



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Thursday, October 14th, 2021, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/82221712712?pwd=cUtrRIBTVmt1UkkvNmhaMC94aXRYZz09>

Meeting ID: 822 2171 2712

Passcode: 907927

One tap mobile: 1-312-626-6799

Called to Order	Matthew Nicol
Roll Call	Phyllis Wood
*Excused Absences	Matthew Nicol
*Approval of Agenda	Matthew Nicol
*Approval of Previous Meeting Minutes	Matthew Nicol
STANDING REPORTS	
Adult/DW/RR September Report	Kendra Schaapveld
Title III Reports	Jeremy Ritchie & Carolyn Farley
Iowa <i>WORKS</i> Updates	
One-Stop Operator Report	Bob Ryan
*Rapid Response Policy	Matthew Nicol
Monitoring	Miranda Swafford
Other Business	
Public Comment	
Adjourn	Matthew Nicol

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

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need an accommodation, please contact: Miranda Swafford director@mississippivalleyworkforce.org or at 319-759-8980.



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Thursday, August 19th, at 4:00 p.m., via Zoom

Members Present: Matthew Nicol, Kirby Phillips, Ryan Drew, Tim Gobble, Jeremy Ritchie, Carolyn Farley, Martha Bell, and Scott Schneider

Members Absent: None

CEOs Present: Rick Larkin

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

Service Provider Staff Present: Kendra Schaapveld – Project Director

Guest: None

CALLED TO ORDER

Nicol called the meeting to order at 4:02 p.m.

EXCUSED ABSENCES

None

QUORUM

The committee had a quorum to conduct business.

APPROVAL OF AGENDA

Schneider made a motion to approve the agenda, seconded by Phillips, motion carried.

APPROVAL OF PREVIOUS MINUTES

Drew made a motion to approve the previous meeting minutes, seconded by Farley, motion carried.

TITLE III REPORTS AND IOWAWORKS CENTER UPDATES

Ritchie reviewed the Title III August 2021 report (data pulled 8/4/2021) which listed June unemployment rates for the counties in MVWA with Des Moines County highest at 6.8%. The report also listed the numbers in the labor force and unemployed for the MVWA as 189,690 in the labor force and 10,950 unemployed. The report summarized employment patterns and average weekly wages for the 1st Quarter of 2021 within employment sectors for the MVWA. As of August 4, 2021, Wagner Peyser Enrollments for previous 30 days were 50 for Burlington and 82 for Davenport. Future Ready Iowa (FRI) reporting 60.2% having completed education and training beyond high school with the goal to be at 70% by 2025. The pandemic interrupted the progress of FRI but the progress is still trending upward and likely to continue with the legislature funding programs like last dollar scholarships. Ritchie shared Scott County has been designated a Home Base Iowa community. The AJC in Davenport received a Veteran Incentive

Award for 2021. Farley shared a success story of an individual prospering after working with Re-Entry Career Planner and DVOP to gain skills for employment. Farley reported there had been eight recruiting events/job fairs in the MVWA during the last 30 days. The centers request at least a two-week lead time on these events to allow for outreach efforts which include email to UI claimants, social media campaigns, and flyers. Nicol reported the partnering with IWD is powerful and recommends business seek their service.

ADULT/DW/RR JUNE AND JULY REPORTS

Schaapveld reported that during the month of July there were 721 participant contacts and 392 contacts with potential participants. There was \$3,444 written for on the job training. 9 Adults, 18 DW and 18 NDWG were enrolled, the average case load was 30 for Adult and 20 for DW. No new inventory purchased in July.

TITLE III STAFF LOCATIONS

Ritchie explained that their Title III outreach person would be returning to working in the outlying counties so the conversation surrounding the reopening plan is whether to put this individual in the same or different locations/days/times at Title I staff. Ritchie believes having the Title III at the same location as the Title I but on different days would be ideal for the northern counties but seeking direction for the board. Farley shared pre-pandemic the Fort Madison location is not ideal due to poor wifi and being on the outer edge of town creates accessibility issues for job seekers and that their Keokuk location is no longer available and could utilize the Goodwill location secured by Title I. Drew asked about the Goodwill location. Schaapveld explained the location is downtown and within walking distance for many residents and have workstations for potential participants and would welcome Title III to come in for a day or so a week. Drew asked about signage for the outreach centers recalling in the northern sites pre-pandemic they had window decals, posters, and other signage. Schaapveld said they did not at this time but there is some Rapid Response money that could be used for signage. Nicol asked if the ability to exit or change locations was possible. Schaapveld said the locations are secured with an MOU with an expiration date and both sided have an exit clause.

ONE STOP CERTIFICATION STANDARDS

Swafford explained a WIOA requirement is for the board to certify the comprehensive job centers. The state is developing the criteria and checklist for center operations and the board is responsible for verifying compliance with the standards. The final document is not expected until October 2021 or February 2022, then the checklist will be created and then a trial run at a center. Nicol asked if this is new or a revamp of a previous certification for which Farley said they had discussed it in the past but hadn't gotten to implementation and Swafford explained it is new for WIOA compliances.

OTHER BUSINESS

Swafford announced the full board meeting is Monday, August 23 at 5PM. Nicol asked about if we had a location for the Dec 2 training for which Wood confirmed the Isle Conference Center in Bettendorf has been secured.

PUBLIC COMMENT

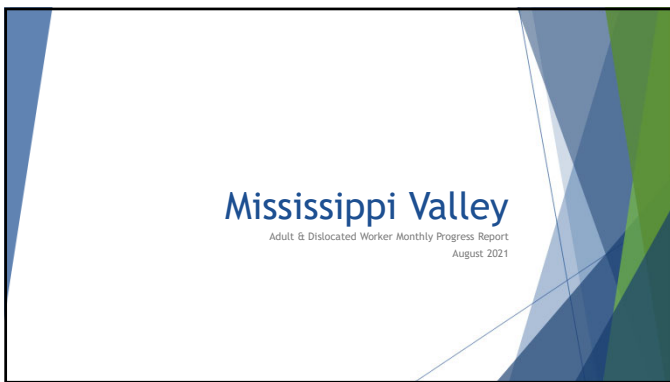
There were no public comments.

ADJOURNED

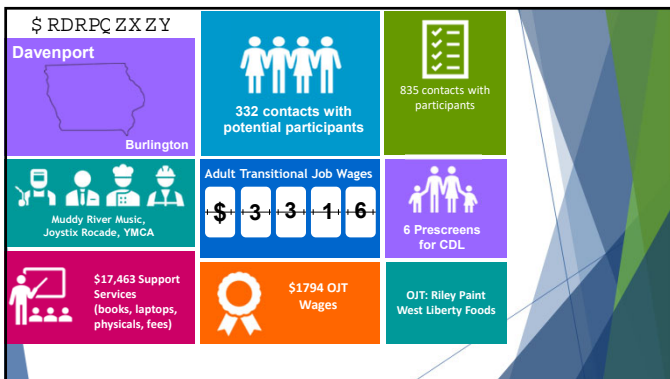
Bell made a motion to adjourn the meeting, seconded by Ritchie, motion carried, Nicol adjourned the meeting at 4:56 p.m.



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Inventory

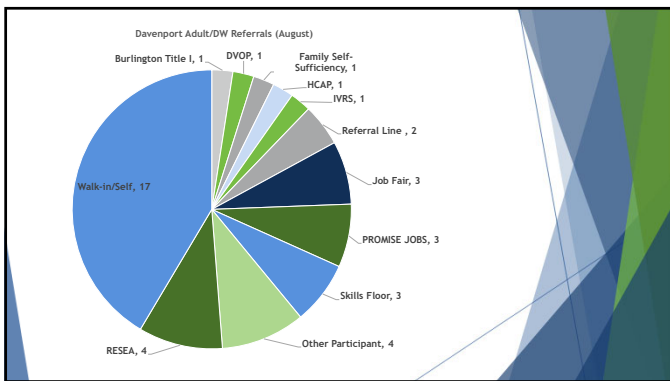
- ▶ 6 Epson Scanners (\$350 per unit)
- ▶ Epson Projector (\$350)
- ▶ 2 Lenovo Laptops (\$1200 per unit)
- ▶ 2 Monitors (\$150 per unit)
- ▶ Desktop printer/scanner (\$160)

4

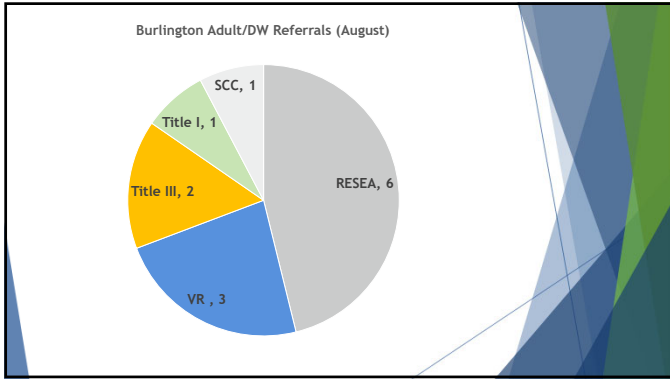
Rapid Response

- ▶ Coordinating with the state for TAA petition and enrollment, meetings to be held in September
- ▶ Planning for late fall events

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	August	YTD Actual
Adult Enrollments	13	22
Dislocated Worker Enrollments	11	29
NDWG	11	70

8

-
- ▶ 10 Des Moines County Manufacturing
 - ▶ 1 Lee County Manufacturing

9

Caseload

- ▶ 110 Adult
 - ▶ 84 Adult Follow Up
- ▶ 95 Dislocated Worker
 - ▶ 31 Dislocated Worker Follow Up
 - ▶ 70 Co-Enrolled NDWG
- ▶ Average caseload: 48.5 adults
- ▶ Average caseload: 42 dislocated workers
- ▶ Exits
 - ▶ Adult: 22 (6 not working)
 - ▶ Dislocated worker: 9 (3 not working)

10

Occupational Skills Training

	August	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	49	90	49	55%

11

Work-Based Learning

	August	YTD Goal	YTD Actual	% of Goal
Work-based Learning	0	30	1	3%
NDWG OJT	0	28	1	4%

12

Legacy in Action

- ▶ 93.98% Customer Satisfaction Rate
- ▶ 14 Surveys Completed
- ▶ Feedback:

I've been working with Sumita Amrik and she has gone above and beyond to get me going in the right direction towards my career. She's available anytime I email or call, and checks in with me regularly. There's nothing to fix at all, I wouldn't want to work with anyone else.
James McLaughlin is always extremely professional and helpful!

Sumita Amrik was very helpful and caring with assisting me with the education opportunities available to me

Sumita was very knowledgeable & persistent in getting the answers we needed to get signed up for class. She kept in contact letting me know where things stood in the school process & was available for any questions or assistance needed. Responses to questions from Sumita were almost immediate.

Sumita was wonderful in assisting me with my new career!

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Outcomes

- ▶ Unsubsidized employment: 4
- ▶ Credentials:
 - ▶ 3
 - ▶ 1 CDL
- ▶ 1 OJT Completed

14

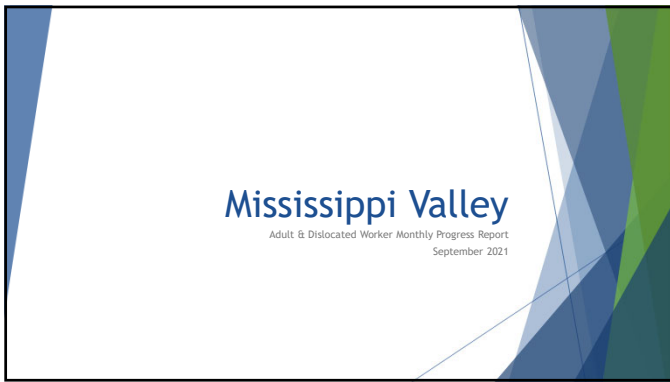
Celebration

Des Moines county dislocated worker is 44 year old married man with children, 3 of which are adopted. Client does have a criminal background. Client was previously working at Shearers and had been terminated from that position. Client was referred to us from one of the IWD staff and we helped assist him with finding unsubsidized employment. Client has completed his OJT at Riley Paint and is currently still working there.

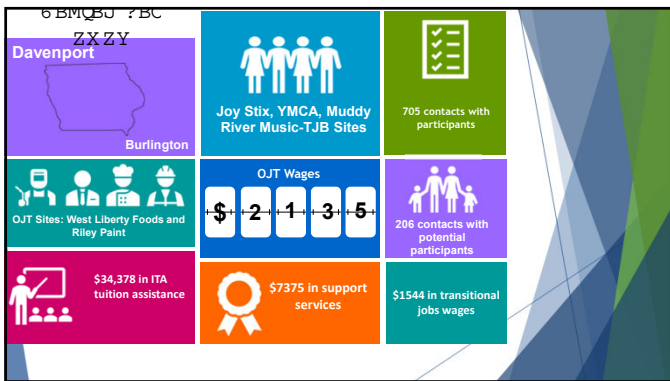
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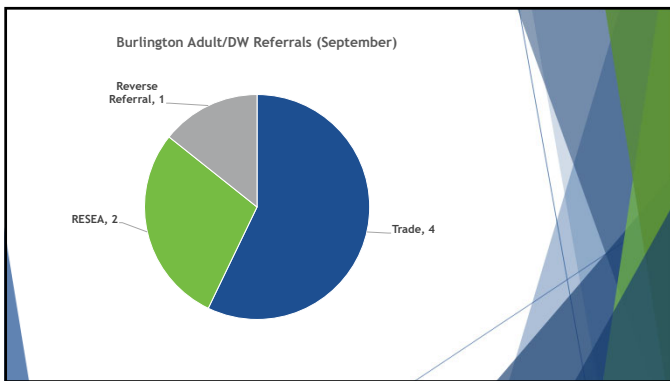
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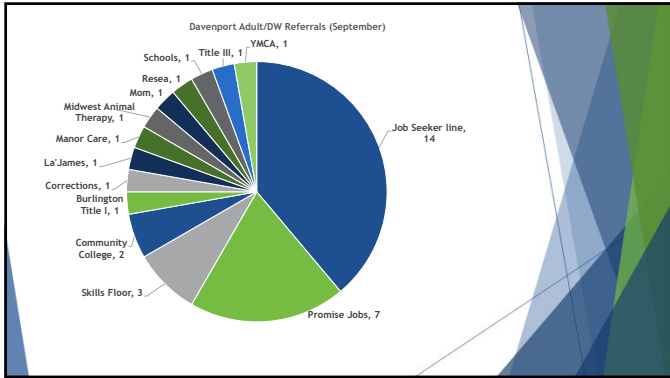


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September 2021 Adult/DW



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Enrollments

	September	YTD Actual
Adult Enrollments	18	40
Dislocated Worker Enrollments	0	29
NDWG	0	70

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Dislocated Worker Industries

► No new enrollments

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Caseload

- ▶ 124 Adult
 - ▶ 81 Adult Follow Up
- ▶ 92 Dislocated Worker
 - ▶ 34 Dislocated Worker Follow Up
 - ▶ 72 Co-Enrolled NDWG
- ▶ Average caseload: 51 adults
- ▶ Average caseload: 31 dislocated workers
- ▶ Exits
 - ▶ Adult: 4
 - ▶ Dislocated worker: 3

10

Occupational Skills Training

	September	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	7	90	56	62%

11

Work-Based Learning

	September	YTD Goal	YTD Actual	% of Goal
Work-based Learning	4	30	5	17%
NDWG OJT	0	28	1	4%

12

Legacy in Action

- ▶ 90.41% Customer Satisfaction Rate
- ▶ 25 Surveys Completed
- ▶ Feedback:

Excellent staff, they are very informative and show they care about you.
I am an HR Rep that reached out via email and Jamie has been great to help me.
Megan Race is AWESOME and has helped me tremendously in the last couple of months!
Professionalism and courtesy is great. The issue is program awareness and follow through with promises and services. Seems to be a lot of back and forth of inconsistencies instead of a structured or simplified process to move forward with assistance. It is frustrating to constantly have to repeat something or promises assistance then never receive the assistance discussed.
Tabitha Seigfried was exceptional at navigating me through the process and letting me know what to expect along the way. She was instrumental in helping me achieve my personal goals and followed through with me during each step of the way. It was a joy and pleasure to have her assist me.

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Outcomes

- ▶ Unsubsidized employment: 4
- ▶ Credentials:
 - ▶ 4
 - ▶ Project Management, CDL

14

Celebration

Scott County adult obtained CDL through EICC and she obtained employment through CPC Logistics. She was previously a nurse aid but this employment is bringing her a good income for her and her 2 boys. She is happy!

Scott County adult obtained project management certificate and he will start at Arconic as a Senior Customer Service and Sales on October 11. He will be a salaried employee and he is happy that he got a job!

Dislocated worker laid off from ABB. She is attending school through TRADE to gain skills for opening her own dog grooming business. She obtained an internship with Pet Bath and Beyond so she can learn about opening her business as she works on her education!

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MVWA Title III Operations Committee Report October 2021

MVWA 2021 Unemployment Rate (Not Seasonally Adjusted)

August 2021	
United States	
Iowa	4.1%
Des Moines Co.	6.2%
Henry Co.	4.1%
Lee Co.	5.7%
Louisa Co.	3.6%
Muscatine	4.1%
Jackson	4.2%
Clinton	4.9%
Scott	4.9%

MVWA 2021 Labor Force (# In Labor Force/Unemployed)

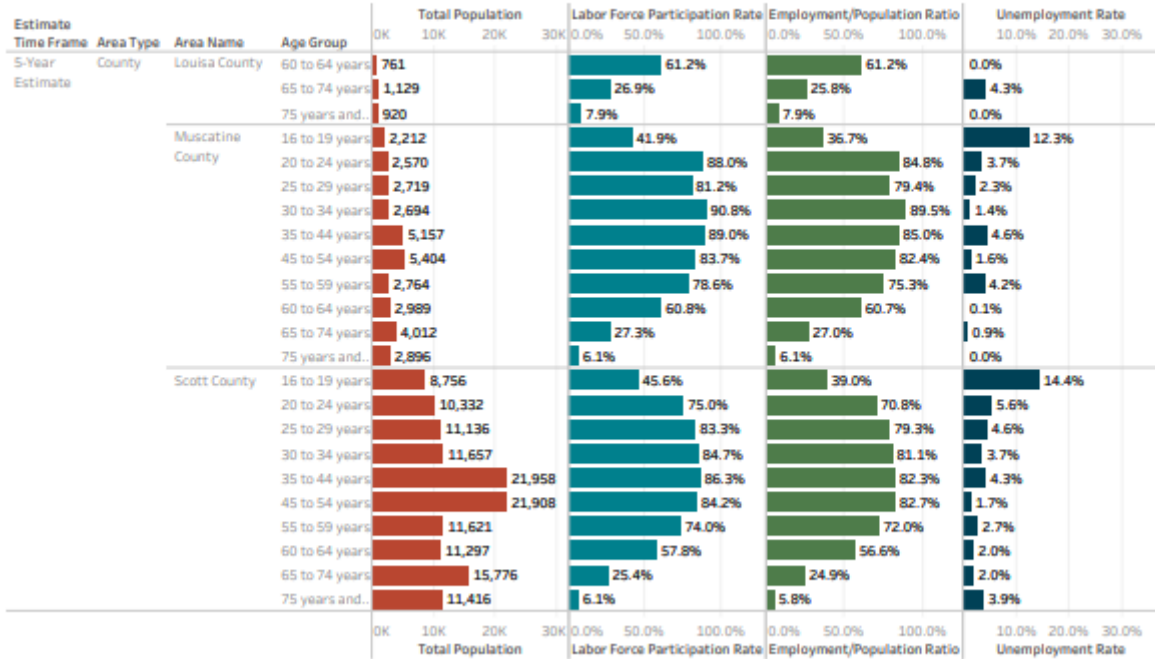
August 2021	
United States	
Iowa	1,660,100/67,900
Des Moines Co.	18,400/1,140
Henry Co.	9,580/390
Lee Co.	15,190/870
Louisa Co.	5,870/210
Muscatine	20,450/840
Jackson	10,430/440
Clinton	21,280/1,050
Scott	86,300/4,300

MVWA Laborforce by Age 2015 – 2019 (Most Current Data via ACS)

Age (16 years and over): Clinton County, Des Moines County, Henry County and 5 more

Estimate Time Frame	Area Type	Area Name	Age Group	Total Population				Labor Force Participation Rate			Employment/Population Ratio			Unemployment Rate		
				0K	10K	20K	30K	0.0%	50.0%	100.0%	0.0%	50.0%	100.0%	10.0%	20.0%	30.0%
5-Year Estimate	County	Clinton County	16 to 19 years	2,333				45.4%			39.7%			12.5%		
			20 to 24 years	2,459				84.9%			77.1%			9.1%		
			25 to 29 years	2,515				81.8%			76.6%			6.3%		
			30 to 34 years	2,629				82.4%			75.7%			8.0%		
			35 to 44 years	5,336				86.7%			83.4%			3.8%		
			45 to 54 years	6,061				84.2%			81.9%			2.6%		
			55 to 59 years	3,719				73.5%			72.6%			1.2%		
			60 to 64 years	3,333				60.3%			57.7%			4.3%		
	65 to 74 years	4,895				23.9%			23.9%			0.0%				
	75 years and...	4,162				4.9%			4.9%			0.0%				
	County	Des Moines County	16 to 19 years	2,046				52.6%			43.1%			18.1%		
			20 to 24 years	2,066				86.4%			78.6%			9.1%		
			25 to 29 years	2,176				87.5%			82.1%			6.2%		
			30 to 34 years	2,153				92.4%			85.6%			7.3%		
			35 to 44 years	4,523				86.1%			82.1%			4.4%		
			45 to 54 years	4,962				82.1%			79.9%			2.6%		
			55 to 59 years	2,556				77.2%			77.0%			0.2%		
			60 to 64 years	3,078				64.4%			60.7%			5.8%		
	65 to 74 years	4,367				28.1%			27.4%			2.4%				
	75 years and...	3,614				5.5%			5.5%			0.0%				
County	Henry County	16 to 19 years	990				51.8%			40.6%			21.6%			
		20 to 24 years	1,398				76.6%			70.5%			7.9%			
		25 to 29 years	1,146				74.0%			71.1%			3.9%			
		30 to 34 years	1,357				79.1%			71.8%			9.0%			
		35 to 44 years	2,301				77.6%			74.3%			4.2%			
		45 to 54 years	2,528				80.4%			76.3%			5.1%			
		55 to 59 years	1,322				75.5%			73.8%			2.3%			
		60 to 64 years	1,327				61.3%			61.3%			0.0%			
65 to 74 years	2,052				26.5%			25.9%			2.2%					
75 years and...	1,624				7.8%			7.8%			0.0%					
County	Jackson County	16 to 19 years	995				27.3%			21.3%			22.1%			
		20 to 24 years	1,067				83.7%			79.4%			5.2%			
		25 to 29 years	921				87.0%			81.9%			5.9%			
		30 to 34 years	982				91.6%			89.5%			2.3%			
		35 to 44 years	2,108				82.2%			78.2%			4.9%			
		45 to 54 years	2,628				87.0%			85.0%			2.4%			
		55 to 59 years	1,627				83.9%			83.2%			0.9%			
		60 to 64 years	1,416				60.9%			60.2%			1.0%			
65 to 74 years	2,169				32.2%			30.8%			4.3%					
75 years and...	1,788				5.6%			5.6%			0.0%					
County	Lee County	16 to 19 years	1,472				61.2%			44.4%			26.4%			
		20 to 24 years	1,884				81.6%			76.3%			6.5%			
		25 to 29 years	2,031				79.1%			72.3%			8.5%			
		30 to 34 years	1,880				84.4%			77.0%			7.5%			
		35 to 44 years	3,852				84.0%			76.6%			8.4%			
		45 to 54 years	4,435				80.5%			77.3%			4.0%			
		55 to 59 years	2,563				70.1%			66.0%			5.8%			
		60 to 64 years	2,679				60.9%			58.9%			3.2%			
65 to 74 years	4,064				19.2%			19.2%			0.0%					
75 years and...	2,741				4.3%			4.3%			0.0%					
County	Louisa County	16 to 19 years	553				57.3%			42.5%			25.2%			
		20 to 24 years	712				85.0%			83.6%			1.7%			
		25 to 29 years	686				84.5%			76.1%			10.0%			
		30 to 34 years	547				85.6%			79.9%			6.6%			
		35 to 44 years	1,390				87.8%			84.2%			4.1%			
		45 to 54 years	1,462				85.3%			82.5%			3.3%			
55 to 59 years	821				76.2%			76.2%			0.0%					

Age (16 years and over): Clinton County, Des Moines County, Henry County and 5 more



Enrolled Individual Reports - Graphs

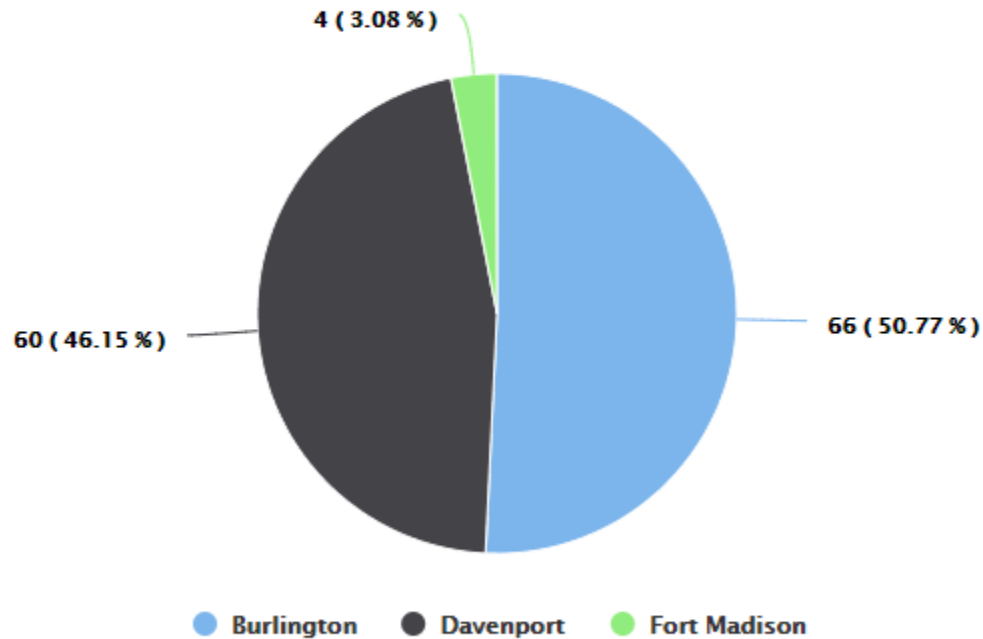
Change Chart

Print

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Enrolled Individuals – By One Stop Office



Employer's Council of Iowa Update

Employers' Council of Iowa (ECI) is an advisory group, located in each Iowa Workforce Development (IWD) region, and offers no-cost membership open to all businesses in the community. Its purpose is to guide IWD's business focus, address topics of concern to employers, sponsor training initiatives, and assist IWD in meeting critical human resource needs.

The mission of the Employers' Council of Iowa is to support the efforts of local employer committees to:

Advise IWD, legislators, and other officials concerning its products, services, and policies that affect employers; and

Provide opportunities for employers to exchange information and develop education programs for employers.

The ECI State Board's role includes the following:

Represent local ECI members within their respective regions at state meetings

Serve as resource contact in the region for ECI education and promotion

Maintain communication with IWD and local Iowa *WORKS* Centers in the area to lend support, to improve services, and to exchange information and ideas

Maintain a high level of communication with local ECI Chairs and keep them informed about state and national issues relating to employers and IWD

Gather and disseminate information about the activities of local councils

On August 26, 2021, Iowa Workforce Development in partnership with the state ECI held an informational session titled “All Things Unemployment”. The featured speaker was Karen Holett, Deputy Division Administrator for IWD’s Unemployment Division. Karen provided some history about unemployment during the pandemic, educated participants about how eligibility is determined and what that can mean to businesses. Karen talked through best practices to keep businesses informed and up-to-date regarding how unemployment is impacting their business. Just over 780 registered to attend. Actual attendance was around ½ that amount.

On September 9, 2021, the Mississippi Valley ECI (Southern part of our local area) hosted an ECI event with featured speaker Melissa Wright from DOL’s Wage and Hour Division. She spoke on the Fair Labor Standards Act, including child labor laws and the Family Medical Leave Act.

These types of events can be attended by anyone, but are typically geared toward the HR professional and often times have been submitted for SHRM and/or HRCI continuing education credit hours.

Success Stories

Heather first came to us through the Solder For Life Transition Assistance Program that we host here at IowaWORKS. Upon completion of that program, Heather was referred to Home Base Iowa and our local Veterans Employment Networking Group. Heather registered with Iowa Works and Home Base Iowa, where she began to be case managed by our DVOP James Stout. Heather has a background in Human Resources but was eager to accept new challenges, she really wanted a position where she could work with and help people. Heather was informed of a Career Navigator position with our Title 1 partner at the office. Heather applied and the JVSG team was quick to reach out to Equus to share the info regarding this Veteran candidate. Heather interviewed and was offered a position with Equus as a Career Navigator. With her HR background, Heather is sure to be a rich asset to our Title 1 team.

ATTACHMENT B. SCOPE OF SERVICES**1. Scope of Services**

This Scope of Services Attachment describes the responsibilities of the subrecipient for one-stop operator services as mandated by WIOA and other applicable state and federal statutes and laws. The MVWDB will hold the subrecipient responsible and accountable for effectively and efficiently managing and delivering the services and activities below, achieving the contracted key performance indicators and deliverables, completing all reports, and meeting all deadlines established by the MVWDB.

The one-stop operator must coordinate the service delivery of core and required one-stop partners and other community partners working with the comprehensive, affiliate, and satellite one-stop centers. The subrecipient's responsibilities include, but are not limited to, the following:

1. Implement relationship building activities to assist in the integration of one-stop partner programs.
2. Suggest and implement strategies to improve information sharing among partner programs.
3. Oversee and implement strategies to increase partner referrals and co-enrollments.
4. Implement and oversee the referral process between partners, including follow-up, tracking, reports, and continuous improvement.
5. Assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
6. Develop an in-depth understanding of the one-stop partner programs, services, and performance requirements.
7. Hold monthly core partner meetings.
8. Hold quarterly required partner meetings.
9. Implement a customer survey for continuous improvement.
10. Ensure cross training of staff for core partner programs.
11. Be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers. The MVWDB will serve as the point of contact for any complaints against the one-stop operator or the Title I service provider.
12. Collaborate with Workforce Development Partners on job fairs, recruitment events and other related activities
13. Assist and oversee in the development of an overall system-wide outreach plan and outreach strategies, including giving presentations to local organizations.
14. Ensure all partners comply with the accessibility plan outlined in the MOU and assist in training development and other activities.
15. Assist in coordination with the MVWA integrated Business Services Team.
16. Manage the social media presence of the MVWA per Iowa Workforce Development and local Policy.
17. The one-stop operator will be responsible for familiarizing themselves with the State of Iowa one-stop certification criteria and assisting the board through the certification process.
18. Submit written reports to the board and CEOs, and participate in committee meetings monthly.
19. Maintain all electronic files in the IowaWORKS system, when required.
20. Follow the provisions of the IowaWORKS Standard Operating Guide, including the integrated delivery model.

ONE STOP OPERATOR

21. Ensure timely and accurate data collection and entry into IowaWORKS management information system, when applicable.
22. Provide staff assistance to MVWDB committees and task forces, as appropriate.
23. Develop and implement corrective action plans in response to board, state, or federal monitoring reports, or independent auditor reports, that is within the scope of the One Stop Operator responsibilities, upon request of the MVWDB staff.
24. Achieve the Contract objectives and all performance measures.
25. Conduct self-monitoring for Contract compliance.
26. Keep appropriate records in an auditable manner as required by federal or state statutes and regulations, or MVWDB requirements.
27. Stay on time and in budget.
28. Meet with the MVWDB executive director on a weekly basis or another agreed upon schedule.

General Performance Requirements

1. Provide all personnel, labor, materials, and equipment, necessary to perform the requirements, tasks, terms, and conditions set forth in this Scope of Services.
2. Follow prevailing laws, regulations, and local MVWDB policies.
3. Create and maintain a spirit of “can do” in regard to new and innovative ideas and partnerships.
4. Implement a continuous improvement process that meets or exceeds the requirements of the Scope of Services.
5. Maintain compliance with equal opportunity statues and regulations.

Information, Data, and Information Management

1. Maintain and refine a top-quality management approach that meets and exceeds performance criteria as defined by the MVWDB and as required by local, state, and federal programs.
2. Continually review all aspects of information flow to determine if forms are being used effectively and if reporting measures accurately reflect actual outcomes.
3. Utilize the correct chain of communication for state issues. The channel of information shall flow from state to MVWDB/executive director to subrecipient or vice versa, with the subrecipient being a point of contact for dissemination to workforce center staff.
4. Utilize the correct chain of communication for local issues. The channel of information shall flow from the Board to the MVWDB/executive director to the subrecipient or vice versa, with the subrecipient being a point of contact for dissemination of information to workforce center staff.

Public Relations/Outreach

1. Assist in the development and implementation of an overall system-wide outreach plan and outreach strategies to ensure compliance with the goals of the MVWDB through labor market analysis, target customer identification, trends and potential labor market changes identification, market penetration strategy, and outreach strategy to all defined customers, incorporating all MVWDB subrecipient outreach strategies.
2. Submit all outreach and public relations materials to MVWDB staff for review and approval.
3. All public outreach and communication products developed must be created in accordance with board and

ONE STOP OPERATOR

IWD guidance.

Accessibility

1. Agrees, confirms, and makes assurance that only publicly accessible facilities, in accordance with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 and subsequent amendments, will be used in carrying out the provisions of this Contract.
2. Agrees to provide equitable access to individuals with limited English speaking, reading, or writing ability.
3. Agrees to assess the need for additional English as Second Language (ESL) services required and coordinate the provision of those services with other organizations in the community.
4. Agrees to evaluate and improve access points to the MVWDB system, to include increasing the use of the system by people with disabilities and other targeted populations.
5. Agrees to establish and maintain relationships with social service support groups that address issues of alcohol and other drug abuse, domestic abuse, mental health, and other barriers to self-sufficiency and upward mobility.
6. Agrees to solicit input from agencies and advocates serving persons with disabilities for adjustments needed to make disability access easier and to increase the comfort level of customers with disabilities and implement upon the approval of the MVWDB.
7. Agrees to foster partnerships with agencies serving people with disabilities and special needs.
8. Agrees to give all staff diversity training for the purpose of exposing them to techniques useful in working with a variety of customers, cultures, and personality types.
9. Ensure compliance under WIOA Section 188

Reports and Invoicing

1. Complete and submit all monthly reports according to the report schedule.
2. Complete and submit invoices for reimbursement to the fiscal agent and MVWDB monthly or as requested.
3. Add or eliminate reports at the request of the fiscal agent and/or MVWDB and ensure that reports meet the needs of the subrecipient, the fiscal agent, MVWDB, or funding source requirements.
4. Implement and/or maintain a cost-effective, high-quality systematic process for reporting information and continually review the system for and implement quality improvements.

Staffing, Staff Expectations and Development, and Training

1. Identify the staff lead person that will be responsible for the outcomes of this Contract.
2. Ensure that staff are trained as necessary to effectively carry out all programmatic requirements, administrative requirements, and performance measures in this Contract.
3. Identify staff who will be expected to train or coordinate the training of new and existing staff of their respective organization.
4. Develop an ongoing training program that ensures all staff acquire at a minimum the basic competencies of their positions.
5. Use both in-house expertise, as well as other resources, to ensure that training is comprehensive and provides information that will enhance the subrecipient's ability to carry out this Contract's responsibilities effectively and efficiently.
6. Ensure that each employee gains a general knowledge of the entire workforce system.

ONE STOP OPERATOR

7. Engage in a dynamic process of human resource management that re-evaluates staff responsibilities on a regular basis and implements changes to the betterment of the workforce center team.
8. All subrecipient staff will follow the business casual dress code in the Iowa Workforce Development Work Rules handbook for field operations, to include IowaWORKS name badges.
9. All subrecipient staff will utilize a provided @iwd.iowa.gov email address.
10. All subrecipient staff will comply with IWD's Internet Access and Electronic Mail Policy.
11. Subrecipient will work with the MVWDB on determining weekly working hours.



Mississippi Valley Workforce Development Board

Rapid Response

Date Approved:

Effective Date:

Purpose

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

Policy

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

A successful Rapid Response system includes

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

When Rapid Response is Required

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

- Announcement or notification of a permanent closure, regardless of number of workers.
- Announcement or notification of a mass layoff.
- A mass job dislocation resulting from a natural disaster or other disaster.
- Filing of a Trade Adjustment Assistance (TAA) petition.
- Worker Adjustment and Retraining Notification (WARN) Act notice has been filed.

Required Rapid Response Activities

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

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

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

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

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

- Conduct strategic planning activities to develop strategies for addressing dislocation events and ensuring timely access to a broad range of necessary assistance.

- Develop mechanisms for gathering and exchanging information and data relating to potential dislocations, resources available, and the customization of layoff aversion or Rapid Response activities, to ensure the ability to provide Rapid Response services as early as possible.

Layoff Aversion Activities

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

A sound layoff aversion infrastructure should include early warning systems, and can include close communication with employer representatives, industry groups, organized labor, utilities, or local media; and/or assessment of labor market trends and economic data to assess the health of businesses. Employers must be informed about their legal responsibilities to issue advance notification of layoffs and closures.

Permissible Layoff Aversion Activities

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

- Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs.
- Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible.
- Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs.
- Developing, funding and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity.
- Connecting companies to:
 - Short-Time compensation or other programs designed to prevent layoffs or to reemploy dislocated workers quickly, available under Unemployment Insurance programs.
 - Employer loan programs for employee skill upgrading.
 - Other Federal, State and local resources as necessary to address other business needs that cannot be funded with resources provided under WIOA.
- Establishing linkages with economic development activities at the federal, state and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities.

- Partnering or contracting with business-focused organizations to assess risk to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered.
- Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer.
- Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses.
- Connecting business and workers to short-term, on-the-job, or customized training programs and registered apprenticeships before or after layoff to help facilitate rapid employment.

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

Iowa Workforce Development Process for WARN's

When IWD receives a WARN:

- IWD Program Coordinator will confirm receipt of WARN with business and inform them that the local Iowa*WORKS* Rapid Response Team will be in contact.
- IWD Program Coordinator will enter WARN into Iowa*WORKS* generating a Rapid Response Number.
- IWD Program Coordinator will send an email to the MVWDB, local leadership and Rapid Response Coordinator (RRC).
- IWD Program Coordinator will update the WARN log.

Local Iowa*WORKS* Process for WARN's

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

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

Local IowaWORKS Process for Non-WARN

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

Employer Meetings

- Send the IowaWORKS website to company contact to distribute to worker to register and do the Dislocated Worker Survey.
- Gather information about the workforce and the potential needs.
 - Layoff Plans and schedule.
 - Background and possible assistance needed for workers.
 - Re-employment prospects.
 - Available resources through business.
 - TAA eligibility.
 - Planning and delivery of other services such as workshops or job fairs.
- Explain WIOA services.
- Set Worker Information Meeting (WIM) by determining the best approach to deliver necessary resources and services.

Setting WIM

Local RRC will set up WIM Event in IowaWORKS

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

Worker Information Meetings (WIM)

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

- Career counseling and job search assistance.
- Resume preparation and reemployment-focused workshops.
- Unemployment insurance benefits.
- Information about education and training opportunities.

- TAA overview.
- Information on the impact of layoffs on health coverage and other benefits.
- Partner resources.
- Gather any Dislocated Workers Survey's that were not completed.

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

Categorization of Rapid Response Activities

Title 20 CFR Section 682.330

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

IWD PY21 Monitoring

Desk Review: 9/16/2021 – 10/4/2021

Onsite Visit: October 5 and 6th

Interviews Sessions Needed:

- * LWDB Executive Director * Service Provider
- * Operations Manager * Co-Located Partner Program(s)
- * Adult Career Planner * Dislocated Worker Career Planner
- * Youth Career Planner * Adult Participant
- * Dislocated Worker Participant * Youth Participant
- * NDWG Participant (If participating in an NDWG)

Additional Forms

- ADA Self-Evaluation Form 6 pages
- EO and Non-Discrimination Form 6 pages
- Internal Controls Spreadsheet

Documentation Requested by September 15th

LWDB Composition Worksheet, to include plans to fulfill membership requirements if not not currently met
LWDB Alternates Roster
LWDB Member Nomination Forms
LWDB Member Conflict of Interest Attestation Forms
LWDB staff employment contracts
LWDB Executive Director objective qualifications
LWDB budget
LWDB schedule of meeting dates for PY21
LWDB Certification
LWDB By-Laws
Local Plan
Local Plan 2 Year Review
Local Plan Modifications
CEO Conflict of Interest Attestation Form
CEO Agreement/Shared Liability Agreement
Fiscal Agent Agreement
Written agreement with the LWDB and the CLEO if the one-stop operator and service provider are the same organization
One-Stop Operator Contract
Written documentation of the sole source selection process if used for the procurement of the one-stop operator
Service Provider Contracts
Written documentation of the sole source selection process if used for the procurement of the service provider
Standing Committees to include rosters (title, position, and role), committee structure and assignments, mission/vision/goals, and meeting schedule
Fully executed MOUs with signatures, and their associated IFA and/or Additional Cost Funding Agreement
Documentation of the annual review of the MOUs, IFAs and other costs sharing agreements
Spreadsheet listing all active contracts and agreements for contractors and subrecipients, including columns for: contractor name; contractor type (contractor or subrecipient); activity/service (youth service provider, fiscal agent, marketing, etc.); term (start and end dates); total costs; and payment terms (cost reimbursement, fixed unit price, etc.)
All other active contracts as listed in the contract spreadsheet
Spreadsheet listing active MOUs for WIOA partnerships, including columns for: partner name; activity/service; term; and total infrastructure funding agreement (IFA) and/or Additional Cost Funding Agreement amount
Current organizational chart showing the chain-of-command for the Admin/Fiscal/Management team from the LWDB Chair downward. Include all staff-to-the-board (e.g. admin, fiscal, operations, program, etc) OSO, fiscal agent, and service provider management. Show the full name, job title, and employer for each individual.
Current organizational chart showing the chain-of-command for the Program Operations team from the Chief Operations Officer/Director of Operations downward. Include all staff involved in formal and functional supervising or delivering client services. Show the full name, job title, and employer for each individual.
Spreadsheet listing all LWDB and LWDA employees (e.g. executive, admin, fiscal, EO, operations, program/case managers, service providers, etc) that can be cross-referenced with organizational charts and payroll records. Include columns for employee name, job title, annual salary, and frequency of payroll
Hyperlinks to social media pages
Submission of Nominations to the Local Workforce Development Board - Chief Elected Officials must establish policies and procedures to facilitate all nominations, including a policy for selecting and rotating membership
Local Board Membership Requirements - Local WDBs must develop policies and procedures, as appropriate, to comply with local membership requirements.
Local Board Chairperson - Local WDBs must develop additional policies and procedures, as appropriate, to comply with the requirements of ensuring that the Local WDB functions properly
Firewalls - Proper firewalls must be in place to ensure a complete separation of duties. Firewalls must also be in place to ensure the transparency and integrity of staff fulfilling multiple roles and multiple functions. With respect to the procurement process of the One-Stop Operator, proper firewalls must demonstrate to the public, as well as to Iowa Workforce Development, that the selection process was impartial and that no preferential treatment was given to the awardee at any stage in the process.
Allowable Methods for Competitive Procurement of the One-Stop Operator - The Local WDB must follow its local sole source policies and procedures, the Uniform Guidance, and State policy when selecting a one-stop operator through sole source selection. Local WDBs must use a competitive process to select a one-stop operator that is based on local procurement policies that are consistent with the procurement standards within this policy.

Geographical Preference - It is the responsibility of the LWDB to establish and follow geographical preference for enrollment policy and procedures. The criteria in the written policy and procedures must provide a fair and equitable method for selection among the eligible applicants, as well as a process by which to document fair and equitable determination.
Eligibility Determination - The LWDB must define in policy "other responsible adults" appropriate to authorize program participation for minors.
Ineligibility - The LWDB must develop policies and procedures for informing individuals of ineligibility to receive services.
Closing Services Due to Fraud - The LWDB must develop policies and procedures for informing individuals of closing services due to fraud.
Adult Mentoring - LWDBs should ensure appropriate policies and procedures are in place to adequately screen and select mentors.
Objective Assessment - LWDBs must develop policies and procedures identifying which assessment tools will be utilized during the OBA process.
Follow-Up Services - LWDBs must define circumstances when follow up services may be provided beyond 12 months. LWDBs must have policies in place to establish how to document and record when a youth participant cannot be located or contacted.
Additional Assistance - In addition to those identified in state policy, LWDBs must locally define in policy youth who require additional assistance to complete an educational program to secure or hold employment.
Dislocated Worker Program Eligibility - The LWDB must define unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.
Economic Self-Sufficiency - LWDBs who choose to define their own higher standard must develop, within their local policies, economic self-sufficiency standards for local factors, or activities to adopt, calculate, or commission for approval, economic self-sufficiency standards for the local areas that specify the income needs of families, by family size, the number and ages of children in the family, and sub-state geographical considerations.
Underemployed Individuals - LWDBs must develop policies and procedures for identifying underemployment for both the adult and dislocated worker programs.
Individualized Career Services - LWDBs must have policies identifying assessments to be used to determine eligibility and ensure eligibility determination procedures are consistent with state policies.

Conducting a pre-award financial review or on-site post-award monitoring of contract service providers no later than 120 calendar days after the award of the contract.

Individual Training Account
Laptop Check out Policy
On-the-Job Training
Participant Grievance
Priority of Services
Social Media
Selective Service
Transitional Jobs
Youth Incentive and Stipend
Youth Work Experience

Pre-award financial review or the onsite post-award monitoring of contract service providers conducted no later than 120 calendar days after the award of the contract to include the tools used for each oversight activity and the final monitoring report
LWDB annual, onsite monitoring of all contracted service providers and Title I Programs, to include the tools used for each oversight activity and the final monitoring report
Fiscal agent annual monitoring of all contracted service providers to include the tools used for each oversight activity and the final monitoring report
Annual assessment of the physical and programmatic accessibility of all AJCs in the local area, to include the tools used for each oversight activity and the final monitoring report
AJC Certifications (once every three years) <input type="checkbox"/>
Biennial monitoring of the one-stop operator, to include the tools used for each oversight activity and the final monitoring report
Technical assistance, policy guidance, sharing of best practices, and training provided to service providers

Complete the Internal Control Matrix
Accounting and finance policies and procedures
Chart-of-funds and chart-of-accounts for all WIOA-issued funds
Cost Allocation Plan or Approved Indirect Cost Rate in effect for current year
Cumulative detailed general ledger through end of last FSRs submitted on TM1. This should reconcile to the submitted FSRs for received funds and expenses.
Spreadsheet listing all procurements qualifying as a small purchase (greater than or equal to \$5,000.00 but less than or equal to \$250,000.00) or exceeding the \$250,000.00 simplified acquisition threshold (request for select documentation), including columns for: Item description; Date or term (i.e. beginning and ending dates for service provided); Total costs, and Payment terms (i.e. cost reimbursement or fixed unit price)
Pre-approval documents for all special purpose equipment purchases with a unit cost of greater than or equal to \$5,000.00
Documentation of any grant funding the LWDB receives outside of IWD

Category 7: Property Leases
Complete and provide copies of fiscal documents. Upon completion, select "Yes" in the Provided column. If the requested documentation is not available or does not apply to your LWDA, select "No or NA" in the Provided column and provide an explanation and plan for submittal.
Spreadsheet listing all property leases or office space agreements held within the LWDA by the LWDB, OSO, or service providers. Include columns for: - Office name and location - Office designation/type (LWDB office, comprehensive, affiliate, access point, business outreach, etc.) - Lease holder name - Monthly or annual cost - Term (start and end dates)