



Operations Committee Meeting Agenda

Wednesday, June 8, 2022, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/82023044159?pwd=UkRHU0N5aWtSbmtaOXdyQWNNoaXdWQT09>

Meeting ID: 820 2304 4159 Passcode: 683621

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Called to Order	Matthew Nicol	
Roll Call	Phyllis Wood	
*Excused Absences	Matthew Nicol	page 1
*Approval of Agenda	Matthew Nicol	pages 2-4
*Approval of Previous Meeting Minutes	Matthew Nicol	
 New Business		
*Modification OJT Policy	Matthew Nicol & Liz Rodriguez	pages 6-14
*Chair/Vice Chair Election	Liz Rodriguez	none
Update on Systemwide Opportunities	Liz Rodriguez	none
*One Stop Certification Standards & Policy Social Media Strategy	Robert Ryan	pages 16-17
	Matthew Nicol	none
PY21 Q3 Performance Outcomes	Miranda Swafford	page 19
 STANDING REPORTS		
One-Stop Operator Report	Robert Ryan	pages 21-27
Adult/DW/RR Report	Kendra Schaapveld	pages 29-37
Title III Report	Carolyn Farley	none
 PY22 Meeting Schedule	Miranda Swafford	page 39
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, May 11, 2022, at 4:01 p.m. via Zoom

Members Present: Mathew Nicol, Carolyn Farley, Tim Gobble, Mandy Parchert, and Jana Wittenberg

Members Absent: Ryan Drew, Scott Schneider, Kirby Phillips, and Stephani Smith

CEOs Present: Brinson Kinzer

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

Service Provider Staff Present: Kendra Schaapveld, Project Director, Tabytha Seigfried, Quality Assurance Specialist, 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 4:00 p.m.

EXCUSED ABSENCES

Farley made a motion to approve Phillips and Schneider absences as excused, seconded by Gobble, the motion carried. Drew and Smith had unexcused absences.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

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

***APPROVAL OF PREVIOUS MINUTES**

Gobble made a motion to approve the previous meeting minutes, seconded by Parchert, the motion carried.

***PROGRAM MONITORING REPORTS**

Rodriguez presented the monitoring report with no findings. Rodriguez reviewed the promising practices of the referral form developed by the One Stop Operator (OSO) and the expansion of virtual offerings. The areas of concern included lack of consistent use of widgets in the IowaWORKS case management system and labeling case notes clearly. Overall opportunities deduced from staff interviews include a need for better business services coordination and opportunity to define and communicate MVWDB and OSO roles and responsibilities. At the

behest of Nicol, board staff will work to create action plans to address these opportunities. Farley made a motion to accept the monitoring report, seconded by Parchert, the motion carried.

***DELIVERABLES/ CONTRACTS**

Nicol reviewed the contract deliverables as set in previous years and what goals and performance were. For program year 2022, the committee conversation settled on a Work-Based Learning deliverable of 30, and an Occupational Skills Training and enrollments deliverable at 125. Gobble made a motion to approve the proposed deliverables, seconded Parchert, the motion carried.

BIG PICTURE COMMUNICATION FLOW

Ryan summarized the intent behind creating a communication flow to aid in overall communication between the Board, IWD staff and IowaWORKS Center staff. This is also meant to address the monitoring “area for concern” related to the opportunity to define and communicate MVWDB and OSO roles and responsibilities discussed and documented above. Ryan and Rodriguez set a target goal to present the map to IWD in June 2022.

ELECTIONS AND MEMBERSHIPS

Rodriguez announced that now is the time if members are interested in being a chair or vice-chair of any of the committees or if they want to switch to another committee. Nicol asked about membership with other committees to which Miranda said historically finance has struggled with membership but has adequate number of voting members at this time. The Disability Access Committee has core partner membership but could use business representation.

ONE-STOP OPERATOR REPORT

Ryan reviewed the April hiring events with the largest being the Youth Job Fair. There are multiple upcoming events in May. The workshops are still all online and numbers are similar to what was held in March. For the VOS Greeter numbers, Burlington was at 31/day, up from 27/day, and Davenport was at 41/day which was down from 48/day. Historical data shows Burlington trending up still. Outer County location foot traffic is relatively consistent. Business services provided services to 144 employers with a total of 794 services provided. Facebook had a huge increase in reach and impressions in Burlington which is credited to the Job Fair postings and boosting of those posts. Referrals through the form are mostly going to Title I programs and those referrals are mostly coming from the re-employment and unemployment programs.

ADULT/DW/RR MARCH REPORT

Schaapveld did a quick review of the April numbers noting details were in the packet. For the Adult and Dislocated Worker programs, \$14,550 was spent on support services, \$6067 on WBL wages, \$27,116 worth of ITA’s were written. There were 728 contacts made with participants, with 111 adult cases and 100 dislocated worker cases, making for an average caseload of 61 participants. There were 9 enrollments into occupational skills training, and one entered into a work-based learning. There was a 97% satisfaction rating received from participant surveys.

TITLE III REPORT

Farley didn't have anything new to add to the numbers the committee saw in April as the data hasn't been updated. Farley shared a summary of the May 5th career fair held at Westland Mall and organized by the integrated business services teams, with donations and sponsorships from multiple local partners including the Keokuk Chamber, SEIBUS, the Army National Guard, Mt Pleasant Chamber, Lee County Economic Development Group, Southeast Iowa Regional Planning Commission, and Louisa County Chamber of Commerce. There were 335 job seekers with 95 vendor tables of which 82 were businesses and the remainder were service organizations. Thirty-two percent of job seekers who completed a survey indicated that they heard about the job fair via social media, 19% through community flyers, 13% via radio, and only 1% via newspaper.

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 Farley, motion carried, Nicol adjourned the meeting at 5:11 p.m.

Modifications OJT Policy



Mississippi Valley Workforce Development Board

On-the-Job Training (OJT) Policy

Approved Date: September 28th, 2020

Effective Date: July 1, 2020

Amended Date: January 25, 2021

A. Purpose

1. This policy establishes requirements to operate the On-the-Job Training (OJT) program under the Workforce Innovation and Opportunity Act (WIOA) in the Mississippi Valley Workforce Development Area (MVWA).

B. Definition

1. On-the-Job Training (OJT) is training by an employer that is provided to a paid participant while engaged in productive work to develop specific occupational skills or obtain specialized skills required by an individual employer that the participant does not already possess.
2. OJT is a "hire first" program; the OJT participant becomes an employee of the company at the start of the training program.
 - a. The employer is required to certify the intention to retain the OJT participant after the reimbursed training period if the OJT participant accomplished the specific occupational skills to be learned as stated in the OJT contract.
 - b. OJT contracts can be written with employers from the public, private non-profit or private-for-profit business sectors.
 - c. WIOA service providers, including but not limited to Business Services Consultant(s) and Career Navigator works in partnership to facilitate the OJT.

C. Priority of Services

1. Priority of Service will be followed as defined in the MVWA Local Plan.

D. OJTs for Employed Workers

1. OJTs may be written for employed workers when the following additional criteria are met:
 - a. The employee is not earning a self-sufficiency wage as defined in the local plan; and

Commented [LR1]: Revision 1: This is to ensure references to these titles are understood throughout the policy –

Commented [LR2]: Revision 2 – Better aligned with state requirements

b. The OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy or other appropriate purposes identified in the local plan.

c. Documentation of the appropriateness including the assessment (participant and employer/business), contract, training plan, progress, skill evaluation, invoices, and other financial records, etc. must be documented in the data management system.

~~2. OJT can also be provided for currently employed individuals not earning a self-sufficient wage or not earning wages sufficiently comparable to or higher than wages from previous employment. OJTs may be written for employed workers when the following additional criteria are met:~~

~~d. The employee is not earning a self-sufficiency wage as defined in the local plan; and~~

~~e. The OJT relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy or other appropriate purposes identified in the local plan.~~

E. OJTs and Registered Apprenticeship

1. OJT contracts may be written with registered apprenticeship programs or participating employers in registered apprenticeship programs for the OJT portion of the registered apprenticeship program.

F. OJT Employer Eligibility

1. **Temporary Staffing Agencies:** OJTs may not be written with temporary staffing agencies or employee-leasing firms for positions that will be "hired out" to other employers for probationary seasonal, temporary, or intermittent employment. The only exception is when the OJT position is with the staffing agency itself and not a position that will be "hired out."
2. **Reverse Referrals:** In situations where an employer refers an individual to WIOA Title I services for eligibility determination with the intent of hiring that individual under an OJT contract, the individual referred to the program may be enrolled in an OJT with the referring employer only when the below is true. Board members and committee members are eligible to provide reverse referrals taking into consideration that meeting eligibility requirements and consumer choice are still required.
 - a. The referring employer has not already hired the individual.
 - b. An objective assessment and an IEP or ISS have been completed which support the development of an OJT with the referring employer.

3. **Participant Supervision:** Potential employers must be able to demonstrate their ability to train participants. The person(s) providing instruction and guidance to the OJT participant must be capable of delivering instruction consistent with the employer’s needs and must have the time away from his/her other duties to provide the needed training and supervision. For example, a truck driving position where the driver drives alone or without immediate supervision or training would not be appropriate for OJT. To document this, the WIOA service provider **case manager** will document this in the **OJT Contract participant’s training plan**.

4. **Employer’s Performance:** Service providers may not form agreements with OJT employers who, in two or more previous agreements, which were active within the preceding 18 months, failed to:

- a. Retain at least 75% of the participants trained (excluding those who voluntarily resigned, were terminated for cause in accordance with the employer’s personnel practices or released due to unforeseen business reversals); and
- b. Provide continued long-term employment for those who were retained (6 months or longer upon completion of agreement) with wages, benefits (including scheduled pay increases and health insurance), and
- c. Provide working conditions to participants at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.

5. Excluded employers

- a. Prior to re-contracting with an OJT employer, the past performance of that employer must be reviewed.
- b. An OJT contract must not be entered into with an employer who has previously exhibited a pattern of failing to retain at least 75% of OJT participants with continued long-term employment as regular employees with wages, benefits, and working conditions at the same level and to the same extent as similarly situated employees.
 - i. OJT participants who voluntarily quit, are terminated for cause, or are released due to unforeseeable changes in business conditions need not result in termination of employer eligibility for future OJT contracts.
- c. An employer that has been excluded from OJT contracting because of the requirement(s) described above may again be considered for an OJT placement one year after that sanction was imposed.
- d. In this re-contracting situation, if the employer fails to retain the participant after the OJT ends, and there is no apparent cause for dismissing the employee, the employer must not receive any future OJT contracts.
- e. MVWA may reconsider the employer for participation in the program if they can demonstrate they have taken appropriate corrective action to comply with WIOA.

G. Ineligible Occupations

Commented [LR3]: Revision 3 – Consolidating requirements in one document – contract – as opposed to many different documents.

Commented [LR4]: Revision 4 – reflects state language, simpler method of tracking those employers who should be excluded using board’s original guidance (75% retention of OJT participants)

1. Specific Vocational Preparation (SVP) ratings indicate how long it takes a worker to learn how to do the job at an average performance level. SVP numbers assigned to each job have been pre-determined by the Department of Labor (DOL).

Commented [LR5]: Revision 5 – Uses SVP as criteria for ineligible occupations

2. The specific vocational training used to determine an SVP includes training done in:

- a. vocational schools
- b. the military
- c. by apprenticeships
- d. organized in-plant training
- e. on-the-job training by another qualified employee, or
- f. experience learned in other jobs.

3. There are nine SVP levels; the higher the SVP number the more training needed to learn the job. The SVP levels represent the following amount of training.

- a. SVP 1- a short demonstration
- b. SVP 2 - up to one month
- c. SVP 3-up to three months
- d. SVP 4-three months to six months
- e. SVP 5-six months to one year
- f. SVP 6-one to two years
- g. SVP 7-two to four years
- h. SVP 8-four to ten years
- i. SVP 9-over ten years

4. The SSA uses these SVP ratings to determine skill level:

- a. Jobs with SVP ratings of 1 or 2 are considered unskilled.
- b. Jobs with SVP ratings of 3 or 4 are considered semi-skilled.
- c. Jobs with SVPs greater than 4 are skilled.

2-5. OJT contracts must not be written for the following occupations:

- a. jobs with SVP ratings of 1 or 2 or
- b. those jobs that require employees to sign a non-compete agreement;

- c. jobs used to assist, promote, or deter union organization;
- d. jobs in which the principal source of income is tips, commissions or piecework;
- e. one in which an employer would typically be able to train a new employee in the first few days or weeks on the job;
- f. jobs for commission salespersons, casino or other gambling establishment, aquarium, zoo, golf course, swimming pool, seasonal workers;
- g. those jobs that are intermittent or seasonal in nature;
- h. jobs that are entry level retail or fast food.

Commented [LR6]: B, C and D kept from previous list

H. OJT Payment and Training Length

1. Payment of WIOA Title I funds to employers is compensation for the extraordinary costs of training participants, including costs of classroom training and compensation for costs associated with the lower productivity of such participants.
2. Payment rate and rate considerations:
 - a. The maximum amount of an OJT contract allowed is \$12,500 per program 10,000.
 - b. The employer is reimbursed up to fifty percent (50%) of the participant's wage rate.
 - c. The employer can be reimbursed up to seventy-five percent (75%) of the wage rate of the participant if any of the following criteria are met:
 - i. The characteristics of the participants, taking into consideration whether they are individuals with barriers to employment, their length of unemployment, and their current skill level.
 - ii. The OJT is with a small businesses with less than 200 employees.
 - iii. In other circumstances a waiver can be submitted to the MVWD Board to request the seventy five percent (75%) wage rate reimbursement.
 - iv. Preference will be given to skilled trades and advanced manufacturing in the Local Area when funds are limited.
 - v. Other circumstances will be considered on a case-by-case basis.
 - d. Wages are considered to be monies paid by the employer to the participant. Wages do not include tips, commissions, piece-rate based earnings or non-wage employer fringe benefits.
 - e. Any shift differentials or shift rate changes will be negotiated, clarified, set and included in final OJT contract.
 - f. Payment for overtime hours and holidays is only allowable in accordance with local policies.
 - g. Holidays may be used as the basis for OJT payments only if the participant actually works and receives training on the holiday.

Commented [LR7]: Revision 6 - Reflects changes in TJB Policy

Commented [LR8]: Revision 7 – clarifies original language and criteria to allow for easier determination of when 75% wage reimbursement is allowable.

Commented [LR9]: Revision 8: To meet the needs of employers and participants.

Commented [LR10]: Revision 9: This is to ensure flexibility for employers and participants and that OJT meets the needs of those parties.

I. OJT Contracts

1. ~~The Business Services Consultant works in partnership with the Career Navigator to facilitate OJT.~~ OJT must be provided through a contract to provide a structured occupational training opportunity for the OJT participant to gain the knowledge and competencies necessary to be successful in the occupation in which they receive training.
2. The contract must be completed and signed before the OJT participant starts working. [20 CFR 680.720 (b)]. The WIOA service provider or other designated staff, and the employer must sign an OJT contract for each OJT participant.
3. An OJT contract must be limited to the period of time required for the participant to become proficient in the occupation for which the training is being provided.
4. No OJT contract will be longer than six (6) months and will not exceed 1040 hours.
5. Appropriate contract length will be determined by considering the skill requirements of the occupation, the academic and occupational skill level of the participant, and the participant's prior work experience.
6. In assessing the time requirements, the WIOA service provider ~~case manager~~ will consider the specific skills needed for that occupation as required by that employer for that job; the normal training time for that occupation as shown by O*NET, which may be accessed at <http://www.doleta.gov/programs/onet>; and the specific additional skills to be learned by the OJT participant as determined by the assessment of the participant's current skills and experience in comparison to what is required for successful performance in that specific occupation.
7. The Training Length Determination Form will be used to calculate the maximum number of hours allowed for the OJT contract. The actual hours of the contract will be determined by the Training Outline/Plan, which is developed jointly by the OJT supervisor and the WIOA service provider ~~case manager~~.
8. Rationale for OJT. The rationale for the OJT training, including duration, must be entered in the participant's Individual Employment Plan (IEP).
9. Under no circumstances can an OJT contract be written for a participant if the hours of training required for the position in which the participant is to be trained is determined to be less than 160 hours.
10. The hours specified must be considered as a departure point for determining actual training hours.
11. If the total number of training hours needed to successfully train a participant for the OJT position cannot be provided during the maximum contract length allowable, as many training hours as possible must be provided.
12. The number of training hours for a participant may be increased/decreased based upon the individual circumstances of the participant and will be approved by the board/executive committee on a case-by-case basis.

Commented [LR11]: Linked Revision 1: Moved to Section B. c.

J. OJT Contract Required Provisions

1. Wages paid to OJT participants must be at least the prevailing entry wage for any specific entry occupation in the community. If the employer operates under a collective bargaining agreement, the wage and benefits must be those specified in that union agreement and the job opening must be cleared with the appropriate union.
2. Compliance with requirements of the Civil Rights Act with respect to equal opportunity in employment for the OJT position as well as comply with all federal, state, and local laws.
3. OJT participants hired under this program will be subject to the same personnel policies, rules and regulations, and afforded the same benefits as the other participants of the company.
4. Employers must carry Workers' Compensation Insurance and make Federal and State Tax withholdings as required by law. In addition, the individual OJT participant payroll tax records and receipts for services (if applicable) must be maintained and available for review for a minimum period of three years after the end of the training period.
5. Conditions of employment and training will be in full accordance with all applicable federal, state, and local laws (including but not limited to child labor, health and safety laws), and be appropriate and reasonable in regard to type of work undertaken and the proficiency of the participant.
6. Employer certifies that the OJT participant will not displace any regular employee and certifies that no person was displaced as a result of relocation of the current business in the 120 days prior to signing the Pre-Award Review form.
7. The OJT occupation must not involve religious or political activity.
8. The OJT must be conducted at the employer's place of business or another site, and may not be subcontracted.
9. No employer may hire an OJT participant if a member of the OJT participant's immediate family is engaged in an administrative capacity for that employer.
10. The OJT employer must certify that neither the employing company nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or excluded from participation by any federal department or agency.
11. The OJT Training Outline/Plan must be written for skills that the OJT participant does not already possess. Care must be given to check the OJT participant's work history, and to document that the new skills to be learned are different, more difficult, and/or unique to the new job, and are therefore necessary to perform the new job tasks.
12. ~~Modification provision~~ Contract clause for modification provision in case there are situations where the OJT contract would need to be modified.
13. Participant hourly wage rate and allowable training hours (work zones as noted on O- Net).
14. Agreement on the maximum amount of reimbursement and/or allowable costs of training.
15. Provision for wage increases based upon successful achievement of training goals as provided to other similar employees, if applicable.

Commented [LR12]: Revision 10. Clarification from original language

16. A requirement for job retention beyond the training period.
17. A provision for termination due to lack of funds or lack of participant attendance or unsatisfactory progress.
18. Duration of contract.
19. Contract termination clauses.
20. Provision for allowing for MVWA or their designee, state and federal staff monitoring and review of training records.

K. Progress Review

1. The appropriate **WIOA service providers** ~~Business Services Consultant/WIOA Navigator case manager~~ will conduct monthly progress **review visits** by the employers desired mode of communication, to include but not limited to phone, email, or web conferencing software. The first visit will be in person to ensure compliance with provisions of the contract and that training is being provided as outlined in the contract, unless there are extenuating circumstances. If the progress review is conducted in person, the **WIOA service provider(s)** ~~counselor~~ will ask to see the Training Progress form to ensure that the employee is making progress toward the completion of the Training Outline/Plan.
2. The service provider will maintain a contract file on each OJT with the following documentation:
 - a. Pre-Award Review form
 - b. Original OJT Contract and any modified contracts.
 - c. Proof of Workers Compensation Insurance coverage
 - d. Training Length Determination Form
 - e. Invoices and supporting documentation
 - f. Training Progress form (both interim and final)
 - g. Job description
 - h. Justification of OJT participant's failure to satisfactorily complete (if applicable)

Commented [LR13]: Revisions 11, 12, 13: all clarification revisions

L. Monitoring Requirements

1. Each OJT The board will conduct on-site monitoring on a bi-annual basis to ~~contract must be~~

Commented [LR14]: Revision 14: simplified the policy to link to consistent language in Monitoring Policy (M and N below)

monitored on-site at least once during the contract period.

2. The purpose of this review is to:

- a. ensure evaluate compliance with contract terms and
- b. to help solve any concerns between the WIOA service provider(s), Employer(s), and/or OJT Participant.

3. While on-site the monitor will verify that:

- a. the participant is receiving the training contracted for in the agreement, and
- b. that the participant is not required to engage in activities prohibited by WIOA.

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

M. Monitoring

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

N. Exceptions

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

One Stop Certification Standards

One-Stop Certification – What?



- Establish objective criteria and procedures
- Minimum level of quality and consistency
- Standard set of expectations

Three categories of Certification Standards (32 total):

- Physical and Programmatic Accessibility (9)
- Effectiveness (14)
- Continuous Improvement (9)

11 "35/ &34) 11 B 5)



15



CODE OF FEDERAL REGULATIONS

One-Stop Certification – Why?

§ 361.800 How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?

(a) The State WDB, in consultation with chief elected officials and Local WDBs, must establish objective criteria and procedures for Local WDBs to use when certifying one-stop centers.

(1) The State WDB, in consultation with chief elected officials and Local WDBs, must review and update the criteria every 2 years as part of the review and modification of State Plans pursuant to § 361.135.

(2) The criteria must be consistent with the Governor's and State WDB's guidelines, guidance, and policies on infrastructure funding decisions, described in § 361.705. The criteria must evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

(3) When the Local WDB is the one-stop operator as described in 20 CFR 679.410, the State WDB must certify the one-stop center.

(b) Evaluations of effectiveness must include how well the one-stop 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, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local WDB. These evaluations must take into account feedback from one-stop customers. They must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38. Such actions include, but are not limited to:

(1) Providing reasonable accommodations for individuals with disabilities;

(2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;

(3) Administering programs in the most integrated setting appropriate;

(4) Communicating with persons with disabilities as effectively as with others;

(5) Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity; and

(6) Providing for the physical accessibility of the one-stop center to individuals with disabilities.

(c) Evaluations of continuous improvement must include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and part 361. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

(d) Local WDBs must assess at least once every 3 years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State WDB. The Local WDB may establish additional criteria, or set higher standards for service coordination, than those set by the State criteria. Local WDBs must review and update the criteria every 2 years as part of the Local Plan update process described in § 361.580. Local WDBs must certify one-stop centers in order to be eligible to use infrastructure funds in the State funding mechanism described in § 361.730.

(e) All one-stop centers must comply with applicable physical and programmatic accessibility requirements, as set forth in 29 CFR part 38, the implementing regulations of WIOA sec. 188.



11 "35/ &34) 11 B 5)



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One-Stop Certification – Who?



- State Workforce Development Board
- Core Partner Policy Group
- Local Boards
- Local Partners

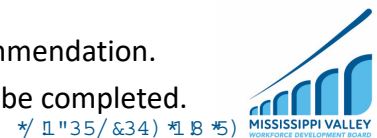


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One-Stop Certification – When?



- **May/June 2022:** *Self Assessment Team* is assembled, and *Evaluation Teams* are proposed. Evaluation Team is approved by the *MVWDB*.
- **June 2022:** Additional training provided by *IWD/AIR*.
- **July 2022:** *Self-Assessment Team* begins the review of the 32 individual standards. The self-assessment process offers the opportunity to identify potential needs for technical assistance and areas for improvement prior to the center certification evaluation.
- **January 2023:** *Evaluation Team* begins the review process. The Evaluation Team will conduct a review each of the 32 individual certification standards, as well as the submitted indicators of compliance. The Evaluation Team will make a recommendation to the Board to grant Full Certification, Provisional Certification, or to deny certification.
- **February (?) 2023:** *Full Board* meeting: Certification recommendation.
- **September 20, 2023:** Deadline for Certification process to be completed.



18

PY21 Q3 Performance Outcomes

WIOA Performance Levels

State	Mississippi Valley	Program Year:	2021	Performance Assessment:	Q3
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Wagner-Peyser

	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)
Employment 2nd Qtr	73.0%	N/A	64.1%	N/A
Employment 4th Qtr	70.0%	N/A	88.9%	N/A
Median Earnings 2nd Qtr	\$6,100	N/A	\$6,938	N/A

Adult

	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)
Employment 2nd Qtr	73.0%	N/A	84.6%	N/A
Employment 4th Qtr	70.0%	N/A	80.0%	N/A
Median Earnings 2nd Qtr	\$5,400	N/A	\$6,948	N/A
Credential Attainment	67.0%	N/A	70.0%	N/A
Measurable Skills Gain	44.0%	N/A	46.9%	N/A

Dislocated Worker

	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)
Employment 2nd Qtr	85.0%	N/A	88.0%	N/A
Employment 4th Qtr	83.0%	N/A	100.0%	N/A
Median Earnings 2nd Qtr	\$8,400	N/A	\$8,418	N/A
Credential Attainment	68.0%	N/A	83.3%	N/A
Measurable Skills Gain	31.0%	N/A	64.8%	N/A

Youth

	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)
Employment 2nd Qtr	73.0%	N/A	72.4%	N/A
Employment 4th Qtr	72.0%	N/A	100.0%	N/A
Median Earnings 2nd Qtr	\$3,600	N/A	\$3,198	N/A
Credential Attainment	59.0%	N/A	40.0%	N/A
Measurable Skills Gain	41.0%	N/A	22.2%	N/A

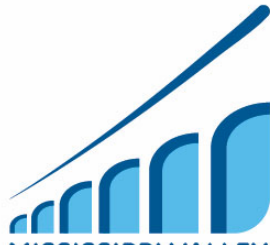
**LWDAs must meet 50% of the overall Assessment Score for PY20/PY21*

One-Stop Operator Report



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One-Stop Operator
May 2022



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

1

May Hiring Events and Job Fairs



Date	Type	Location	Job Seekers
5/4/2022	HNI Hiring Event	Davenport IowaWORKS	1
5/5/2022	Southeast Iowa Job Fair (95 Booths)	Burlington IowaWORKS	335
5/5/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS	0
5/9/2022	RJK Hiring Event	Davenport IowaWORKS	0
5/16/2022	Per Mar Security Services Hiring Event	Davenport IowaWORKS	2
5/17/2022	UnityPoint Health-Trinity	Davenport IowaWORKS	3
5/18/2022	Team Staffing - Burlington Hiring Event	Burlington IowaWORKS	6
5/19/2022	Kraft Heinz Hiring Event	Davenport IowaWORKS	6
5/20/2022	Team Staffing	Davenport IowaWORKS	13
5/23/3022	RJK Inc. Hiring Event	Davenport IowaWORKS	0
5/24/2022	FedEx Hriring Event	Davenport IowaWORKS	8
5/25/2022	Healthcare Hiring Event (5 Employers)	Davenport IowaWORKS	18



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

2

MVWA May Workshops



Workshop	Burlington	Davenport
Resumes	10	32
Job Search	1	40
Interviewing	157	77
Career Interest	0	4
Personal Growth	2	47
Work Readiness	30	0
Labor Market Info	0	0
Job Finding Club	53	67
Other*	3	0

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

*/ 11 "35/ &34) *1 B *5)



3

MVWA Unemployment Data



MONTHLY UNEMPLOYMENT RATE CHECKLIST*					
	April 2022	March 2022	April 2021	Percent Change From Month Ago	Year Ago
UNITED STATES	3.6%	3.6%	6.0%	0.0%	-40.0%
STATE OF IOWA	3.0%	3.3%	4.5%	-9.1%	-33.3%
COUNTIES:					
CLINTON	2.9%	4.1%	5.5%	-29.3%	-47.3%
DES MOINES	3.9%	4.9%	6.6%	-20.4%	-40.9%
HENRY	2.3%	3.3%	4.3%	-30.3%	-46.5%
JACKSON	2.7%	4.4%	5.3%	-38.6%	-49.1%
LEE	4.1%	4.3%	6.1%	-4.7%	-32.8%
LOUISA	2.4%	3.9%	4.1%	-38.5%	-41.5%
MUSCATINE	2.4%	3.7%	5.1%	-35.1%	-52.9%
SCOTT	2.7%	3.8%	6.0%	-28.9%	-55.0%

* U.S. and State of Iowa figures are seasonally adjusted. MSA and county data are not seasonally adjusted.

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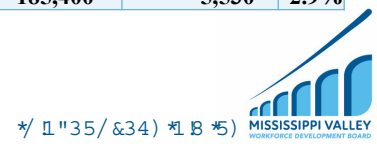


4

MVWA Unemployment Data



	MARCH				APRIL			
	Labor Force	Employed	Unemployed	Rate	Labor Force	Employed	Unemployed	Rate
Clinton	22,100	21,200	910	4.1%	22,040	21,410	630	2.9%
Des Moines	18,190	17,290	900	4.9%	18,110	17,410	700	3.9%
Henry	9,740	9,420	320	3.3%	9,620	9,410	220	2.3%
Jackson	10,820	10,350	470	4.4%	10,720	10,420	290	2.7%
Lee	15,240	14,580	660	4.3%	15,240	14,620	620	4.1%
Louisa	5,940	5,710	230	3.9%	5,850	5,710	140	2.4%
Muscatine	20,570	19,820	750	3.7%	20,550	20,050	500	2.4%
Scott	87,700	84,430	3,360	3.8%	88,800	86,370	2,430	2.7%
MVWA	190,300	182,800	7,600	4.0%	190,930	185,400	5,530	2.9%



5

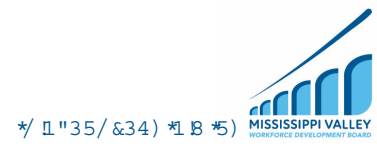
May VOS Numbers Burlington



- Region/Lwa: Mississippi Valley LVDA
 - Office: Burlington
 - Start Date: 5/1/2022
 - End Date: 5/31/2022
 - Report Run Time: 6/1/2022 2:51:24 PM

Office	Individuals	%	Veterans	%	Language
Burlington	664	100.00%	21	3.16%	0
File UI Claim / Questions	228	34.34%	8	1.20%	0
Unsure / Other	72	10.84%	3	0.45%	0
AJC Workshops	26	3.92%	0	0.00%	0
File Temporary Unemployment Claim	122	18.37%	2	0.30%	0
RESEA Appointment	22	3.31%	0	0.00%	0
Find a Job	44	6.63%	2	0.30%	0
I am here to see a specific staff member	37	5.57%	2	0.30%	0
RESEA-Amanda	29	4.37%	4	0.60%	0
Job Fair Prep / How To Make The Most Of a Job Fair	2	0.30%	0	0.00%	0
NCRC	4	0.60%	0	0.00%	0
Workshop: Mock Interview Prep	1	0.15%	0	0.00%	0
Hiring Event	12	1.81%	0	0.00%	0
RCM - Kelly	12	1.81%	0	0.00%	0
RESEA-Stephen	3	0.45%	0	0.00%	0
Mock Interview	2	0.30%	0	0.00%	0
Virtual Job Club	1	0.15%	0	0.00%	0
Sub RESEA-Amanda	2	0.30%	0	0.00%	0
FJ Orientation	1	0.15%	0	0.00%	0
Essential Tools for Job Seekers: Virtual	1	0.15%	1	0.15%	0
Total:	664	100.00%			

21 business days in May
 664 Individuals = **32/day**
 (up from 31/day in April)



6

May VOS Numbers Davenport



- Region/Lwa: Mississippi Valley LWDA
 - Office: Davenport
 - Start Date: 5/1/2022
 - End Date: 5/31/2022
 - Report Run Time: 5/1/2022 2:58:09 PM

Office	Individuals	%	Veterans	%	Language
Davenport	1,215	100.00%	73	6.01%	0
File Temporary Unemployment Claim	205	16.87%	8	0.66%	0
I am here to see a specific staff member	127	10.46%	18	1.32%	0
File UI Claim / Questions	578	47.41%	35	2.68%	0
Hiring Event	38	3.13%	2	0.16%	0
Find a Job	132	10.80%	6	0.49%	0
Unsure / Other	121	9.96%	5	0.41%	0
RESEA Appointment	18	1.48%	2	0.16%	0
AJC Workshops	15	1.23%	0	0.00%	0
Essential Tools for Job Seekers	2	0.16%	1	0.08%	0
RCM Holly	2	0.16%	0	0.00%	0
RESEA-Amy	11	0.91%	1	0.08%	0
RESEA-Bill	7	0.58%	0	0.00%	0
RCM-Mandy	1	0.08%	0	0.00%	0
PJ Orientation	1	0.08%	0	0.00%	0
Total:	1,215	100.00%			

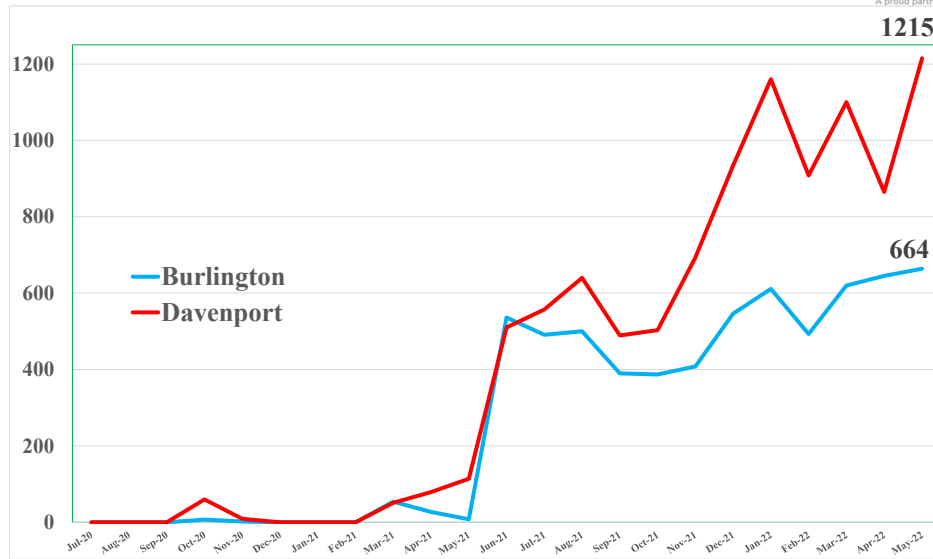
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 1,215 Individuals = **58/day**
(up from 41/day in March)



*/ 11 "35/ &34) *1 B *5)

7

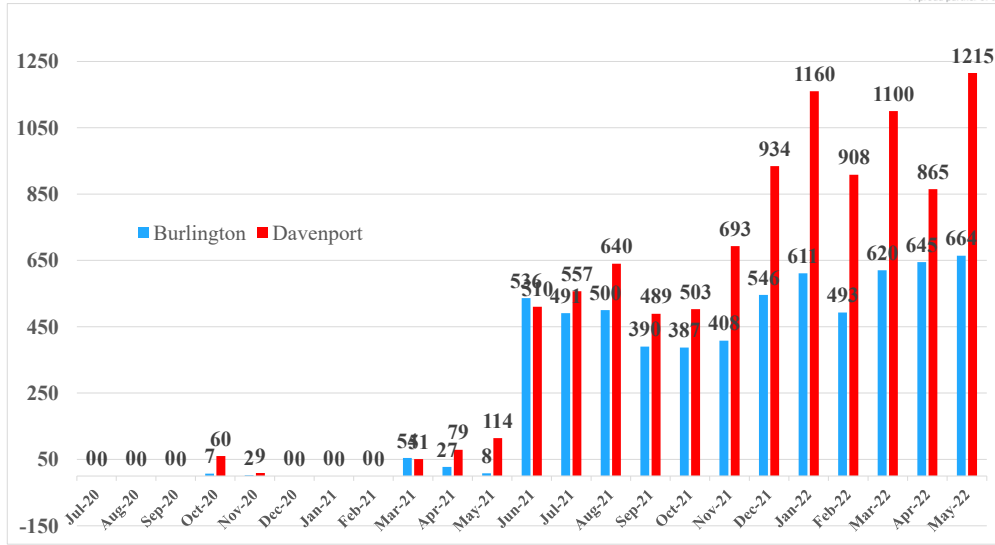
Historical VOS Numbers



*/ 11 "35/ &34) *1 B *5)

8

Historical VOS Numbers



*/ 1 "35/ &34) *1 B *5) MISSISSIPPI VALLEY WORKFORCE DEVELOPMENT BOARD

9

Outer County Foot Traffic



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

*/ 1 "35/ &34) *1 B *5) MISSISSIPPI VALLEY WORKFORCE DEVELOPMENT BOARD

10

Services Provided Employers (May)



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	1	1
Employers view internal resumes	36	1,747
Notification to Employer of Potential Applicant	1	1
Planned Layoff Response	2	2
Provided Employer Information and Support Services	30	31
Provided Job Fair Services	30	30
Provided Job Order Follow-up/Assistance	13	14
Provided Rapid Response / Business Downsizing Assistance	5	7
Provided Strategic Planning / Economic Development Activities	1	1
Provided Training Services	1	1
Provided Workforce Recruitment Assistance	9	10
Referred Qualified Applicants	14	17
Registered Apprenticeship - In-Depth Meeting	7	8
Registered Apprenticeship - Intro Meeting	1	1
TOTAL	151	1,871

*/ 1 "35/ &34) *1 B *5)



11

Facebook May



Office Page	Total Reach*	Impressions**
Davenport	5,824	8,147
Burlington	54,461	69,492
Muscatine	206	484
Maquoketa	116	175
Clinton	86	160
Fort Madison	459	812
Keokuk	12	33

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

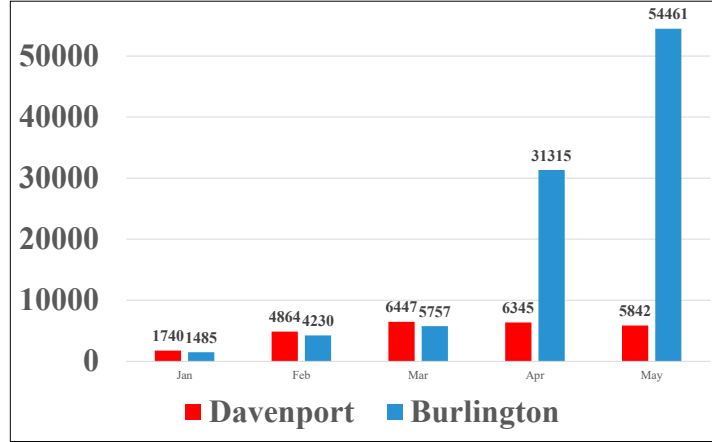
**Impressions: The number of times content is seen (e.g., 1 person sees the same content 3 times = 3 impressions)

*/ 1 "35/ &34) *1 B *5)



12

Historical Facebook Total Reach



13

MVWA (May) Partner Referrals




Referred to	Burlington	Davenport
Title I Adult/DW	18	38
Title I Youth	8	4
Title II (AEL/HiSED)	1	1
Title IV (Voc Rehab)	4	5
Ticket To Work	0	1

Referred From	# of Referrals
AEL/HiSED	7
Promise Jobs	7
RCM/RESEA	34
Title III	29
Title I	2
Title IV	1




14

Adult/DD/RR Report



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One-Stop Operator
May 2022



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

1

May Hiring Events and Job Fairs



Date	Type	Location	Job Seekers
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5/18/2022	Team Staffing - Burlington Hiring Event	Burlington IowaWORKS	6
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5/20/2022	Team Staffing	Davenport IowaWORKS	13
5/23/3022	RJK Inc. Hiring Event	Davenport IowaWORKS	0
5/24/2022	FedEx Hriring Event	Davenport IowaWORKS	8
5/25/2022	Healthcare Hiring Event (5 Employers)	Davenport IowaWORKS	18



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

2

MVWA May Workshops



Workshop	Burlington	Davenport
Resumes	10	32
Job Search	1	40
Interviewing	157	77
Career Interest	0	4
Personal Growth	2	47
Work Readiness	30	0
Labor Market Info	0	0
Job Finding Club	53	67
Other*	3	0

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

*/ 11 "35/ &34) *1 B *5)



3

MVWA Unemployment Data



MONTHLY UNEMPLOYMENT RATE CHECKLIST*					
	April 2022	March 2022	April 2021	Percent Change From Month Ago	Year Ago
UNITED STATES	3.6%	3.6%	6.0%	0.0%	-40.0%
STATE OF IOWA	3.0%	3.3%	4.5%	-9.1%	-33.3%
COUNTIES:					
CLINTON	2.9%	4.1%	5.5%	-29.3%	-47.3%
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HENRY	2.3%	3.3%	4.3%	-30.3%	-46.5%
JACKSON	2.7%	4.4%	5.3%	-38.6%	-49.1%
LEE	4.1%	4.3%	6.1%	-4.7%	-32.8%
LOUISA	2.4%	3.9%	4.1%	-38.5%	-41.5%
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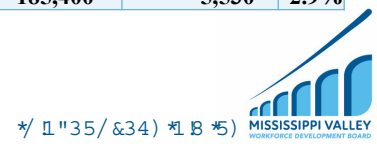


4

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Muscatine	20,570	19,820	750	3.7%	20,550	20,050	500	2.4%
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5

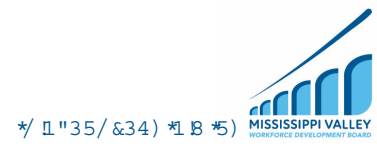
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RESEA-Stephen	3	0.45%	0	0.00%	0
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6

May VOS Numbers Davenport



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RESEA-Bill	7	0.58%	0	0.00%	0
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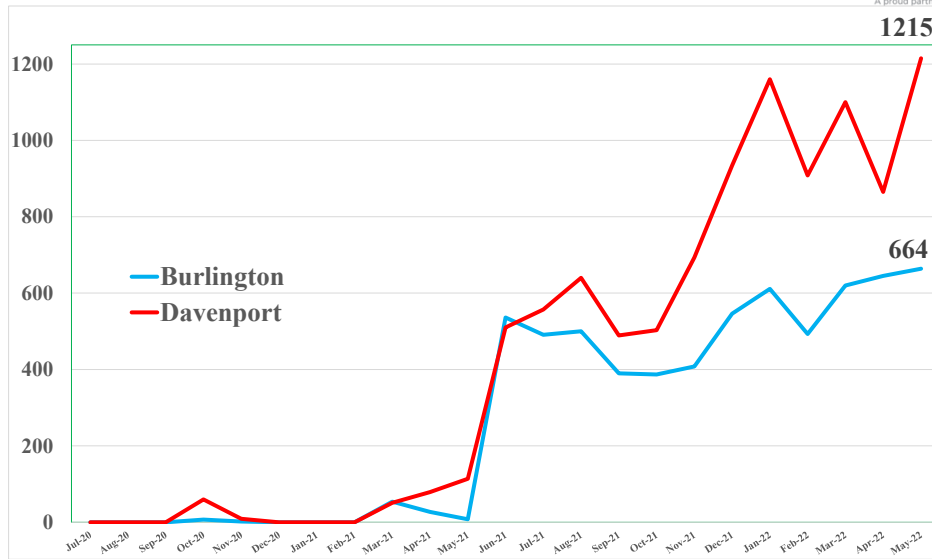
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7

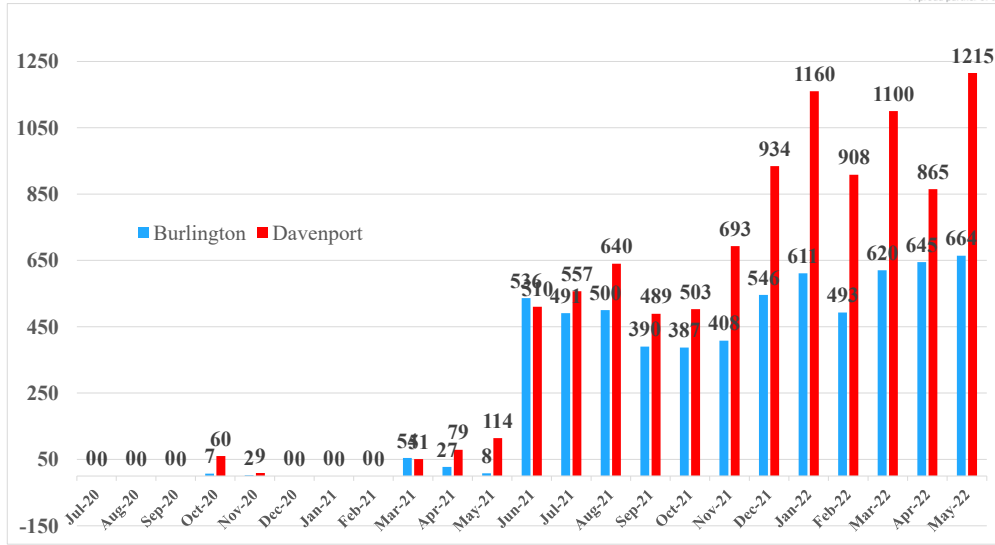
Historical VOS Numbers



*/ 11 "35/ &34) *1 B *5)

8

Historical VOS Numbers



*/ 11 "35/ &34) *1 B *5) MISSISSIPPI VALLEY WORKFORCE DEVELOPMENT BOARD

9

Outer County Foot Traffic



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

*/ 11 "35/ &34) *1 B *5) MISSISSIPPI VALLEY WORKFORCE DEVELOPMENT BOARD

10

Services Provided Employers (May)



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	1	1
Employers view internal resumes	36	1,747
Notification to Employer of Potential Applicant	1	1
Planned Layoff Response	2	2
Provided Employer Information and Support Services	30	31
Provided Job Fair Services	30	30
Provided Job Order Follow-up/Assistance	13	14
Provided Rapid Response / Business Downsizing Assistance	5	7
Provided Strategic Planning / Economic Development Activities	1	1
Provided Training Services	1	1
Provided Workforce Recruitment Assistance	9	10
Referred Qualified Applicants	14	17
Registered Apprenticeship - In-Depth Meeting	7	8
Registered Apprenticeship - Intro Meeting	1	1
TOTAL	151	1,871

*/ 1 "35/ &34) *1 B *5)



11

Facebook May



Office Page	Total Reach*	Impressions**
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Burlington	54,461	69,492
Muscatine	206	484
Maquoketa	116	175
Clinton	86	160
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Keokuk	12	33

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

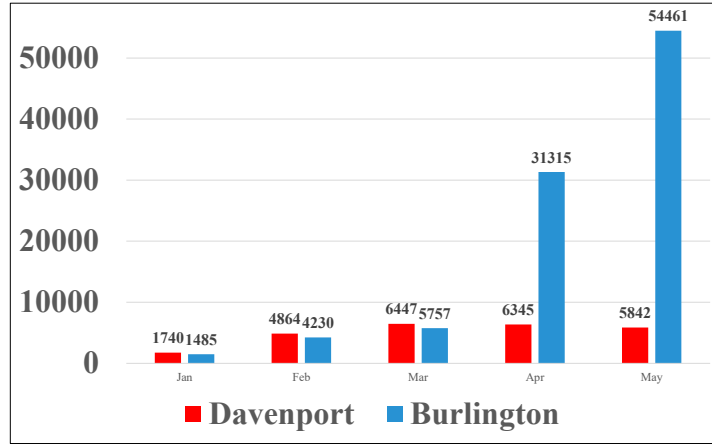
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*/ 1 "35/ &34) *1 B *5)



12

Historical Facebook Total Reach



13

MVWA (May) Partner Referrals



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Title I Adult/DW	18	38
Title I Youth	8	4
Title II (AEL/HiSED)	1	1
Title IV (Voc Rehab)	4	5
Ticket To Work	0	1

Referred From	# of Referrals
AEL/HiSED	7
Promise Jobs	7
RCM/RESEA	34
Title III	29
Title I	2
Title IV	1



14

One-Stop Certification – What?



- Establish objective criteria and procedures
- Minimum level of quality and consistency
- Standard set of expectations

Three categories of Certification Standards (32 total):

- Physical and Programmatic Accessibility (9)
- Effectiveness (14)
- Continuous Improvement (9)

11 "35/ &34) 11 B 5)



15



CODE OF FEDERAL REGULATIONS

One-Stop Certification – Why?

§ 361.800 How are one-stop centers and one-stop delivery systems certified for effectiveness, physical and programmatic accessibility, and continuous improvement?

(a) The State WDB, in consultation with chief elected officials and Local WDBs, must establish objective criteria and procedures for Local WDBs to use when certifying one-stop centers.

(1) The State WDB, in consultation with chief elected officials and Local WDBs, must review and update the criteria every 2 years as part of the review and modification of State Plans pursuant to § 361.135.

(2) The criteria must be consistent with the Governor's and State WDB's guidelines, guidance, and policies on infrastructure funding decisions, described in § 361.705. The criteria must evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

(3) When the Local WDB is the one-stop operator as described in 20 CFR 679.410, the State WDB must certify the one-stop center.

(b) Evaluations of effectiveness must include how well the one-stop 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, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local WDB. These evaluations must take into account feedback from one-stop customers. They must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38. Such actions include, but are not limited to:

(1) Providing reasonable accommodations for individuals with disabilities;

(2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;

(3) Administering programs in the most integrated setting appropriate;

(4) Communicating with persons with disabilities as effectively as with others;

(5) Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity; and

(6) Providing for the physical accessibility of the one-stop center to individuals with disabilities.

(c) Evaluations of continuous improvement must include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and part 361. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.

(d) Local WDBs must assess at least once every 3 years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State WDB. The Local WDB may establish additional criteria, or set higher standards for service coordination, than those set by the State criteria. Local WDBs must review and update the criteria every 2 years as part of the Local Plan update process described in § 361.580. Local WDBs must certify one-stop centers in order to be eligible to use infrastructure funds in the State funding mechanism described in § 361.730.

(e) All one-stop centers must comply with applicable physical and programmatic accessibility requirements, as set forth in 29 CFR part 38, the implementing regulations of WIOA sec. 188.



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One-Stop Certification – Who?



- State Workforce Development Board
- Core Partner Policy Group
- Local Boards
- Local Partners

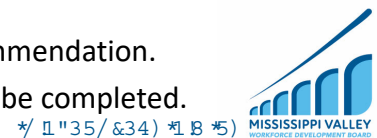


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One-Stop Certification – When?



- **May/June 2022:** *Self Assessment Team* is assembled, and *Evaluation Teams* are proposed. Evaluation Team is approved by the *MVWDB*.
- **June 2022:** Additional training provided by *IWD/AIR*.
- **July 2022:** *Self-Assessment Team* begins the review of the 32 individual standards. The self-assessment process offers the opportunity to identify potential needs for technical assistance and areas for improvement prior to the center certification evaluation.
- **January 2023:** *Evaluation Team* begins the review process. The Evaluation Team will conduct a review each of the 32 individual certification standards, as well as the submitted indicators of compliance. The Evaluation Team will make a recommendation to the Board to grant Full Certification, Provisional Certification, or to deny certification.
- **February (?) 2023:** *Full Board* meeting: Certification recommendation.
- **September 20, 2023:** Deadline for Certification process to be completed.



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PY22 Meeting Schedule

Operations Committee

July 13, 2022 – 4:00 p.m.

August 10, 2022 – 4:00 p.m.

September 14, 2022 – 4:00 p.m.

October 12, 2022 – 4:00 p.m.

November 9, 2022 – 4:00 p.m.

December 14, 2022 – 4:00 p.m.

January 11, 2023 – 4:00 p.m.

February 8, 2023 – 4:00 p.m.

March 8, 2023 – 4:00 p.m.

April 12, 2023 – 4:00 p.m.

May 10, 2023 – 4:00 p.m.

June 14, 2023 – 4:00 p.m.

In-person meeting?

- Date
- Location