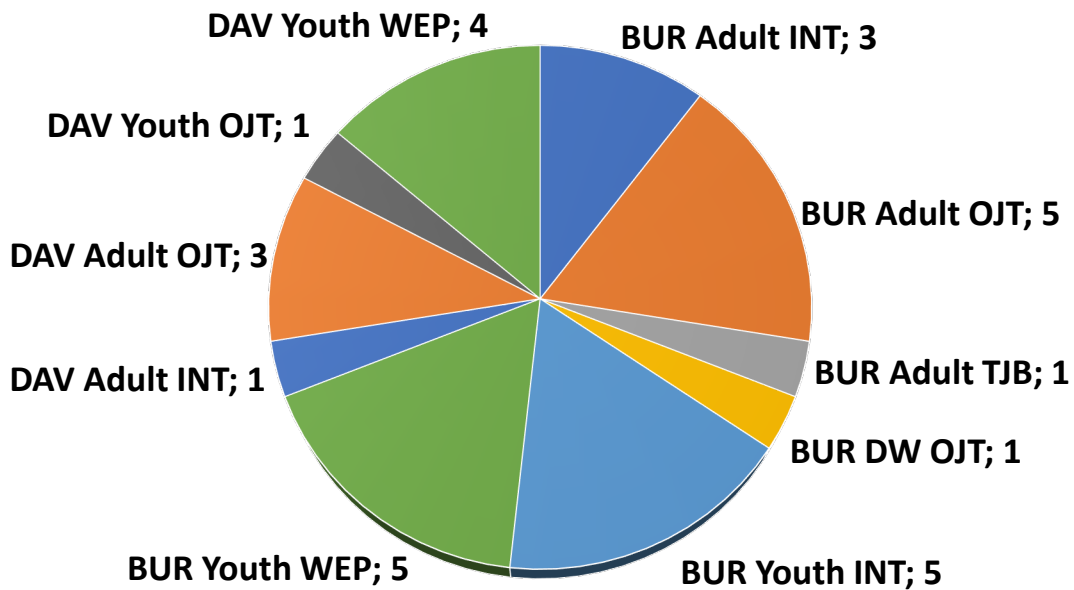
PY 2020 Enrollments by office



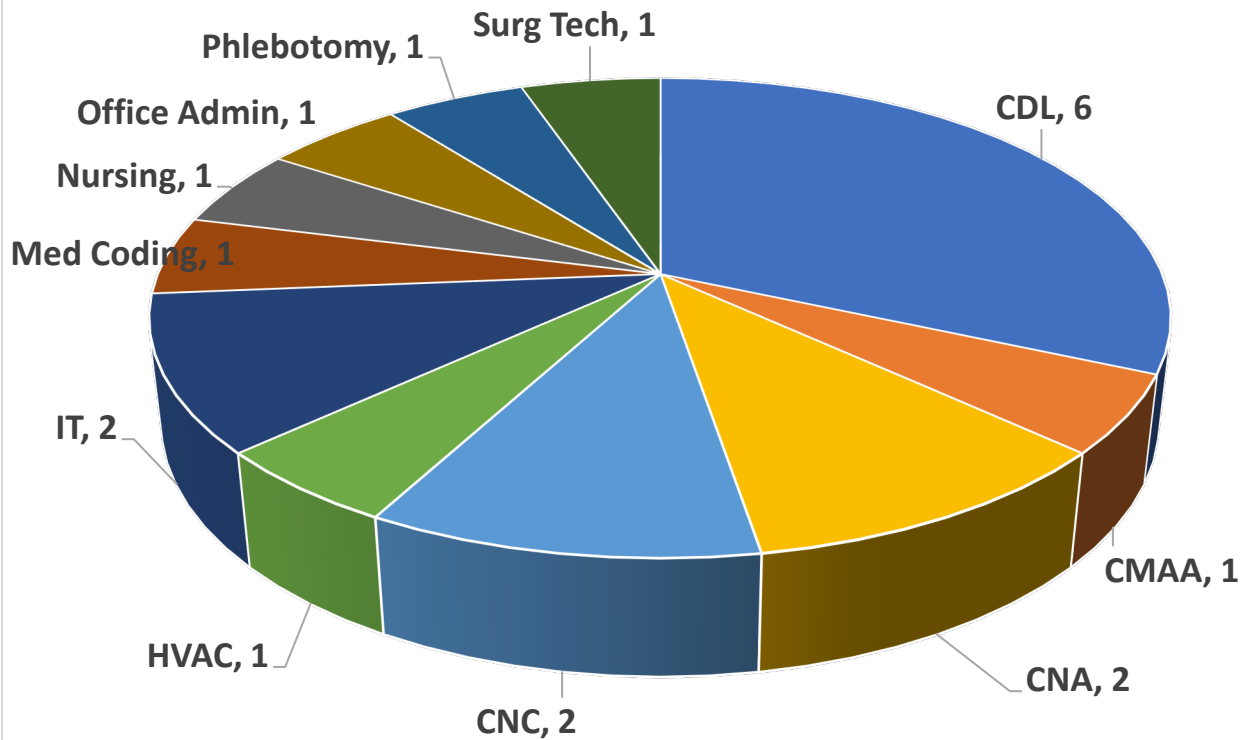
PY 2020 Enrollments by age



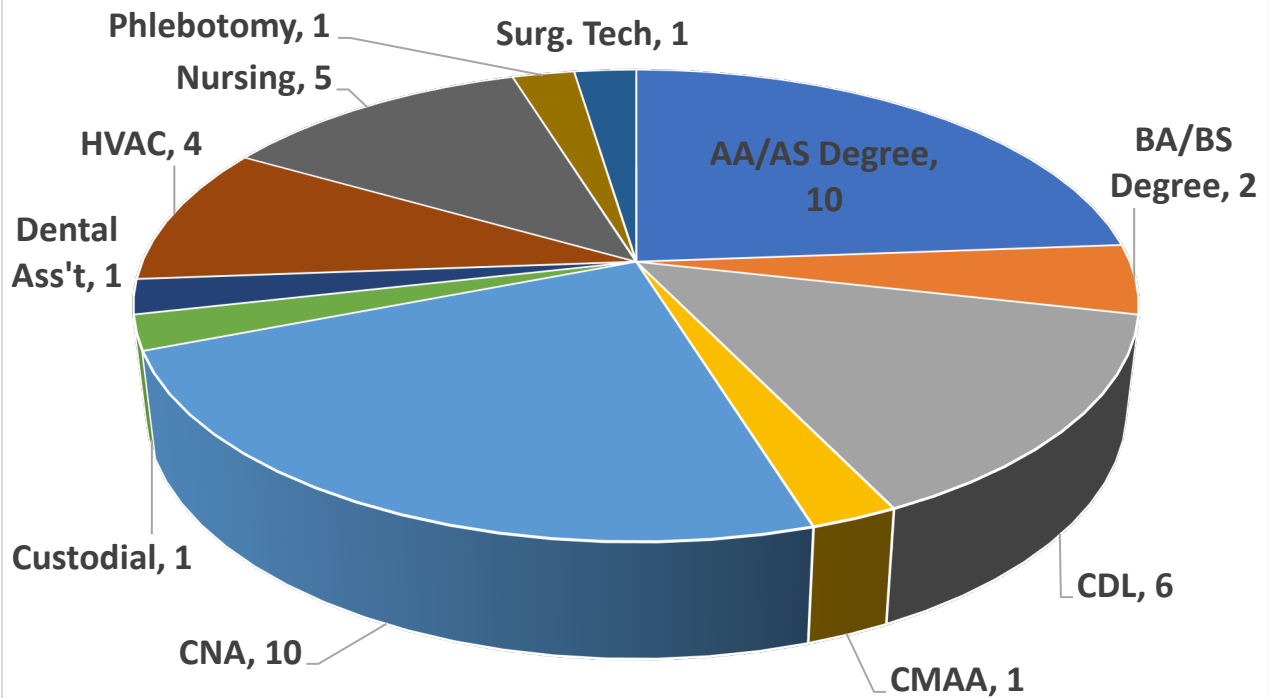
PY 2020 WBL



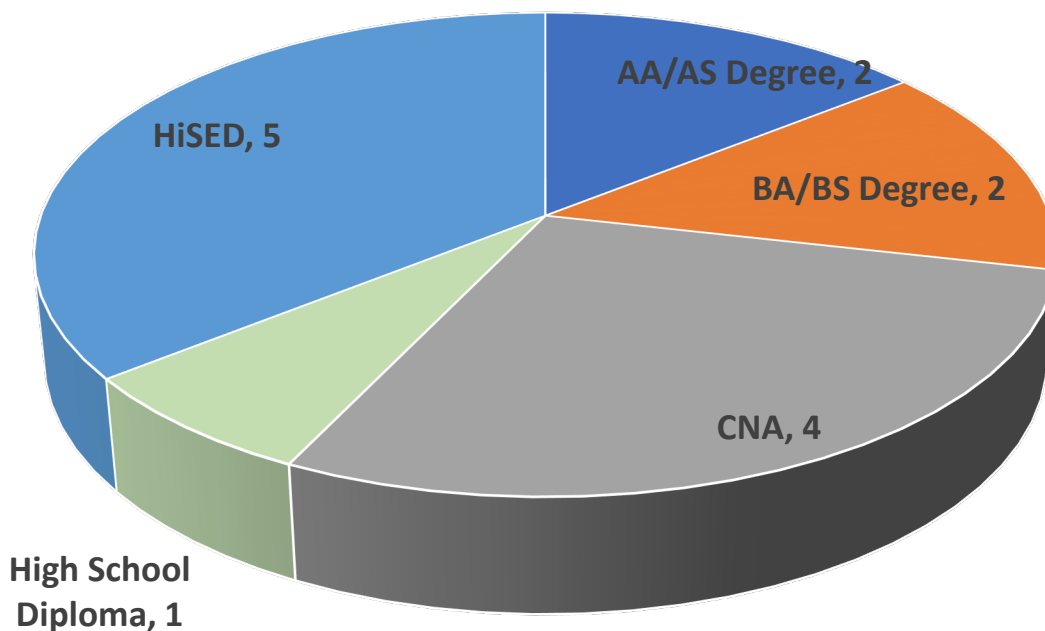
PY 2020 DW Credentials



PY 2020 Adult Credentials



PY 2020 Youth Credentials



Rapid Response

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

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

Registered Apprenticeship

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

Offender Re-Entry

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

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

Serving Job Seekers with Disabilities

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

Veteran Services

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

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

Implementation of Priority of Service

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

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

Participant Success Stories

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

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

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

Annual Performance Analysis

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

Adult Education and Literacy Southeastern Community College

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

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

Adult Education and Literacy Eastern Iowa Community College

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

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

Iowa Vocational Rehabilitation Services

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

Title I Adult, Dislocated Worker and Youth Performance Data

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

WIOA Adult Performance levels - PY2020

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

WIOA Dislocated Worker Performance levels - PY2020

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

WIOA Youth Performance Levels - PY2020

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

Title III Wagner-Peyser Performance

WIOA Wagner-Peyser Performance Levels - PY2020

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

Reports

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

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

Staff Services Delivery Report - PY 2020

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

BUSINESS NEEDS SURVEY REPORT



MISSISSIPPI VALLEY WORKFORCE AREA (MVWA)

Completed May 2021

Summary

The Mississippi Valley Workforce Area (MVWA) conducted its first business needs survey to assist in the development of the local workforce plan in May of 2021. This information was collected to be used to grow the workforce now and in the future. This survey helped define gaps between the programs and services businesses require to remain competitive and the current programs being offered through the MVWA. This information is critical in helping MVWA to design and shape programs and develop strategies that will be most effective to businesses. Survey results will be used to assist MVWA to tailor programs to businesses with the goal of providing a future workforce that possess the required technical, soft skills and are job ready.

Surveys were distributed through the Chambers of Commerce throughout the eight-county area, board members and partner contacts. The survey was comprised of 15 questions with 13 of them offering options for the respondents to choose from, with the remaining two being open-ended. Fifty-five surveys were completed from a wide variety of industries. Businesses were asked to provide information regarding both their current level of employment, turnover, staffing challenges, current and expected job vacancies, education required for open positions, and interested services. Representation from all sizes of employers was obtained from businesses with 2 employees to over 1,000 employees.

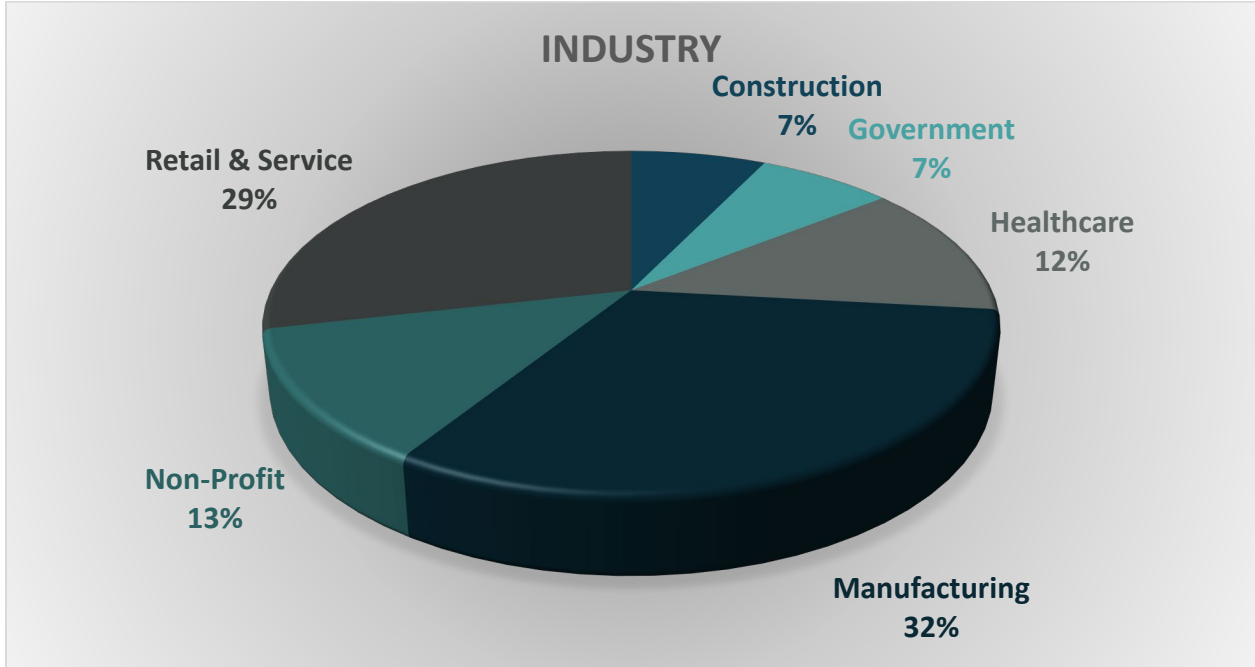
# of Employees	Respondents
1 – 5	10
6 – 15	8
11 - 30	6
31 - 50	6
51 - 100	4
101 - 200	8
201 - 300	2
301 - 500	6
501 - 1000	2
1001 or More	3
Total	55

The following charts and graphs represent the compiled answers from all of the businesses who participated in the 2021 MVWA Business Needs Survey.

Survey Results

Question 1

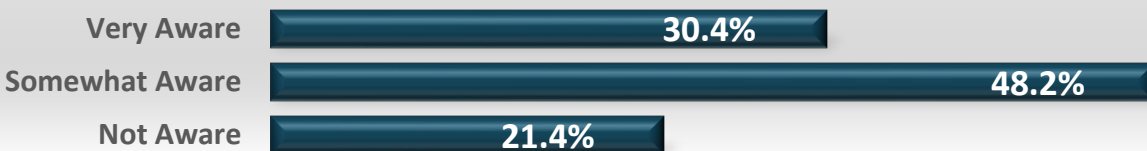
Businesses were asked to identify which industry or sector that they were associated with. The sample aligns with the largest and most in-demand industries in the MVWA with manufacturing making up 32% of respondents, with retail and services coming in second at 29%.



Question 2

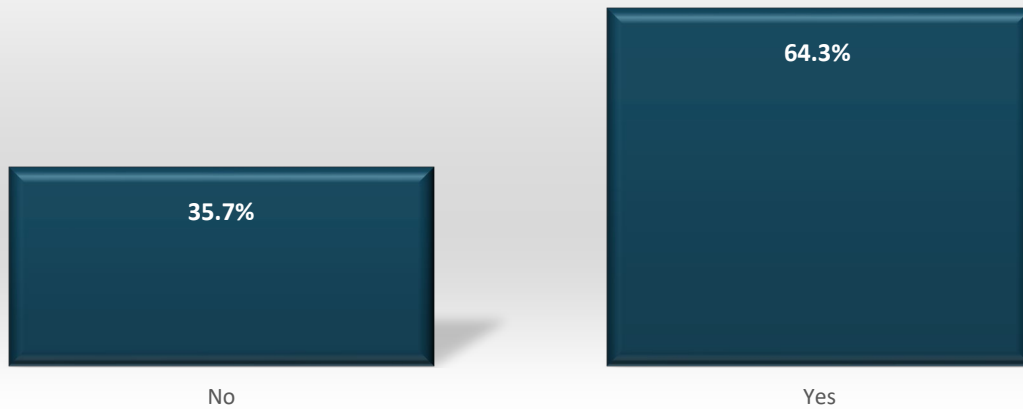
Next respondents were asked how aware they are of the recruitment assistance, job bank, hiring events, and work-based learning services available through Iowa *WORKS* Centers. With 69.6% of respondents replying somewhat aware or not aware this is an area of opportunity to provide education to our business partners.

How aware are you of the recruitment assistance, job bank, hiring events, and work-based learning services available through Iowa *WORKS* Centers?



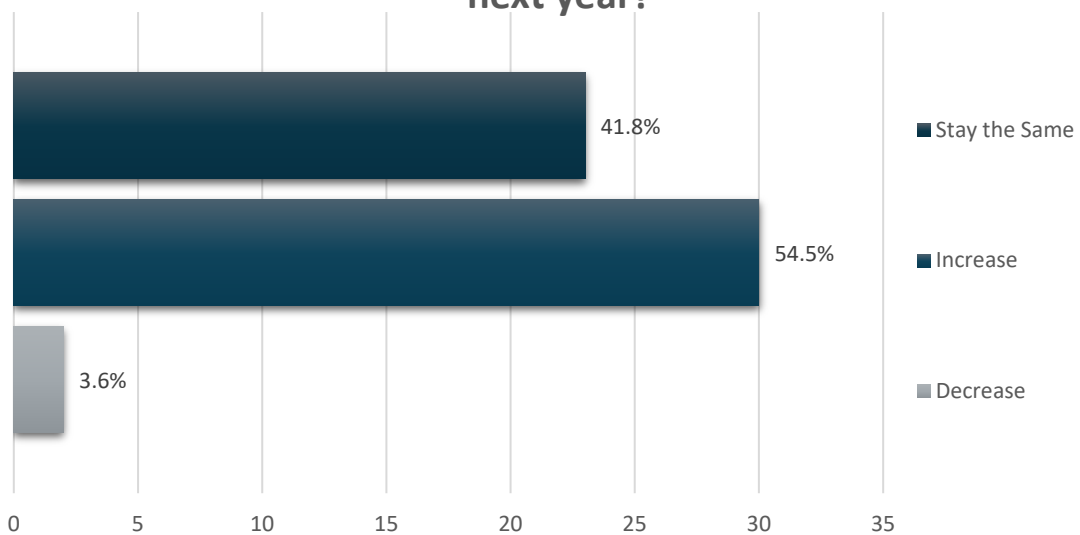
Question 3

Is Your Business Familiar With Hiring Veterans Through Home Base Iowa Programs?

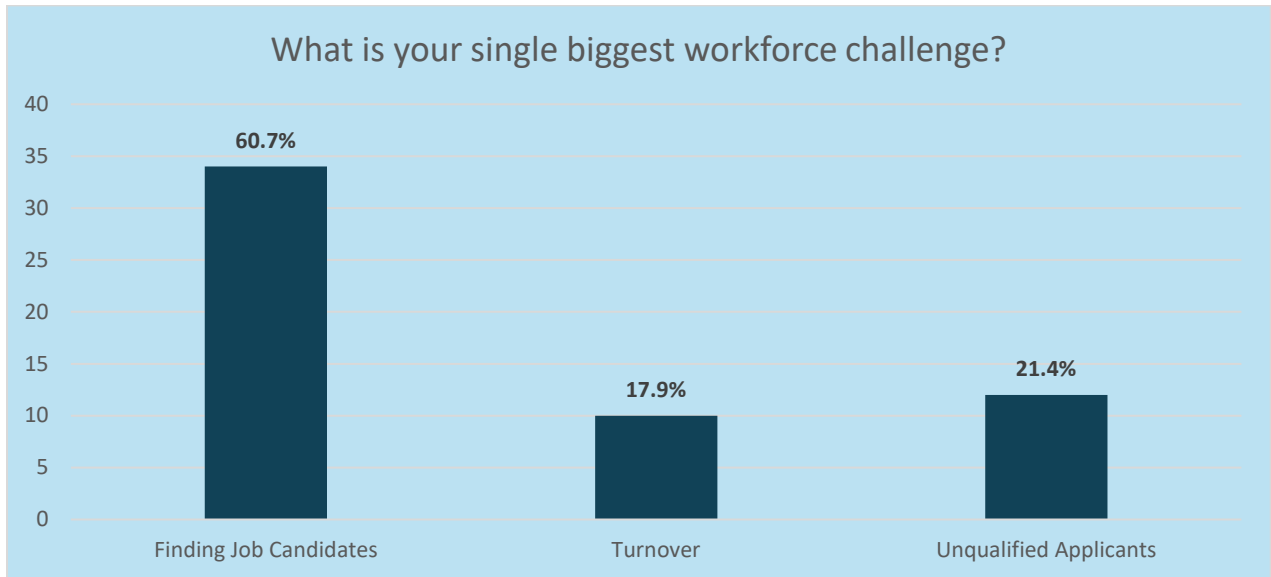


Question 4

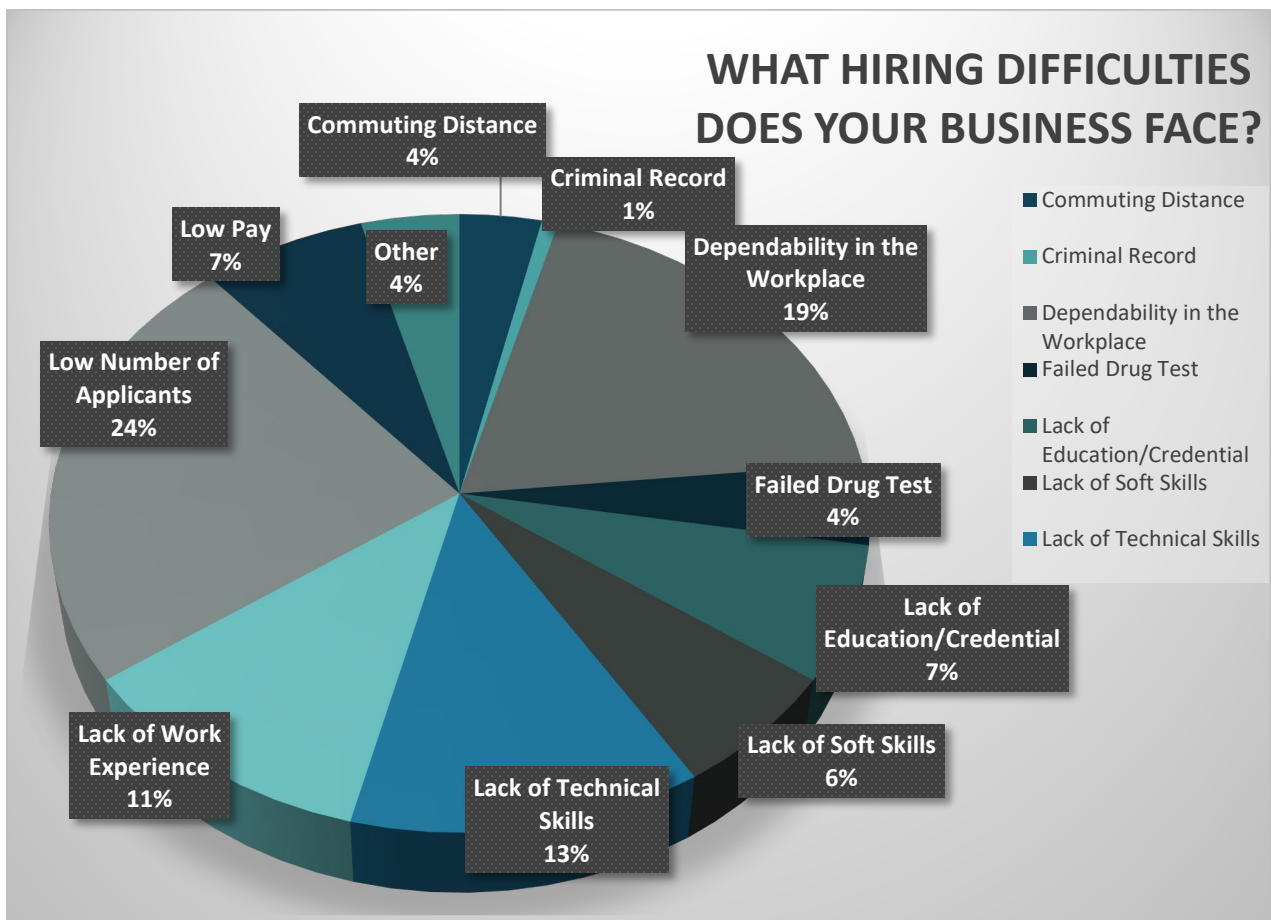
How do you expect your staffing needs to change in the next year?



Question 5:

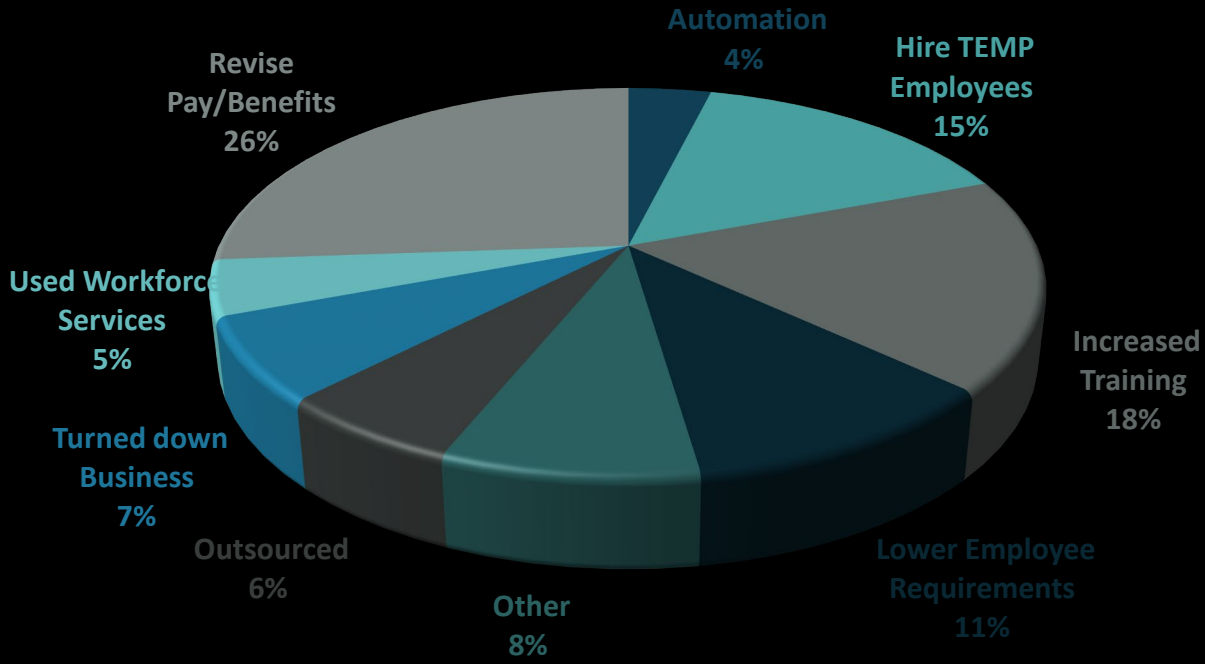


Question 6



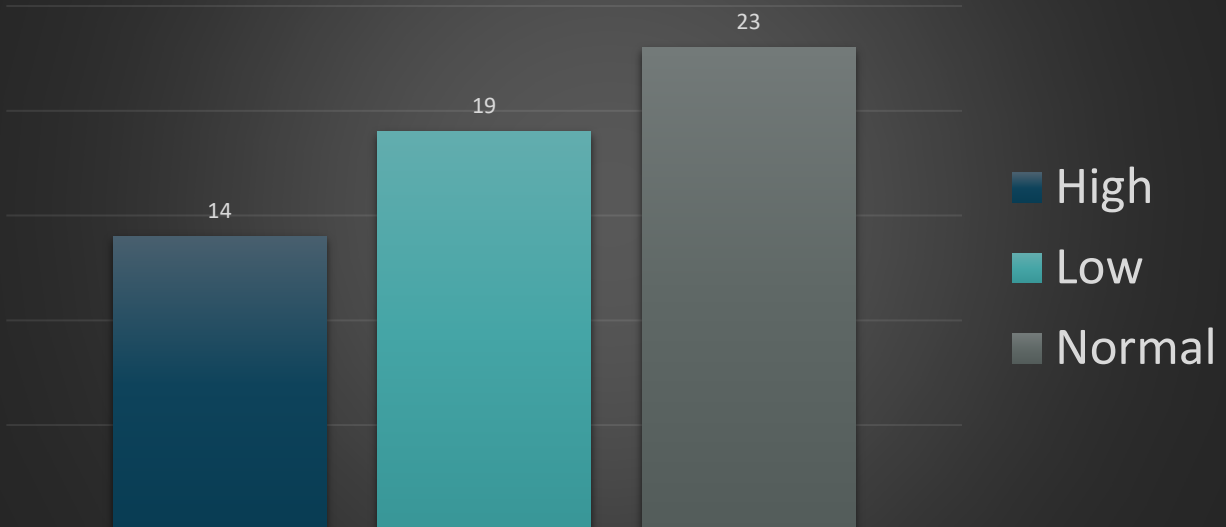
Question 7

WHAT ACTIONS HAS YOUR BUSINESS TAKEN TO RESPOND TO STAFFING CHALLENGES?

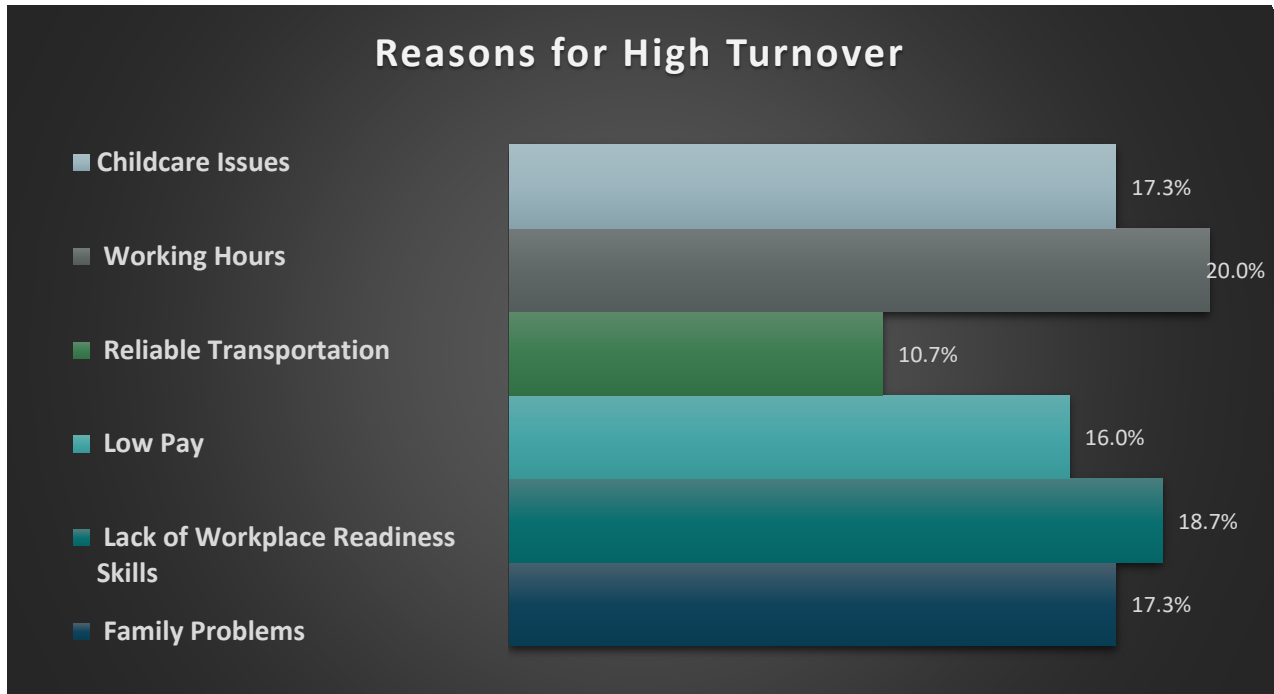


Question 8

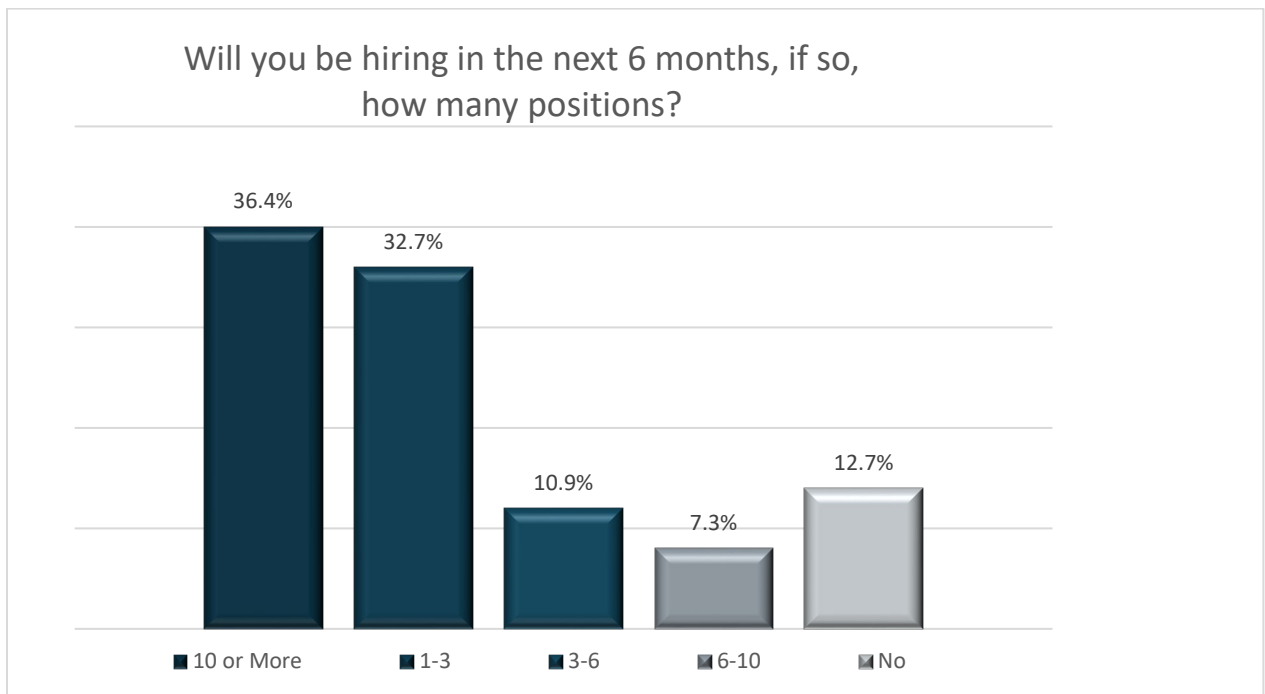
What has been your turnover rate in the last year?



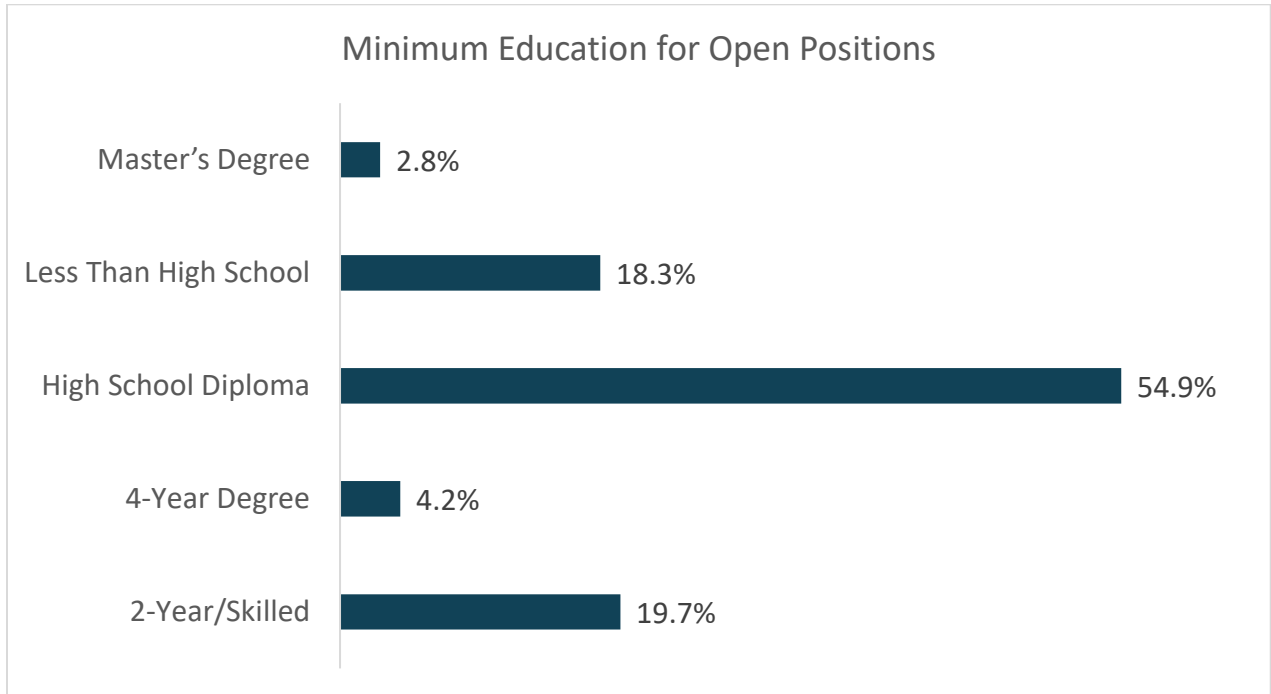
Question 9



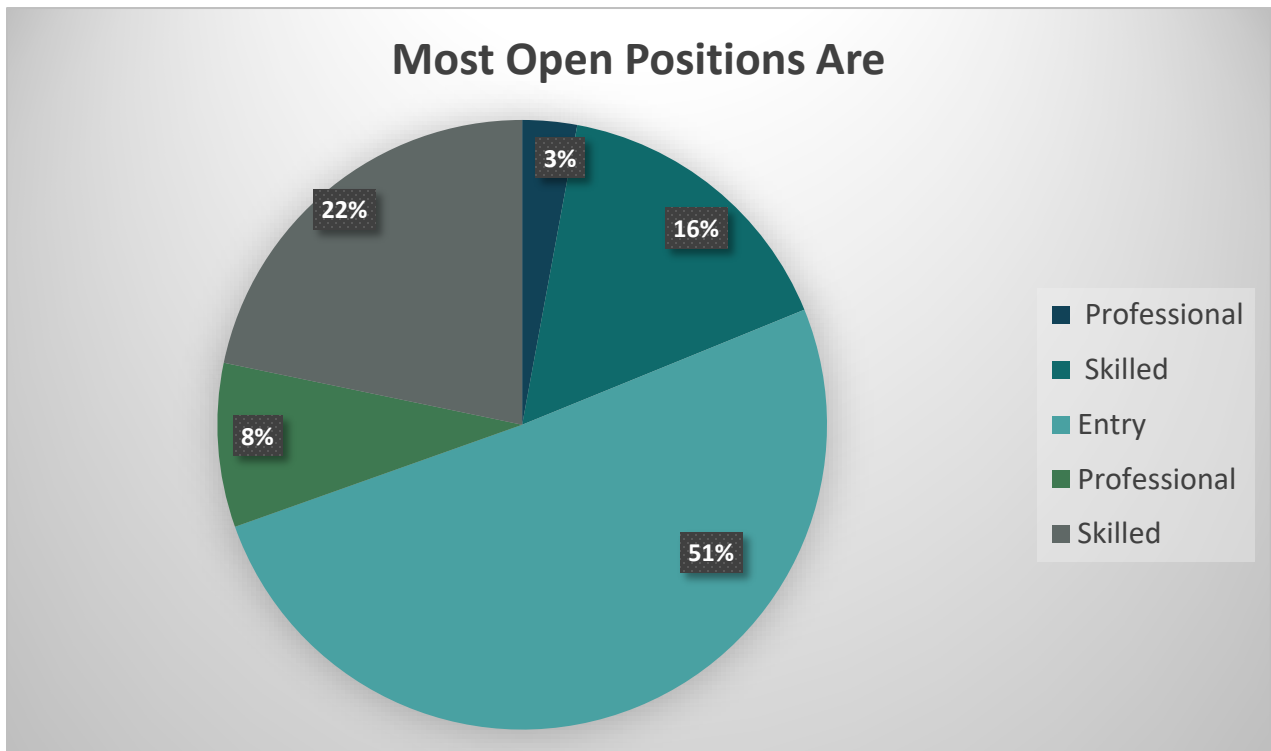
Question 10



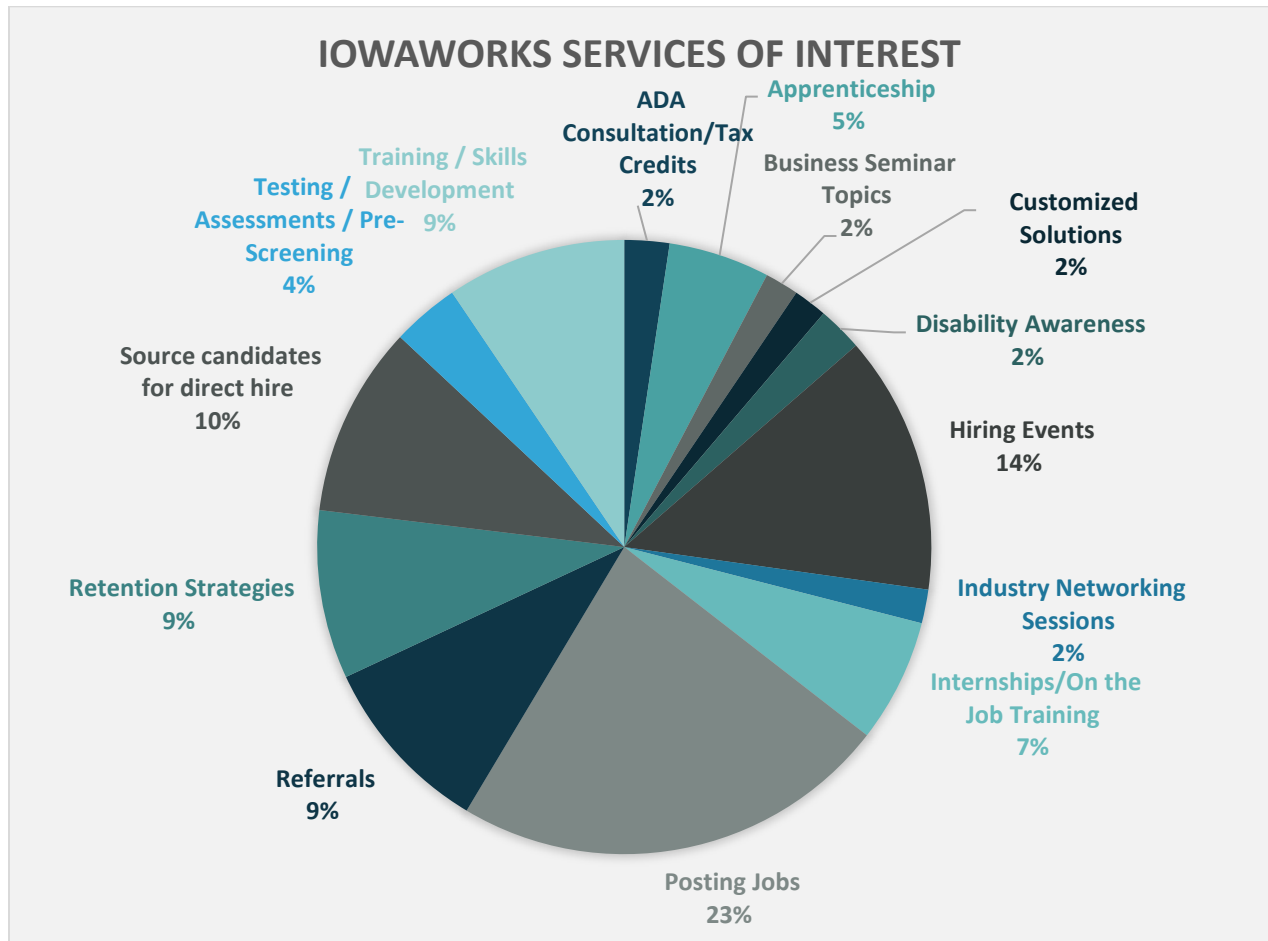
Question 11



Question 12



Question 13



Question 14 Qualities/skills/education of a Successful Employee:

A large portion of respondents identified soft skills such as reliability, dependability, accountability, integrity, trustworthy, hardworking, honesty, and a work ethic as qualities needed of an employee. Other skills that multiple respondents listed included critical thinking skills, detail oriented, ability to follow directions, communication skills (written and verbal). Other items noted are the ability to manage one's personal life, an interest in learning, and taking pride in one's work. Specific education required included basic computer skills, data entry, excellent customer service skills, and math skills,

Other notable qualities/skills/education of a successful employee that were identified by at least one respondent:

- Skills in carpentry/concrete/steel erection
- Clerical/support experience in legal industry
- Experience in library science

- Parts, sales, and service of agriculture equipment
- Construction, landscaping, concrete work, able to travel and work outside
- Mechanical experience
- Play organ & piano
- Degree in welding
- Electrical or mechanical assembly

Question 15 How can IowaWORKS further assist your business?

There were several comments from respondents on how IowaWORKS can further assist their businesses. The consistent feedback was for IowaWORKS to assist candidates with applications, posting jobs, matching candidates to specific positions, and assisting with hiring events. Other comments made included training applicants on life skills, work closer with higher education on relevant training options, and assist with connecting with students in their senior year.

Opportunities

Although the sample size was small, we can identify some areas of opportunities for the next 18–24-month period prior to our next Business Needs Survey:

- With 69.6% of respondents stating that they were only somewhat aware or not aware of services offered through IowaWORKS this identifies an opportunity to provide further informational sessions to our business customers.
- Continue working with our business customers on identifying successful recruitment strategies given that 60.7% identified finding job candidates as their biggest challenge.
- Future outreach to inform Businesses about Home Based Iowa.
- Only 5% of businesses surveyed have used workforce services to respond to staffing challenges. MVWA needs to continue to market IowaWORKS as the to go resource for workforce issues.

Further Assessments/Recommendations

To stay on top of the trends in workforce performing a business needs assessment at least every two years would be recommended. Surveys should be adapted and updated each cycle to gain the most relevant information for the current workforce environment. Gathering county specific information could be helpful to identify trends or gaps in communities or geographical areas.

One-Stop Operator Roles and Responsibilities

The one-stop operator must coordinate the service delivery of core and required one-stop partners and other community partners working with the comprehensive, affiliate, and satellite One-Stop Centers. This includes managing partner responsibilities that are outlined in the local Memorandum of Understanding (MOU). The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the MVWA.

Responsibilities

- Develop an in-depth understanding of all one-stop partner programs, services, and performance requirements.
- Hold monthly core partner meetings.
- Hold quarterly required partner meetings.
- Implement relationship building activities to assist in the integration of one-stop partner programs.
- Implement a customer survey for continuous improvement.
- Perform program monitoring (if the winning bidder is a current service provider or consortium then other responsibilities will be assigned during contract negotiations)
- Implement and oversee the referral process between partners, including follow-up, tracking, reports, and continuous improvement.
- Ensure cross training of staff for core partner programs.
- Be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
- Collaborate with Workforce Development Partners on job fairs, recruitment events, and other related activities
- Assist and oversee the development of an overall system-wide outreach plan and outreach strategies, including giving presentations to local organizations.
- Ensure all partners comply with the accessibility plan outlined in the MOU and assist in training development and other activities.
- Manage the social media presence of the MVWA per Iowa Workforce Development Policy.
- Assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
- The one-stop operator will be responsible for familiarizing themselves with the State of Iowa one-stop certification criteria and assisting the board through the certification process.
- Submit written reports to the board and CEOs and participate in committee meetings.
- Hold ongoing meetings with the MVWDB executive director.
- Implement strategies to improve information sharing among partner programs.

- Stay on time and in budget.
- Keep appropriate records in an auditable manner as required by federal or state statutes and regulations, or MVWDB requirements.

Key Performance Indicators

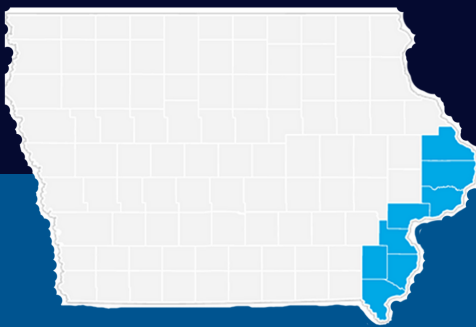
One-stop operators are expected to meet key performance indicators and report out indicators on a quarterly basis. The determination of contract extensions will be based on meeting the key performance indicators during the contract period. One-stop operator responsibilities will not be waived due to other organizational commitments or responsibilities.

Key Indicators of Performance

1. Document at least five hours quarterly learning partner programs.
2. Coordinate three core partner meetings quarterly.
3. Coordinate one required partner meeting quarterly.
4. Implement and maintain a customer satisfaction survey of at least 85%.
5. Perform program monitoring no less than annually as directed by the MVWDB.
6. Provide updates on strategies to improve information sharing among partner programs.
7. Provide updates on relationship building activities to assist in the integration of one-stop partner programs.
8. Show quarterly progress on the implementation of a referral process.
9. Provide monthly reports on referral tracking and follow up activities.
10. Coordinate a minimum of two cross training activities each quarter.
11. Demonstrate collaboration on workforce partner activities.
12. Provide updates on outreach strategies progress.
13. Provide updates on social media strategies.
14. Provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
15. Submit monthly reports to the board and CEOs.
16. Attend committee meetings monthly as designated by the board.
17. Meet with the executive director on the agreed upon schedule.

The determination of whether or not one-stop operator performance measures have been met will be made on a quarterly basis by the executive committee. To be determined to have satisfactory performance, the sub-recipient(s) must meet performance items in fourteen of the seventeen measures shown above.

Board Member Manual



Innovate

Collaborate

Integrate

November 2021

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WELCOME

Welcome,

As a local workforce development board member, it can be difficult to know where to begin. Mississippi Valley Workforce Area is here to help you.

This handbook serves as an overview of the major components of the board structure including bylaws, current members, and standing meetings. As Iowa continues to align with the Workforce Innovation and Opportunity Act legislation and work through a systematic transformation, your role as a member is vital to our local workforce area.

The guide will also provide basic information and a high-level overview of the programs and services provided at One Stop Centers run by the IowaWORKS team and how you make an impact in your role as a board member. If you have any further questions about any of the material, please don't hesitate to connect and I would be happy to provide more information.

This guide will evolve as the vision and goals for the local area are set forth and established by the board. Your commitment to laying the foundation will make a lasting impact on our most vulnerable populations and ensure that individuals are getting the skills they need to enter the workforce and meet local business demands. It is a great pleasure and honor to serve with hard working and dedicated individuals like you that view challenges as opportunities.

Warm Regards,

Executive Director
Mississippi Valley Workforce Area
Local Workforce Development Board



**550 South Gear Avenue, Suite 35
West Burlington, IA 52655**



844-968-5365



director@mississippivalleyworkforce.org





KAMI'S STORY

“I have found myself and continue to know myself better thanks to amazing people who saw my potential. I am forever grateful. I didn't have family in my corner but I had adopted families such as WIOA.”

According to Kami, Title I Youth Services gave her a pathway to success but also saved her life. She came from poverty with a lot of home life issues. She was also adopted at 17-years-old. Thanks to assistance from Title I and the Title II Adult Literacy program, Kami obtained a GED, moved onto a college campus and enrolled in a phlebotomy program. She is now employed as a phlebotomist and certified nursing assistant. Kami has also completed the general education classes for the Practical Nursing associate's degree program and is in her second year of the program. Kami reports that she has grown in her personal life, obtaining a driver's license and buying her first car.

PURPOSE

As a board member knowing your why is important. You are here to make an impact on our local area. The leadership, expertise, and vision you provide and the decisions you make will have a lasting impact on those we serve in the local area.

By partnering with other organizations and teams in our local area we can replace vicious cycles of generational poverty by providing promising career opportunities.

WIOA Overview

The Workforce Innovation and Opportunity Act, commonly referred to as WIOA, was enacted on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The WIOA vision seeks to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses.

It aims to support the development of strong, vibrant regional economies where businesses thrive, and people want to live and work. WIOA is based on the idea of the public workforce system supporting, through its programs and services, the development of a talent pipeline that has the skills and expertise that local businesses need to thrive – thus driving economic and community prosperity.

Accountability & Transparency

Decisions about the system should be informed by analyzing data and evaluating performance standards. This means making purposeful decisions about the system and how it will operate as well as operating within Open Meetings Laws and procuring service providers. It means being accountable for the use of public funds and how those funds are spent.

High Quality Services
The workforce system must be focused on high quality services by all partners to all customers. To do this, stakeholders must increase coordination across programs and resources to support a comprehensive system that seamlessly provides integrated services that are accessible to all jobseekers, workers, and businesses.

Integrated Services

Programs do not duplicate each other but, work collaboratively to deliver the best outcome for the customer.

Strategy

This element is critical to the Local Workforce Development Boards (LWDB). The LWDBs are to be focused on the big picture of workforce development and strategies to ensure that the supply side (workforce system) is meeting the demand side (employers/ business community).



Regional Economic Development

Meeting workforce needs is critical to economic growth. State and local workforce development boards – in partnership with workforce, economic development, education, and social service organizations at the state, regional and local levels – align education and training investments to regional civic and economic growth strategies, ensuring that all jobseekers and businesses can access pathways to prosperity

ONE STOP CENTERS

IowaWORKS offices are located throughout the state. All services described are available in each location. Mississippi Valley Workforce Area has two centers; one located in Burlington and one in Davenport. One Stop Centers, American Job Centers and IowaWORKS Centers are all used interchangeably.

The one-stop system brings together workforce development, education, and human service-focused organizations into a seamless customer-focused network. The goal of the one-stop system is to enhance access to programs and improve long-term employment outcomes for individual customers.

IowaWORKS Centers



BURLINGTON

Des Moines, Henry, Louisa and Lee Counties

550 South Gear Avenue, Suite 35

West Burlington, IA 52655

Phone: 319-753-1671 Fax: 319-753-5881

Email: BurlingtonIowaWORKS@iwd.iowa.gov



DAVENPORT

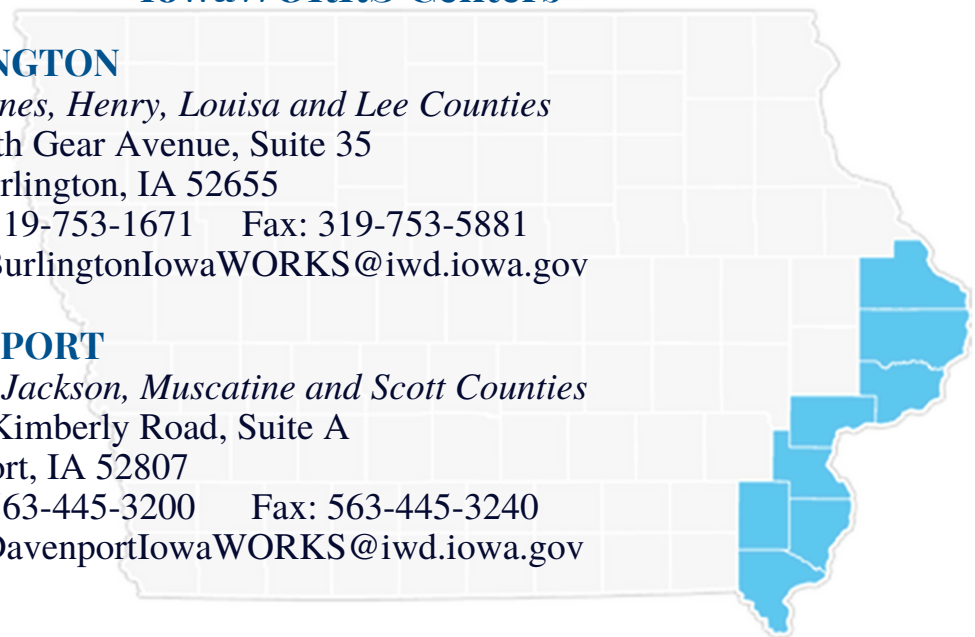
Clinton, Jackson, Muscatine and Scott Counties

1801 E Kimberly Road, Suite A

Davenport, IA 52807

Phone: 563-445-3200 Fax: 563-445-3240

Email: DavenportIowaWORKS@iwd.iowa.gov



BOARD ROLE

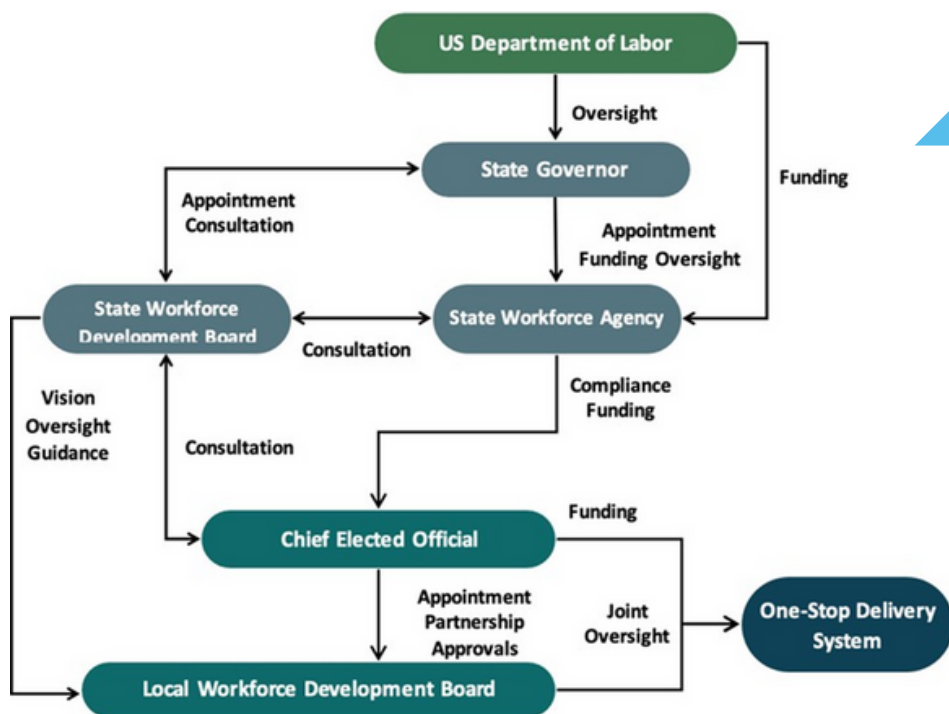
In partnership with the CEO, the LWDB is tasked with providing oversight of the entire one-stop delivery system in the local area. The LWDB ensures the system is accomplishing the vision set forth by WIOA and its corresponding regulations. The vision cast by the LWDB is expected to be a wide net encompassing all partner programs within the system. While each program is unique and must fulfill its regulatory requirements, all programs work toward the same vision set forth by the LWDB.

PARTNER ROLES

The management of the one-stop system is the shared responsibility of the LWDB, CLEO, WIOA core program partners, required one-stop partners, one-stop operators, service providers, and any non-mandatory partners added to the local system by the LWDB and CLEO. In other words, the system is a total collaborative for the planning, operations, and management of local workforce services.

GOVERNANCE

Oversight



Chief Elected Officials

Iowa has chosen to use the terms CEO and Chief Lead Elected Official or CLEO. CEO refers to the group of elected officials within a local workforce development area. The CLEO refers to the singular CEO selected by the group. In Iowa, County Board of Supervisors' Chairs or a designee from within the Board of Supervisors are the designated Chief Elected Officials.

There is no provision within the federal law to permit a CEO to designate away her or his authority or responsibilities under the law. The Chief Lead Elected Official is the person designated within the group of chief elected officials (CEOs) to represent them and execute documents and other decisions on their behalf. The purpose of the CEOs is to lay the foundation for the LWDB to be strategic by ensuring fiscal integrity and ensuring the local area is represented by committed and suitable local workforce development board members. It is expected that the CLEO is representing and communicating with the larger group of CEOs. Any authority given to the CLEO is given based on the decision making of the CEOs.

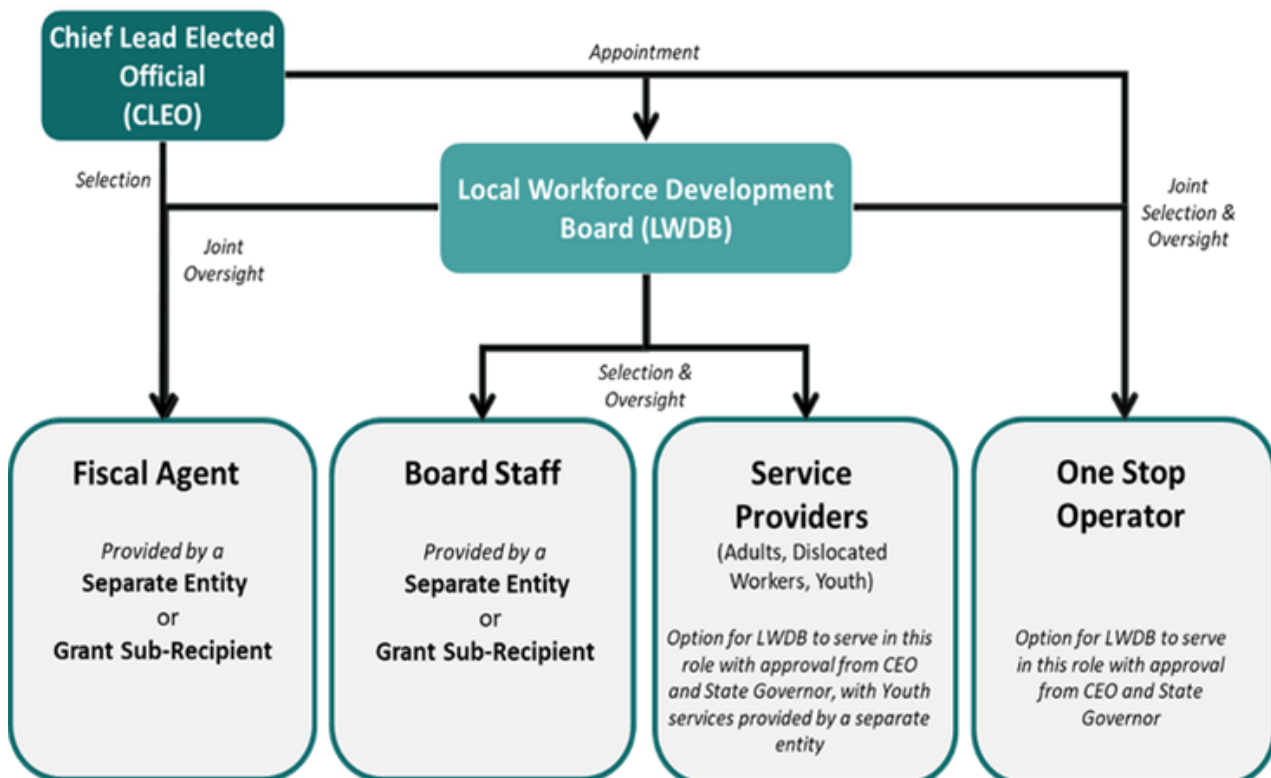
Local Governance

A foundational philosophy within WIOA is the concept of local control. At a basic level, this means that the local governance structure is where decisions are made regarding strategy and service delivery because it is local people who know best how to serve a local area.

This philosophy is reflected in the following ways:

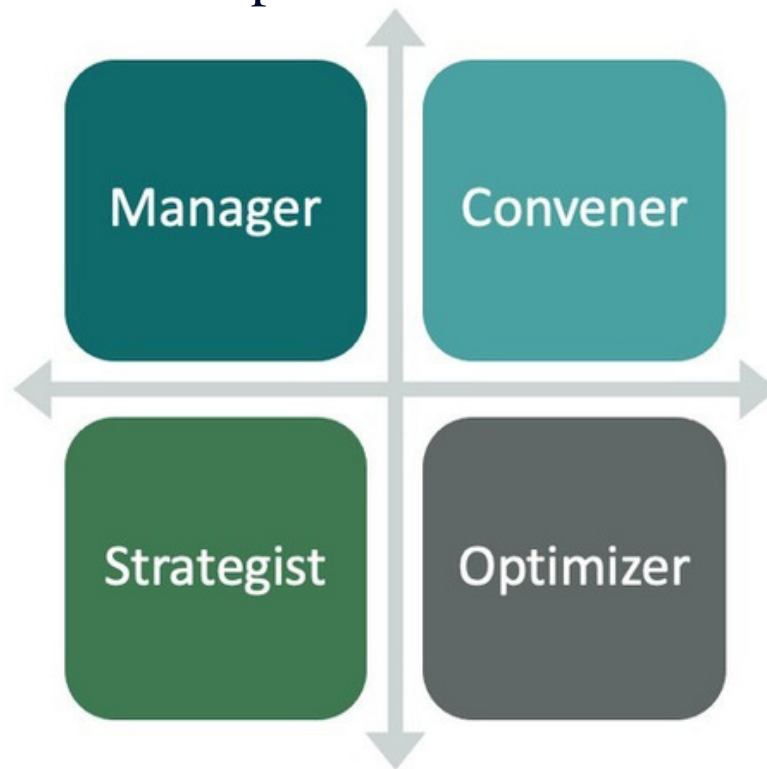
- CEOs appoint the LWDB
- LWDB Selects Service Providers & One Stop Operator
- LWDB develops the local plan

The graphic below represents the local piece of the workforce system and identifies oversight and selection responsibilities of the CLEO and the LWDB. There are four roles at the local level which must be selected. A contract or other legal binding agreement will be required for the execution of the four local roles.



BOARD ROLES

LWDB Roles & Responsibilities



Based on the reform principles in WIOA, the US Department of Labor, Employment and Training Administration (ETA) has developed a vision for the impact of LWDBs in transforming and improving the workforce system and building a sustaining system for board excellence. WIOA establishes Local Workforce Development Boards (LWDBs) which connect employers and job seekers together to strengthen the local economy.

The LWDB's role is to develop strategic plans that set funding priorities for the local area. LWDBs convene partnerships between businesses and community stakeholders and establish sector strategies driven by in-demand occupations and industries. The LWDB works with employers and the workforce system to develop the Local WIOA Plan, policies, and investments that support strategies that drive regional economies, including sector partnerships, career pathways, and high quality customer-centered service delivery.

The mission and vision of local boards parallels the state board. Local boards may dig deeper into the community needs, while the state board will focus on the overarching needs of the state. WIOA outlines four strategic roles that all local workforce development boards must play to ensure the system accomplishes its intended purpose. Each role has a set of tasks that when performed by the LWDB help to ensure the effective delivery of a workforce system aimed at meeting the needs of workers and businesses in the local area.

Role One

MANAGER

The role of Manager requires the Board to effectively manage the funds, appropriately select or procure service providers including the one-stop operator and adhere to effective board practices. Within this role, there are three tasks performed by the Board:

- Managing Funds
- Local Contracts
- Board Procedures

MANAGING FUNDS

Boards are entrusted to act as effective stewards of the public funds allocated to the local workforce development area. This fiduciary responsibility requires careful attention to important measures of success for programs and grant funds. LWDBs must ensure strong management practices and controls are in place for the proper expenditure of funds.

Funds

LOCAL CONTRACT

Based on the four roles at the local level:

- One Stop Operator
- Service Provider
- Fiscal Agent
- LWDB Staff

The LWDB will issue contracts through the Fiscal Agent for services. It is important to note that these are contractual relationships. Therefore, the procurement process (Request for Proposal), as well as the executed contracts, must clearly identify all expectations of the contractor.

Contracts

BOARD PROCEDURES

The board should have an organizational structure that supports its strategic and operational goals. A key organizational component is to have an effective committee structure.

Committees can help the work of the board by:

- Ensuring board objectives are met
- Providing board members with a way to engage in the work of the board
- Offer space for detailed action steps to be discussed, managed, and assigned

Procedures

Role Two CONVENER

The role of Convener requires boards to build and nurture strong local partnerships with community organizations, including business, education, one-stop partners, and economic development. Implied in the Convener role is the premise that the LWDB is not the only entity responsible for building a world class workforce system. The board's power lies in being able to set the vision and convene the appropriate partners to broker a comprehensive set of solutions for business and job seekers.

MOU

MEMORANDUM OF UNDERSTANDING

The MOU is an agreement developed through local discussion and negotiation. It is executed between the LWDB and the one-stop partners, with the agreement of the Chief Lead Elected Official, relating to the operation of the one-stop delivery system in the local area.

IFA

INFRASTRUCTURE FUNDING AGREEMENT

The IFA is the financial plan to fund the services and operating costs of the one-stop delivery system. Joint funding is an essential foundation for an integrated service delivery system and necessary to develop and maintain high standards of service. Infrastructure costs are non- personnel costs necessary to run the one- stop center:

- Rent of facility
- Utilities and Maintenance
- Equipment
- Technology to facilitate access

Local Plan

DEVELOP LOCAL PLAN

Every four years the LWDB must partner with CEOs to develop a Local Plan outlining how the LWDB will develop, align, and integrate service delivery strategies across programs. The process to develop the local plan must be collaborative across the partners and must be led by the LWDB. The state workforce agency is required to issue guidance regarding content of the plan to ensure LWDB are aligning their service strategies with the statewide plan.

Partners

APPROVE NON-MANDATORY PARTNERS

If organizations are interested in being a partner in the one-stop delivery system who are not required by WIOA to do so a non-mandated partner must comply with the same requirements as the mandated partners and be approved by the LWDB.

Role Three STRATEGIST

The role of Strategist ensures that the work of the board is strategic, not aspirational. This requires boards to smartly plan for and implement regional talent pipelines, understanding the demand picture and responding through an integrated set of services that focus on the long-term success of students and job seekers. The board sets the agenda with a bigger picture of community success in mind and board is the local backbone of the workforce system, helping to create a collective vision, and coordinating organizations to implement it

Research & Analysis

WORKFORCE RESEARCH/LABOR MARKET ANALYSIS

LWDBs must conduct research and analysis of the labor market to understand the needs of business and industry in the local area. Strategies and systems should ensure that the collection and examination data is ongoing, and accurately reflects the needs of small medium, and large businesses and includes analysis of strengths, weaknesses, and capacity of the workforce system to meet business needs.

Business and industry should have opportunity to share their needs to validate the data gathered. Developing relationships with the business community, as well as organizations such as Chambers of Commerce, are pivotal steps in understanding the needs of the labor market.

DESIGN THE SYSTEM

Operational design is reflected in how a customer, individual or business, experiences the One Stop Center and considers topics such as:

- Number of IowaWORKS centers (comprehensive and satellite)
- Partners located in or accessed through the centers
- Integrated services for all customers reflected in the MOU and IFA
- Customer flow through the center
- Functional alignment of staff

The strategic design is reflected in such things as:

- Data driven decision making
- Sector partnerships and strategies
- Career pathways

SYSTEM OVERSIGHT & POLICY DEVELOPMENT

LWDB and CEOs partner, to provide oversight of the entire one-stop delivery system in the local area. The LWDB ensures the system is accomplishing the vision set forth by WIOA regulations. The LWDB is expected to set a vision that encompasses all partner programs within the system. While each program is unique and must fulfill its regulatory requirements, all programs work toward the same vision set forth by the LWDB.

- Targeted sectors or occupations
- Customer service and customer flow within the one-stop centers
- Unified business services teams

Design

Oversight & Policy

Role Four

OPTIMIZER

The role of Optimizer empowers boards to continuously monitor performance and make policy or service adjustments to foster continuous improvement. Boards as Optimizers use data to examine macroeconomic trends, looking for patterns that will impact the workforce system and ensure quality outcomes. As an Optimizer, the LWDB's role is to determine appropriate additional measures that support success for the local area, including ways to position and attract additional investments into the workforce system and community.

ONE STOP CERTIFICATION

The MVWDB, in consultation with CEO and LWDB, must establish objective criteria and procedures for LWDB to use when certifying one-stop centers. The criteria must be updated every two years when the state plan is modified. Certification Criteria:

- Effectiveness
 - Customer satisfaction
 - Integration of services
- Physical and programmatic accessibility
- Performance measures
- Continuous improvement
- Coordination amongst partner programs
- Equal opportunity for individuals with disabilities

PERFORMANCE MEASURES

Performance measures are the way USDOL reports to Congress on how well the system is performing. Meeting performance measures is important for LWDB but should not be used to drive decisions regarding service delivery.

Key Performance Indicators:

- Employment Rate
 - 2nd & 4th Quarter
- Median Earnings
- Measurable Skills Gains
- Effectiveness in serving Employers
- Credential Attainment Rate

ELIGIBLE TRAINING PROVIDER LIST

The Governor, in consultation with the SWDB, must establish criteria by which a training institution may be eligible to train WIOA title I participants through Individual Training Accounts (ITAs). Those institutions whose program meet the eligibility criteria will be placed on the Eligible Training Provider List (ETPL) and are able to receive referrals for training and funding for training services. An LWDB may require additional criteria and information from local training providers.

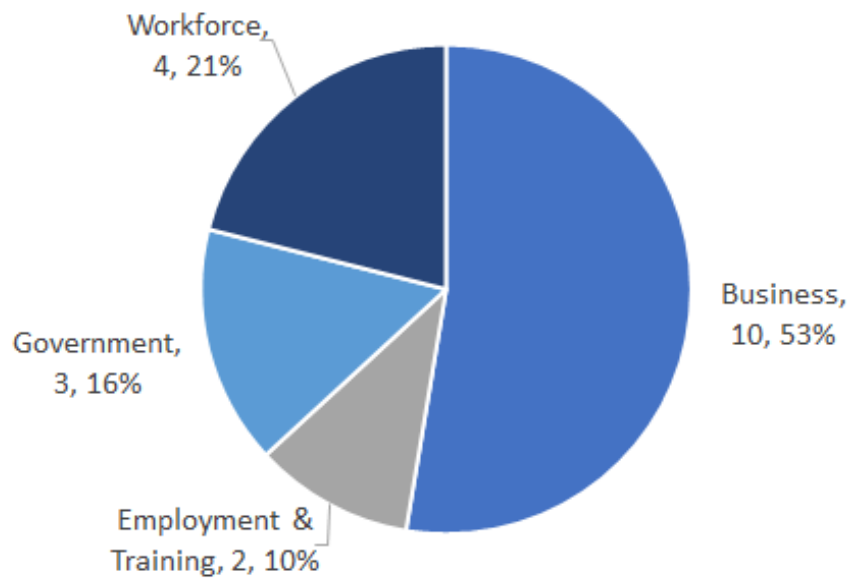
The rigorous standards of the ETPL encourages accountability and transparency in the process of procuring training for eligible WIOA participants. They help to ensure that training programs are effective and suitable for participants as well as providing eligible individuals with ample information to make an informed choice.

Certification

Performance

ETPL

MEMBERSHIP



The LWDB's membership emphasizes the dual customers of the one-stop system: business and individual job seekers. Representatives of business must comprise the majority of the board at 51% and at least 20% of the members must be workforce representatives. CEOs may increase these percentages, based on the needs of the local area, however, compliance with the business and workforce membership percentages must be maintained. Additionally, all required members must have voting privilege. A board having only the minimum required seats will have 19 members.

Business

- Must be 51% of total board composition
- Must be owners, chief executives, or operating officers of businesses
- Provide employment in in-demand occupations or sectors in the local area
- Two representatives must be from small businesses

Workforce

- Must be 20% of total board composition
- Must include labor representatives or the training director from an apprenticeship program

Employment and Training

- Must include a representative from adult education
- Must include a representative from higher education

Government

- Must include a representative from economic and community development
- Must include a representative from Wagner-Peyser (state workforce agency)
- Must include a representative from Vocational Rehabilitation

Mississippi Valley Workforce Development Board Members

Board Chair

Dennis Duke

Carl A Nelson & Company
Project Manager
dduke@carlanelsonco.com
Category: Business

Vice-Chair

Kirby Phillips

Muscatine Power and Water
Human Resources Supervisor
kphillips@mpw.org
Category: Business

Carrie Nudd

Great River Health Systems
HCM Functional Analyst
cspencer98@hotmail.com
Category: Business

Bob Bartles

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Category: Business

Joni Dittmer

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Executive Vice President
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Building and Construction Trades Council
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Category: Labor Management

Cory Bergfeld

Int. Brotherhood of Electrical Workers
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Category: Labor Management

Mississippi Valley Workforce Development Board Members

Patrick Stock

United Steel Workers
Recording Secretary
president@uswlocal105.com
Category: Labor Management

Jacob Nye

IBEW Local 13
Business Manager
Jacob@ibewlocal13.com
Category: Apprenticeship

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Associate Vice President Academic
Grants and Sponsored Programs
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Category: HigherEd

Andy Sokolovich

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Vice President of Econ. Development
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Category: Econ. Development

Jeremy Ritchie

Iowa Workforce Development
Operations Manager
jeremy.ritchie@iwd.iowa.gov
Category: Title III

Martha Bell

Southeastern Community College
Adult Education and Literacy Director
mbell@scciowa.edu
Category: Title II

Cynthia Whalen

Iowa Vocational Rehabilitation
Supervisor
Cynthia.whalen@iowa.gov
Category: Title IV



Chief Elected Officials (CEO)

Chief Lead Elected Official (CLEO)

Jack Willey

jcbos@co.jackson.ia.us

Jackson County Board of Supervisors

Co-CLEO

Brad Quigley

backyardbuildings@ymail.com

Louisa County Board of Supervisors

Jim Irwin

jirwin@clintoncounty-ia.gov

Clinton County Board of Supervisors

Brinson Kinzer

brinson.kinzer@scottcountyiowa.com

Scott County Board of Supervisors

Nathan Mather

Nathan.Mather@co.muscatine.ia.us

Muscatine County Board of Supervisors

Chad White

cwhite@henrycountyiowa.us

Henry County Board of Supervisors

Rick Larkin

rickleolarkin@gmail.com

Lee County Board of Supervisors

Shane McCampbell

mccampbells@dmcounty.com

Des Moines County Board of Supervisors



STANDING COMMITTEES

The Mississippi Valley Workforce Development Board (MVWDB) carries out the majority of its work through its committee structure, and it is expected that each board member will actively participate in at least one committee, and/or participate in the MVWDB industry collaboratives in his/her field. The MVWDB currently convenes the following committees: Executive Committee, Finance Committee, Operations Committee, Youth Committee, and the Disability Access Committee.

Standing committees must be chaired by a member of the MVWDB, may include other members of the MVWDB, and must include other individuals appointed by the MVWDB board chair who are not members of the MVWDB (excluding the Executive Committee), and who have demonstrated experience and expertise in accordance with §679.340(b) and as determined by the MVWDB. CEOs are required to sit on at least one committee but are not voting members.

EXECUTIVE

FINANCE

OPERATIONS

YOUTH

DISABILITY ACCESS

For full committee descriptions please visit www.mississippivalleyworkforce.org

EXECUTIVE COMMITTEES

The Executive Committee consists of the Board Chair, Vice Chair, Committee Chairs, the CLEO, and other members as necessary.

- Undertake the transactional business of the board between meetings, such transactional business may include approval of contracts, budgets, and policies, communications with the CEOB, and other matters related to the administration of WIOA.
- Handles urgent issues and acts on behalf of the MVWA Board between meetings as needed and designated.
- Reviews monthly reports and activities and recommendations of committees.
- Recommends the appointment and/or dissolution of regular and special committees.
- Reviews, develops, and approves policies and procedures for the MVWA Board and its committees.
- Assists with the establishment and negotiations of performance standards and measures for the MVWA.
- Reviews the Executive Director's performance/salary/raises and any issues regarding human resource management.

FINANCE COMMITTEES

The Fiscal Agent and contractors attend the Finance Committee meetings monthly to provide financial reports. The Finance Committee is responsible for:

- Performing oversight and monitoring of the MVWA Board finances.
- Recommends operating and program-specific budgets and any required modifications.
- Recommends the disbursement and payment of funds as defined by established policy.
- Recommends, establishes, enforces, and reviews all financial policies and procedures.
- Reviews the One Stop Operator, Fiscal Agent and Service Provider financial reports on a monthly basis.
- Tracks progress on percentages and amounts spent for specific programs.
- Reviews and if appropriate makes comments on all federal, state, and independent monitoring reports as provided by those monitoring/auditing entities.

OPERATIONS COMMITTEES

The Operations Committee shall have members from all core partners and required partners as applicable in the area. The Operations Committee is responsible for:

- Reviews quarterly performance reports and makes recommendations for areas of improvement.
- Reviews annual program monitoring reports and makes recommendations to the executive committee for corrective actions if required.
- Reviews monthly reports from the One Stop Operator, and Title I Adult/DW program.
- Recommends Title I Adult/DW policies and procedures, based on state and federal guidelines.
- Serves as the policy and oversight entity for issues relative to the operations of the One Stop System.
- Establishes and maintains the One-Stop Certification System.

YOUTH COMMITTEES

The Title I Youth Service Provider will attend the Youth Committee meetings and provide reports and updates. The youth committee is responsible for:

- Helps to identify gaps in services and develop a strategy to use competitive selections or community partnerships to address the unmet needs of youth.
- Ensures compliance with WIOA requirements to including 75% of resources allocated to out-of-school youth and a minimum of 20% of resources allocated to work experience.
- Oversees eligible youth providers, as well as other youth program oversight responsibilities.
- Recommends policy direction to the MVWDB for the design, development, and implementation of programs that benefit all youth.
- Assists with planning, operational, and other issues relating to the provision of services to youth.

DISABILITY ACCESS COMMITTEES

The Disability Access Committee is responsible for:

- Providing information and to assist with operational and other issues relating to the provision of services to individuals with disabilities.
- Providing training to staff on the use of assistive technology on a regular basis.
- Providing appropriate disability related training to employers throughout the Local Area.
- ·Oversee the Disability Awareness Campaign in the MVWA.
- Perform an annual assistive technology review of each center and provide a report to the MVWDB.

COMMITTEE ROSTER

EXECUTIVE

Name	Title	Position	Role
Dennis Duke	Project Manager	Committee Chair	Business
Kirby Phillips	HR Supervisor	Board Member	Business
Lori Bassow	HR Manager	Board Member	Business
Jacob Nye	Business Manager	Board Member	Labor
Mathew Nicol	MCR Staffing Manager	Board Member	Business
Cynthia Whalen	Rehabilitation Supervisor	Board Member	Title IV - VR

FINANCE

Name	Title	Position	Role
Lori Bassow	HR Manager	Committee Chair	Business
Cory Bergfeld	Business Manager	Board Member	Labor
Joni Dittmer	Executive Vice President	Board Member	Business
Joyce Stimpson	HR Manager	Board Member	Business
Bob Bartles	Executive Director	Board Member	Business
Angela Rheingans	Executive Director	Non-Board Member	Chamber
Roger Pavey	Executive Director	Non-Board Member	Community Org.

OPERATIONS

Name	Title	Position	Role
Matthew Nicol	MCR Staffing Manager	Committee Chair	Business
Kirby Phillips	HR Supervisor	Board Member	Business
Martha Bell	Director of AEL	Board Member	Title II - AEL
Jeremy Ritchie	Operations Manager	Board Member	Title III
Ryan Drew	Business Representative	Board Member	Labor
Carolyn Farley	Operations Manager	Non-Board Member	Title III
Tim Gobble	Executive Director	Non-Board Member	Business
Scott Schneider	Dean of Adult Education	Non-Board Member	Title II - AEL

COMMITTEE ROSTER

YOUTH

Name	Title	Position	Role
Jacob Nye	Business Manager	Committee Chair	Business
Carrie Nudd	HCM Functional Analyst	Board Member	Business
Patrick Stock	President	Board Member	Labor
Ron Schaefer	Account Manager	Board Member	Business
Rebecca Ruberg	Library Assistant	Non-Board Member	Community Org
Heather Halbrook	HR Manager	Board Member	Business
Tasha Beghtol	Director	Non-Board Member	Business
Regina Matheson	Ass. Vice President Academic Grants/Sponsored Programs	Board Member	HigherEd
Andy Sokolich	Vice President of Economic Development	Board Member	Economic Development

DISABILITY ACCESS

Name	Title	Position	Role
Cynthia Whalen	Rehabilitation Supervisor	Committee Chair	Title IV - VR
Chad Pratz	Rehabilitation Supervisor	Non-Board Member	Title IV - VR
Carolyn Farley	Operations Manager	Non-Board Member	IWD
Erika Clark	Workforce Advisor	Non-Board Member	IWD
Eva Castillo	Workforce Advisor	Non-Board Member	IWD
Griselda Aguirre	Workforce Advisor	Non-Board Member	IWD
James Faulkner	Rehabilitation Counselor	Non-Board Member	IVRS
James Stout	Workforce Advisor	Non-Board Member	IWD
Joy Szewczyk	Workforce Advisor	Non-Board Member	IWD
Lanae Greene	Neuro-Resource Facilitator	Non-Board Member	Community Org
Maria Gonzales	Workforce Advisor	Non-Board Member	IWD
Martha Bell	Director of AEL	Board Member	Title II - AEL
Travis Robinson	Rehabilitation Counselor	Non-Board Member	Iowa Dept. f/t Blind

MEETING SCHEDULES

FOR THE PERIOD OF
DECEMBER 1, 2021 – JUNE 30, 2022

All meetings will be conducted via Zoom unless otherwise noted as in-person.

The regularly scheduled meetings of the Mississippi Valley Workforce Area are listed below, and other meeting dates may be scheduled on an as needed basis.

All meeting dates are subject to change.

Mississippi Valley Workforce Board

February 21, 2022 – 5:00 p.m.

May 16, 2022 – 5:00 p.m.

Chief Elected Official(CEO) Meeting

February 15, 2022 – 2:00 p.m. In-Person

May 17, 2022 – 2:00 p.m. In-Person

Executive Committee

December 27, 2021 – 5:00 p.m.

January 24, 2022 – 5:00 p.m.

March 28, 2022 – 5:00 p.m.

April 25, 2022 – 5:00 p.m.

June 27, 2022 – 5:00 p.m.

Youth Committee

December 13, 2021 – 5:00 p.m.

January 10, 2022 – 5:00 p.m.

February 14, 2022 – 5:00 p.m.

March 14, 2022 – 5:00 p.m.

April 11, 2022 – 5:00 p.m.

May 9, 2022 – 5:00 p.m.

June 13, 2022 – 5:00 p.m.

Disability Access Committee

January 17, 2022 – 3:00 p.m.

April 18, 2022 – 3:00 p.m.

Operations Committee

December 9, 2021 – 4:00 p.m.

January 13, 2022 – 4:00 p.m.

February 10, 2022 – 4:00 p.m.

March 10, 2022 – 4:00 p.m.

April 14, 2022 – 4:00 p.m.

May 12, 2022 – 4:00 p.m.

June 9, 2022 – 4:00 p.m.

Finance Committee

December 22, 2021 – 4:00 p.m.

January 26, 2022 – 4:00 p.m.

February 23, 2022 – 4:00 p.m.

March 23, 2022 – 4:00 p.m.

April 27, 2022 – 4:00 p.m.

May 25, 2022 – 4:00 p.m.

June 22, 2022 – 4:00 p.m.



MISSION

VISION

GOALS

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.

VISION

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

GOALS

Manager Role Goals

1. Develop effective board practices that oversee the operational efficiency and performance of the American Job Centers.
2. 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

1. Expand workforce services for individuals at all levels of skill and experience.
2. 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.
3. 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

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

Optimizer Role Goals

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



WIOA PARTNERS

Under WIOA there are two categories of workforce partners in the local workforce system, core and required. These partners must provide their services through the IowaWORKS centers either on-site, through a partner program, or a direct linkage through technology.

CORE PARTNERS

Title I Adult, Dislocated Worker, and Youth

Title I of WIOA provides employment and training services to eligible Adults, Dislocated Workers, and Youth. The program connects eligible individuals to a continuum of services and activities, aimed at teaching participants how to navigate the appropriate educational and workforce systems based on an established career pathway. Activities include career exploration and guidance, continued support for educational attainment, and opportunities for skills training in in-demand occupations.

Title II Adult Education and Literacy (AEL)

AEL seeks to ensure that state and local service providers offer adult education and skills development programs that accelerate achievement of diplomas and credentials among American workers, including immigrants and individuals with limited English language. In MVWA Southeastern Community College (SCC) and Eastern Iowa Community College (EICC) are the providers of AEL

Title III Wagner-Peyser

Title III Employment Service (Wagner-Peyser Act) provides employment services and career counseling to jobseekers, as well as labor exchange services to jobseekers and employers.

Title IV Vocational Rehabilitation (VR)

VR programs provide a variety of individualized services to persons with disabilities in preparation for employment. VR advocates employment outcomes for clients that are consistent with their individual strengths, resources, abilities and capabilities.

Iowa Department for the Blind (IDB)

IDB is the state agency that provides services to keep individuals who are blind or visually impaired living independently and working competitively.

REQUIRED PARTNERS

Career and Technical Education (CTE)

CTE programs put an emphasis on career-readiness, they teach important employability skills that are currently in high demand.

Trade Adjustment Assistance (TAA)

TAA provides reemployment assistance to workers who are displaced, due to a lack of work and no fault of their own, from firms hurt by foreign trade, as determined by the U.S. Department of Labor. This program seeks to provide these workers with opportunities to obtain the skills, credentials, resources, and support necessary to rebuild skills for future jobs. Services available for eligible workers include training, employment and case management, job search allowances, relocation allowances, income support, and wage supplements for reemployed older workers.

Senior Community Service Employment Program (SCSEP)

SCSEP is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors. In MVWA this program is carried out by AARP.

Job Corps

Job Corps is a no-cost education and vocational training program to help young people ages 16 through 24 improve the quality of their lives through vocational and academic training. Job Corps is an additional partner in MVWA.

Native American Programs

Employment and training activities for Indian, Alaska Native, and Native Hawaiian individuals are programs that provide training opportunities at the local level for this target population.

National Farmworker Jobs Program (NFJG)

Migrant and Seasonal Farmworkers help with the cultivation and harvest of crops, and other agricultural activities in Iowa each year. The Migrant and Seasonal Farmworker (MSFW) outreach program is focused on educating and assisting MSFWs and agricultural employers. MSFWs receive training and employment services to assist with attaining greater economic stability.

Temporary Assistance for Needy Families (TANF)

Promoting Independence and Self-Sufficiency through Employment, Job Opportunities, and Basic Skills, provides case management, employment, education, training, and supportive services to recipients of the Family Investment Program (FIP), Iowa's cash assistance program under the Temporary Assistance for Needy Families (TANF) block grant, also known as PROMIS JOBS.

REQUIRED PARTNERS

Unemployment Compensation

Iowa Workforce Development (IWD) administers unemployment insurance benefits in the state of Iowa. Benefits are made available to workers who meet all requirements and have lost their job through no fault of their own, such as when a plant closes, they are laid off or in other similar circumstances.

Jobs for Veterans State Grant (JVSG)

Veteran representatives who are all honorably discharged service members, coordinate all intensive services provided to eligible veterans within the IowaWORKS system. They work with eligible veterans and clients of Veterans Administration Vocational Rehabilitation to administer comprehensive assessments of skill levels, develop an individual employment plan, develop job interviewing and resume writing skills, provide individual career planning services, and help place eligible veterans in federally-funded employment and training programs.

Reemployment Services and Eligibility Assessment (RESEA)

RESEA program is a grant program for states to assist individuals receiving unemployment insurance (UI) benefits. The funds are used to connect participants with in-person assessments and reemployment services through American Job Centers.

Ticket to Work

Ticket to Work Program provides most people receiving Social Security disability benefits (beneficiaries) more choices for receiving employment services. Under this program, most beneficiaries become eligible for the Ticket to Work Program when they start to receive SSDI or SSI benefits based on disability. Beneficiaries may choose to assign their tickets to an Employment Network (EN) of their choice to obtain employment services, vocational rehabilitation services, or other support services necessary to achieve a vocational (work) goal. The EN, if they accept the ticket, will coordinate and provide appropriate services to help the beneficiary find and maintain employment.

Reentry Employment Opportunities (REO)

REO program provides funding for justice-involved youth and young adults and adults who were formerly incarcerated.

PARTNERS IN CENTERS

The below chart identifies the partners that are physically present in each center providing services to job seekers and businesses. All partners not physically located in the center provide their services through cross-training partner staff or through a direct technology linkage.

Partner	Burl	Dav
Title I Adult	X	X
Title I Dislocated Worker	X	X
Title II Adult Education and Literacy		
Title III Wagner-Peyser	X	X
Vocational Rehabilitation	X	X
Iowa Department for the Blind		
Career and Technical Education		
Trade Adjustment Assistance	X	X
AARP		X
Job Corps		X
Native American Programs		
National Farmworker Jobs Program		
TANF -	X	X
Unemployment Compensation	X	X
Jobs for Veterans State Grant	X	X
Reentry Employment Opportunities	X	X
RESEA	X	X
Ticket to Work	X	X

WORKFORCE SERVICES

Below are the workforce services offered in the Mississippi Valley to job seekers and businesses. Most services are physically offered through the IowaWORKS Centers. All of the services may be offered by one partner, while other partners may offer only a certain array of services to participants and businesses

Basic Career Services

- Eligibility Determination
- Outreach, Intake, and Orientation to the information, services, programs, tools and resources available through the Local workforce system
- Initial assessment of skill level(s), aptitudes, abilities, and supportive service needs
- In and out of area job search and placement assistance
- Provision of information on in demand sectors, occupations, or nontraditional employment
- Provision of employment/ workforce and labor market information
- Provision of performance information and program costs for eligible providers of training, education, and workforce services
- Provision of information on performance of the local workforce system
- Provision of information on the availability of supportive services and referral to such as appropriate
- Provision of information and meaningful assistance on Unemployment Insurance claim filing
- Provision of referrals and coordination of activities with other programs and services
- Information and assistance in applying for financial aid for training and education programs not provided under WIOA

Training Services

- Occupational Skills Training
- On-the-Job Training (OJT)
- Entrepreneurial Training
- Customized Training
- Training programs operated by the private sector
- Skill upgrading and retraining
- Adult Education and Literacy (AEL) programs
- Workplace and Cooperative Education (programs that combine workplace training with related instruction which may include cooperative education programs)
- Incumbent Worker Training



Individualized Career Services

- Comprehensive and specialized assessments of skill levels and service needs
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
- Group Counseling
- Individual Counseling and Career Planning
- Literacy Training
- Workforce Preparation Activities
- Case Management for customers seeking training services, individual in and out of area job search, referral and placement
- Work based learning experiences, including internships and transitional jobs
- Instructions in Self Advocacy (VR)
- English Language Acquisition

Business Services

- Employer needs assessment
- Job posting
- Applicant pre-screening
- Recruitment assistance
- Training assistance
- Provide access to and assist with interpretation of Labor Market Information
- Employer information and referral
- Rapid response and layoff aversion
- Incumbent worker training
- Develop customized training opportunities for specific employer and/ or industry sector needs
- Develop, convene, or implement sector partnerships
- Provide information regarding assistive technology and communication accommodations
- Conduct job fairs
- Use of IowaWORKS Centers for recruiting and interviewing job applicants

Follow Up Services

- Follow Up Services

YOUTH SERVICES

Title I Youth Program Services

WIOA Title I defines two categories of Youth to be served:

- In-School are between the ages of 14-21
- Out-of-School Youth between the ages of 16-24.

A minimum of 75% of the local areas funds must be spent on Out-Of-School Youth.

14 Required Youth Elements

Per the Workforce Innovation and Opportunity Act, the following 14 program elements are to be provided to youth:

1. Tutoring, Study Skills Training, Instruction, and Dropout Prevention activities that lead to completion of a high school diploma or recognized equivalent
2. Alternative Secondary School and Dropout Recovery Services assist youth who have struggled in traditional secondary education or who have dropped out of school
3. Paid and Unpaid Work Experience is a structured learning experience in a workplace and provides opportunities for career exploration and skill development
4. Occupational Skills Training is an organized program of study that provides specific skills and leads to proficiency in an occupational field
5. Education Offered Concurrently with Workforce Preparation is an integrated education and training model combining workforce preparation, basic academic skills, and occupational skills
6. Leadership Development Opportunities encourage responsibility, confidence, employability, self-determination, and other positive social behaviors
7. Supportive Services enable an individual to participate in WIOA activities
8. Adult Mentoring is a formal relationship between a youth and an adult mentor with structured activities where the mentor offers guidance, support, and encouragement
9. Follow-up Services are provided following program exit to help ensure youth succeed in employment or education
10. Comprehensive Guidance and Counseling provides individualized counseling to participants, including drug/alcohol and mental health counseling
11. Financial Literacy Education provides youth with the knowledge and skills they need to achieve long-term financial stability
12. Entrepreneurial Skills Training provides the basics of starting and operating a small business and develops entrepreneurial skills
13. Services that Provide Labor Market Information offer employment and labor market information about in-demand industry sectors or occupations
14. Postsecondary Preparation and Transition Activities help youth prepare for and transition to postsecondary education and training

WORK BASED LEARNING

WIOA Title I program encourages the use of work-based learning (WBL) opportunities for participants. Options for work-based training include on-the-job training, transitional jobs, work experiences and internships, customized training, incumbent worker training, or Registered Apprenticeship and Pre-Apprenticeship programs.

On-the-Job Training (OJT)

OJT provides reimbursements to employers to help compensate for the costs associated with skills upgrade training for newly hired employees and the lost production of current employees providing the training (including management staff). OJT training can assist employers who are looking to expand their businesses and who need additional staff trained with specialized skills. OJT employers may receive up to 50% reimbursement of the wage rate (in certain circumstances up to 75%) of OJT trainees to help defray personnel training costs.

Transitional Jobs

Transitional jobs are a type of work-experience local boards may provide under WIOA, and are considered an individualized career service. Transitional jobs are time-limited and wage-paid work experiences that can be subsidized up to 100 percent. These jobs are in the public, private, or nonprofit sectors. The target population is Adults and dislocated workers with barriers to employment who are chronically unemployed or have an inconsistent work history.

Work Experience and Internships

Work experiences or internships are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences or internships may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. Work experiences or internships may be within the private for-profit sector, the non-profit sector, or the public sector. The target populations are Youth/adults with barriers to employment who have limited labor market experience, unemployed workers, underemployed workers, and long-term unemployed workers.

WORK BASED LEARNING

Customized Training

Customized training is designed to meet the specific requirements of an employer or group of employers with the commitment that the business or businesses employ an individual(s) upon successful completion of the training. In most instances, the business must pay for a significant portion of the cost of training, as determined by the MVWDB.

Incumbent Worker

Incumbent Worker training is designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs. Incumbent Worker training can be used to help avert potential layoffs of employees; or obtain the skills necessary to retain employment, such as increasing the skill levels of employees so they can be promoted within the company and create backfill opportunities for new or less-skilled employees. The target populations are Businesses and employers who meet local eligibility criteria to receive incumbent worker training funds and who need to provide training to their current workforce to meet new or changing business needs.

Pre-Apprenticeship

A pre-apprenticeship is a program designed to prepare individuals to enter and succeed in a Registered Apprenticeship program, which includes training and curriculum that aligns with the skill needs of employers, access to educational and career counseling, and other supportive services and hands on learning activities.

Registered Apprenticeship

Apprenticeship is an employer-driven, “earn while you learn” model that combines On-the-Job Training (OJT) with job-related instruction in curricula tied to the attainment of industry-recognized skills standards. The employer typically provides OJT only, but in some cases may also provide RTI. WIOA funds may be used to support the classroom instruction as well as the OJT component. WIOA funds may also be used to provide supportive services to participants that help them succeed in apprenticeship programs.

WIOA PERFORMANCE REQUIREMENTS PY 2021

Negotiated levels of performance for PY21 for Title I Adult, Dislocated Worker, and Youth and Title III Wagner-Peyser.

Adult

Employment Rate 2nd Quarter after Exit	73.0%
Employment Rate 4th Quarter after Exit	70.0%
Median Earnings 2nd Quarter after Exit	\$5,400
Credential Attainment within 4 Quarters after Exit	67.0%
Measurable Skill Gains	44.0%

Dislocated Worker

Employment Rate 2nd Quarter after Exit	85.0%
Employment Rate 4th Quarter after Exit	83.0%
Median Earnings 2nd Quarter after Exit	\$8,400
Credential Attainment within 4 Quarters after Exit	68.0%
Measurable Skill Gains	31.0%

Youth

Employment or Education Rate 2nd Quarter after Exit	73.0%
Employment or Education Rate 4th Quarter after Exit	72.0%
Median Earnings 2nd Quarter after Exit	\$3,600
Credential Attainment within 4 Quarters after Exit	59.0%
Measurable Skill Gains	41.0%

Wagner-Peyser

Employment Rate 2nd Quarter after Exit	73.0%
Employment Rate 4th Quarter after Exit	70.0%
Median Earnings 2nd Quarter after Exit	\$6,100

LOCAL POLICIES AND AGREEMENTS

The following brief summaries are not met to be expansive or provide specific eligibility criteria or processes that must be followed, but are more for understanding the basic concept of each policy or document. The board's policies are primarily for Title I programs and in limited situations may cover IowaWORKS services. For a full list of the board's policies please visit www.mississippivalleyworkforce.org.

WIOA REQUIRED LOCAL DOCUMENTS

Local Plan

WIOA requires that LWDBs submit a comprehensive four-year plan to the governor. In general, a local plan documents how a local WDB will support the state strategy specified in the Unified State Plan. Highlights of the contents of a local plan include descriptions of how LWDBs will develop strategic planning elements, align workforce development programs; expand access to career pathways and recognized postsecondary credentials, develop, and implement a service mix that will best meet the workforce needs of local employers, and coordinate workforce development activities with economic development activities.

Memorandum of Understanding (MOU)

The LWDB is required to enter into a MOU with all One Stop partners that describes the operation of the One-Stop delivery system in the local area. Specifically, the MOU must enumerate the services to be provided, specify the division of operating costs among partners, describe methods of referral of individuals to partner programs, and describe the methods to ensure accessibility to services.

LWDB-CEO Partnership Agreement

Agreement outlining the individual responsibilities of the CEOs, and the board and their joint responsibilities under WIOA.

Fiscal Agent Agreement

Agreement outlines the roles assigned to the fiscal agent by the CEOs and the fiscal accountability of WIOA funds

Bylaws

Outlines the purpose, functions, committee structure, attendance requirements, membership, appointments and other relevant governance requirements for the board.

PROGRAM RELATED POLICIES

Title I Eligibility

- *Adult Eligibility* - 18 years of age or older; and a citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S; and, registered with Selective Service if applicable.
- *Dislocated Worker* – Meets all Adult eligibility criteria and has been terminated or laid off that meets certain criteria, see full policy for more information.
- *Youth* - Be a citizen or non-citizen authorized to work in the United States. meet selective service requirements if applicable, between the ages of 14-24 and have at least one barrier defined under WIOA.

Follow-Up

Follow-up services are available to all WIOA Title I program participants, including Adult, Dislocated Worker, and Youth programs. For Youth, WIOA defines Follow-up as a service element, within the required 14 Youth Elements. Follow-up services must be provided for 12 months following exit from the program.

Geographical Preference for Enrollment

WIOA-funded activities and services will be first given to residents of the eight counties in the Mississippi Valley Workforce Area. Second preference will be given to eligible participants from other Local Workforce Development Areas in the state of Iowa. Third preference will be given to those individuals in adjacent counties in neighboring states affected by a mass layoff. Lastly, individuals from other adjacent counties in other states may be served if funding is available. Informational and basic career services will be available to all individuals regardless of residence.

The LWDB is required to enter into a MOU with all One Stop partners that describes the operation of the One-Stop delivery system in the local area. Specifically, the MOU must enumerate the services to be provided, specify the division of operating costs among partners, describe methods of referral of individuals to partner programs, and describe the methods to ensure accessibility to services.

Individual Training Account

ITAs are a type of scholarship provided to participants who meet eligibility criteria. The maximum ITA per participant per program year in MVWA is \$5500.00.

PROGRAM RELATED POLICIES

Laptop Check Out

MVWA provides laptops to participants to check out for employment search and employment attainment purposes.

Objective Assessment

An objective assessment is a procedure designed to comprehensively assess the skills, abilities, and interests of each participant through the use of diagnostic testing and other assessment tools. The methods used by the grantee in conducting the objective assessment may include interview, skills and aptitude assessments and performance assessments

On-the-Job Training

The maximum amount of an OJT contract allowed is \$10,000. The employer is reimbursed up to fifty percent (50%) of the participant's wage rate. In limited circumstances, the reimbursement may be up to 75 percent of the wage rate of the participant when certain conditions are met. An OJT contract must be limited to the period of time required for the participant to become proficient in the occupation for which the training is being provided. No OJT contract will be longer than six (6) months and will not exceed 1040 hours.

Rapid Response

This policy outlines the process for providing Rapid Response services to employers and employees and identifies who is responsible for reporting activities.

Participant Grievance

This policy outlines the process that participants must follow when filing a complaint against a WIOA partner.

Personally Identifiable Information (PII)

All center partners with access to PII must be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards within the Federal and state laws. All parties who have access to PII are required to annually sign a PII Policy Acknowledgment Form. These forms shall be kept on file with the respective Parties' personnel files and shall be available for monitoring review at the request of the MVWDB.

PROGRAM RELATED POLICIES

Priority of Service Policy

- *Priority 1* - To veterans and eligible spouses who are included in the groups given statutory priority for WIOA Adult funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient receive first priority for services with WIOA Adult formula funds for individualized career services and training services.
- *Priority 2* - Non-covered veterans or eligible spouses who are on public assistance, low-income or basic skills deficient.
- *Priority 3* - To veterans and eligible spouses who are not included in WIOA's priority groups.
- *Priority 4* - The MVWDB has defined the fourth priority to cover people with disabilities.
- *Priority 5* - Last, to non-covered persons outside the groups given priority under WIOA.

Selective Service Policy

This policy provides guidance regarding the Selective Service registration requirements for participation in WIOA funded services including specific requirements, acceptable documentation, and questions to help local areas with determining whether failure to register by a current or potential WIOA participant was knowing and willful.

Social Media Policy

Establishes standards and guidelines on the use of social media to reach a broader audience and inform the MVWA of activities and services available through WIOA.

Supportive Services Policy

The MVWA has a support cap maximum of \$6,000.00 per participant. Some of the support services that are provided in MVWA include childcare, transportation, clothing, educational expenses, housing, utilities, car repairs, tools, employment related expenses, needs related payments etc.

PROGRAM RELATED POLICIES

Transitional Jobs (TJB)

TJB are time-limited and wage-paid work-based learning that are subsidized up to 100%. TJB target populations with multiple employment barriers or limited work experience. A TJB agreement at one worksite can be written for a maximum of 13 calendar weeks unless the agreement is for a part-time TJB of less than 520 hours, then the TJB activity period can be extended to a maximum of 26 weeks. No overtime is allowed. The wage rate will not exceed \$13.00 per hour.

Youth Incentive and Stipend Policy

The criteria for incentive awards are tied to the youth performance outcomes as established by WIOA. Incentives may be awarded to participants based upon their progress and/or achievement of milestones in the program tied to work experience, education, or training outlined in their Individual Service Strategies

Youth Work Experience (WEP)

WEP provides the youth participant with opportunities for career exploration and skill development. The participant may enter into more than one paid WEP activity prior to exit from the WIOA youth program. A WEP agreement at one worksite can be written for a maximum of 13 calendar weeks. WEP is subject to a maximum of \$10,000 per program participation.

BOARD RELATED POLICIES

Conflict of Interest Policy

MVWA is committed to maintaining the highest of standards of ethical conduct and to guard against problems arising from real, perceived, or potential conflict of interest. All partners at all levels of participation in the workforce system funded by the Workforce Innovation and Opportunity Act (WIOA) are expected to read, understand and apply the policy to ensure system integrity and effective oversight of the workforce system.

Credit Card

Outlines board staff's responsibility and liability for the board credit card.

Firewalls

This policy outlines the proper firewalls that are in place to ensure a complete separation of duties. Firewalls are also in place to ensure the transparency and integrity of staff fulfilling multiple roles and multiple functions. Organizations performing the functions of one-stop operator and direct provider of career services and/or youth workforce investment activities must have adequate organizational separation between and among those functions; separate staff must perform the duties of each function.

Job Descriptions

Describes the required qualifications/needed experiences for board staff.

Monitoring Policy

MVWDB must conduct monitoring of all contracts at least annually or, for contracts lasting less than one year, once during each contract term for financial and programmatic compliance.

Procurement Policy

MVWA follows all procurement procedures required by the state of Iowa, federal regulations and are documented in accordance with 29 CFR Part 97, including solicitations, selection process, contract negotiations, and award.

Travel Policy

Outlines when prior approvals are needed and the process for requesting reimbursement of board related travel expenses.

FINANCIAL OVERVIEW

The Mississippi Valley Workforce Development Board (MVWDB) develops a budget inclusive of all Workforce Innovation and Opportunity Act (WIOA) Title I funds allocated to the Local Area and the budget must then be approved by the Chief Lead Elected Official (CLEO). There are two primary periods for WIOA Title I funds:



Program Year (PY)

PY 2021 runs from July 1, 2021 - June 30, 2022



Fiscal Year (FY)

FY 2022 runs from October 1, 2021 – June 30, 2022

Types of Program Funding

There are three types of Title I program funds, Adult, Dislocated Worker, and Youth. 90% of these funding streams are considered program dollars and the other 10% is for administrative purposes.

- Adult – Is comprised of both PY and FY funding
- Dislocated Worker (DW) - Is comprised of both PY and FY funding
- Youth - The Youth program has only one allocation per year and is designated as PY funding. Youth participants are between the ages of 14-24

Additional funding streams may be available to Local Areas from time to time and currently includes:

- National Dislocated Worker Grant (NDWG) - PY20
- Rapid Response – PY20
- Transition Funding – PY20

FINANCIAL OVERVIEW

Fiscal Agent Designation

The Fiscal Agent is the entity designated by the CLEO to assist in the administration of WIOA grant funds under the direction of the MVWDB. In general, the Fiscal Agent shall receive and manage all WIOA funds for the area and other federal, state, or local funds as designated. Fiscal Agents have no independent authority under WIOA beyond what is granted to them by the CLEO, or by the specific, direction of the MVWDB.

Fiscal Agent Responsibilities

- Receive funds
- Ensure sustained fiscal integrity and accountability for expenditures in accordance with Office of Management and Budget (OMB), WIOA, regulations, and state policies
- Respond to audit findings
- Maintain proper accounting records and required documentation
- Prepare financial reports for the finance committee, the MVWDB and Chief Elected Officials (CEOs).
- Provide technical assistance to service providers and contractors regarding fiscal issues
- Enter into contracts on behalf of the MVWDB
- Perform financial monitoring

Fiscal Highlights

- Up to 10% of WIOA funding can be used for administrative costs.
- 20% of Adult/DW and Youth funding can be carried over for up to two years. For example: PY20 carryover funds must be spent by June 30, 2022.
- Administrative funding is available for up to two years and there is no cap on the amount of funding that can be carried over each year
- 100% of Adult and DW program funding can be transferred from one program to another
- At least 75% of Youth funds must be used to provide out-of-school youth services (ages 16-24)
- A minimum of 20% of the Youth funding must be used to provide work experience.
- No more than 20% of the combined Adult/DW total allocation can be used for incumbent worker training.
- Up to 10% of the combined Adult/DW total allocation can be used to provide transitional jobs.

FINANCIAL OVERVIEW

Program Versus Admin Expenses

Program

- All Service Provider Expenses
- One-Stop Operator Expenses
- Portion of Board Staff Salary
- IowaWORKS Center Sub-Lease Payments

Admin

- Fiscal Agent Expenses
- Staff Support to the MVWD
- Board Related Expenses

Current Funding Levels

July 1, 2021 – June 30, 2022

	PY20	FY21	PY21	FY22	Total
Admin	48,367.36	108,030.00	171,263.00	148,788.00	476,448.36
Adult		115,348.64	172,519.00	813,100.00	1,100,967.64
Dislocated Worker		190,212.27	154,524.00	526,001.00	870,737.27
Youth	404,083.93		1,214,335.00		1,618,418.93
NDWG	277,946.94				277,946.94
Rapid Response	14,866.20				14,866.20
Transition	2,059.66				2,059.66
					TOTAL 4,361,445.00

(PY20 and FY21 represent carryover amounts from the previous program year. 100% of this funding must be spent by June 30, 2022. 80% of PY21 and FY22 funding must be spent by June 30, 2022)

COMMONLY USED ACRONYMS

AEL – Adult Education and Literacy	ITA - Individual Training Accounts
AJC – American Job Center	IWT - Incumbent Worker Training
CEO – Chief Elected Official	OJT - On the Job training
CLEO – Chief Lead Elected Official	OST – Occupational Skills Training
DOL – Department of Labor	OSY - Out of School Youth
DW - Dislocated Worker	RA - Registered Apprenticeship
ESL - English as a Second Language	WEP - Work Experience
FY – Fiscal Year	ADA - Americans with Disabilities Act
HSED - High School Equivalency Diploma	DAC - Disability Access Committee
IDB - Iowa Department for the Blind	DVOP - Disabled Veterans Outreach Program
IVRS - Iowa Vocational Rehabilitation Services	CFR – Code of Federal Regulation
IWD – Iowa Workforce Development	DOE - Department of Education
LWDA – Local Workforce Development Area	DOLETA - U.S. Dept. of Labor, Employment & Training Administration
LWDB – Local Workforce Development Board	ETA – Employment and Training Administration
MOU – Memorandum of Understanding	LMI – Labor Market Information
RFP – Request for Proposals	NAWB – National Association of Workforce Boards
VR – Vocational Rehabilitation	PY – Program Year
WIOA - Workforce Innovation and Opportunity Act	RR – Rapid Response
ETPL – Eligible Training Provider List	SWDB - State Workforce Development Board
IEP - Individual Education Plan	TA – Technical Assistance
ISS – Individual Service Strategy	TEGL - Training and Employment Guidance Letter
ISY – In School Youth	

CLOSING REMARKS

You made it through! I hope this was helpful and will be a resource you are able to access easily and utilize practically to support you in your role. As the board innovates, collaborates, and integrates the foundation over the next year and we learn more about our local area needs, this guide will evolve and adapt.

The opportunities you are creating for businesses and individuals in our area now is establishing hope for future generations to come. Please provide any feedback on how this guide can be improved for the next edition.

**The Mississippi Valley Workforce
Development Board has a website for more
information and other board documents.
Please visit
www.mississippivalleyworkforce.org**



Our workforce and our entire economy are strongest when we embrace diversity to its fullest, and that means opening doors of opportunity to everyone and recognizing that the American Dream excludes no one.

- Tom Perez