



# Mississippi Valley Workforce Development Board

## Executive Committee Agenda

Tuesday, October 11, 2022, at 5:30 p.m.

### In-Person

HNI Corporation Training Center  
816 E 5th St, Muscatine, IA 52761

### Join Zoom Meeting

<https://us02web.zoom.us/j/89984623069?pwd=NDVsVzN4bzN5anRpUExrVG5PcmV0dz09>

Meeting ID: 899 8462 3069    Passcode: 899588    One tap mobile: <tel:+13126266799>,89984623069

Called to Order	Dennis Duke
Roll Call	Andrea Taylor
Introductions	Dennis Duke
*Excused Absences	Dennis Duke
*Approval of Agenda	Dennis Duke
*Approval of Previous Minutes	Dennis Duke

IWD New Business Division	IWD Staff
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### Standing Reports

Operations Committee Report	Matthew Nicol
Finance Committee Report	Lori Bassow
Youth Committee Report	Jacob Nye

### New Business

*OSO KPI Report	Bob Ryan
*RFP Committee Recommendation	Matthew Nicol
*Business Services Plan	Andrea Taylor/Miranda S
*Annual Report	Miranda Swafford
*TJB Policy Mod	Matthew Nicol
*WEP Policy Mod	Matthew Nicol
*Monitoring Policy Mod	Matthew Nicol
PY22/PY23 Performance	Miranda Swafford
Executive Director Report	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: Andrea Taylor [associate@mississippivalleyworkforce.org](mailto:associate@mississippivalleyworkforce.org) or at 1-844-WOR-K365



# Mississippi Valley Workforce Development Board

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## Executive Committee Meeting Minutes

Friday, September 23, 2022, at 11:00 a.m.

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

**Members Absent:** None

**CEOs Present:** Jack Willey

**Staff Present:** Miranda Swafford, Executive Director, Andrea Taylor, Associate Director, and Phyllis Wood, Executive Assistant

**Service Provider Staff Present:** Kendra Schaapveld, Project Director, Cheryl Tipsword, Project Accountant, and Shannon Weaver, Burlington Operations Supervisor

**One Stop Operator:** Robert Ryan

### **CALLED TO ORDER**

Duke called the meeting to order at 11:00 a.m.

### **QUORUM**

The committee had a quorum to conduct business.

### **EXCUSED ABSENCES**

There were no absences.

### **APPROVAL OF AGENDA**

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

### **APPROVAL OF MINUTES**

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

### **New Business**

#### **\*OSO BUDGETS**

Ryan presented a nine and one-half month budget which will allow the contract to align with program year budgeting. The budget does have more dollars allocated to travel to meet the desire of the CEOs and Board for him to be physically present in the Davenport office more frequently. The bulk of the budget is covering Ryan's salary as well as two hours per week of Cheryl Tipsword's salary. Bassow made a motion to accept the budget as presented, seconded by Kirby, the motion carried.

#### **\*ADULT/DW BUDGET**

Schaapveld presented the Adult/DW budget and narrative with the prorated salaries broken out for each program to match the narrative. Nye questioned the 60/40 split with operating expenses

getting the bulk and was curious if that is normal. Swafford said the split was not unusual but much higher to operating would be questionable. Whalen questioned if she should be a part of this conversation and voting on the budgets due to her role with Vocational Rehabilitation. Swafford stated there has never been any question about VR participation. Nye made a motion to approve the budget as presented, seconded by Nicol, the motion carried.

**\*YOUTH BUDGET**

Schaapveld presented the youth budget with prorated salaries to match the budget narrative noting the funding for a separate youth space had been removed. A waiver for the space was submitted to the state and should that be approved, she will request to move funding between aggregates to fund the project. Nicol made a motion to approve the budget as presented, seconded by Nye, the motion carried.

**\*NDWG BUDGET**

Schaapveld stated the original salary percentages from prior to the extension were used and essentially there are no changes. Bassow made a motion to approve the budget as presented, seconded by Nye, the motion carried.

**OTHER BUSINESS**

Willey praised the open house event in Davenport noting he was really impressed and enjoyed the virtual reality headset demonstration. The headsets are a great investment.

**PUBLIC COMMENT**

There was no public comment.

**ADJOURN**

Nye made a motion to adjourn, seconded by Whalen, the motion carried, and Duke adjourned the meeting at 11:23 a.m.



## Mississippi Valley Workforce Development Board

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### **Operations Committee Meeting Report Prepared for October 11<sup>th</sup>, 2022 Executive Committee Meeting**

#### **Committee Highlights**

- Reviewed and recommend for approval modifications to the Transitional Job Policy, Work Experience Policy and the Monitoring Policy. Reasons for modifications:
  - Having the process separate from the procedure is a best practice reported by the state.
  - The monitoring policy will allow the removal of specific monitoring references in individual policies and will point instead to the Monitoring policy.
- Nicol shared his vision for using labor market information reports related to advanced manufacturing, healthcare, and transportation to help drive decision making.

#### **One Stop Operator Report Review**

- Burlington averaged 29 visitors per day in July and averaged 31 visitors per day in August. Davenport had an average of 45 visitors per day in both July and August.
- Facebook total reach in Davenport went from 7,424 in July to 25,632 in August. Burlington's Facebook total reach was 16,082 in July and 11,945 in August.
- Referrals continue to heavily come from the RCM/RESEA and Title III programs with a majority directed to Title I programming.
- The One-Stop Certification initial assessment timeline and scoring rubric was shared noting areas of opportunity in physical and programmatic accessibility and effectiveness.

#### **ADULT/DW/RR REPORT**

- July had 45 enrollments
- Paid out \$1,456 in WBL wages
- 18 participants entered training
- Rapid response activities included a KPI TRADE assistance meeting and worker information meetings with Siemens Gamesa
- Enrollments in August were 15 for Adult, 31 Dislocated Worker, and 3 NDWG
- 89 occupational skills trainings and four WBL started in August
- Legacy in Action reports 96.1% customer satisfaction rate

#### **Title III Review**

- Burlington office served 666 distinct users in August with Davenport serving 1,067
- There were 169 Title III enrollments in August for Burlington and 225 for Davenport



## Mississippi Valley Workforce Development Board

### Finance Committee Report Prepared for October 11<sup>th</sup>, 2022 Executive Committee Meeting

#### Financial Updates

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

#### August Invoices Approved

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

#### WIOA Financial Summary Expenditures through 8/31/2022 (Approximately 8.33% through Program Year)

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



## Mississippi Valley Workforce Development Board

### One Stop Operator Key Performance Indicator Report

**Executive Committee Meeting Date:** 10/11/2022 **Period of Performance:** 7/1/2022-9/15/2022

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 must show satisfactory progress in 13 of the 16 measures shown below as determined by the executive committee at the January, April, July, and October 2022 meetings.

Key Performance Indicators	Y or N	One Stop Operator Comments
1. Document at least 5 hours quarterly learning partner programs.		<ul style="list-style-type: none"> <li>• 07/06/22 Disability Etiquette 0.75 hours</li> <li>• 07/08/22 Document Accessibility 1.0 hours</li> <li>• 07/20/22 IWD Social Media Training 0.75 hours</li> <li>• 08/04/22 IWD ETPL Training 0.5 hours</li> <li>• 08/10/22 IWD Diversity Training 0.75 hours</li> <li>• 08/24/22 IWD UI Training 0.5 hours</li> <li>• 08/31/22 Entering Business Services 0.5 hours</li> <li>• 09/23/22 Child Care Grant training 0.5 hours</li> <li>• 09/28/22 Ticket to Work Training 0.5 hours</li> <li>• Total Quarter 5.75 hours</li> </ul>
2. Coordinate 3 core partner meetings quarterly.		07/26/22 08/23/22 09/20/22
3. Coordinate 1 required partner meeting quarterly.		08/09/22
4. Implement and maintain a customer satisfaction survey of at least 85%.		July            100% (1 respondent) August        91.4% (7 respondents) September    92.5% (42 respondents)
5. Provide updates on strategies to improve information sharing among partner programs.		I act as the “point person” for information from the MVWDB and/or IWD to be disseminated among Core and Required Partners, as well as any Partner updates that I receive.

6. Provide updates on relationship building activities to assist in the integration of one-stop partner programs.		In addition to the regularly scheduled partner meetings, I worked closely with Proteus leadership and staff to help them establish a presence in the Burlington center. I also worked extensively with the various partners as we complete the WINTAC integration appraisal process and begin the One-Stop Certification process.
7. Show quarterly progress on the implementation of a referral process.		In the months of July, August, and September, 239 partner referrals were made. The form and the associated process continues to undergo fine-tuning as we move ahead.
8. Provide monthly reports on referral tracking and follow up activities.		The referral form is linked to a tracking spreadsheet that I maintain. Every Monday I review referrals from the previous week and send out reminders to partner leadership to confirm follow-up.
9. Coordinate a minimum of 2 cross training activities each quarter.		The following trainings were made available to all Core and Required Partner staff: 08/31/22 (Entering Business Services into IowaWORKS) 09/14/22 (Aspen Institute Work-Based Learning Training webinar) 09/23/22 (Child Care Incentive Grant webinar)
10. Demonstrate collaboration on workforce partner activities.		I coordinate and schedule Business Service Teams meetings and I assist with the planning and execution of outreach events and job fairs. I have recently begun working with the BSTs on a “place-based” approach to bring hiring events out into the community. I also attend all Disability Access Committee meetings.
11. Provide updates on outreach strategies progress.		In addition to the abovementioned BST activities, I worked closely with the Core Partners this quarter on an assessment of our current Outreach efforts and identifying a target goal and documenting action steps to reach that goal as it relates to Outreach.
12. Provide updates on social media strategies.		All my reports to CEOs, MVWDB, and committees have a page dedicated to reporting metrics on the local area’s various social media pages. Social media is a standing agenda item on the BST agendas as well. I will be collaborating with the board as we move forward with a local area social media strategy.
13. 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.		Complaints fielded this past quarter (via phone and the Customer Satisfaction Survey) have been forwarded on to the appropriate Partner leadership.

14. Submit monthly reports to the board and CEOs.		I submit and present reports to the board and CEOs every time they have met; I regularly submit and present invoices to the Finance Committee.
15. Attend committee meetings monthly as designated by the board.		I regularly attend Operations, Youth, and Finance Committee meetings
16. Meet with the executive director on a weekly basis.		I meet with the executive director every week to review progress and make future plans.

**Board Chair Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_





# Mississippi Valley Workforce Development Board

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## **BUSINESS SERVICES PLAN**

### **PURPOSE**

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

### **BACKGROUND**

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

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

### **PURPOSE OF BUSINESS SERVICES**

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

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

### **PLAN**

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

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

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

### **WIOA LOCAL PLAN REQUIREMENT**

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

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

### **MVWDB GOALS**

The goals of business engagement are to:

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

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

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

### **BUSINESS COMMITTEE**

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

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

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

## **ROLE OF WIOA PARTNERS**

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

## **INTEGRATION**

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

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

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

## **BUSINESS SERVICES TEAM STRUCTURE AND FUNCTION**

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

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

### **SINGLE POINT OF CONTACT APPROACH**

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

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

### **ASSET MAPPING**

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

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

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

### **WIOA PERFORMANCE MEASURES**

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

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

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

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

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

## **REPORTING**

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

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

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

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

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

## ATTACHMENT A - IOWAWORKS BUSINESS SERVICES ASSET MAPPING TOOL

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

### INSTRUCTIONS

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

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

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

## **ATTACHMENT B – INTEGRATED BUSINESS SERVICES SELF-ASSESSMENT TOOL**

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

### **INTRODUCTION**

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

### **DIRECTIONS**

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

### **VISION**

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



## DEMAND PLANNING

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

## ENGAGING WITH BUSINESSES AND DELIVERING SOLUTIONS

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

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

## OUTREACH AND COMMUNICATION

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

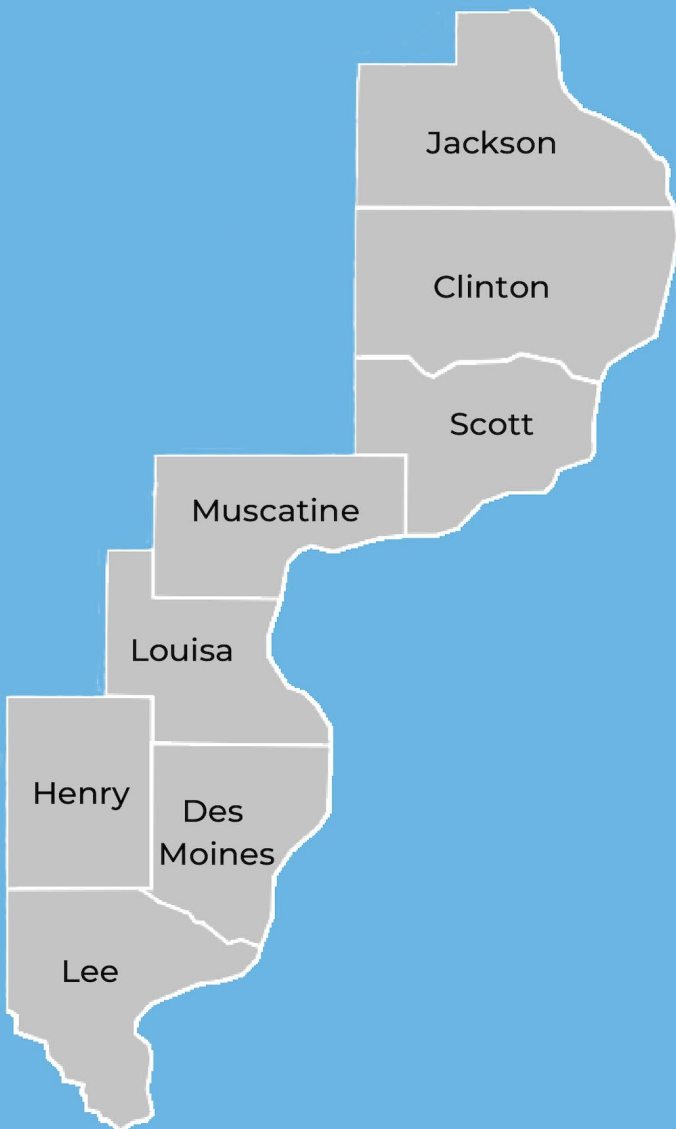
5. There is Iowa <i>WORKS</i> business services outreach materials and not merely individual program materials that are distributed to businesses.		
6. A Written Communication Plan has been developed and is being followed.		

**SUSTAINABILITY AND CONTINUOUS IMPROVEMENT**

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

# Mississippi Valley Workforce Development Board Annual Report

July 1, 2021 – June 30, 2022



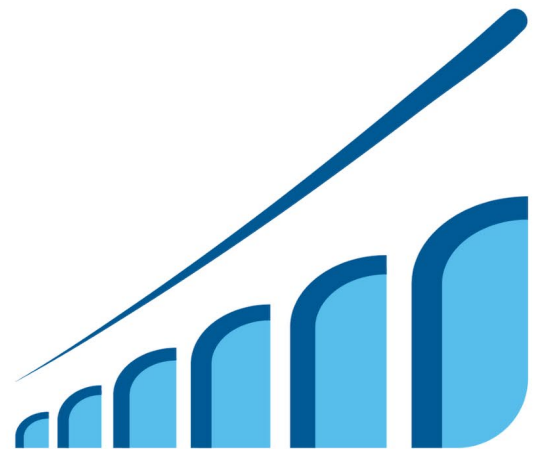
Innovate



Collaborate



Integrate



**MISSISSIPPI VALLEY**  
WORKFORCE DEVELOPMENT BOARD

## EXECUTIVE SUMMARY

( I can complete once the rest is done)

## MISSISSIPPI VALLEY WORKFORCE BOARD

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

## MVWA MISSION, VISION, GOALS and OBJECTIVES

### Vision

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

### Mission

The Mississippi Valley Workforce Development Board will achieve our vision through strengthening collaboration with local businesses and jobseekers. We will improve access to our dedicated workforce partners through a fully integrated one-stop delivery system. Decisions will be data driven to enhance our local economies and quality of life for our communities.

### Goals

#### *Manager Role Goals*

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

#### *Convener Role Goals*

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

#### *Strategist Role Goals*

- Expand workforce services for individuals and businesses through a fully integrated one-stop delivery system that provides a seamless customer experience.
- Expand outreach and services to all rural areas in the MVWA.

- Conduct research to understand the needs of business and industry in the local area and use data to drive strategic decision making.
- Develop a nimble and responsive talent delivery system that meets current employers’ needs and anticipates future challenges.

*Optimizer Role Goals*

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

**PROGRAM HIGHLIGHTS**

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

**CUSTOMER SATISFACTION**

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

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

## SECTOR STRATEGIES, BUSINESS SERVICES & EMPLOYER ENGAGEMENT

To increase employer engagement and work-based learning opportunities the MVWA has two Title I Business Services Consultants, along with 3 Title III Business Services staff. They continually work with existing business customers of the system and collaborate with our partners to attract and conduct outreach to cultivate new relationships to meet the needs of our businesses. The One Stop Operator has also started overseeing the Business Services Teams in the MVWA to provide a consistent, unified business services strategy.

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

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

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

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

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

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

## **RAPID RESPONSE**

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

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

## **REGISTERED APPRENTICESHIP**

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

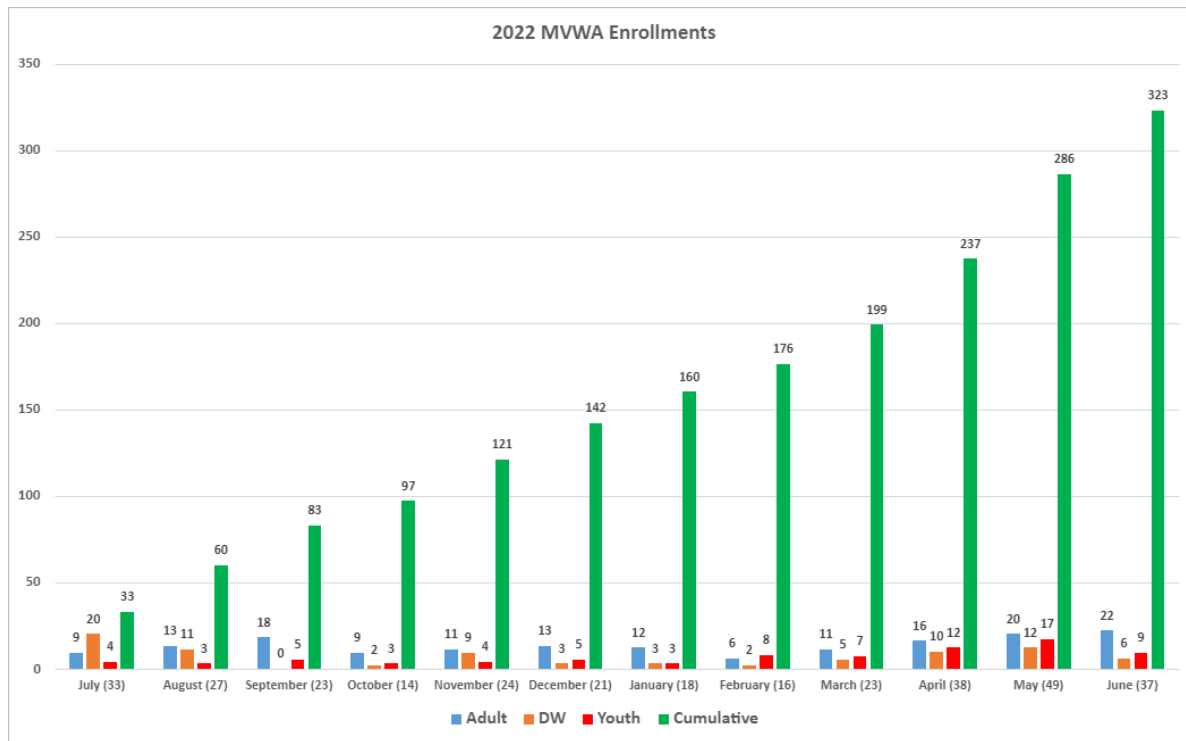
Additional RA activities conducted include:

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



## ENROLLMENTS FOR ALL PROGRAMS

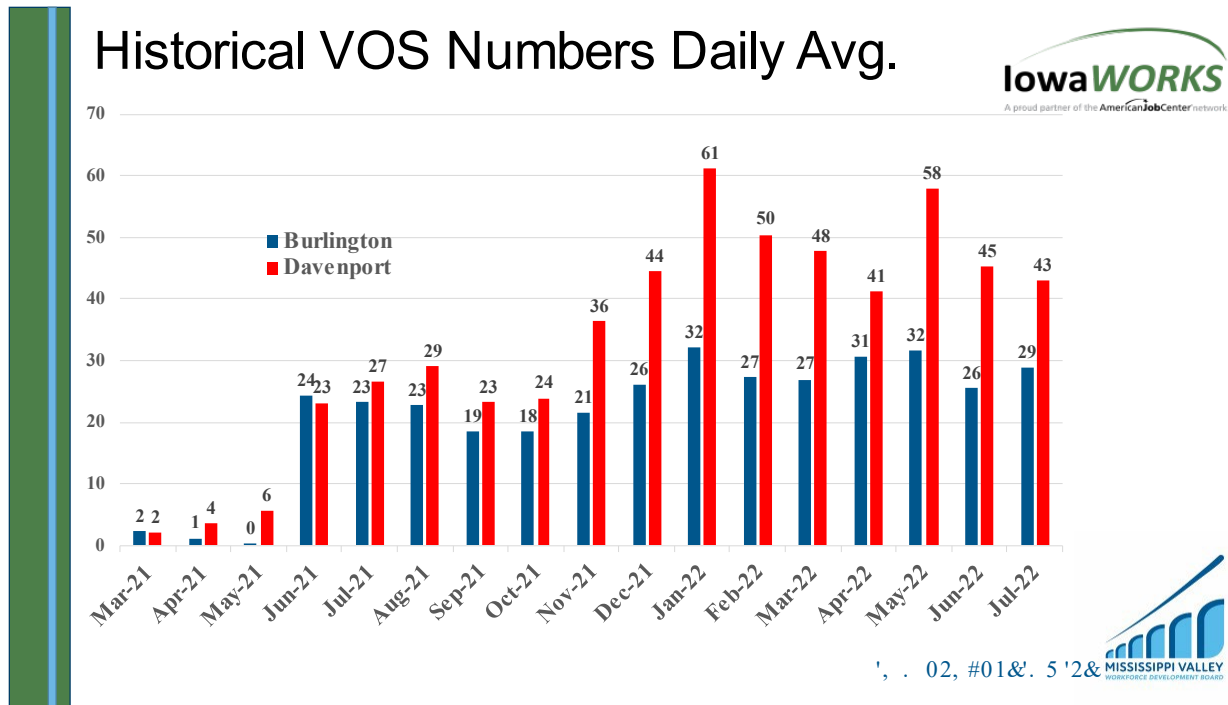
### Title I Program Enrollments



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

## SERVICES PROVIDED

### VOS Greeter Numbers



### Workshop Attendance

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

### Referrals

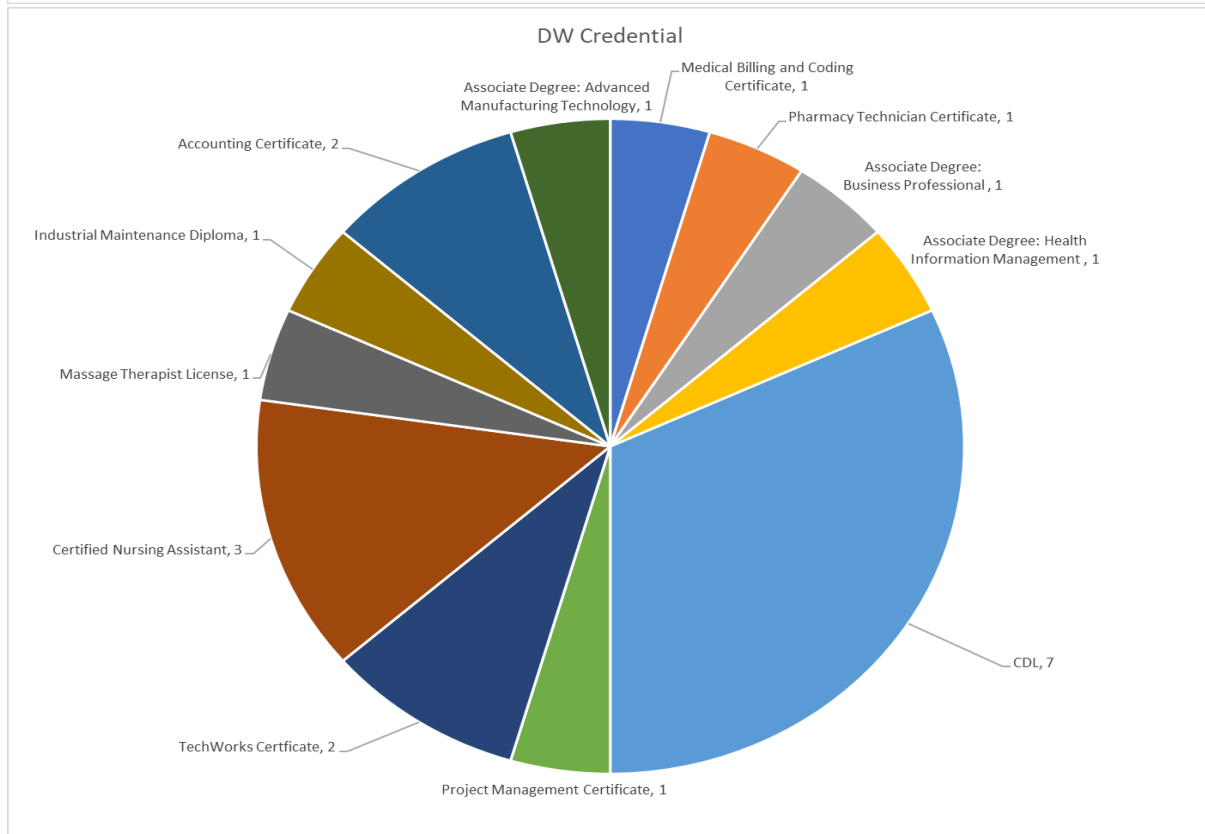
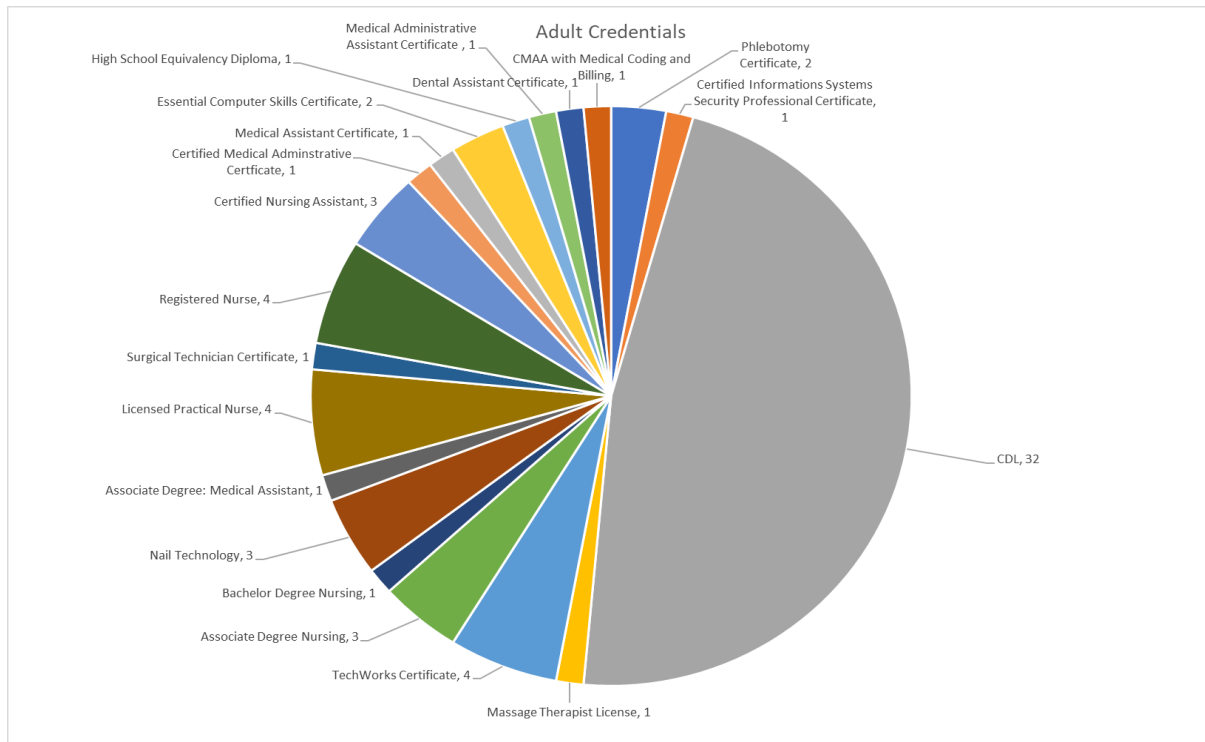
In PY21 the One Stop Operator implemented a formal referral process for all WIOA partners in the MVWA. Referrals to and from programs are both tracked and reported out on to the board.

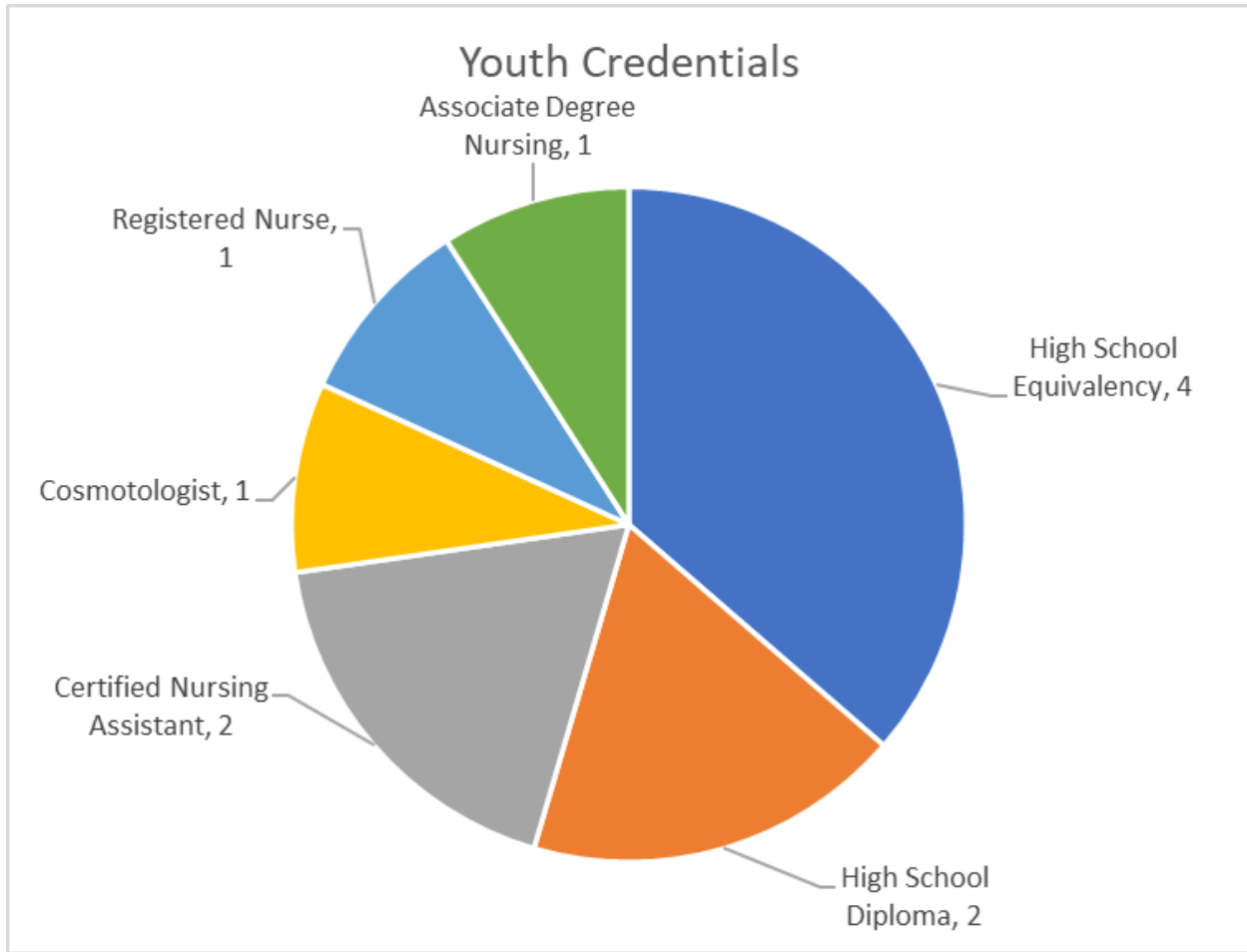
Referred To	Burlington	Davenport
AARP/SCSEP	3	2

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

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

## CREDENTIALS





## SERVING JOB SEEKERS WITH DISABILITIES



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



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



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

## VETERANS SERVICES

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

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

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

### TAP Program Collaboration

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

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

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

### **Collaboration with Iowa National Guard**

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

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

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

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

### **OFFENDER RE-ENTRY**

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

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

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

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

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

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

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

## PARTICIPANT SUCCESS STORIES

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

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



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

## ANNUAL PERFORMANCE RESULTS

### Wagner Peyser, Adult, DW, and Youth

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

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

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

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

## Adult Education and Literacy

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

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

## Vocational Rehabilitation

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

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

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

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



## Mississippi Valley Workforce Development Board

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### Transitional Jobs Policy

**Approved Date:** December 28, 2020

**Effective Date:** July 1, 2020

**Amended Date:** April 25, 2022

#### A. Purpose

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The purpose of this policy is to detail the requirements and eligibility for the WIOA Adult and Dislocated Worker Transitional Job (TJB) work-based learning program to serve the untapped labor pool in the Mississippi Valley Workforce Area. The goal of TJB is to help eligible Adults and Dislocated Workers from the untapped labor pool to gain practical work experience and sharpen their workplace skills while getting paid and working to improve their chances of achieving suitable long-term employment.

#### B. Policy

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1. Mississippi Valley Workforce Development Board's (MVWDB) Service Providers shall adopt this TJB Policy and develop written procedures and forms to be approved by the MVWDB.
2. TJB are a type of work-based learning and are considered an individualized career service.
3. TJB are time-limited and wage-paid work-based learning that are subsidized up to 100%.
4. TJB target populations with multiple employment barriers or limited work experience. These programs provide a participant with work experience and an opportunity to develop critical workplace skills.
5. TJB must be combined with other career and supportive services, including any of the supportive services currently identified by the Board are allowed with documentation on need by the Service Provider.
6. Where possible, TJB will be combined with job readiness training. These jobs must be designed to establish a work history with the program participant showing success in the workplace and developing the skills that lead to entry into and retention in unsubsidized employment.
7. TJB may be used to assist individuals to:
  - a. Learn the expectations of the workplace.
  - b. Address barriers to work.
  - c. Establish a work history and references.
  - d. Demonstrate success in a work environment.
  - e. Develop skills and experience that lead to entry into and retention in unsubsidized employment.
  - f. Create linkages to further education and training opportunities.

### C. General Provision

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All TJB participants must meet program eligibility requirements, be enrolled in the respective WIOA program, and have received an assessment resulting in the development of an Individual Employment Plan that documents the participant's need for and benefit from a TJB. A TJB opportunity may be provided as work-based learning to enrolled adults and dislocated workers who have met the priority of service requirements.

### D. ~~Guidelines-Requirements~~

1. Under Section 134 (d)(5) of WIOA and 20 CFR 680.195 of the Final Rule, Local Workforce Development Boards (LWDB) may use up to 10 percent of their combined total of adult and dislocated workers funds to provide TJB to individuals with one (1) federally defined barrier to employment or chronic unemployment or inconsistent work history (as defined below).
2. 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.
3. TJB is subject to a maximum of \$12,500 per program participation.
4. Participants enrolled in a TJB shall not be compensated at a rate that is higher than the employer's entry-level wage for an equivalent position.
- ~~5. TJB participants are authorized to work voluntary overtime up to 10 hours a week. Service providers will not knowingly place participants in TJB where mandatory overtime is required.~~
6. TJB placements should contribute to the occupational development and upward mobility of the participant. Unlike on-the-job training (OJT), there is no requirement that the employer retains the individual upon completion of the TJB; however, employment opportunities where appropriate, are preferred for the benefit of the worker and employer.
  - a. Federally Defined Barrier to Employment
    - i. Displaced homemakers
    - ii. Low-income individuals
    - iii. American Indians, Alaska Natives, and Native Hawaiians
    - iv. Individuals with disabilities
    - v. Older individuals (age 55 or older)
    - vi. Ex-offenders
    - vii. Homeless individuals
    - viii. Individuals who are English language learners, individuals who have low levels of literacy and individuals facing substantial cultural barriers
    - ix. Eligible migrant and seasonal farmworkers
    - x. Single parents (including single pregnant women)
    - xi. Long-term unemployed individuals (unemployed up to 27 or more weeks)
    - xii. Recipients of public assistance
  - b. Individuals with "chronic unemployment" or an "inconsistent work history" are those who:
    - i. Have been unemployed for 13 weeks or longer; or

**Commented [LR1]:** Revision 1 - for monitoring purposes, this needs to be listed as "requirements" as apposed to guidelines.

**Commented [LR2]:** Revision 2 - Move to "Transitional Jobs Agreement Requirements"

- ii. Were unemployed for at least 26 of the past 52 weeks; or
- iii. Have held three or more jobs in the past 52 weeks.

#### **E. Employer Eligibility**

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1. For an employer to qualify for TJB under the program guidelines, they must:
  - a. Be a private-for-profit business, private non-profit organization, or public sector employer;
  - b. Provide a quality work experience for participants to gain valuable skills; and,
  - c. Provide a safe environment for participants to gain skills.
2. An Employer will not be eligible to participate as a Host Employer site if:
  - a. The employer has any other individuals on layoff from the same or substantially equivalent position.
  - b. The TJB would infringe upon the promotion or lead to the displacement of any currently employed worker or result in a reduction in their hours.
  - c. The same or a substantially equivalent position is open due to a hiring freeze.

#### **F. Transitional Jobs Agreement Requirements**

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1. WIOA TJB is provided based on a formal, written agreement with a private, non-profit, or public sector employer that is completed and signed by all parties prior to the initiation of training with a copy given to the employer.
2. In determining an employer's viability for TJB contracts, local areas should consider the employer's past history with OJT, customized training, or other TJB agreements, financial stability, layoffs, and labor disputes, as well as the occupational and industry outlook.
- ~~2.3.~~ TJB participants are authorized to work voluntary overtime up to 10 hours a week. Service providers will not knowingly place participants in TJB where mandatory overtime is required.
- ~~3.4.~~ A TJB work-based learning agreement must address:
  - a. The TJB agreement must identify the length and wages to be paid. In TJB situations, the WIOA Title I service provider is the employer of record. TJB participants must always be paid for time worked and must not be paid for any scheduled hours they failed to attend without good cause.
  - b. Each participant in TJB must be covered either by Workers' Compensation in accordance with state law or by adequate on-site medical and accident insurance. Participants in TJB are exempt from unemployment compensation insurance. Therefore, unemployment compensation costs are not allowable. In addition to the guidelines listed here, other State and federal regulations governing employment situations apply to TJB as well.
  - c. The employer will provide the assurance that all overtime will be offered to current employees prior to being covered by a TJB.
  - d. A job description, skills(s) and competencies to be provided and learned.
  - e. Performance outcome requirements.
  - f. A training plan (with a rating scale for skills at hire and at completion of the TJB) that defines successful completion of training.

g. A provision addressing termination for lack of funds or recapture of funds, lack of participant attendance or failure of employer to comply with initial or upgraded work-based learning requirements.

h. A provision for maintaining and providing records for the MVWDB, Iowa Workforce Development, and federal monitoring and review. ~~Monitoring may include on-site visits and phone/email communication with participant to review the participant's progress in meeting work-based learning plan objectives and adherence to WIOA and applicable regulations.~~

i. Service providers must ensure all proper documentation is scanned into the IowaWORKS case management system.

**Commented [LR3]:** Revision 3 - Monitoring related revisions are made to point to one monitoring policy, instead of having different monitoring sections in various policies.

### **G. Payroll Requirements/Payments**

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1. Pay periods will be indicated on the WIOA Trainee Time Sheet forms provided to the worksites. WIOA service provider staff processes all payments after receiving appropriate documents from the WIOA case manager.
2. WIOA service provider also maintains a Payment Tracking Sheet on each participant enrolled in TJB to record payments made and to track durational hour limits per participant.
3. This record is available for the WIOA case manager's review at any time. At the end of the activity, the WIOA case manager is provided a copy of the finalized form.

### **H. Monitoring**

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1. TJB monitoring will be completed to ensure compliance with federal, state and local policy and follow the procedures outlined in the local Monitoring and Oversight Policy.

### **I. Exceptions**

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1. Any exceptions to this policy must be approved by the MVWDB Executive Director in consultation with the Operations Committee Chair and must be documented in both the participant's and TJB Employer's files.

### **J. Related Information**

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1. [Section 134 \(d\)\(5\) of WIOA and 20 CFR 680.195 of the Final Rule, Local Workforce Development Boards \(LWDB\)](#)

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





## Youth Work Experience Policy

**Amendment Date:** March 28, 2022

**Approved Date:** February 15, 2021

**Effective Date:** January 1, 2021

### A. Purpose

~~1.a.~~ To provide policy direction for the implementation of Work Experiences (WEP) for WIOA eligible youth in the Mississippi Valley Workforce Development Area (MVWA).

### B. Policy

~~1.b.~~ WIOA Youth WEP is defined in Interim 20 CFR Section 681.600 as: a planned, structured learning experience that takes place in a workplace for a limited period of time. WEP may be paid or unpaid, as appropriate.

~~2.c.~~ A WEP may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any WEP where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable state law, exists.

~~3.d.~~ WEP provides the youth participant with opportunities for career exploration and skill development. WEP must include academic and occupational education.

- a. The educational component may occur concurrently or sequentially with the work experience.
- b. Further academic and occupational education may occur inside or outside the work site.

~~4.~~ The types of allowable WEP include:

- ~~5.~~ summer employment opportunities and other employment opportunities available throughout the school year;
- ~~6.~~ pre-apprenticeship programs;
- ~~7.~~ internships and job shadowing;
- ~~8.~~ and on-the-job training opportunities as defined in WIOA Section 3(44).

~~9.e.~~ When due to the rural nature of a local area or during times of a pandemic (such as COVID-19), if it is not possible to provide WEP on a work site, it may be acceptable to provide remote or virtual WEP's for youth.

~~a.f.~~ Virtual or remote work experiences must have prior approval from the MVWDB executive director and the Youth Committee chair. A waiver must be submitted with justification for providing a virtual or remote work experience.

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10.g. WEP ~~should~~must be used for individuals who have limited work experience or have been out of the labor force for an extended period of time including, but not limited to, students, school dropouts and individuals with disabilities.

11.h. WEP must be limited to career exploration and persons who need assistance to become accustomed to basic work requirements, including basic work skills, in order to successfully compete in the labor market.

12.i. A WEP must not be used as a substitute for Public Service Employment (community service) activities as a result of court-adjudication. WEP may be used to provide:

- a. Instructions concerning work habits and employer and employee relationships
- b. An improved work history and work references
- c. An opportunity to actively participate in a specific field

13.j. WEP employers provide a participant with the employability skills and knowledge of employer expectations required for unsubsidized employment, as well as the specific skills or knowledge needed to perform the daily duties and tasks of a specific career.

14.k. Each measurable skill to be learned is listed in the WEP Agreement under Participant Training Plan when applicable.

15.l. The type and length of WEP training should be based on an objective assessment and service strategy identified in the youth's Individual Service Strategy (ISS) (i.e., youth exploring careers may be interested in shorter WEP than youth needing to learn good work habits). WEP's must be based on the identified needs of the individual youth but is not required to be tied to the youth's individual career or employment goal.

### C. Types of Work Experience

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1-m. WEP's may include the following types:

- a. Summer employment opportunities, and other employment opportunities available throughout the school year;
- b. Pre-apprenticeship programs;
- c. Internships and job shadowing; and
- d. On-the-job training opportunities (Procedures outlined in the MVWDB OJT Policy)

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### D. WIOA Expenditure Requirements

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1-n. WIOA prioritizes WEP's with the requirement that local areas must spend a minimum of twenty (20) percent of local area funds on WIOA youth WEP's. WIOA youth program funds spent on paid and unpaid WEP's, including wages and staff costs must be tracked and reported monthly as part of the local WIOA youth financial reporting. Allowable expenditures include:

- a. Wages/stipends paid for participation in a WEP;
- b. Staff time working to identify and develop a WEP opportunity, including staff time spent working with employers to identify and develop the WEP;
- c. Staff time working with employers to ensure a successful WEP, including staff time spent

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- managing the WEP;
- d. Staff time spent evaluating the WEP;
- e. Participant WEP orientation sessions;
- f. Employer WEP orientation sessions;
- g. Classroom training or the required academic education component directly related to the WEP;
- h. Incentive payments directly tied to the completion of WEP; and
- i. Employability skills/job readiness training to prepare youth for a WEP.

**E. Worksite Agreement**

- ~~1-o.~~ Every WEP opportunity will include a written, signed WEP agreement between the authorized youth services provider representative and an authorized employer representative prior to the start of work.
- ~~p.~~ A WEP Agreement provides the roles and responsibilities of the WIOA youth services provider and the employer relating to the provision of WEPs.
- ~~1-g.~~ A WEP agreement will assure that participants enrolled in a paid WEP shall not be compensated at a rate that is higher than the employer's entry-level wage for an equivalent position.
- ~~1-r.~~ WIOA requires WEP employers to provide certain assurances as part of the agreement, including an assurance that placement of a participant will not result in reduction of hours or displacement of employed workers, impairment of existing contracts or collective bargaining agreements, and/or infringement upon the promotional opportunities of current employees. WEP participants are authorized to work voluntary overtime up to 10 hours a week. Service providers will not knowingly place youth in work experiences where mandatory overtime is required. Additionally, the employer will provide the assurance that all overtime will be offered to current employees prior to being covered by a WEP.
- ~~2-s.~~ The WEP Agreement contains a Participant Training Plan to document the occupation, skills and competencies to be learned and the length of time the training will be provided (WIOA Section 194(1)). In addition, the WEP Agreement contains a participant Evaluation Form that documents the participant's progress at mid-point and completion of the WEP. Work readiness evaluation (other than mid-point and final evaluation) is conducted in a way preferred by the employer. These evaluations will be documented as a case note in the case management system, through the timesheet vs. an additional form an employer completes on a monthly basis.
- ~~3-t.~~ A WEP program is not intended for long-term continued training within the occupation. A WEP contract must be limited to the period of time required for a participant to gain employability skills and knowledge of employer expectations required for unsubsidized employment, as well as the specific skills or knowledge needed to perform the daily duties and tasks of a specific career. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's ISS. All determinations must be documented.

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Commented [LR1]: These requirements are listed under Wages and Funding Limits section(s) and should be here in order to be included in Worksite agreement

Commented [LR2]: Revision X - this process ensures work evaluations are conducted and recorded in a way that eliminates some of the admin burden for employer

## F. Procedural Guidance

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~~1-u.~~ WEP participants must meet WIOA program eligibility requirements, be enrolled into the WIOA youth program, and have received an assessment resulting in the development of an ISS that documents the participant's need for a WEP. The WIOA youth services provider and participant mutually review and determine the feasibility of utilizing a WEP activity. The activity must focus on the development of appropriate work habits and ethics to include an understanding of employer/employee relationships.

~~2-v.~~ The selection of a worksite for a paid or unpaid WEP is determined by the needs of the participant and WEP employer. When a youth services provider identifies a potential worksite match between a participant and employer, the service provider staff will review the WEP opportunity with the participant and evaluate the participant's interest. For the WEP, the youth provider will:

- a. Arrange worksite interview(s) with the employer
- b. Complete a WEP Agreement
- c. Submit, update and/or modify the ISS
- d. Ensure that the justification for the WEP is in the participant's file and case notes (i.e., describe how the WEP matches the participant's needs and interests).

## G. Employer Eligibility

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~~3-w.~~ The WEP Employer:

- a. Must be a legal business/entity in accordance with all federal, state, and local laws;
- b. Every employer of employees subject to the Fair Labor Standards Act's minimum wage provisions must post, and keep posted, a notice explaining the Act in a place in all of their establishments so as to permit employees to readily read it;
- c. Must have safe and healthy working conditions with no previously reported OSHA violations that have been reported but have not been corrected;
- d. Does not illegally discriminate in training or hiring practices because of race, color, sex, national origin, religion, physical or mental disability, political beliefs or affiliations or age; WIOA Sec. 188(a)(2)
- e. Shall not terminate the employment of any of their current employees or otherwise reduce its workforce either fully or partially (such as reduction in hours or benefits) with the intention of filling the vacancy with a WEP participant or as the result of having a WEP participant; 20 CFR 683.270
- f. Shall not allow the WEP activity to result in the infringement of promotional opportunities of their current employees; 20 CFR 683.270
- g. Shall not allow the participant to be involved in the construction, operation or maintenance of any part of any facility that is used, or to be used, for religious instruction or as a place for religious worship; WIOA Sec. 188(a)(3)
- h. The employer must not currently be involved in a labor dispute or have workers currently in a layoff status. 20 CFR 680.840

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## H. Documentation

- ~~1-x.~~ The Youth services provider will record all WEP activities into IowaWORKS. Participant scanned files must contain the required WEP documentation:
- a. WEP Agreement, including completed Participant Training Plan, ~~WEX-WEP~~ Training Evaluation Form (mid-point and Final)
  - b. Participant's WEP Timesheets (which includes work readiness evaluation by the employer)
  - c. Any modifications to the WEP signed and dated by all parties prior to the effective date of the modification.

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## I. Duration and Limits

- ~~1-y.~~ 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, unless the agreement is for a part-time WEP of fewer than 520 hours, then the WEP activity period can be extended to a maximum of 26 weeks.
- ~~2-z.~~ WEP is subject to a minimum duration of 20 hours. When determining the duration of a WEP activity, the following should be considered:
- a. Objectives of the WEP;
  - b. Length of time necessary for the participant to learn the skills identified in the ISS; and
  - c. The employer having sufficient quantity of meaningful work activities for the participant.

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## J. Wages

- ~~1-aa.~~ Wages are provided by the WIOA service provider and paid directly to the participant, developing an employer/employee relationship between the Mississippi Valley Workforce Development Board (MVWDB) youth services provider and the WEP participant. Labor standards apply where an employee/employer relationship exists, as defined by the Fair Labor Standards Act. Participants in WEP are exempt from unemployment compensation insurance. Therefore, unemployment compensation costs are not allowable. Employers are not monetarily compensated for worksite training services provided as part of the WEP.

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## K. Funding Limits

- ~~1-bb.~~ Youth may participate in multiple WEP opportunities with documented need as outlined in the Individual Service Strategy. WEP is subject to a maximum of \$10,000 per program participation. Participants enrolled in a paid WEP shall not be compensated at a rate that is higher than the employer's entry-level wage for an equivalent position. ~~Participants shall be paid wages only for time worked during the WEP as documented on the participant's time sheet.~~ WEP participants are authorized to work voluntary overtime up to 10 hours a week. Service providers will not knowingly place youth in work experiences where mandatory overtime is required. WEP participants shall not be compensated for:
- a. Sick leave;

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- b. Vacation;
- c. Lunch breaks; or
- d. Holidays recognized by the service provider or employer as a “paid holiday”

Participants shall be paid wages for time worked during the WEP as documented on the participant’s time sheet or for other activities incorporated into their WEP plan. Virtual Reality can be incorporated into a WEP as long as the VR training is related to the WEP placement. Up to 10 hours of related VR training can be paid as part of the WEP and if appropriate and justifiable more VR hours can be incorporated into the WEP.

~~2-cc.~~ Under certain conditions, participants in a wage paying WEP may be paid for time spent attending other activities. Such payments may only be made if WEP participation is scheduled for more than 50 percent of the scheduled training time in all activities. Usually, the participant will be enrolled simultaneously in both the WEP activity and the other activity.

**L. Monitoring**

~~1-dd.~~ WEP monitoring will be completed to ensure compliance with federal, state and local policy and follow the procedures outlined in the local Monitoring and Oversight Policy.

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**M. Exceptions**

~~1-ee.~~ Any exceptions to this policy must be approved by the MVWDB Executive Director in consultation with the Youth Committee Chair and must be documented in both the participant’s and WEP Employer’s files.

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



# Mississippi Valley Workforce Development Board

## Monitoring Policy

**Approved Date:** January 11, 2021

**Effective Date:** January 1, 2021

**Amended Date:** N/A

### A. Background

1. The Mississippi Valley Workforce Development Board (MVWDB) on behalf of the Chief Lead Elected Official (CLEO) for the Mississippi Valley Workforce Area (MVWA), 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.
2. MVWDB must also ensure that the use, management, and investment of funds for workforce development activities are consistent with 2 CFR 200 and maximize performance outcomes under section 116 of the Workforce Innovation and Opportunity Act (WIOA).

### B. MVWDB Primary Responsibilities

1. Per IWD Chapter: 9 Section: 2.1 the MVWDB must conduct oversight, which may include, but is not limited to:
  - a. Administration and Governance
  - b. Workforce Development Program Delivery
  - c. Fiscal Management
  - d. Performance and Reporting Management
  - e. Additional review areas, as applicable

### C. Monitoring Schedule

2. All contracts shall be monitored by the staff of the MVWDB and/or fiscal agent for each program they operate **at least annually for all WIOA related and certain non-WIOA related operations in the MVWA.**
  - a. ~~When an onsite review will take place.~~ The monitor will work with the sub-recipient to schedule a monitoring timeline that meets the needs of all parties involved.
  - b. Communications related to on-site monitoring will be initiated at least thirty (30) days but no more than forty-five (45) days prior to the start date of the visit monitoring whenever possible.  
Once monitoring has been started the process should be completed within 60 days unless extenuating circumstances arise.

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Commented [LR1]: Revision 1: to make more of a collaborative process

~~a-c.~~ The MVWDB reserves the right to conduct unscheduled monitoring in conjunction with or in response to investigations of misfeasance and/or malfeasance or previous monitoring findings.

### 3. On-site monitoring visits

~~b-d.~~ MVWDB will conduct on-site monitoring visits on an annual basis.

~~e-e.~~ On-site monitoring visits may be conducted as a standalone review or incorporated into other monitoring reviews.

~~d-f.~~ On-site monitoring visits may include, but are not limited to:

- i. an entrance and exit conference with Title I MVWA American Job Center leadership,
- ii. a tour of the American Job Center,
- iii. participant file reviews, and
- iv. interviews with contractors, center staff, One-Stop Operator, and the customers and employers who received services.

**Commented [LR2]:** Revision 2: to address on-site monitoring requirement as it's own stand alone part of the monitoring schedule

**Commented [MS3]:** Revision 3: This should only be Title I as they are the ones we are monitoring.

### D. Responsible Representatives

4. Designated board staff or monitoring staff will perform the programmatic monitoring of the sub-recipients, or designee, along with oversight of the fiscal agent.
5. The fiscal agent staff will be responsible for the oversight and monitoring of the sub-recipients' fiscal operations.

**Commented [LR4]:** Revision 4: throughout the document, executive director is replaced with more general "designated board staff" for flexibility to complete these tasks

### E. Oversight Methods

6. MVWDB may utilize any of the following methods of monitoring oversight
  - a. Random sampling
  - b. Risk assessment
  - c. Desk review
  - d. On-site visit
  - e. Questionnaires and interviews of customers, employers, One-Stop Operators
  - f. Customer satisfaction survey
  - g. Other necessary methods, as applicable
7. MVWDB is not restricted to using only the aforementioned methods and may incorporate other methods as deemed necessary.

### F. Oversight Tools

8. MVWDB will develop written oversight tools that assist the Local Area in conducting a thorough review of programs and activities. The varying requirements of each funding stream involved will be taken into consideration when designing the tools and determining the most effective activities to be used. The tool used for each oversight activity will be included with the final monitoring report. Examples of oversight tools may include, but are not limited to:



- a. Risk Assessment Tool
- b. Monitoring Review Guide
- c. Corrective Action Tracker
- d. Corrective Action Plan Template
- e. Monitoring Report Template

## G. Monitoring Requirements

9. Programmatic, fiscal, and operational monitoring will be conducted to measure compliance with WIOA regulations, Iowa Workforce Development (IWD) and local policies.

10. Monitoring will include a comprehensive examination of compliance issues cited in prior state and local reviews and the determination where corrective measures were taken to address and resolve those issues.

9-11. In accordance with IWD policy Chapter: 9 Section: 2.2.2 program monitoring may include on-site reviews of policies, plans, and procedures governing all segments of the contracts program activities and operations at least once during the program year.

10-12. Additionally, monitoring may include reviewing services to participants for program accountability and to ensure sub-recipients perform in accordance with the terms, conditions, scope of work, and specifications of their contracts.

11-13. Participant files may also be reviewed as part of program monitoring to include but is not limited to:

- a. Participants eligibility and/or priority for the specific program and services;
- b. Orientation to services;
- c. Signed acknowledgement from the participant that notification of complaint and grievance rights and procedures were received;
- d. Justification for the provision of Individualized Career Services or Training services;
- e. Method of assessment;
- f. Employment planning;
- g. Individual Training Accounts;
- h. Appropriateness and accuracy of participant payments (i.e., supportive services);
- i. Appropriate data entry and posting of outcomes, including attainment of a degree or certificate and any supplemental employment data; and
- j. Any other applicable Data Elements.

12-14. A random sampling of files from every funding stream will be selected to test eligibility and compliance in every funding stream for which there is a contract with MVWDB. Programs funded by other Grantors will follow the monitoring requirements in the respective scope of work.

13-15. The monitoring staff may also review one or more personnel records of individuals paid through contracts with the MVWDB. The purpose of this review would be to ascertain if subcontractor staff:

Commented [LR5]: Revision 4: Moved from a different section. No change.

- a. Possess the education and experience to perform the responsibilities of the position;
- b. Expend the time on contract related activities charged against the contracts being monitored;
- c. Have signed complaint and grievance procedures on file.

#### H. Work Based Learning

~~14.16.~~ Monitoring staff will ~~conduct~~ include work based learning monitoring ~~on a~~ into the annual required monitoring basis. The purpose of this is to:

- a. evaluate compliance with contract terms and
- b. help solve any concerns between the WIOA service provider(s), employer(s), and/or work based learning participant.
- c. Verify that the program participant is receiving the training, education and other services contracted for in the agreement, and
- d. Verify that the participant is not required to engage in activities prohibited by WIOA.

~~15.17.~~ The monitor may also review the participant's attendance records to ensure that the participant is attending and succeeding in the training, and review employer records to assure that the participant is receiving proper wages and that the employer is withholding taxes and paying workers compensation.

#### H.I. EEO and ADA Compliance

~~16.18.~~ Monitoring staff may survey the subcontractor's hiring practices, promotion practices, facilities, and outreach and intake procedures to ascertain the sub-recipient's compliance with the Equal Employment Opportunities and the Americans with Disabilities Act.

#### I.J. Fiscal Monitoring

~~19.~~ At least once during each program year, the MVWDB fiscal agent staff will conduct an on-site financial monitoring review of each sub-recipients' financial procedures and systems. Monitoring will be conducted to comply with WIOA Section 184 (a) (4) [29 U.S.C. 3244(a) (4)], annual MVWDB agreements, and 2 CFR Part 200 and Part 2900.

~~20.~~ The financial monitoring will ensure adequacy of internal controls and the reliability of the sub-recipient's financial management systems as they relate to the administrative sub-award. This monitoring review will ensure that the sub-recipient meets the terms and conditions of the sub-award and the fiscal goal or requirement, and that amounts reported are accurate, allowable and supported by documentation and properly allocated.

~~21.~~ The fiscal agent will consult with the board prior to issuing any monitoring notification to coordinate on activities to be monitored.

~~22.~~ The monitoring report will result in a written report to the MVWDB identifying findings, areas of concern, approved corrective action plans, and recommendations.

~~23.~~ The monitoring shall be completed using a standardized monitoring instrument, which may be customized to meet special contract provisions.

~~24.~~ The review may include, but will not be limited to, reviewing the following processes and

**Commented [LR6]:** Revision 5: Added to ensure consistent language and monitoring method(s) for work based learning

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documentation, and will be adjusted as needed:

- a. Financial reporting,
- b. Internal controls,
- c. Source documentation,
- d. Cost allocation/indirect costs,
- e. Cash management,
- f. Procurement and inventory review.
- g. A regular examination of expenditures to test transactions against cost categories, cost limitations,
- h. Audit resolution/management decision
- i. An examination to determine if program income exists, is being accounted for and reported in accordance with applicable requirements;
- j. A review and interview to ensure that staff is following the proper guide for determining costs applicable to WIOA (OMB Circular) and WIOA procurement guidelines.

**NOTE:** Depending upon the finding or concern and the Risk Assessment, MVWDB may elect to monitor all or specific areas on a more frequent basis. Subsequent monitoring will review prior financial monitor reports and investigate any prior findings and their resolution.

## Monitoring Process

**Commented [LR7]:** Revision 6: Changes made here do not change substance K,L,M,N breaks policy into smaller chunks

### J.K. Pre-Monitoring Activities

2-25. The monitor will work with the sub-recipient to

- a. schedule a monitoring session timeline that meets the needs of all parties involved.
- b. determine the sample size and method to be used
- c. If needed, schedule entrance and exit conferences ~~will be scheduled for onsite monitoring~~ with the sub-recipient's leadership staff;
- d. ~~send items listed above to the sub-recipient in a notification letter.~~

3-26. The monitor will send the following to the sub-recipient to ensure efficient and effective monitoring processes:

- a. The sub-recipient will receive the list of documents to be monitored from the monitor
- b. the monitoring tool(s)
- c. the notification letter that includes the time frame for submission of documentation ~~by the sub-recipient will be set by the monitor based on the type of monitoring method and noted in the notification letter.~~

### K.L. Post-Monitoring Activities

4-27. The monitor will record any comments, ~~findings, areas of~~ concerns, or recommendations on the monitoring ~~report~~. The monitor will also add comments regarding Best Practices found during the review.

5-28. The monitor will review everything with the sub-recipient and submit the report to the

sub-recipient along with any findings and/or recommendations.

- a. If there are any findings, the sub-recipient will be required to submit a corrective action plan within 15 business days after the sub-recipient receives the written monitoring report.
- b. The monitor will either accept, provisionally accept with requested changes, or reject the corrective action plan within 20 days of receipt.
- b-c. Corrective action plans must be satisfactorily implemented within 3 months of the finding.
- d. If that is not possible, the sub-recipient must submit a request for extension, along with justification, to the MVWDB executive director.

Once all corrective action plans have been resolved satisfactory a final monitoring letter will be sent to the subrecipient along with the final monitoring report closing the monitoring.

#### **L.M. Producing the Written Monitoring Report**

6-29. When the response is received from the sub-recipient, the monitor will produce a written monitoring report for each sub-recipient and submit to the executive director for review. The report will outline, at a minimum:

- a. type of monitoring and oversight tools used
- b. the activities which were monitored;
- c. the systems which were monitored;
- d. monitoring findings; and
- e. if applicable individual participant files which were found to contain errors;
- f. recommended corrective action, including training and technical assistance
- g. approved corrective action plan
- g-h. subcontractor performance
- h-i. areas of concerns
- i-j. best practices
- j-k. recommendations

#### **M.N. Submission of Monitoring Report(s) to MVWDB**

7-30. The executive director will compile the annual reports of the sub-recipient, which will include performance measures, expenditure and contract performance and the fiscal and program monitoring reports.

8-31. The Operations and Youth Committee will review program monitoring reports and Finance Committee will review all financial monitoring reports and make recommendations to the Executive Committee if necessary.

9-32. The Committees will review the monitoring report, the sub-recipient's response and may recommend to the MVWDB and CEOs:

- a. Accept the reports
- b. Reject all or part of the report and/or require resubmission of the response
- c. Require additional corrective action, or
- d. Recommend the institution of sanctions against the subcontractor to the MVWDB.
- v. If the Executive Committee recommends sanctions, the MVWDB shall take up the recommendation at the next scheduled MVWDB meeting or
- vi. The MVWDB Chairperson may call a special meeting of the MVWDB to consider the recommendation.

~~10.33.~~ The MVWDB and CLEO, may accept or reject the summary monitoring report, or may request additional information regarding all or part of the report.

~~11.34.~~ When the MVWDB and CLEO is satisfied that the process has been satisfactorily completed, they will either accept the original, amended or substitute summary report, and move for suspension of monitoring.

NOTE: As this report will be considered a public document, names of participants will not appear in the final report presented to the Board and Committees of the Board.

Commented [MS8]: Remove as will be in the corrective action and sanctions policy

#### ~~N.O.~~ MVWDB Responsibilities in Consultation with Iowa Workforce Development (IWD)

~~12.35.~~ MVWDB will submit the annual approved monitoring report and resolutions to IWD for review at the time of issuance. MVWDB will electronically submit new or updated documents, and monitoring reports and resolutions to: iwd.WIOA@iwd.iowa.gov

#### ~~O.P.~~ Process for Addressing Disagreements

~~13.36.~~ Should the sub-recipient disagree with any findings from the monitors they have the right to submit a formal request in writing for a review to the executive director, along with justification and documentation in support of their request.

- a. The executive director will provide a written response within 10 business days of the date the request was submitted.
- b. If a satisfactory decision cannot be agreed upon the sub-recipient has the right to file a grievance with the Executive Committee.
- c. The Executive Committee will perform a review of all party's documentation and ask any clarifying questions.
- d. The Executive Committee will provide the MVWDB's final decision on the issue within 20 business days of the sub-recipient's formal request.

Commented [MS9]: Remove and place in a process document.



## Mississippi Valley Workforce Development Board

### Negotiated Levels of Performance for PY22 and PY23

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

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

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



# Mississippi Valley Workforce Development Board

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## Executive Director Report

### October 2022

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