



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda Wednesday, October 12th, 2022, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/81583203856?pwd=Y-75lnFJwTWblaBDcv2c23JPTEH1My.1>

Meeting ID: 815 8320 3856 Passcode: 159119

One tap mobile: +13126266799,,81583203856# US

Called to Order	Matthew Nicol
Roll Call	Andrea Taylor
*Excused Absences	Matthew Nicol
*Approval of Agenda	Matthew Nicol
*Approval of Previous Meeting Minutes	Matthew Nicol
 NEW BUSINESS	
*Incumbent Worker Grant Program	Matthew Nicol/Miranda Swafford
Sector Boards	Mandy Parchert
 STANDING REPORTS	
One-Stop Operator Report	Robert Ryan
Adult/DW/RR Report	Kendra Schaapveld
Title III Report	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

Wednesday, September 14, 2022, at 4:00 p.m. via Zoom

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

Members Absent: Tim Gobble and Mandy Parchert

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

One-Stop Operator: Robert Ryan

**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

Schneider made a motion to excuse Parchert, seconded by Drew, the motion carried. Gobble was an unexcused absence.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

Request to modify the presented agenda to allow the one-stop operator to report out first. Farley made a motion to approve the modified agenda, seconded by Drew, the motion carried.

***APPROVAL OF PREVIOUS MINUTES**

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

***MONITORING POLICY MODIFICATIONS**

Nicol reviewed the modification to the monitoring policy presented in the packet. Swafford noted having the process separate from the procedure is a best practice reported by the state. The monitoring policy will allow the removal of specific monitoring references in individual policies and will point instead to this monitoring policy. Drew made a motion to approve the monitoring policy as presented, seconded by Farley, the motion carried.

***TRANSITIONAL JOB POLICY MODIFICATIONS**

Nicol reviewed the modification to the transitional jobs policy to reference the monitoring policy. Farley made a motion to approve the modifications as presented, seconded by Drew, the motion carried.

***WEP POLICY MODIFICATIONS**

Nicol reviewed the modifications to the Work Experience Policy. Schneider made a motion to approve the modifications as presented, seconded by Phillips, the motion carried.

SECTOR BOARDS

Parchert was absent from the meeting, so this topic was tabled until the next meeting.

LMI REPORTS

Nicol shared his vision for using labor market information reports related to advanced manufacturing, healthcare, and transportation to help drive decision making.

PERFORMANCE OUTCOME PY21 Q4

Swafford shared the performance data information and spoke to the negotiations for PY22 and PY23 performance rates.

STANDING REPORT

ONE-STOP OPERATOR REPORT

Ryan reviewed numbers in the July and August reports. Burlington averaged 29 visitors per day in July and averaged 31 visitors per day in August. Davenport had an average of 45 visitors per day in both July and August. Facebook total reach in Davenport went from 7,424 in July to 25,632 in August. Burlington's Facebook total reach was 16,082 in July and 11,945 in August. Referrals continue to heavily come from the RCM/RESEA and Title III programs with a majority directed to Title I programming. The One-Stop Certification initial assessment timeline and scoring rubric was shared noting areas of opportunity in physical and programmatic accessibility and effectiveness. Nicol noticed the improved foot traffic at hiring events and questioned the reasoning for it to which Ryan stated events are now scheduled during times that were historically high traffic and the regularity of the event helps drive traffic. Nicol asked if there is any indication if these are unique visitors. Wittenberg stated she could deeper into the VOS greeter information to determine how many new folds each week. She know s there are some repeat customers and the Davenport office has started following up with an email to participants to offer additional services, so far there hasn't been a lot of responsiveness.

ADULT/DW/RR REPORT

Schaapveld reported for July they had 45 enrollments, the program paid out \$1,456 in WBL wages, and 18 participants entered training. Inventory purchases included two locked cabinets for VR headsets and IT equipment. Rapid response activities included a KPI TRADE assistance

meeting and worker information meetings with Siemens Gamesa. Enrollments in August were 15 for Adult, 31 Dislocated Worker, and 3 NDWG. Caseload numbers reflect 137 active and 110 follow up participants in Adult and 153 active and 34 follow up participants in the Dislocated Worker program. There were 89 occupational skills trainings and four WBL started in August. Legacy in Action reports 96.1% customer satisfaction rate. Outcomes included one measurable skills gain, six unsubsidized employment, and one credential attainment. Nicol asked about the headset program. Schaapveld stated they are just getting things up and going taking care not to violate the copyrights of the TRANSFR VR licensed products.

TITLE III REPORT

Farley reported on unemployment and labor force numbers for the MVWA. The Burlington office served 666 distinct users in August with Davenport serving 1,067. There were 169 enrollments in August for Burlington and 225 for Davenport.

OTHER BUSINESS

Ryan thanks everyone for the success of the workforce event.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Farley made a motion to adjourn the meeting, seconded by Drew, motion carried, Nicol adjourned the meeting at 4:52 p.m.

Employee Training Grant S
(Incumbent Worker Training)
Grant Program Policy, Guidelines and Procedures

Commented [MS1]: Seeking input on more creative name

Purpose

The Mississippi Valley Workforce Development Board (MVWDB) establishes this local policy, guidance and procedures for the Workforce Innovation and Opportunity Act (WIOA) Incumbent Worker Training (IWT) Program as outlined in WIOA Section 134 et.al. [29 U.S.C. 3174]. This program will be known as the **Employee Training Grant** in the Mississippi Valley Workforce Area (MVWA).

Background

IWT Grants are designed to meet the special requirement of an employer to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. IWT provides both workers and employers with the opportunity to build and maintain a quality workforce. Mississippi Valley IWT Grant program is a business-driven program designed to meet the needs of an employer or group of employers. There is an expectation that the Incumbent Worker will be promoted or retained by the company after they receive training. Ideally, this would also create additional back-fill opportunities for other workers.

The program is intended to offset a portion, via reimbursement, of the business's cost to train and upgrade the skills of its Incumbent Workers. eligible businesses must demonstrate that by receiving funding assistance through the program, their business will not only improve the skills of their workers, but also improve their business processes and competitiveness and decrease the risk of permanent layoffs.

Program Overview

IWG funds are limited and are therefore awarded through a grant application process. The **maximum award per grant, per year, is \$10,000** and the initial training agreement duration may not exceed 12 months. The maximum award may be adjusted based upon funding availability, each program year.

The total amount of funding available for all training projects from July 1, 2022 – June 30, 2023 is \$50,000. A notification will be posted on www.mississippivalleyworkforce.org when funds are no longer available.

A business may be treated as a single company or multiple companies depending on the number of locations and Federal Employer Identification Number (FEIN). If each location operates under a different FEIN, each location will be considered a separate company and will need to submit separate applications to receive separate awards. If the locations operate under one FEIN, it will be considered one company and will therefore need to join its training efforts, submit one application and receive one award.

When workers lack needed training and businesses experience skill gaps, the company's ability to compete, expand and retain workers can be compromised. Mississippi Valley IWT Grant Program, addresses such needs. The IWT Grant Program is to provide grant funding for continuing education and training of incumbent employees at existing Iowa businesses with

physical locations in the MVWA. The program will provide reimbursement grants to businesses that pay for preapproved, direct, training related costs.

The program helps established MVWA businesses upgrade the skills of current employees, which provides enormous benefits including:

For employers:

- Increased Competitiveness
- Skilled Workforce
- Increased Productivity
- Increased Profits
- Company Growth
- Reduced Turnover

For employees:

- Advancement Opportunities
- Increased Job Opportunities
- Industry Recognized Credentials
- Job Retention
- Transportable/Transferrable Skills

Incumbent Worker Definition

An incumbent worker is a person who is currently employed and could benefit themselves and their employer by upgrading their skills through training. The training should give the employee the opportunity for advancement and wage gains within their company.

Eligible Employees

An eligible employee is one who is directly employed by the company at a facility located within the MVWA and meets these requirements:

1. Employee must be at least 18 years of age.
2. A citizen of the United States or a non-citizen whose status permits employment in the United States
3. Iowa resident
4. Employee must work at least 32 hours per week
5. Employee must have an established employment history with the employer for six months or more and receives a W-2.
6. Employee must be committed to attending all trainings.
7. Employee must earn an hourly wage above the state minimum wage.
8. Employee must agree to cooperate with data collection requirements.

*To receive IWT, an incumbent worker does not have to meet the eligibility requirements for participation in career and training services for Adults and Dislocated Workers under WIOA, unless they are also enrolled as a participant in the WIOA adult or dislocated worker program.

**There is an exception to the six-month requirement: In the event IWT is being provided to a cohort of employees, not every employee in the cohort must have an established employment

history with the employer for six months or more, as long as a majority (at least 51%) of those employees being trained meet the employment history requirement.

***IWT can also be used for underemployed workers, as long as the use of IWT focuses on increasing skills for underemployed frontline workers in an effort to advance these workers to more skilled positions with the same employer. Or workers who would prefer full-time work but are working part-time for economic reasons.

Ineligible Employees

- Anyone who receives a 1099 Form; or
- Those who are placed through a temporary agency.

Employer Eligibility

Employers applying for an IWT Grant must meet the following criteria:

- Financially viable, private sector employers and certain nonprofit and local government entities (e.g., a nonprofit or county hospital) are eligible to receive IWT funds.
- The business or businesses must have been in operation for 12 months, not currently or recently experiencing bankruptcy, be current on all local, state, and federal tax obligations, and not appear on any federal suspensions or debarment lists.
- An eligible business must be located in Iowa and registered with the Iowa Secretary of State Office and have a physical location in the Mississippi Valley Workforce Area (MVWA).
- Businesses are encouraged to provide training to a group of employees and not individual training, although the number of employees in the company will be taken into consideration.
- Businesses should also demonstrate a commitment to retain or avert the layoff of employees receiving training.

Companies that are in the process of a layoff or have had a layoff in the last six months are not eligible for the IWT (excludes temporary hires or contract workers.) If a layoff occurs in a company while they have an open IWT grant, the current workers will be able to complete the training.

Multiple Business Applications

A group of employers who need the same training for their workers may submit a joint application. Multiple businesses can collaborate and apply for a collaborative training grant. The proposal for the common request must:

- Train employees of at least two different businesses, with one of those businesses designated as the Lead Applicant;
- Include employees of the Lead Applicant in the training;
- Include training descriptions and outcomes that address the employees from all businesses impacted by the proposed common training
- Include information on each business that will be part of the training.

Ineligible Employers

The following businesses are not eligible to apply for funds under this program:

- Not-for-profit agencies or organizations. [Note: This does not apply to hospitals operated by nonprofit or local government entities in the State of Iowa)
- Retail establishments.
- Entities whose administrations only comprise volunteers.
- Local Workforce Development Boards and its administrative entities.
- Labor unions.
- Federal, state, county, or city governmental entities [Note: This does not apply to hospitals operated by nonprofit or local government entities in the State of Iowa)
- Businesses that received an IWT award in the current program year.

Funding Considerations

Funding considerations shall be given to the following:

- Businesses that provide employees with opportunities to acquire new or improved skills by earning a credential
- Businesses whose grant proposals represent a significant upgrade in employee skills.
- The characteristics of the participants in the program, specifically the extent to which they historically represent individuals with barriers to employment as defined in WIOA sec. 3(24), and how they would benefit from retention or advancement.
- The employees' advancement opportunities along with wages and benefits (both pre- and post-training earnings).
- The existence of other training and advancement opportunities provided by the employer
- Layoffs averted as a result of the training
- Utilization as part of a larger sector and/or career pathway strategy; or
- Employer size

While these considerations do not include an increased reimbursement percentage, applications that meet one or more of these conditions will receive priority during times of limited funding.

Employer's Cost Sharing Requirement

Businesses will be required to provide a portion of the training costs dependent upon the size of the business and number of employees either through direct cost contribution or in-kind contributions.

- At least 10% of the cost for employers with 50 or fewer employees.
- At least 25% of the cost for employers with 51 to 100 employees;
- At least 50% of the cost for employers with more than 100 employees.

The business must disclose cash and in-kind contributions. Examples of in-kind contributions, in addition to any direct costs, may include expenses associated with the use of space and equipment during the training project and trainee wages (including benefits) of employees during the training.

Employer will collect and supply all trainee documentation (e.g., proof of SSN, proof of citizenship/right to work, and proof of physical address, etc.) to MVWDB (prior to the start date of the training).

Performance Accountability

The employer must agree to provide performance records and keep accurate records of the project's implementation process and certify that all information provided, for the purpose of requesting reimbursements and reporting training activity, is accurate and true, including evidence that the business has paid the training expenses in accordance with the terms of the agreement prior to requesting reimbursement of allowable training costs. During the grant and/or the completion of the grant, businesses will be asked to provide the following:

- Trainees information provided prior to the start of their training
- All training sessions must have signed attendance sheets or digital confirmation of attendance. Trainee participation is required
- Employee satisfaction surveys
- The business must submit to MVWDB copies of all credentials, certificates of completion, or other documentation of the employee's participation within 60 days of the end of training to be considered eligible for reimbursement
- IWT projects require monthly communication with a Business Services staff on the status of the project.
- Upon training completion, each project requires one year of follow-up to track project outcomes (e.g., providing updated trainee wages and promotions).
- Employers submitting an IWT application are agreeing to provide this information.

Allowability of Use of IWT Funds

With proper documentation allowable costs for incumbent worker training include (but are not limited to):

- Training/Course Registration
- Instructors/trainers salaries
- Curriculum development
- Textbooks and manuals
- Materials and supplies
- Tuition expenses
- Off-site training space (e.g., classroom rental)

Non-reimbursable costs include (but are not limited to):

- Administrative costs
- Trainee's wages
- Purchases of capital equipment or capital improvement
- Purchases of items or services that will be used primarily outside of the IWT
- Travel expenses for trainers or trainees
- Assessment, testing, or certification fees
- Advertisement or recruitment
- Annual membership for online courses

Training Services

The IWT Grant Program provides flexibility regarding the type(s) of training and the training provider(s). Based on the needs of the company and its overall workforce development needs,

the company chooses its training and training provider that provides employees with opportunities to acquire new or improved skills.

Training can include, but is not limited to, industry or employer-specific work skills, basic job skills, technical computer skills, new manufacturing technologies, equipment operation training, changes in production processes, and skills such as leadership, teamwork, communication, conflict resolution, and management skills if the employer can document the need and effect on employee production and/or retention with the company.

Employers will determine and select the types of training and training provider(s) that meet their employer and training requirements before submitting a grant application for consideration.

All proposals must show an end date that completes training within 12 months of award date. All training should have specific start and end dates.

Ineligible Trainings

- New hire orientation.
- Degree programs.
- Training that takes place where food and/or beverages are included in the cost
- Training that includes the purchase of equipment (such as iPads or other equipment/ supplies/devices that can be used outside of training) in the cost of the training.
- Self-paced learning
- Non-skill related assessments
- Mandated safety training (such as OSHA)
- Regularly provided annual trainings
- English as a second language
- Basic skills or remedial education
- Non job-related training

Eligible Training Providers and Activities

Public or private educational institutions, trade associations, community-based organizations, economic development agencies, unions, or government agencies may provide IWT, and training can be conducted at the business's own facility, at the training provider's facility, online, or at a combination of sites.

MVWDB Criteria

The MVWDB reserves the right to accept or reject any or all grant applications submitted. MVWDB does not commit to pay for any cost incurred prior to any award notification or the execution of any contract. All grant applications and their accompanying attachments will become property of the MVWDB after submission, and materials will not be returned. Costs incurred by a contracted entity in the delivery of services shall be reimbursed based on mutually agreed upon conditions and delivery schedules with the submission of appropriate documentation.

Grant Program Procedures

Application Process

Eligible businesses can apply at any time during the program year when funds are available. The IWT Program Grant Application must be downloaded, completed and emailed to the MVWDB. The application is the only document that may be used to apply for the IWT Grant. Applications should be submitted at least 30 business days prior to the start date of the training. However, submittal within this timeframe does not guarantee that the approval date will be on or before the training start date.

Application Receipt

The business will receive a notification email that the application has been submitted within 48 hours. If the business does not receive this, the application was not received. A holiday or a large influx of applications may cause a delay in the sending of this email. Incomplete applications will delay the approval process, and the application will return to the queue.

Review and Approval

Upon receipt of a completed IWT Grant Application, the grant application will be reviewed to determine the employer's eligibility for IWT funding by board staff. More information may be requested from the employer to determine eligibility. The business committee will review all applications and make award decisions.

Grant Contract

Within two weeks of the grant approval, the contract between MVWDB and the business will be prepared and sent electronically through DocuSign for signature. Once received, MVWDB will execute the contract through DocuSign. The fully executed contract will then be emailed to the company. This contract must be executed prior to the start date of the IWT. Funding cannot be provided for any costs for an IWT program that starts before the contract for delivery of training has been executed. After the contract is fully executed all required forms will be provided to the employer. These forms will include:

- Trainee Data Submission Form.
- Reimbursement Request Form.
- Trainee Roster
- Training Expense Summary Report.
- Final Training Evaluation Form

Reimbursements

The first reimbursement can be requested once the contract has been executed by MVWDB. Businesses may request reimbursement as frequently as needed during the 12-month period. Reimbursements will be made in direct correlation with the business's training progress. The percent of funds reimbursed must stay equal to or less than the percent of trainees that have been trained to date. All reimbursements must be submitted within 60 days of the contract end date. Reimbursement requests received after the 60-day cutoff will not be processed. Before an invoice can be paid, the Reimbursement Request Form must be completed and submitted to the MVWDB. Before the final payment can be processed the Final Training Evaluation form must

be completed.

Contract Terms

The contract will set forth all processes and expectations for administering, implementing, and completing the training. If the contract is not executed within a 45- day time frame, the grant award becomes null and void unless permission is granted by the MVWDB. In the contract the employer will agree to and assure the following:

- The business will disclose whether they are currently receiving training funds, either directly or indirectly, from Iowa state government. (If an employer is receiving training funds from Iowa state government they are not eligible to receive IWT funds as it would be a duplication of funding).
- Employer will assure they are not presently debarred, suspended, proposed for disbarment, and declared ineligible, or voluntarily excluded from participation in transactions by USDOL or the State of Iowa.
- Employer will assure they do not have any outstanding tax liability to the State of Iowa and will disclose outstanding tax liabilities with other state(s).
- Employer will assure they will not make offers of gratuities or favors to any officer, employee or board member, or to any subcontractor staff of the MVWDB.
- Employer will assure they have not relocated from any location in the U.S., until the date that is 120 days after the date on which business commences operations at a new location, if the relocation of such business or part of a business results in a loss of employment for any employee of such business at the original location and such original location is within the UnitedStates.
- Employer will assure that all records relating to activities covered under the Incumbent Worker Training Program will be available and accessible, upon request, during normal business hours and as often as deemed necessary by state and federal duly authorized representative(s), for the purposes to include monitoring, reviewing, verification, audit, and/or investigation. This shall include authorization to make excerpts or transcripts from all applicable records.
- The employer will agree to monitoring by the MVWDB, Iowa Workforce Development, U.S. Department of Labor, or other such related agencies of training records to ensure compliance with rules and regulations.
- The Employer must agree to not discriminate against any participant because of age, race, creed, color, religion, political belief or affiliation, sex, national origin, ancestry or disability.
- The Employer must agree to comply with the Americans with Disabilities Act of 1991, Public Law 101-336, or as amended and associated code of federal regulations published in the Federal Register as applicable to the Employer directly or indirectly as recipients of contracted funds for the State of Iowa.

Length of Contract

Training must be completed within 12 months from the date of approval. From there, the company will have 60 days to submit final reimbursement requests for training completed during the contract period.

Extensions

There is no provision in the contract for extensions. A business is expected to have carefully assessed its training needs so that it will apply only for the funds needed for training that can be completed in a 12-month time frame.

Amendments

If there is an extenuating circumstance that leads to a need to request a change to the approved training, the business must contact the MVWDB to discuss the best alternatives. Changes in the training(s) will not necessitate a new application but the business will need to complete an amended training form and submit to the WDB as soon as possible. If necessary, the MVWDB may convene the grant review committee to review these changes as it relates to the purpose of this grant, including the trainees' originally identified skills gaps. The training will still need to be completed within the one-year timeframe.

Technical Assistance


The MVWDB staff is available to provide technical assistance throughout the process, from the application stage throughout contract execution, contract management and fiscal closeout. An individual or organization may assist a business or group of businesses in the application process; however, that individual/organization may not be compensated with grant funds.

Other Training Resources

There are additional training programs at the local and state level designed to support Iowa businesses by providing training grants. A business can also apply for a State of Iowa grant through Future Ready Iowa's Employer Innovation Fund <https://www.futurereadyiowa.gov/innovation#:~:text=What%20is%20the%20Employer%20Innovation,developing%20regional%20workforce%20talent%20pools..>

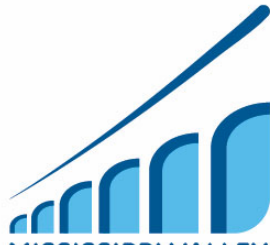
Provide brief summary of Iowa 260e and 260f programs and link.

Other local options for funding include Customized Training which is designed to meet the specific requirements of an employer or group of employers, with the commitment that the employer(s) will retain current employees or hire individuals who successfully complete the training) or an On-the- Job Training grant (On-the-Job Training is training conducted by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job) through the MVWDB.



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One-Stop Operator September 2022



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

1

September Hiring Events/Job Fairs



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Date	Type	Location	Job Seekers
9/1/2022	HNI Hiring Event	Burlington IowaWORKS	0
9/12/2022	Opportunity Knocks on Monday Job Fair	Davenport IowaWORKS	24
9/13/2022	Hire Talent Tuesdays Job Fair	Burlington IowaWORKS	46
9/19/2022	Opportunity Knocks on Monday Job Fair	Davenport IowaWORKS	20
9/20/2022	Volt Hiring Event	Davenport IowaWORKS	6



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

2

MVWA September Workshops



Workshop	Burlington	Davenport
Resumes	4	24
Job Search	4	73
Interviewing	49	45
Career Interest	2	5
Personal Growth	5	14
Work Readiness	16	0
Unemployment Info	3	2
Job Finding Club	34	88
Other*	1	0

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



3

September VOS Numbers Burlington



VOSGreeter® - by Office
 Report Date: 10/04/2022
 Region/Lvia: Mississippi Valley LVV
 Office: Burlington
 Start Date: 9/1/2022
 End Date: 9/30/2022
 Report Run Time: 10/4/2022 10:13:4

Office	Individuals	%	Veterans	%
<input checked="" type="checkbox"/> Burlington	595	100.00%	21	3.53%
AJC Workshops	12	2.02%	0	0.00%
I am here to see a specific staff member	84	15.80%	3	0.50%
File UI Claim / Questions	202	33.95%	9	1.51%
Unsure / Other	72	12.10%	2	0.34%
PJ Orientation	3	0.50%	0	0.00%
File Temporary Unemployment Claim	80	13.45%	2	0.34%
Find a Job	68	11.43%	3	0.50%
RESEA-Amanda	11	1.85%	0	0.00%
RESEA-Appointment	2	0.34%	0	0.00%
Sub RESEA-Amanda	1	0.17%	0	0.00%
Hiring Event	16	2.69%	0	0.00%
Hire Talent Tuesdays Job Fair	32	5.38%	2	0.34%
Virtual Job Club	1	0.17%	0	0.00%
NCRC	16	2.69%	0	0.00%

21 business days in September
 595 Individuals = 28/day



4

September VOS Numbers Davenport



VOSGreeter® - by Office
 Report Date: 10/04/2022
 Region/Louis: Mississippi Valley LM
 Office: Davenport
 Start Date: 9/1/2022
 End Date: 9/30/2022
 Report Run Time: 10/4/2022 10:18:21

Office	Individuals	%	Veterans	%
Davenport	951	100.00%	61	6.41%
File UI Claim / Questions	444	46.89%	20	2.10%
AJC Workshops	17	1.79%	0	0.00%
I am here to see a specific staff member	88	9.25%	8	0.84%
Unsure / Other	88	10.41%	7	0.74%
File Temporary Unemployment Claim	117	12.30%	17	1.79%
Find a Job	131	13.77%	9	0.95%
Bring Your A Game Pt. 1	1	0.11%	0	0.00%
Hiring Event	34	3.58%	1	0.11%
RESEA-Amy	15	1.58%	0	0.00%
RCM-Mandy	8	0.83%	1	0.11%
AJC Orientation	3	0.32%	0	0.00%
Bring Your A Game Pt. 2	1	0.11%	0	0.00%
AJC 101	1	0.11%	0	0.00%
RCM-Andrea	2	0.21%	0	0.00%
Create a Great Resume	1	0.11%	1	0.11%
Essential Tools for Job Seekers	1	0.11%	0	0.00%
RESEA Appointment	8	0.84%	0	0.00%
Sub RESEA-Amy	1	0.11%	0	0.00%

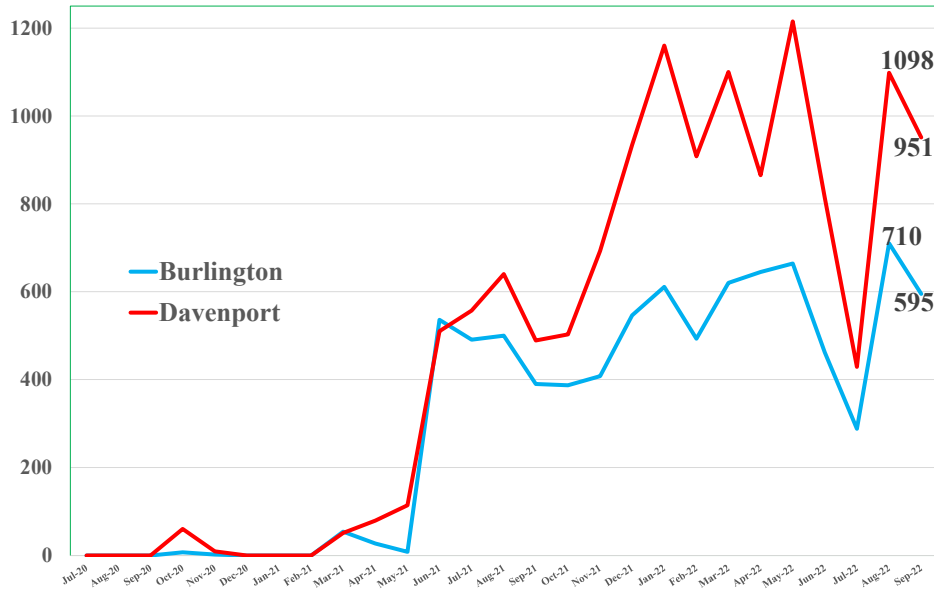
21 business days in September
 951 Individuals = 45/day



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

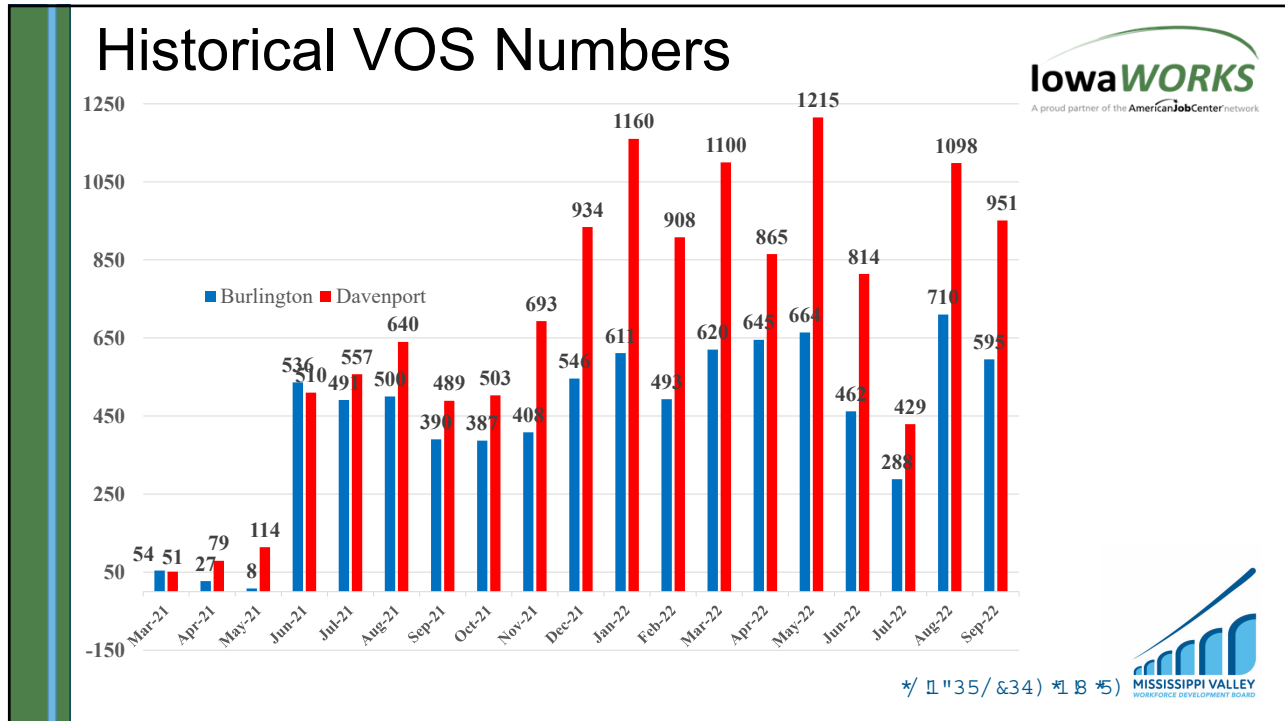
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Historical VOS Numbers

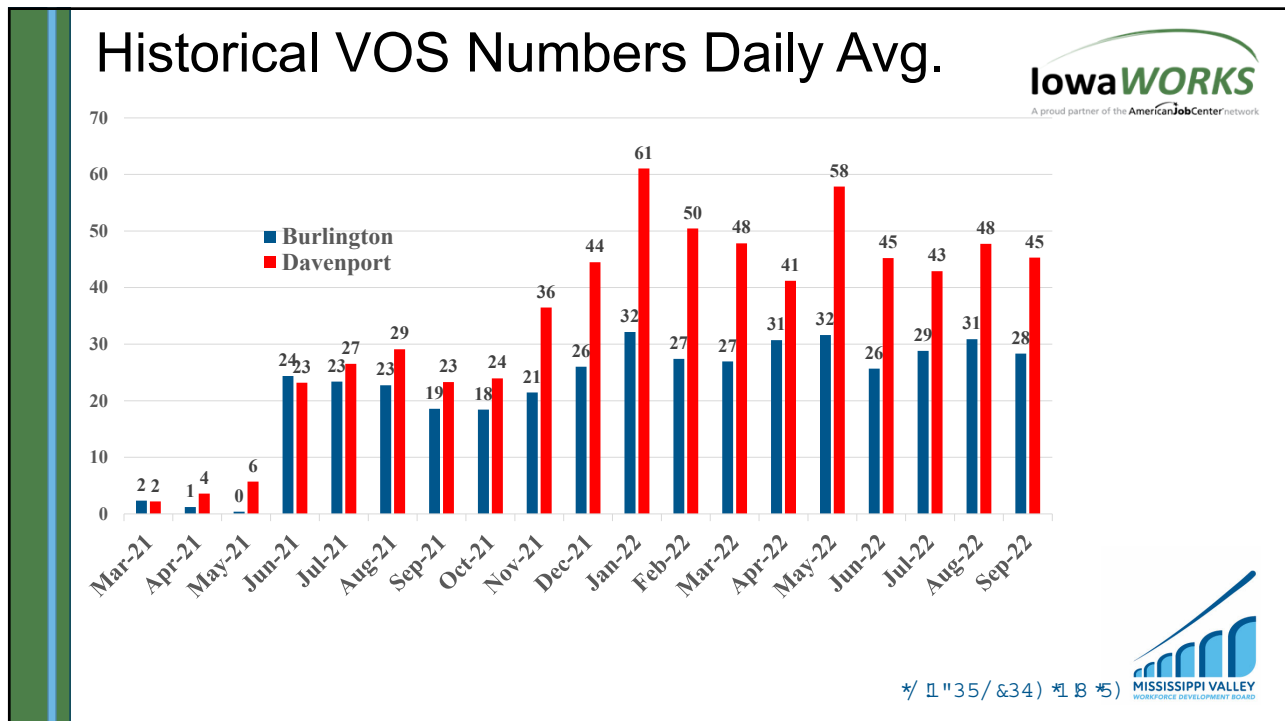


*/ 1 "35/ &34) *1 B *5)

6



7



8

Services Provided Employers September



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	17	17
Employers view internal resumes	34	600
Notification to Employer of Potential Applicant	8	9
Provided Candidate Pre-Screening	1	1
Provided Employer Information and Support Services	46	49
Provided Job Fair Services	21	22
Provided Job Order Follow-up/Assistance	10	11
Provided Rapid Response / Business Downsizing Assistance	3	4
Provided Strategic Planning / Economic Development Activities	3	4
Provided Training Services	12	12
Provided Workforce Recruitment Assistance	14	16
Referred Qualified Applicants	17	19
Registered Apprenticeship - Handoff to Office of Apprenticeship	1	2
Registered Apprenticeship - In-Depth Meeting	2	3
Registered Apprenticeship - Intro Meeting	1	1
Total	190	770

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



9

Facebook September



Office Page	Total Reach*	Impressions**
Davenport	9,603	16,786
Burlington	20,477	23,523

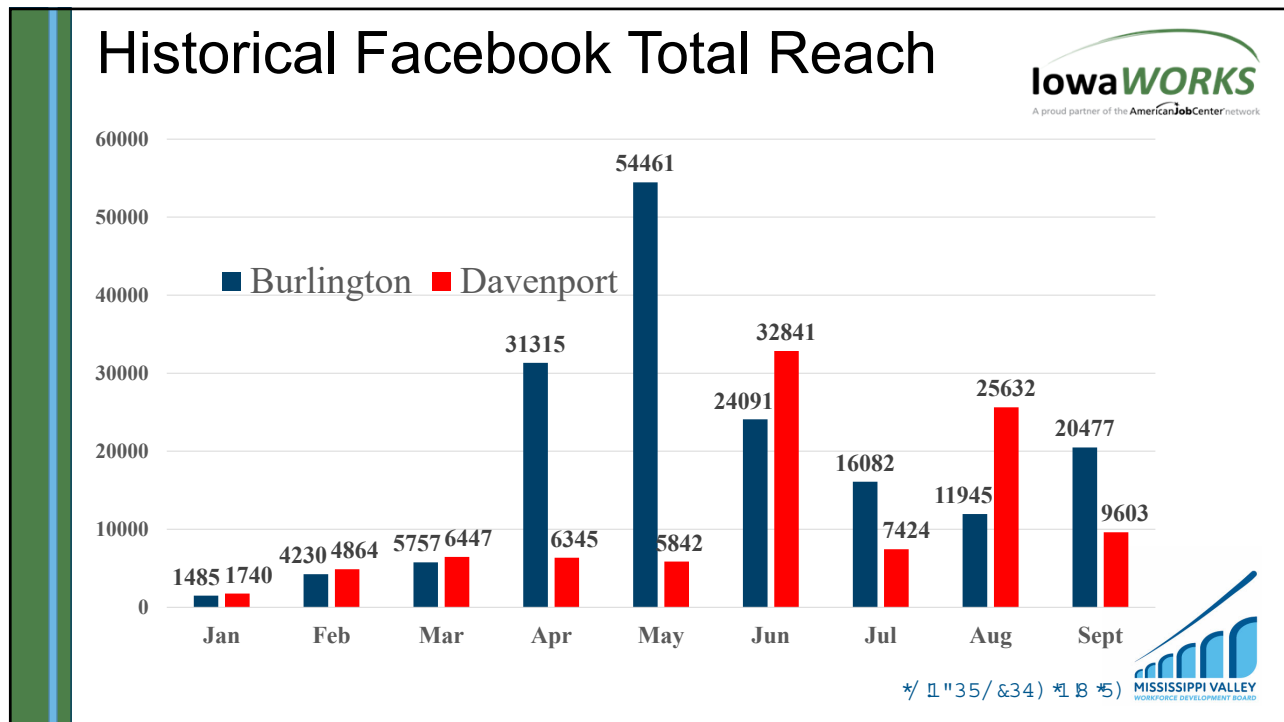
*Reach: The number of unique individuals who saw any of your content

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

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



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11

Customer Satisfaction September

A proud partner of the AmericanJobCenter network

Six questions in which respondents can report a level of satisfaction/dissatisfaction:

1. Overall, please rate your satisfaction with lowaWORKS services/assistance
2. Overall, please rate your satisfaction with lowaWORKS staff
3. Overall, please rate our technology
4. Please rate the accessibility of our building (location/sidewalks/ramps/doorways/classrooms/restrooms)
5. Please rate the accessibility of our programming (computer access/materials/teaching styles)
6. Please rate the accessibility of our assistive technology (large-screen monitor/trackball mouse/variable height desk)

Choices are: Very Dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, Very Satisfied

MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

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Customer Satisfaction September



40 of 42 respondents (92.5%) reported being somewhat or very satisfied

- 2 were somewhat or very satisfied in 3/6 categories (these were considered “dissatisfied”)
- 2 were somewhat or very satisfied in 4/6 categories
- 2 were somewhat or very satisfied in 4/5 categories
- 7 were somewhat or very satisfied in 5/6 categories
- 1 was somewhat or very satisfied in 4/4 categories
- 28 were somewhat or very satisfied in 6/6 categories

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
100%	100%	100%	89%	100%	100%	100%	91.4%	92.5%

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



13

Customer Satisfaction September



Areas of concern

- Challenges related to the system outage
- Difficult to get help via phone
- The Unemployment system is unnecessarily complex; too many obstacles and hoops
- Website is convoluted and not user-friendly

Positive comments

- Staff was attentive to my needs, quick to respond
- Your job search club weekly meetings are extremely good, and helpful. Your facilitators are all very knowledgeable, and informative. THANK YOU SO MUCH IOWA WORKS!!!! :))))
- Any questions asked was answered with great detail
- They reached out to me quickly to help me find employment

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



14

MVWA (September) Partner Referrals

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Referred To	Burlington	Davenport	Referred From	# of Referrals
AARP/SCSEP	0	1	AEL/HiSED	5
Title I Adult/DW	21	34	Promise Jobs	6
Title I Youth	5	4	RCM/RESEA	40
Title II (AEL/HiSED)	2	7	Title III	23
Title IV (Voc Rehab)	3	1	Title IV	1
Veterans	0	1	Trade/TAA	1





EQUUS[®]

WORKFORCE SOLUTIONS

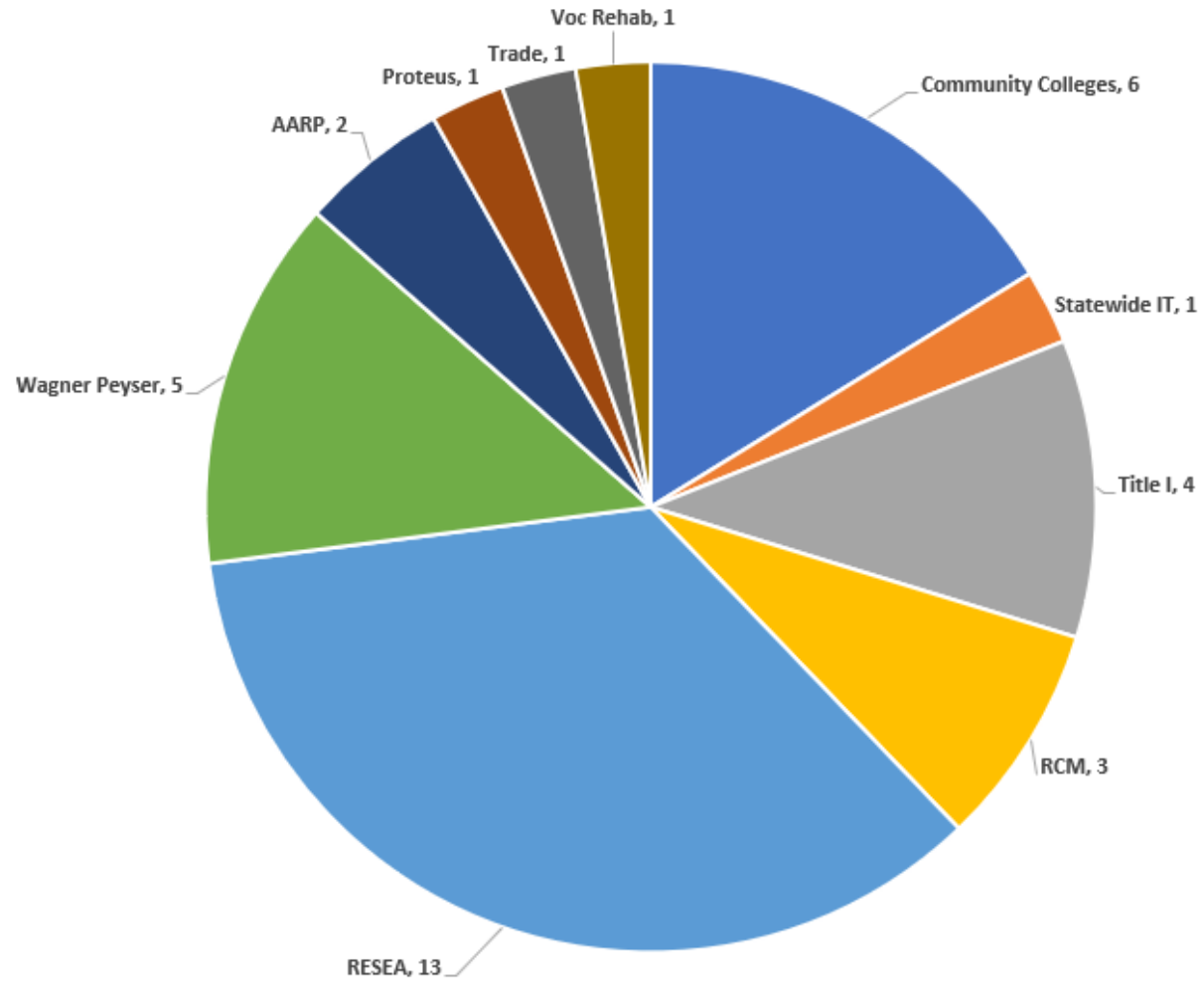
Creating Opportunities. Changing Lives.

Mississippi Valley

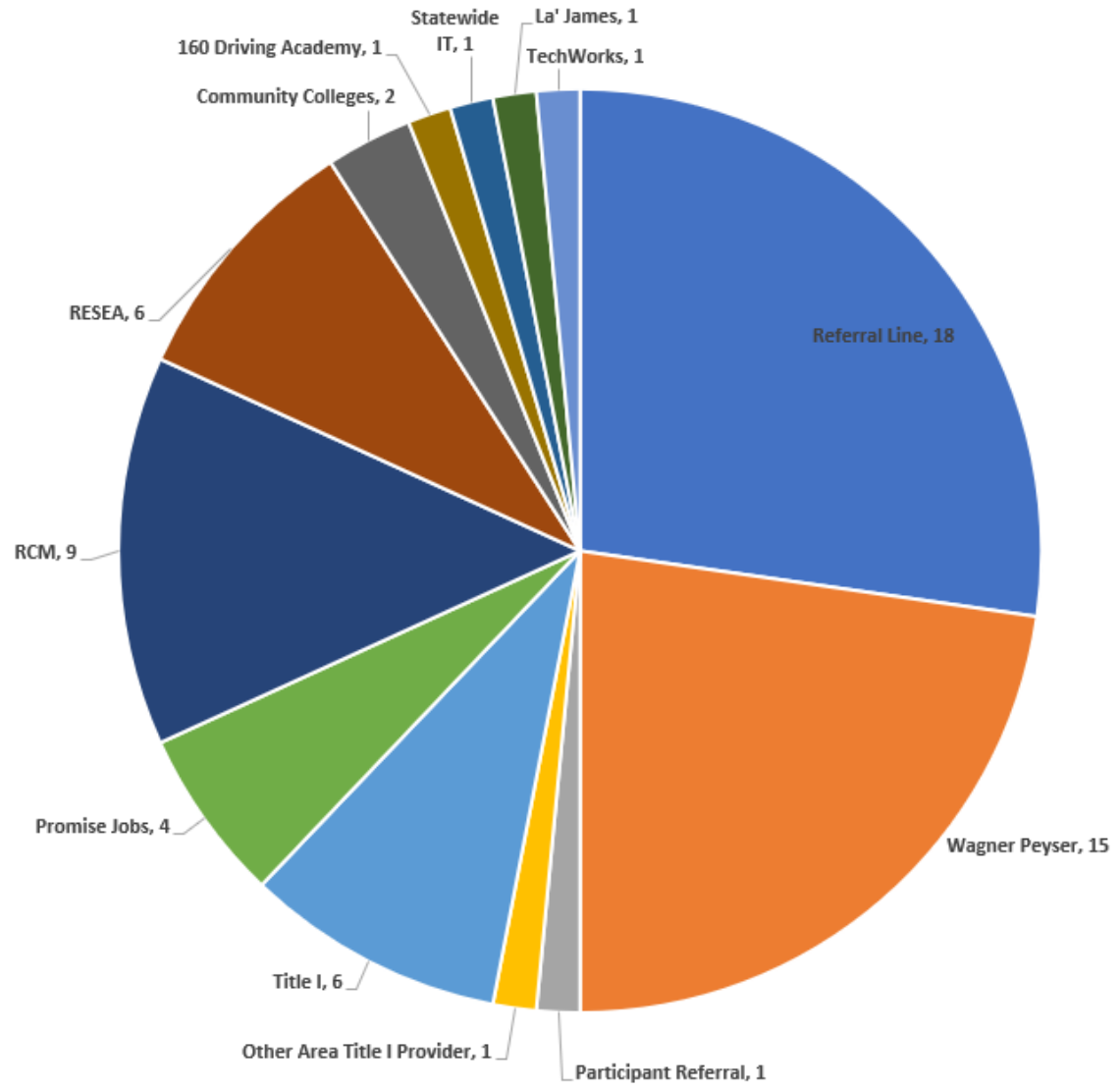
Adult, Dislocated Worker, National Dislocated Worker Grant Monthly Progress Report

September 2022

Burlington A/DW Referrals (September)



Davenport A/DW Referral (September)



Enrollments

	September	YTD Goal	YTD Actual	% of Goal
Adult	7	125 (Total)	37	
Dislocated Worker	5	125 (Total)	59	77%
National Dislocated Worker Grant	1	40 co-enrolled	127	315%

Caseload

Adult

- ▶ 131 Active
- ▶ 110 Follow Up
- ▶ 48.2 Average caseload
- ▶ 13 Exit
 - ▶ 4 Employed
 - ▶ 3 Not employed
 - ▶ 6 Unknown

Dislocated Worker

- ▶ 146 Active
- ▶ 44 Follow Up
- ▶ 38 Average caseload
- ▶ 12 Exit
 - ▶ 7 Employed
 - ▶ 2 Unknown
 - ▶ 2 Not employed
 - ▶ 1 Deceased

Occupational Skills Training

	September	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	14	125	121	97%

Work Based Learning

	September	YTD Goal	YTD Actual	% of Goal
Work Based Learning	0	30	4	13%
NDWG OJT	0	28	2	7%

Legacy in Action

IA MISSISSIPPI VALLEY IOWA ADW	09/26/22	None
IA MISSISSIPPI VALLEY IOWA ADW	09/28/22	Opportunities available and financial aud available
IA MISSISSIPPI VALLEY IOWA ADW	09/15/22	People from workforce did excellent job specially my guidance Miss Tyler Weger she did and still doing such a excellent job love the way she treat me and help me th you for all you do..!!
IA MISSISSIPPI VALLEY IOWA ADW	09/06/22	Showed a sincere interest in helping me and Megan has done everything she could to help me to succeed.
IA MISSISSIPPI VALLEY IOWA ADW	09/20/22	Sumita is a very caring and helpful individual. I appreciate her help
IA MISSISSIPPI VALLEY IOWA ADW	09/08/22	Sumita Nimrick has always went above and beyond for both myself, as a provider and screening potential students for a positive outcome. Both are held to high standards, as it should be. I appreciate this more than she may even realize.
IA MISSISSIPPI VALLEY IOWA ADW	09/28/22	You guys were of great help. Shayla T. Was very helpful and understanding through this whole process. Thank you for your kindness and support.



96.6% Customer Satisfaction Rate



39 Surveys Completed

- ▶ 2 Lee County Manufacturing
- ▶ 1 Clinton County Education
- ▶ 1 Henry County Manufacturing
- ▶ 1 Des Moines County Logistics
- ▶ 1 Des Moines County Health Care

Dislocated Worker Industries

Outcomes

Credentials

- 5 CDL
 - 3 with Hazmat endorsement
- 4 TechWorks
- 1 CNA

3 Unsubsidized
employment

1 MSG

Participant Highlights

- ▶ Scott county Adult Veteran completed TechWorks program and obtained unsubsidized employment at Sedona Technologies in System Integration.
- ▶ Henry county participant gained unsubsidized employment in the maintenance department at Lomont in Mount Pleasant for \$27/hour.