



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Thursday, August 19th, 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	Miranda Swafford
*Excused Absences	Matthew Nicol
*Approval of Agenda	Matthew Nicol
*Approval of Previous Meeting Minutes	Matthew Nicol
Adult/DW/RR June and July Report	Kendra Schaapveld
IowaWORKS Center Updates	Kendra Schaapveld
Title III Staff Locations	Jeremy Ritchie
One Stop Certification Standards	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

Wednesday, June 9th, at 4:00 p.m., via Zoom

Members Present: Matthew Nicol, Joyce Stimpson, Kirby Phillips, Ryan Drew, Tim Gobble, Deb Yuskis-Mulch, Jeremy Ritchie, Carolyn Farley, and Scott Schneider

Members Absent: None

CEOs Present: Brinson Kinzer and Rick Larkin

Staff Present: Miranda Swafford, Executive Director

Service Provider Staff Present: Kendra Schaapveld – Project Director, Shannon Weaver – Operations Manager, and Robert Ryan - Quality Assurance Specialist

Guest: Martha Bell

CALLED TO ORDER

Nicol called the meeting to order at 4:05 p.m.

EXCUSED ABSENCES

None

QUORUM

The committee had a quorum to conduct business.

APPROVAL OF AGENDA

Yuskis-Mulch made a motion to approve the agenda, seconded by Ritchie, motion carried.

APPROVAL OF PREVIOUS MINUTES

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

MAY ADULT/DW/RR REPORT

Schaapveld reported that during the month of May there were 459 participant contacts and 443 contacts with potential participants. There was \$5,195 written for on the job training, \$4,222 for transitional jobs and \$4,909 for support services. 11 Adults, 14 DW and 14 NDWG were enrolled, the average case load was 53. Two small radios for TABE testing were purchased.

GOALS AND INITIATIVES FOR PY21

Schaapveld reviewed Equus's proposed deliverables for PY21 including enrolling 60 youth, enrolling 15 youth and 90 Adult/DW into occupational skills training, and 30 Adult/DW into

work-based learning. Other strategies discussed included job seeker retention workshops, hiring a mental health counselor/mentoring position, and having a full-time presence in Lee County.

Committee members input included developing flyers/advertising for promotion of apprenticeship programs and an awareness campaign for career paths, along with collaborating with businesses to provide tours of facilities. A resource to explore is the Iowa Earn and Learn website.

Title II Adult Education and Literacy is piloting a Career Essentials program and could be of assistance/resource for providing job retention workshops.

SECTION 1&2 LOCAL PLAN INPUT

Tabled until next meeting.

OTHER BUSINESS

Ryan reported that during the first 231 days of the Equus contract that there were 100 enrollments, and 113 days later there was an additional 99 enrollments.

This will be Stimpson's last Operations Committee meeting as she is transferring to the Finance Committee.

PY21 Operations Committee meetings will be held on the 2nd Thursday of the month at 4:00.

PUBLIC COMMENT

There were no public comments.

ADJOURNED

Yuskis-Mulch made a motion to adjourn the meeting, seconded by Drew, motion carried, Nicol adjourned the meeting at 5:00 p.m.



Creating Opportunities. Changing Lives.

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Mississippi Valley

Adult & Dislocated Worker Monthly Progress Report
June 2021

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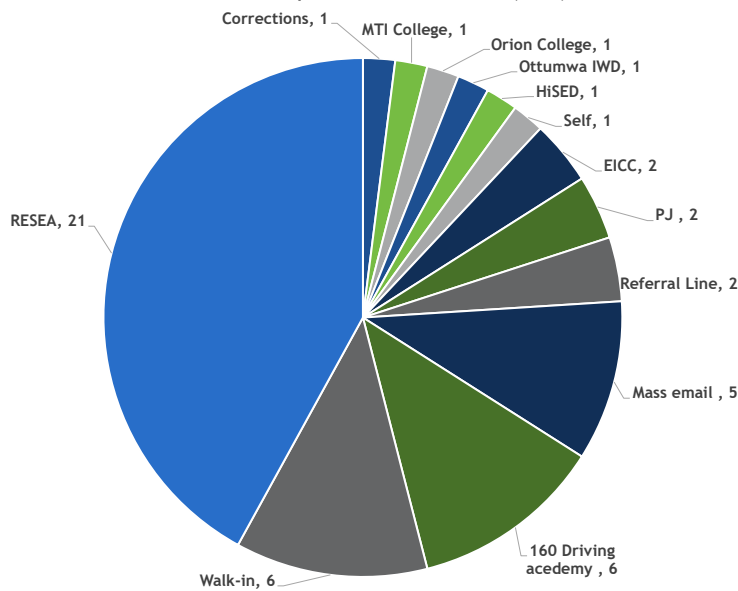
Rapid Response

- ▶ Presented to ABB employees regarding CDL

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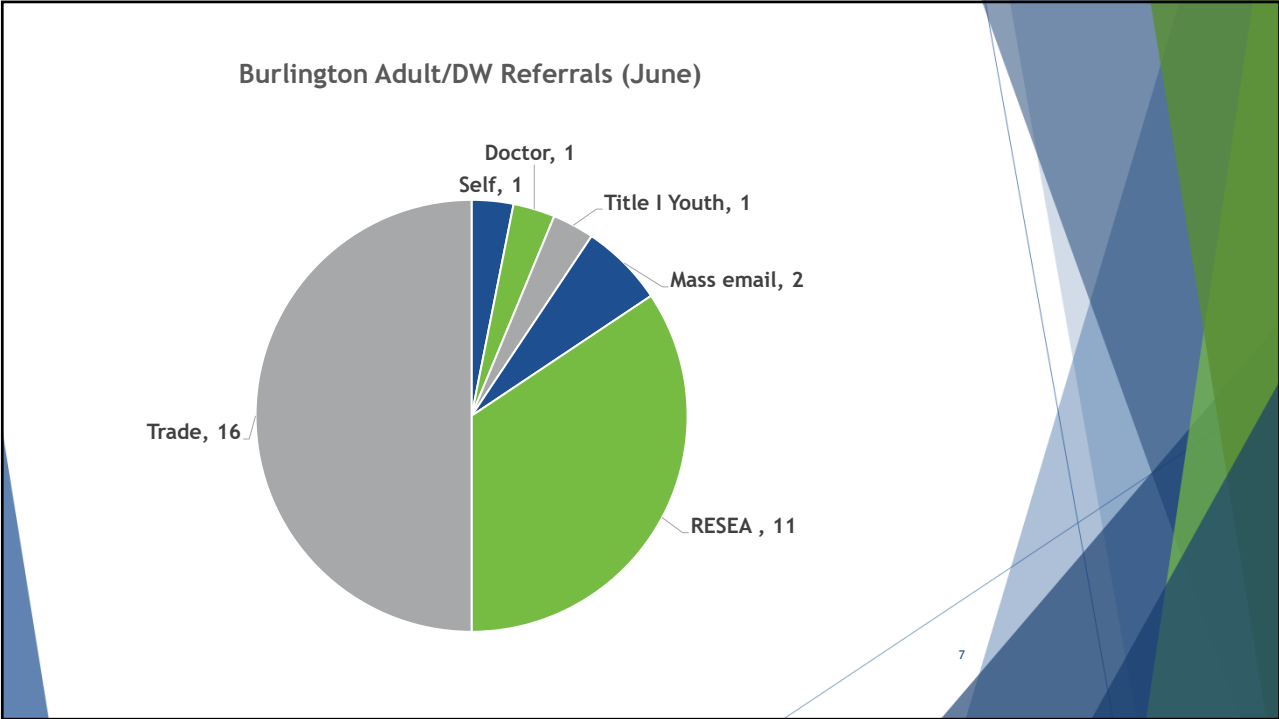
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Davenport Adult/DW Referrals (June)



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Enrollments

	June	YTD Actual
Adult Enrollments	8	110
Dislocated Worker Enrollments	17	63
NDWG	17	41

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Dislocated Worker Industries

- ▶ 9 Des Moines County-Manufacturing
- ▶ 1 Des Moines County-Healthcare
- ▶ 3 Lee County-Manufacturing
- ▶ 2 Henry County-Manufacturing
- ▶ 1 Muscatine County-Fast Food
- ▶ 1 Scott County Manufacturing

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Caseload

- ▶ 127 Adult
 - ▶ 51 Adult Follow Up
- ▶ 61 Dislocated Worker
 - ▶ 26 Dislocated Worker Follow Up
 - ▶ 24 Co-Enrolled NDWG
- ▶ Average caseload: 53

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Occupational Skills Training

	June	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	11	90	164	182%

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Work-Based Learning

	June	YTD Goal	YTD Actual	% of Goal
Transitional Jobs	0	20	5	20%
On-the-job Training	0	30	9	30%
Registered Apprenticeship	0	5	0	0%
NDWG OJT	0	28	1	4%

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Legacy in Action

- ▶ 85.65% Goal: 90% Customer Satisfaction
- ▶ Feedback:

MISSISSIPPI VALLEY WIOA	06/21/21	I understood everything that was explained to me and felt comfortable to ask any questions.
MISSISSIPPI VALLEY WIOA	06/25/21	Jacqueline Friemel & Jamie McLaughlin are both great to work with for this Drive-Thru Career Fair. This will be the second year Barker Apartments, QC has participated in this event, since the pandemic and both times, Jacqueline and Jamie have been a pleasure to work with.
MISSISSIPPI VALLEY WIOA	06/09/21	Molly was very professional and very courteous and extremely helpful
MISSISSIPPI VALLEY WIOA	06/18/21	My worker made me feel relaxed. She talked to me with a helpful attitude. At first I was embarrassed, because I am in the transition of a plant closure. By the end of my appointment, I was no longer embarrassed. In fact, I felt relieved. I am truly grateful.
MISSISSIPPI VALLEY WIOA	06/14/21	On time. Well prepared.

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Outcomes

- ▶ Unsubsidized employment: 3
- ▶ Began Training: 11
- ▶ Credentials:
 - ▶ 2 CDL
 - ▶ 1 Custodial Certificate

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Celebration

A 57-year-old DW participant in Lee County finished her AA degree 30 years later with the help of our program. She received it in the mail on June 11th but it was granted to her in May.

Scott County adult participant has overcome many obstacles in her past. She is also co-enrolled with PROMISE JOBS. She has 2 children, went to class every day and completed her training program, gaining her credential in the Phlebotomy Technician field. She was offered a job at Genesis.

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Good morning Miranda,

I wanted to send a quick note regarding outer county services. Pre pandemic we had Pam Bisbee in the outer counties in the northern part of the area providing services at Operation New View in Jackson County, Lyons Branch Library in Clinton, and Community Action in Muscatine. She was at each of these locations 1 day per week. We are in a position to have her begin returning to these areas to provide support/services.

I wanted to reach out to get the MVWA Board's thoughts on this. I know that Kendra currently has staff in a couple of counties each week at different locations than those mentioned above. Would it be to our advantage for us to attempt to coordinate services at those locations with their staff on the days that they are present? Or would it be better to have different days and possibly different locations in order to have a larger presence as long as we ensure that each partner is knowledgeable enough to make sure that they are sharing and making referrals to each other?
Thanks

Jeremy Ritchie

Operations Manager

IowaWORKS- a Proud Partner of the American Job Center network

Mississippi Valley Local Workforce Development Area

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One-Stop Center Certification Standards: Effectiveness

Introduction

The draft One-Stop Center certification standards for effectiveness draw from existing materials (e.g., Iowa's WIOA state plan), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and effectiveness standards established by other states. The draft standards align with the One-Stop certification requirements described at 20 CFR 678.800 (as well as 34 CFR 361.800 and 34 CFR 463.800) and in USDOL-ETA's Training and Employment Guidance Letter No. 16-16. Per these requirements, certification standards related to effectiveness must include evaluations of how well the Center:

- Integrates available services for participants and businesses;
- Meets the workforce development needs of participants and the employment needs of local employers;
- Operates in a cost-efficient manner;
- Coordinates services among the One-Stop partner programs;
- Provides access to partner program services to the maximum extent practicable; and
- Takes feedback from One-Stop customers into account in evaluation of the elements above.

Note: The draft effectiveness standards below were developed with comprehensive Centers in mind. Corresponding effectiveness standards for affiliate Centers will be developed following finalization of the standards for comprehensive Centers.

Effectiveness

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>1. The Center has shared program staff who perform the Welcome and Exploratory Services functions and are cross-trained to be knowledgeable with the functions and basic eligibility requirements of each program.</p>	<ul style="list-style-type: none"> • Organizational chart • Standard operating procedures (SOPs) • Customer flow chart or similar document • Agendas, training materials, meeting notes which document the partners sharing services and resources • Memorandum of Understanding
<p>2. All Center partners (both those physically co-located in the Center and those providing services outside of the Center) ensure customers' access to all One-Stop programs and services through the use of appropriately trained staff or through direct technology linkage. The Center has a process in place to ensure that referrals to One-Stop partners that are not co-located in the Center are "warm" and facilitated. "Warm referrals" means that staff make direct contact with other programs on behalf of the customer, rather than requiring the customer to manage his/her own referral.</p>	<ul style="list-style-type: none"> • Memorandum of Understanding • SOPs • Case notes
<p>3. The Center has a documented, seamless customer flow process that is integrated across all on-site partners and functional teams and inclusive of the following activities:</p> <ul style="list-style-type: none"> • Welcome, intake, and orientation • Management of the Exploratory Services Area • Workshops • Development of the Individual Employment Plan (IEP) • Assessment • Referrals • Others not listed above 	<ul style="list-style-type: none"> • Customer flow chart or similar document • WIOA service integration continuum self-assessment results and next steps template document • SOPs • Memorandum of Understanding

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>4. Center staff are organized on functional teams that are intuitive to customers, rather than organized by program or partners. Teams include Welcoming, Exploratory Services, Career Services, Business Engagement, and any others determined by the local workforce development board or the Center (Iowa WIOA Policy Chapter 1, Section 4.9, “Characteristics of the One-Stop Delivery System”). WIOA core partners that are not co-located in Centers also participate on functional teams. Each team has an organized team structure.</p>	<ul style="list-style-type: none"> • Organizational chart that outlines the functional teams and their roles • Memorandum of Understanding • Meeting summaries/notes from internal team meetings
<p>5. The Center uses a team-based case management approach for customers who are receiving services from multiple partners based on their individual needs, with appropriate processes and methods in place for partners to share customer information to meet the full range of customer needs.</p>	<ul style="list-style-type: none"> • Center SOPs • Memorandum of Understanding • Documentation of the Center’s use of the Integrated Resource Team model • Minutes of service planning/case management team meetings • Case notes • Confidentiality agreements and/or other information sharing agreements
<p>6. The Center uses customer feedback to assess and improve job seeker and employer satisfaction and the quality of services. The Center uses demographic and/or other available data to assess and improve customer outreach, engagement, and service strategies.</p>	<ul style="list-style-type: none"> • Documentation of the Center’s review of and response to customer feedback gathered through surveys, interviews or focus groups, customer suggestions, VOS greeter, etc. • Documentation of the Center’s review of demographic and/or other available data • Notes/summaries of Center management team, functional team, and partner meetings
<p>7. The Center operates in a cost-effective manner. Center partners share Center costs as required by and in alignment with the Infrastructure Funding Agreement.</p>	<ul style="list-style-type: none"> • One-Stop operating budget that is reconciled in accordance with policy and Infrastructure Funding Agreement that outlines costs shared by partners • SOPs

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>8. The Center has an 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.</p>	<ul style="list-style-type: none"> • Organizational chart of Center • Written documentation of business services team and approach • SOPs • LWDB policy • Integrated informational and marketing materials
<p>9. The Center is organized by functions that are intuitive to customers, for example Welcome, Career Exploration and Job Search, Business Services, etc., rather than organized by program or partner name. The Center’s floorplan/design includes adequate space and capacity to appropriately meet customers’ needs and includes:</p> <ul style="list-style-type: none"> • A welcoming and comfortable “front of the Center” space • Adequate office space for privacy and confidentiality, when needed • Adequate classroom/workshop space • Adequate technology, computer resources, or lab space • Sufficient multi-purpose space adaptable to meet changing needs • Center hours of operation accommodate the schedules of individuals who are not able to access the Center during regular business hours, as needed 	<ul style="list-style-type: none"> • Assessment of Center design and physical space related to the elements listed in the standard • Floorplans/Center layout • Center physical space signage/labeling • Center operating schedule
<p>10. Through coordination from the One-Stop Operator, <u>on-site</u> Center <u>partners</u> collaboratively manage all functional aspects of <u>Center</u> operations.</p>	<ul style="list-style-type: none"> • Center organizational chart • Agendas and meeting notes documentation • SOPs
<p>11. The Center has a formal communication plan that is utilized regularly to share information with all partner staff. In addition to ongoing communications with partners, the Center holds regular meetings of Center partners, to include on-site partners at a minimum.</p>	<ul style="list-style-type: none"> • Communications plan • Agendas and notes from Center, functional team, and partner meetings • Communication/organizational chart • MOU • Local Plan

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
<p>12. The Center management team provides regular reports to the local workforce development board regarding Center operations, performance/outcomes metrics, and customer satisfaction/quality of services to customers.</p>	<ul style="list-style-type: none"> • Board minutes, meeting notes • Center management team reports
<p>13. Center signage, Center staff identifiers (including nametags, badges, email signatures, and voicemail greetings), and Center promotional materials, educational materials, fliers, pamphlets, social media posts, etc. reflect the IowaWORKS brand and appropriate use of American Job Center branding, not the branding of individual agencies, boards, or programs.</p>	<ul style="list-style-type: none"> • Review of Center signage, staff identifiers, materials, etc. • Policies and procedures • Communications plan • Social media policies

draft

LOCAL PLAN

Link to Dropbox Document: <https://www.dropbox.com/scl/fi/501ghnbwfwvzfw9w1f8zi/Draft-MVWA-Local-Plan-2021.8.3.docx?dl=0&rlkey=wg0nrvbrczrwhvogxar0zbijk>

Please review in advance of the meeting paying specific attention to the highlighted areas starting on pages 59, 71, 75, 81, 86, and 88.