



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Wednesday, May 11, 2022, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/82023044159?pwd=UkRHU0N5aWtSbmtaOXdyQWN0aXdWQT09>

Meeting ID: 843 9389 5410 Passcode: 234424

One tap mobile: [+13017158592](tel:+13017158592), [84393895410#](tel:+184393895410)

Called to Order	Matthew Nicol	
Roll Call	Phyllis Wood	
*Excused Absences	Matthew Nicol	
*Approval of Agenda	Matthew Nicol	page 1
*Approval of Previous Meeting Minutes	Matthew Nicol	pages 2-4
New Business		
*Program Monitoring Reports	Elizabeth Rodriguez	pages 5-7
*Deliverables/Contracts	Matthew Nicol	page 8
Big Picture Communication Flow	Elizabeth Rodriguez	
Elections and Membership	Elizabeth Rodriguez	
STANDING REPORTS		
One-Stop Operator Report	Robert Ryan	pages 9-15
Adult/DW/RR Report	Kendra Schaapveld	pages 16-23
Title III Report	Carolyn Farley	
Burlington Job Fair Update	Carolyn Farley	
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

Friday, April 22, 2022, at 1:00 p.m. via Zoom

Members Present: Mathew Nicol, Kirby Phillips, Ryan Drew, Carolyn Farley, Scott Schneider, Mandy Parchert, Stephani Smith, and Jana Wittenberg

Members Absent: Tim Gobble

CEOs Present: None

Staff Present: Liz Rodriguez, Associate Director, and Phyllis Wood, Executive Assistant

Service Provider Staff Present: Kendra Schaapveld, Project Director, Tabytha Seigfried, Quality Assurance Specialist, Shannon Weaver, Operations Supervisor Burlington, Taylor Longstreth, Operations Supervisor Davenport

One-Stop Operator: Robert Ryan

Guest: None

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

CALLED TO ORDER

Nicol called the meeting to order at 1:04 p.m.

EXCUSED ABSENCES

Drew made a motion to approve Gobble's absence as excused, seconded by Phillips, the motion carried.

QUORUM

The committee had a quorum to conduct business.

APPROVAL OF AGENDA

Parchert made a motion to approve the agenda, seconded by Farley, the motion carried.

APPROVAL OF PREVIOUS MINUTES

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

INTRODUCTIONS

Jana Wittenberg was introduced as a new committee member. Wittenberg is the new Operations Manager for Title III in the Davenport center. Previously, she was the manager for Iowa's PROMISE Jobs for the eastern service area and before Iowa she was in Colorado as a DHS worker.

***TRANSITIONAL JOBS POLICY REVISIONS (Approved)**

Nicol described the policy changes to the wage limit from \$13 per hour to prevailing wage, the spending cap per placement to \$12,500, and the addition of overtime (OT) to be allowed. OT is voluntary for participants, limited to no more than 10 hours per week, and must be offered to regular employees first. **Farley made a motion to approve the revisions, seconded by Parchert, the motion carried.**

***SUPPORT SERVICES POLICY REVISIONS (Approved)**

Rodriguez explained there are three changes to the Support Services policy, but the Operations Committee was only looking at two of them: revisions #1 and #3. Revision #1 added language to specify Adult and Dislocated Worker participants to reduce administrative burden for Youth program participants. Revision #3 was clarification of original language to restate the intent for maximum amount of reimbursement for tools and equipment to be per participant, per enrollment. **Drew made a motion to approve the revisions, seconded by Farley, the motion carried.**

POLICY REVISION POLICY

Rodriguez shared the Policy Revision Policy as the documented process on how to implement a change to existing policy. The intent is to create a process that allows for equal access of all persons to recommend changes. Nicol asked if it was a change management policy which Rodriguez affirmed. Rodriguez asked members to review the policy and submit feedback to her and/or Swafford.

ADULT/DW/RR MARCH REPORT

Schaapveld did a quick review of the March numbers noting details were in the packet. For the Adult and Dislocated Worker programs, \$7,474 was spent on support services, \$7,994.47 on TJB wages, \$36,819 worth of ITA's were written. There were 425 contacts made with participants, with 115 adult cases and 93 dislocated worker cases. There was a 90% satisfaction rating received from participant surveys. Nicol asked about Rapid Response efforts for which Schaapveld replied that there are board, state, and federal policies that dictate what must be offered but the employees are not ready to hear about all the services, they are focused on unemployment.

TITLE III REPORT

Farley was traveling and requested everyone to review the unemployment and labor force numbers and she would take questions. Nicol asked if the unemployment was trending up or down? Farley said the unemployment rates have gone up just a smidge and the numbers are not seasonally adjusted. Farley said unemployment may continue to rise for another month or two in the southern region.

ONE-STOP OPERATOR REPORT

Ryan reviewed the OSO report and noted the multiple-employer hiring events had a lot more foot traffic than the single-employer hiring events. Centers will continue to offer individual events though by request of businesses. VOS greeter numbers reflected 48 people a day in March in the Davenport center which is the same as February but there were four more business days in March. For the Burlington center there was an increase to 27 people per day in March up from 26 per day in February. Ryan also shared outer county location foot traffic and services provided to employers. The Facebook social media reach for Davenport, Burlington, and Fort Madison had large increases. Nicol asked if there was anything being done new or different to drive the increase in social media numbers. Ryan speculated that Fort Madison was doing a lot more posting and there are a lot of events going on in Burlington and Davenport but had nothing definitive that would be driving the increase.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There were no public comments.

ADJOURNED

Parchert made a motion to adjourn the meeting, seconded by Phillips, motion carried, Nicol adjourned the meeting at 1:59 p.m.



Monitoring Report

SUMMARY	
Contract:	Monitors
Equus Adult/DW and Youth	Ms. Liz Rodriguez, Associate Director, MVWDB Ms. Phyllis Wood, Executive Assistant, MVWDB
Desk Review	Date and Location of On-Site Monitoring
March 1, 2022 – March 15, 2022	Davenport Iowa <i>WORKS</i> - March 15, 2022
Files Reviewed	
Program	State ID
Adult	2202858931 (A-766170) 2202881906 (A-1273052)
Dislocated Worker	2203016962 (DW – 1498192) 2202856660 (DW - 1113327)
National Dislocated Worker Grant	2203008255 (1488039)
Youth	2202975563 (Y-1470700) 2202989699 (Y-1476537)
Number of Findings	Corrective Action Plan Due Date
0	N/A

MONITORING REPORT DEFINITIONS

Promising Practices - Promising practices are practices or outcomes identified during the review that are observed as being effective, innovative or best practice. These are practices that go above and beyond standard service delivery expectations and/or practices.

Findings - Findings are identified as issues or practices non-compliant with federal, state and/or local statutes, regulations, terms and conditions of an award or contract, policies and directives. Each finding has a corresponding required corrective action identifying what action must be taken, or documentation provided, in order for the finding to be resolved. Please use the “Contractor Response” box within the monitoring report to detail the actions taken by the service provider to resolve the Finding. MVWDB will utilize the “MVWDB Response” box within the report to acknowledge when a finding is resolved or if additional action is required to resolve the finding.

Areas of Concern - Areas of concern are issues, policies, or practices observed during the review that may negatively impact the ability to effectively manage the grant or provide services to participants. They may also include red flags or risk areas that, if not addressed and corrected, could lead to an area of non-compliance in future monitoring reviews. Each area of concern will have a corresponding recommendation for correcting the issue or practice. Responses are not required for an area of concern but are welcome.

PROMISING PRACTICES

There are many promising practices found during our monitoring activities at the Davenport IowaWORKS Center, including but not limited to:

- Positive relationships amongst partners at the IowaWORKS Center increases the ability and willingness to talk through issues and to serve customers better.
- New Referral Form has streamlined many aspects of the referral process amongst partners.
- Increasing virtual offerings of services to customers is making IowaWORKS Center services, like workshops and career counseling more accessible.
- In some files, the case notes acted as the road map of service delivery, including minimal use of acronyms to provide a user-friendly chronological list of all communications, all significant activities as well as documenting important required program elements – eligibility, enrollment, establishment of goals, progress reviews, support service need and payment records, discussion and addition of service – this use of the case notes section was very helpful for a third party or one not familiar with the case file to get an quick, thorough overview of events, communications and activities.

NO FINDINGS

AREAS OF CONCERN

Instance #1: Lack of consistent use of widgets and features in IowaWORKS case management system.

The program/activity, case note, documents and plan sections of the system were those utilized most by monitors. In some files, the case notes acted as the road map of service delivery, including chronological list of all communications, all significant activities as well as documenting important required program elements which was very helpful to get an overview of events, communications, and activities.

Sometimes, however, case notes were created with poorly crafted titles/subject, cryptic descriptions of communications were found within some case notes, important activities or purchases that were found within the documents and sometimes significant program/activities were not documented anywhere. This practice could have a negative impact on continuity for re-assigned cases and can also cause confusion during monitoring activities.

Instance #2: Labeling of case notes could be improved.

Linked to the instance above, some of the documents and case notes found were labelled poorly. This practice could have a negative impact on continuity for re-assigned cases and can also cause confusion during monitoring activities.

Recommendation

Establish IowaWORKS case management system best practices for use of system sections and labeling. Generate a training and/or other means of communicating these best practices. Perhaps, managers or co-workers can recognize those employees that incorporate best practices into their IowaWORKS documentation tasks to generate positive re-enforcement.

Contractor Response Optional

OVERALL SYSTEMWIDE OPPORTUNITIES AND RECOMMENDATIONS

During the monitoring interviews systemwide opportunities were found. The following include a general description of the opportunities and recommendations to address them.

- Business Services could improve training, development of standards, best practices and coordination between Title III and Title I outreach and communication efforts to serve local business better. Also, the development of a longer-term business relationship development strategy could help align staff efforts, streamline activities and build rapport amongst business customers.
- All users of Iowa*WORKS* case management system should take training that helps users determine significant actions/activities that require documentation, how and where to document those significant/activities in the system and designate a point person who can be contacted with questions.
- Certain case management policies could be reviewed and clarified by IWD to ensure services are being provided and documented in ways that accomplish the goals of program/service as well as provide a compliance **and** common-sense approach to record keeping and documentation efforts in Iowa*WORKS* case management system. For example, should the OBA activity and IEP/ISS activity be dated the date of participation? Or should the OBA, which often takes more than one appointment and thus presumably more than one day, determine the goals of the IEP/ISS and therefore reflect different dates of completion in the Iowa*WORKS* system? Additionally, the ISS is an ongoing process, and in past federal and state monitoring, it has been established that the entire case file is the ISS, not just the document which bears that title. Clarification on this topic, for example, could help all involved in providing services and monitoring.
- It was uncovered that there is a lack of understanding of role of the MVWB and One-Stop-Operator (OSO) and how these entities impact the Iowa*WORKS* Center. It is recommended that MVWDB Board Staff, the OSO and Partners discuss ways to facilitate meaningful connections and interactions between appropriate members of MVWDB, OSO and Iowa*WORKS* staff in order to increase awareness of roles, responsibilities and impacts on operations.
- It has been found that Iowa*WORKS* partners duplicate outreach efforts in the community, which can cause re-work and an ineffective use of resources. It is recommended that local outreach strategies be discussed, developed and formed with Partners in order to use resources more effectively and promote streamlined and consistent messaging. Iowa*WORKS* outreach efforts should be coordinated through the OSO.
- In order to ensure services are relevant and accessible to our customers, it is recommended that Partners explore innovative technologies (e.g. Virtual Reality) and how we can utilize them while providing services.

Adult/DW Contract Performance and PY 22 Deliverables

Who	“MVWDB must also ensure that the use, management, and investment of funds for workforce development activities are consistent with 2 CFR 200...”
What	Review and establish contract deliverables and performance objectives.
When	At least once per program year.
Why	“and maximize performance outcomes under section 116 of the Workforce Innovation and Opportunity Act (WIOA).” IWD policy

In PY 20 and PY 21 Equus set their own contract deliverables. The board is in a position now where they can start looking at data and setting the deliverables for PY22 Title I contracts. The board is not limited to the below options and can incorporate additional deliverables that are in the best interest of the MVWA.

Program Year 2020 (July 1, 2020 – June 30, 2021)

Current Deliverables	Goal/Deliverable	Performance YTD
Registered Apprenticeship (RA)	5	0
Transitional Job Placements (TJB)	20	5
On-the-job Training (OJT)	30	10
Occupational Skills Training (Scholarships)	90	176
Enrollments	No Goal Set	173

Work Based Learning (WBL) is the broad category that covers RA, TJB, and OJT

Program Year 2021 YTD (Current) Ends June 30, 2021

Current Deliverables	Goal/Deliverable	Performance YTD
Work Based Learning (WBL)	30	23
Occupational Skills training (Scholarships)	90	189
Enrollments	No Goal Set	183

Additional Goal/Deliverable Options

- Number of enrollments/participants served
- Business Needs Assessments Completed
- # of Outreach Events
- Business Engagement Activities
- # of Employer Events
- # of Employers Served
- Employer Outreach Completed
- # of Repeat Employers Served



IowaWORKS

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One-Stop Operator
April 2022



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD


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April Hiring Events



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Date	Type	Location	Job Seekers
4/4/2022	West Liberty Foods Hiring Event	Burlington IowaWORKS	7
4/5/2022	Team Staffing (Ft. Madison) Hiring Event	Burlington IowaWORKS	1
4/5/2022	FedEx Hiring Event	Davenport IowaWORKS	13
4/6/2022	TSA Hiring Event	Burlington IowaWORKS	5
4/7/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS	7
4/7/2022	Team Staffing Solutions, Inc. Hiring Event	Davenport IowaWORKS	2
4/11/2022	RJK Hiring Hiring Event	Davenport IowaWORKS	1
4/12/2022	TSI Enterprises Hiring Event	Burlington IowaWORKS	0
4/13/2022	Team Staffing Solutions, Inc. Hiring Event	Davenport IowaWORKS	7
4/13/2022	Full Steam Staffing Hiring Event	Burlington IowaWORKS	2
4/14/2022	Per Mar Security Services Hiring Event	Davenport IowaWORKS	7
4/18/2022	West Liberty Foods Hiring Event	Burlington IowaWORKS	0
4/19/2022	Youth Job Fair	Davenport IowaWORKS	16
4/21/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS	4
4/22/2022	Thomson Prison Hiring Event	Davenport IowaWORKS	0
4/25/2022	RJK Hiring Event	Burlington IowaWORKS	1
4/25/2022	Bally's Hiring Event	Davenport IowaWORKS	4
4/29/2022	RJK Inc. Hiring Event	Davenport IowaWORKS	1



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

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Upcoming May Hiring Events



Date	Type	Location
5/2/2022	Quad Cities Service Providers Hiring Event	Davenport IowaWORKS
5/4/2022	HNI Hiring Event	Davenport IowaWORKS
5/5/2022	Southeast Iowa Job Fair – 80+ Employers	Burlington IowaWORKS
5/5/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS
5/9/2022	RJK Hiring Event	Davenport IowaWORKS
5/10/2022	UnityPoint Health-Trinity	Davenport IowaWORKS
5/16/2022	Per Mar Security Services Hiring Event	Davenport IowaWORKS
5/17/2022	UnityPoint Health-Trinity	Davenport IowaWORKS
5/18/2022	HNI Hiring Event	Davenport IowaWORKS
5/19/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS
5/23/2022	RJK Inc. Hiring Event	Davenport IowaWORKS
5/24/2022	FedEx Hiring Event	Davenport IowaWORKS



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MVWA April Workshops



Workshop	Burlington	Davenport
Resumes	15	57
Job Search	3	49
Interviewing	21	121
Career Interest	0	3
Personal Growth	1	73
Work Readiness	27	0
Labor Market Info	1	0
Job Finding Club	24	79
Other*	5	0

* CPR/First Aid; A-Game, Colors, Financial Literacy



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April VOS Numbers Burlington



VOSGreeter® - by Office
 Report Date: 05/03/2022
 - Region/Lwia: Mississippi Valley LWDA
 - Office: Burlington
 - Start Date: 4/1/2022
 - End Date: 4/30/2022
 - Report Run Time: 5/3/2022 4:03:45 PM

Office	Individuals	%	Veterans	%	Language
<input type="checkbox"/> Burlington	645	100.00%	36	5.58%	0
Unsure / Other	71	11.01%	3	0.47%	0
File Temporary Unemployment Claim	122	18.91%	3	0.47%	0
File UI Claim / Questions	258	40.00%	19	2.48%	0
I am here to see a specific staff member	98	15.19%	5	0.78%	0
Find a Job	44	6.82%	0	1.40%	0
RCM - Kelly	7	1.09%	0	0.00%	0
RESEA Appointment	11	1.71%	1	0.16%	0
Hiring Event	10	1.55%	1	0.16%	0
RESEA-Amanda	5	0.78%	0	0.00%	0
A/JC Workshops	24	3.72%	0	0.00%	0
Event Attendance	1	0.15%	0	0.00%	0
Sub RESEA-Amanda	3	0.47%	0	0.00%	0
Interview & Negotiate: Virtual	1	0.15%	0	0.00%	0
NCRC	1	0.16%	0	0.00%	0
Bring Your A-Game: Part III: Virtual	1	0.16%	0	0.00%	0
Total:	645	100.00%			

21 business days in April
 645 Individuals = **31/day**
(up from 27/day in March)



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April VOS Numbers Davenport



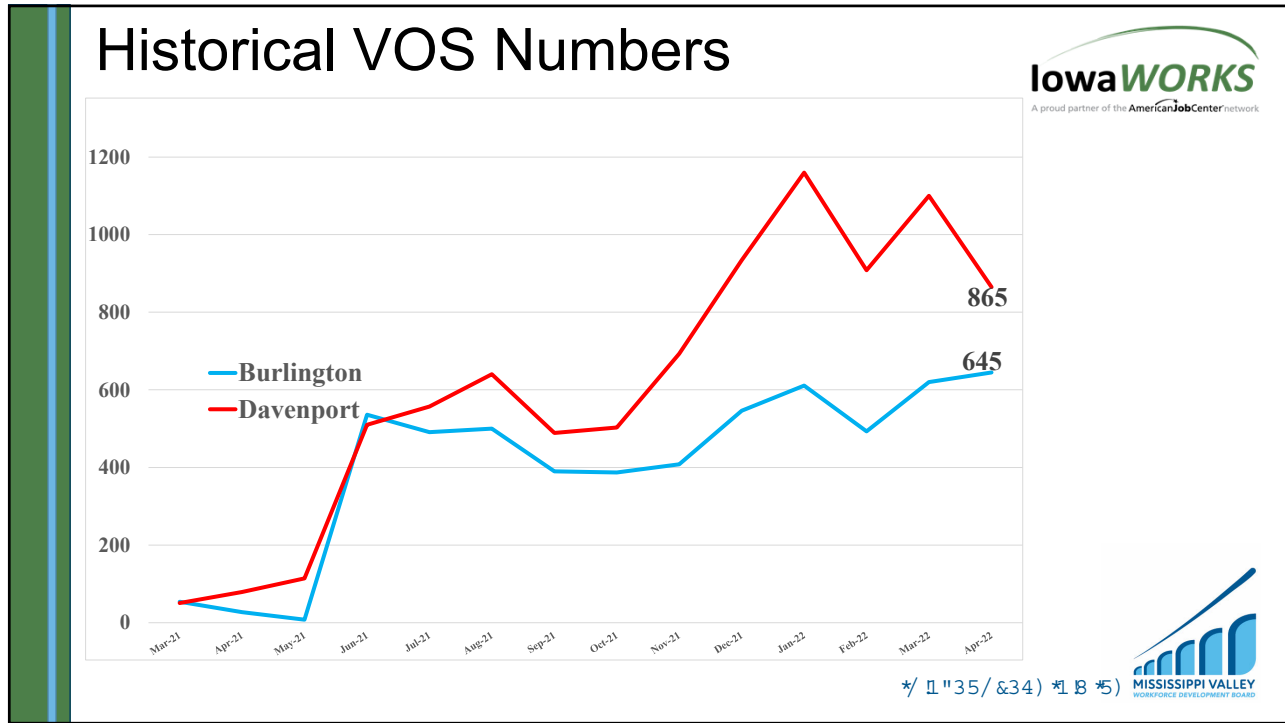
VOSGreeter® - by Office
 Report Date: 05/03/2022
 - Region/Lwia: Mississippi Valley LWDA
 - Office: Davenport
 - Start Date: 4/1/2022
 - End Date: 4/30/2022
 - Report Run Time: 5/3/2022 4:05:17 PM

Office	Individuals	%	Veterans	%	Language
<input type="checkbox"/> Davenport	865	100.00%	58	6.47%	0
Find a Job	120	13.87%	7	0.81%	0
File UI Claim / Questions	435	50.40%	19	1.85%	0
File Temporary Unemployment Claim	83	9.61%	2	0.23%	0
Unsure / Other	81	9.36%	13	1.50%	0
A/JC Workshops	14	1.62%	0	0.00%	0
I am here to see a specific staff member	83	9.61%	14	1.62%	0
A/JC 101	4	0.46%	0	0.00%	0
Hiring Event	45	5.20%	2	0.23%	0
RCM-Michelle	2	0.23%	0	0.00%	0
Essential Tools for Job Seekers	3	0.35%	0	0.00%	0
RESEA Appointment	12	1.39%	2	0.23%	0
RESEA-Bill	12	1.39%	1	0.12%	0
RESEA - Amy	1	0.12%	0	0.00%	0
RCM-Nancy	1	0.12%	0	0.00%	0
PJ Charlatan	1	0.12%	0	0.00%	0
Event Attendance	1	0.12%	0	0.00%	0
RESEA-Amy	1	0.12%	0	0.00%	0
Sub RESEA-Amy	1	0.12%	0	0.00%	0
A/JC Orientation	1	0.12%	0	0.00%	0
Total:	865	100.00%			

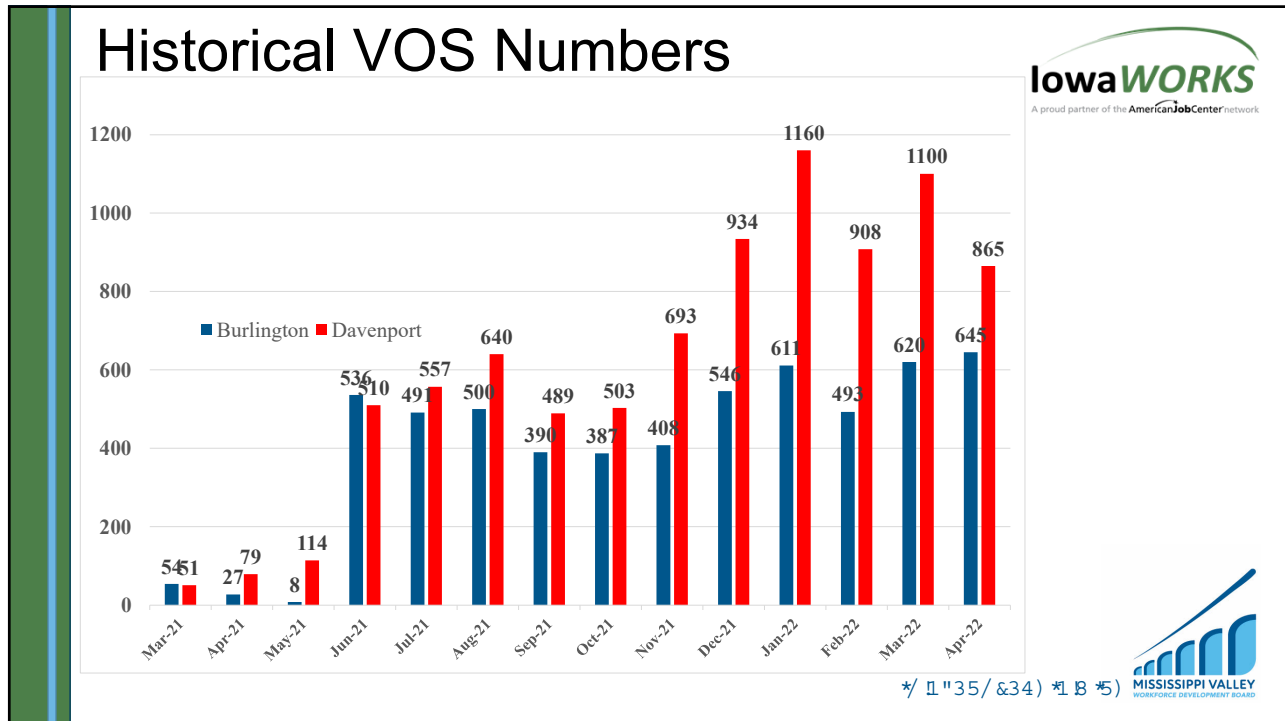
21 business days in April
 865 Individuals = **41/day**
(down from 48/day in March)



6



7



8

Outer County Foot Traffic



Office	January	February	March	April
Clinton	5	10	8	8
Fort Madison	5	0	0	2
Maquoketa	3	4	4	2
Mt. Pleasant	1	0	3	0
Muscatine	2	6	16	15
Wapello	1	0	0	--

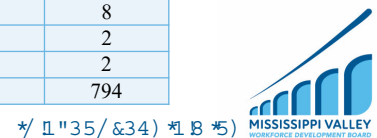


9

Services Provided Employers (April)



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	5	6
Employers view internal resumes	34	675
Notification to Employer of Potential Applicant	3	3
Planned Layoff Response	2	2
Provided Employer Information and Support Services	26	27
Provided Job Fair Services	22	26
Provided Job Order Follow-up/Assistance	9	9
Provided Rapid Response / Business Downsizing Assistance	4	4
Provided Strategic Planning / Economic Development Activities	2	2
Provided Training Services	6	6
Provided Workforce Recruitment Assistance	12	13
Referred Qualified Applicants	8	8
Registered Apprenticeship - Handoff to Office of Apprenticeship	1	1
Registered Apprenticeship - In-Depth Meeting	6	8
Registered Apprenticeship - Intro Meeting	2	2
Registered Apprenticeship - Program Registered	2	2
TOTAL	144	794



10

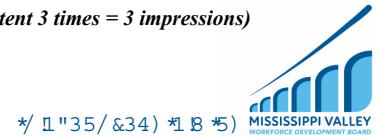
Facebook April



Office Page	Total Reach*	Impressions**
Davenport	6,345	9,610
Burlington	31,315	41,289
Muscatine	85	161
Maquoketa	166	285
Clinton	55	122
Fort Madison	902	1,144
Keokuk	4	13

*Reach: The number of unique individuals who saw any of your content

**Impressions: The number of times content is seen (e.g., 1 person sees the same content 3 times = 3 impressions)



11

MVWA (April) Partner Referrals To



Referred to	Burlington	Davenport
AARP/SCSEP	1	2
Title I Adult/DW	20	34
Title I Youth	11	5
Title II (AEL/HiSED)	0	4
Title IV (Voc Rehab)	2	2
Veterans	1	1



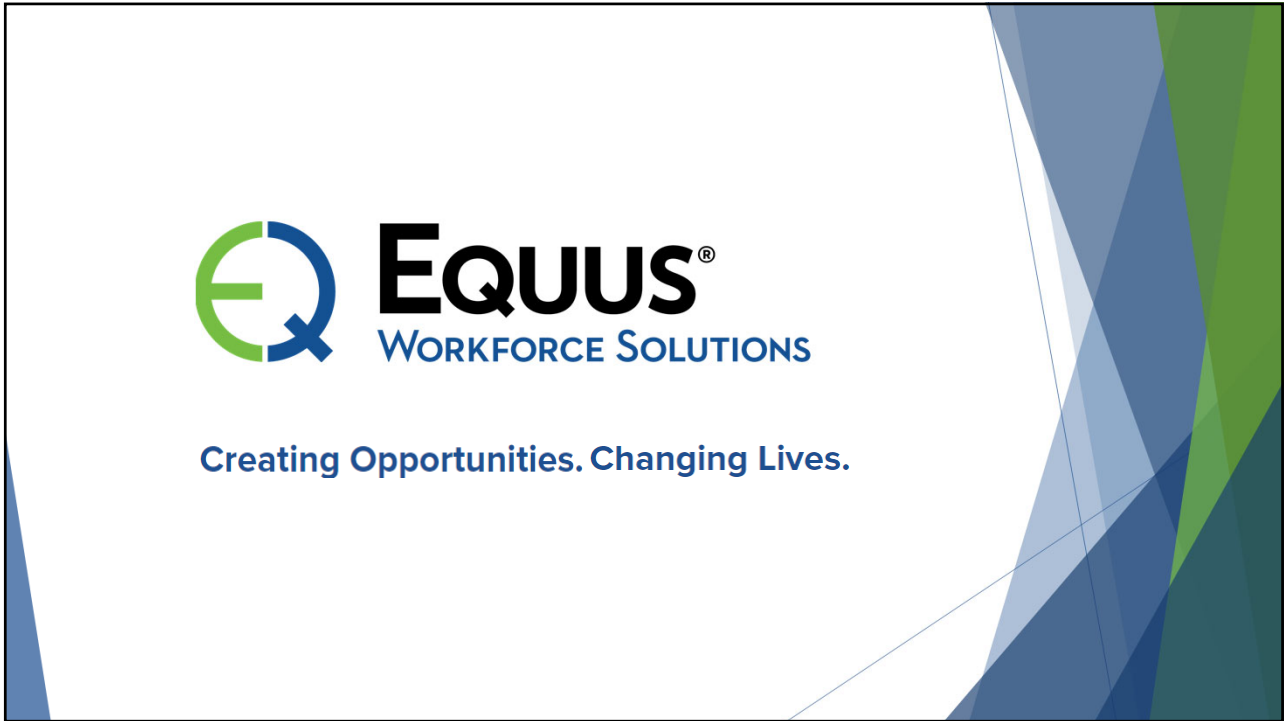
12

MVWA (April) Partner Referrals From

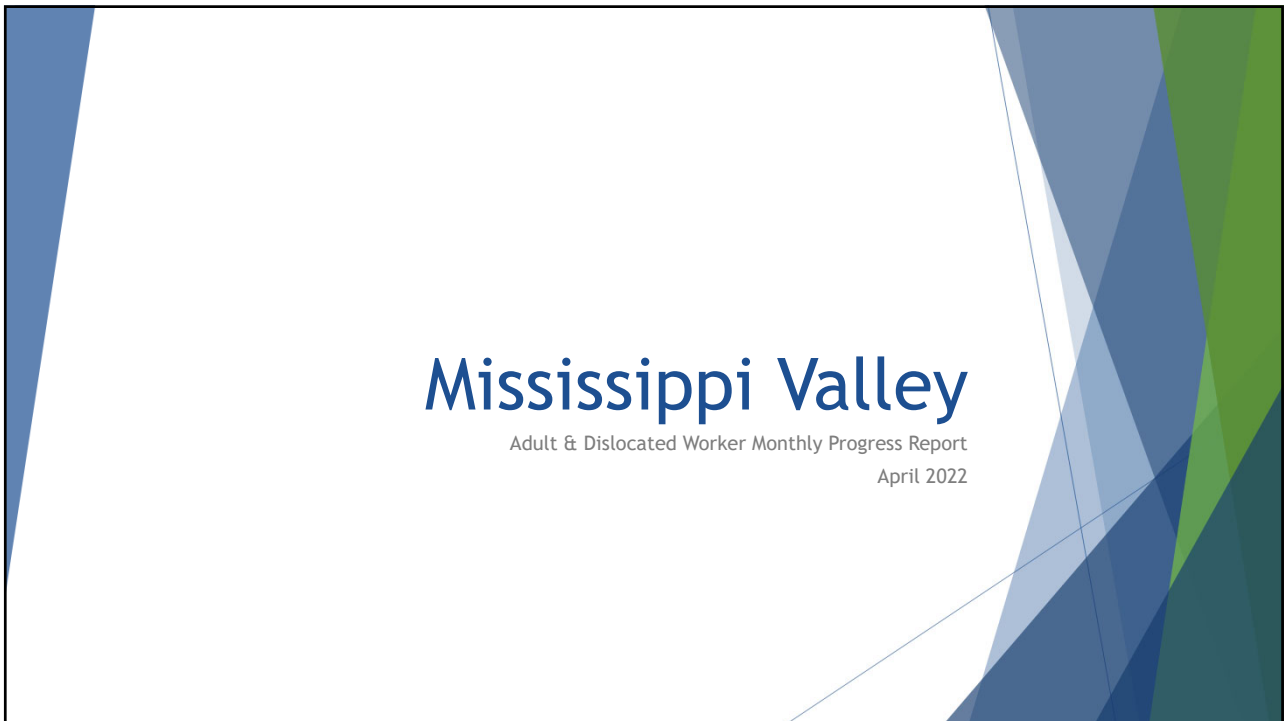
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Referred From	# of Referrals
AEL/HiSED	9
AARP/SCSEP	1
Promise Jobs	11
RCM/RESEA	27
Title III	24
Title I	1
Title IV	3
Trade	7

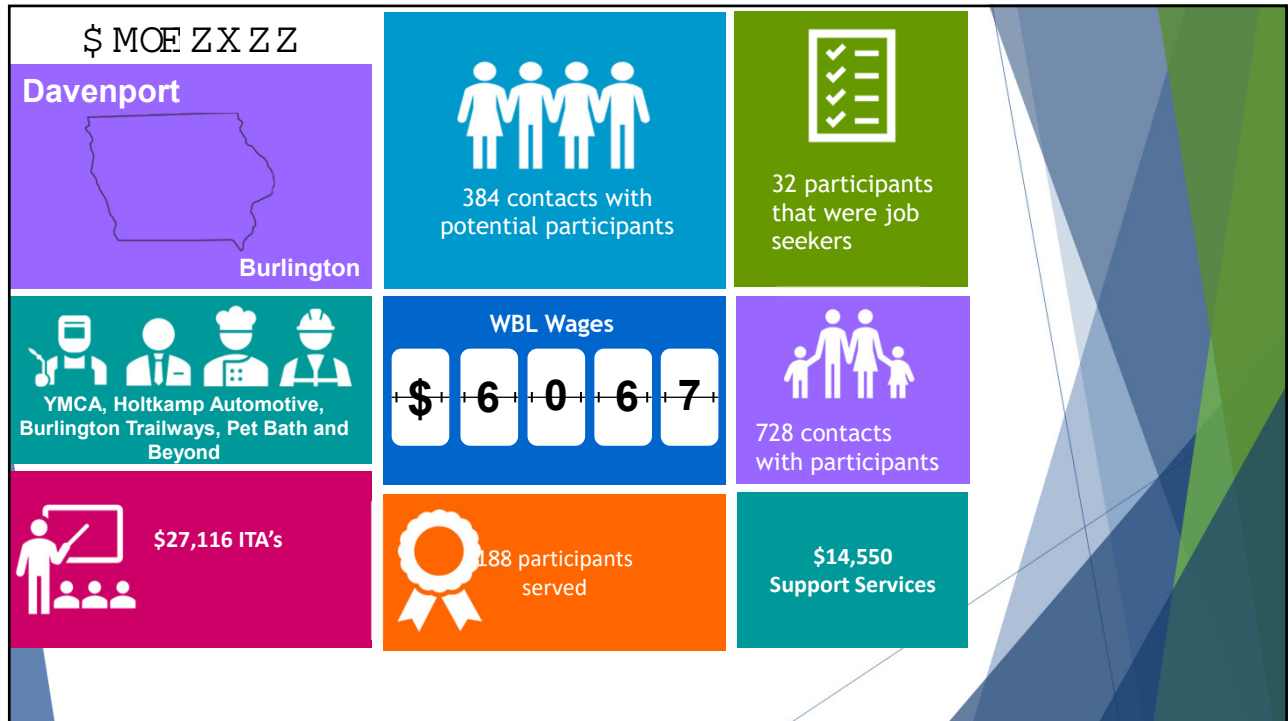




1



2



3



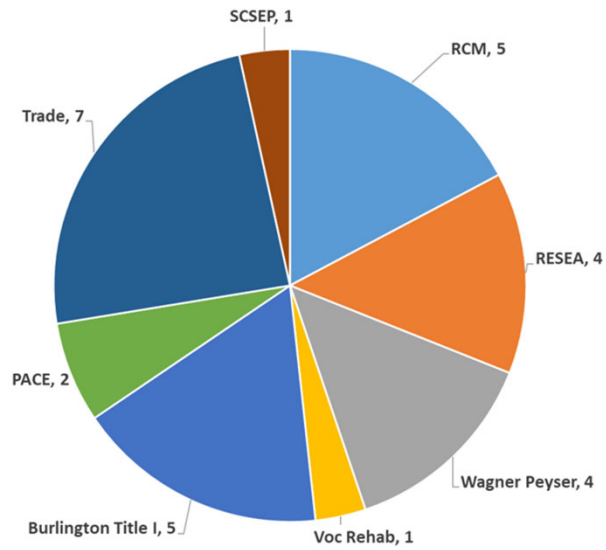
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Rapid Response

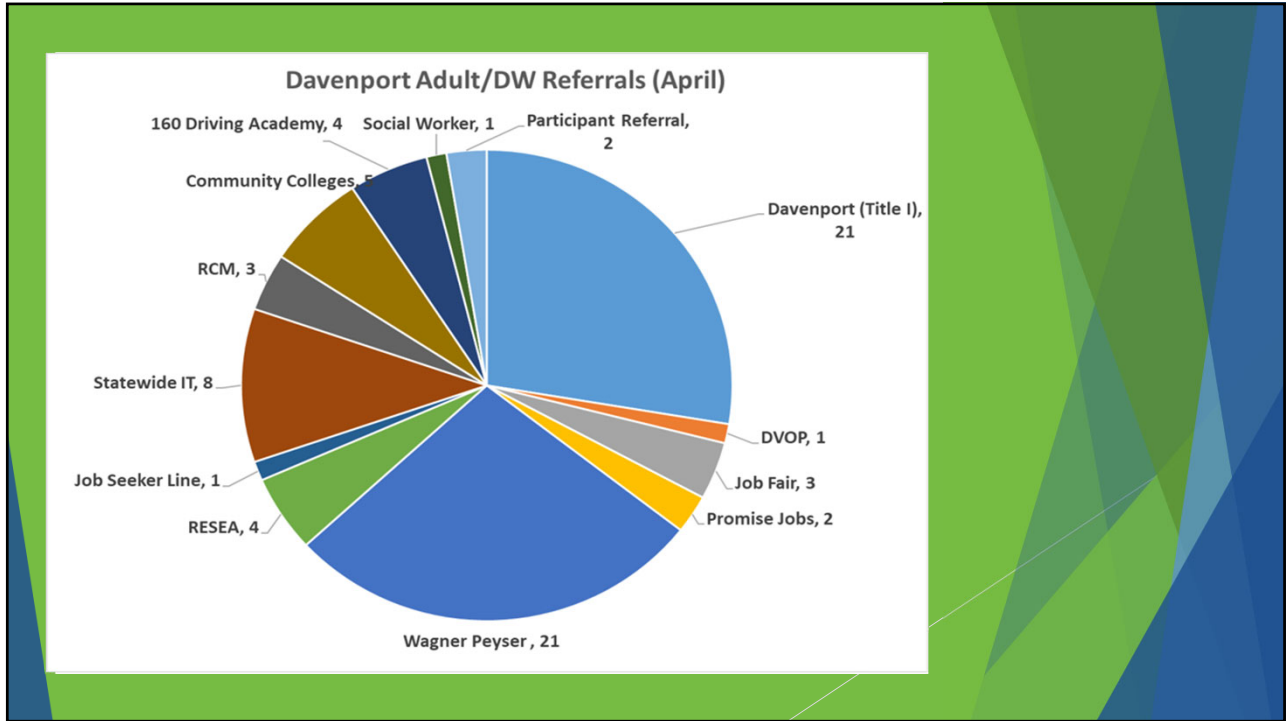
- ▶ Blackhawk Services Corp: WIM's May
- ▶ KPI: Offered services, haven't heard back
- ▶ WARN
 - ▶ divvyDOSE: WIM's May
 - ▶ Jabil Inc: WIM's May

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Burlington Adult/DW Referrals (April)



6



7

Enrollments

	April	YTD Actual
Adult	16	118
Dislocated Worker	10	65
NDWG	10	106

8

Dislocated Worker Industries

*These individuals were laid off from these industries, but reside in these counties

- ▶ 2 Scott County-Technology
- ▶ 1 Muscatine County-Health Care
- ▶ 3 Lee County-Manufacturing
- ▶ 1 Des Moines County-Manufacturing
- ▶ 1 Muscatine County-Manufacturing
- ▶ 1 Clinton County-Post Secondary Education

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Caseload

- ▶ 111 Adult
 - ▶ 117 Adult Follow Up
- ▶ 100 Dislocated Worker
 - ▶ 38 Dislocated Worker Follow Up
 - ▶ 86 Co-Enrolled NDWG
- ▶ Average caseload: 38 adults
- ▶ Average caseload: 23 dislocated workers
- ▶ Exits
 - ▶ Adult: 19
 - ▶ 12 Employed; 7 Unknown
 - ▶ Dislocated worker: 3
 - ▶ 1 Employed; 2 Unknown

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Occupational Skills Training

	April	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	9	90	189	210%

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Work-Based Learning

	April	YTD Goal	YTD Actual	% of Goal
Work-Based Learning	1	30	23	77%
NDWG OJT	0	28	2	14%


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Legacy in Action

Survey Date	7-Did well and areas to improve
04/12/22	Care from start to finish.
04/29/22	Everyone that I have worked with have been very helpful. They are always very pleasant
04/29/22	Great communication, and very polite! Helped me better understand their rules and regulations.
04/22/22	I enjoyed the first set of classes and would love to take more. Im asking for your company to provide the assistance i need.
04/26/22	I have no complaints. Every time I have been to IWD, everyone there has done their best to help me, or answer any questions I had.
04/25/22	I report to the Davenport, IA facility but it was not offered in the dropdown list provided.
04/29/22	Letting me know that I had classes and what I had missed some classes also let me know the dates of said classes and time frames
04/25/22	The people always respond in a very timely manner and are always very helpful and understanding.
04/08/22	The team of professionals are extremely helpful!! As I move forward, I have received more interviews in the last three weeks due to their diligence of coaching me with mock interviews, revamping my resume and building confidence. Thank you for being extraordinarily compassionate, and helpful!



97.87% Customer Satisfaction Rate



32 Surveys Completed

13

Outcomes

- 1 ESL Certificate
- 1 On-The-Job Training Started
- 3 Measurable Skills Gains
- 6 Unsubsidized Employment
- ▶ Credentials:
 - ▶ Massage Therapy
 - ▶ 3 CDL
 - ▶ Accounting
 - ▶ LPN

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Challenges

- ▶ The Statewide IT training program presented some obstacles due to short notice referrals, with some requiring the entire WIOA enrollment process to take place within a few days. Very little information is provided regarding the intensity of the program. One participant dropped out of the course after the first day.
- ▶ Finding time to do online learning

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Celebration

- ▶ Scott County Adult received a Needs Related Payment which allowed him to catch up on his car payment so he could continue with the Statewide IT training program vs. having to drop out to get a job. He was marked as a “top tier student” on his first progress review from the training provider.
- ▶ Adult participant from Lee County. He will be successfully finishing his internship with Holtkamp Automotive this month. He was a referral from Voc Rehab and will be using his internship to graduate with his Automotive Mechanic Diploma. Holtkamp is going to allow him to keep working at the shop after his internship to learn more and earn a wage.

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