



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Wednesday, December 13, 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	Mandy Tripp
*Excused Absences	Matthew Nicol
*Approval of Agenda	Matthew Nicol
*Approval of Previous Meeting Minutes	Matthew Nicol

STANDING REPORTS

One-Stop Operator Report (Page 5)	Robert Ryan
Adult/DW/RR Report (Page 14)	Kendra Schaapveld
Title III Report (Page 22)	Jana Wittenberg

NEW BUSINESS

*Self-Sufficiency Policy Review (Page 27)	Matthew Nicol
In-Person Meeting	Matthew Nichol

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 accommodation, please contact Miranda Swafford at director@mississippivalleyworkforce.org or at 319-759-8980.

Operations Committee Meeting

Wednesday, November 9, 2022, at 4:00 p.m. via Zoom

Members Present: Mathew Nicol, Kirby Phillips, Scott Schneider, Tim Gobble, Mandy Parchert, and Jana Wittenberg

Members Absent: Ryan Drew

CEOs Present: None Present

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Associate Director, and Mandy Tripp, Executive Assistant

Service Provider Staff Present: Kendra Schaapveld, Project Director, and Cherisa Price-Wells, Regional Director

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 4:02 p.m.

EXCUSED ABSENCES

No excused absences. Drew had an unexcused absence.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

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

***APPROVAL OF PREVIOUS MINUTES**

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

***Participant License Screening Policy**

After a discussion that this was based on the CDL screening standards from EICC and the goal is to ensure a suitable career pathway, the participant must be employable after completion of training. Schneider made a motion to approve the License Screening policy as presented, seconded by Wittenberg, and the motion carried.

LMI REPORTS

Nicol shared his takeaways from the reports for healthcare, transportation, and manufacturing.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Ryan reviewed the numbers for October. Burlington averaged 27 visitors per day. Davenport had an average of 58 visitors per day. Facebook total reach in Davenport was 8328 Burlington's Facebook total reach was 24,301. Customer satisfaction dropped to 69.4% in October, the areas of concern are difficulty to get assistance via phone, and the unemployment system is unnecessarily complex and not user-friendly.

ADULT/DW/RR REPORT

Schaapveld reported for October they had 5 enrollments for Adult, 1 Dislocated Worker, and 0 NDWG. Caseload numbers reflect 124 active and 109 follow-up participants in Adult and 142 active and 47 follow-up participants in the Dislocated Worker program. There were 6 occupational skills training and 2 WBL along with 1 NDWG OJT. Legacy in Action reports a 97.03% customer satisfaction rate. Outcomes included 2 OST CDL, 1 OJT start, 1 TJB start 7 unsubsidized employment and 4 credential attainment.

TITLE III REPORT

Wittenberg reported on unemployment and labor force numbers for the MVWA. The Burlington office served 538 distinct users in October with Davenport serving 953. There were 124 enrollments in October for Burlington and 165 for Davenport.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Gobble made a motion to adjourn the meeting, seconded by Phillips, motion carried, Nicol adjourned the meeting at 4:59 p.m.

*One-Stop Operator Report



IowaWORKS

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One-Stop Operator
November 2022

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WORKFORCE DEVELOPMENT BOARD

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November Hiring Events/Job Fairs



Date	Type	Location	Job Seekers
11/8/2022	Hire Talent Tuesdays Job Fair	Burlington IowaWORKS	26
11/10/2022	Siemens Gamesa Hiring Event	Burlington IowaWORKS	8
11/15/2022	Iowa Premium Hiring Event	Burlington IowaWORKS	4
11/17/2022	Team Staffing of FTM Hiring Event	Burlington IowaWORKS	1
11/14/2022	Opportunity Knocks on Monday Hiring Event	Davenport IowaWORKS	21
11/28/2022	Opportunity Knocks on Monday Hiring Event	Davenport IowaWORKS	26
11/29/2022	TSA Hiring Event	Burlington IowaWORKS	8

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MVWA November Workshops



Workshop	Burlington	Davenport
Resumes	11	20
Job Search	4	17
Financial Literacy	0	7
Interviewing	52	35
Career Interest	0	20
Personal Growth	1	6
Work Readiness	5	0
Unemployment Info	5	25
Labor Market Info	3	0
Job Finding Club	7	20
Other*	3	0

* CPR/First Aid, A-Game, Colors



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October VOS Numbers Burlington



VOSGreeter® - by Office
 Report Date: 12/06/2022
 Region/Lwa: Mississippi Valley LV
 Office: Burlington
 Visit Reason Status: Active
 Visit Reason: None Selected
 Start Date: 11/1/2022
 End Date: 11/30/2022
 Report Run Time: 12/6/2022 1:49:11

18 business days in November
 556 Individuals = 31/day

Office	Individuals	%	Veterans	%
Burlington	556	100.00%	11	1.98%
NCRC	8	1.44%	0	0.00%
I am here to see a specific staff member	56	10.07%	1	0.18%
File UI Claim / Questions	245	44.60%	5	0.90%
File Temporary Unemployment Claim	119	21.40%	1	0.18%
Find a Job	56	10.07%	2	0.36%
Unsure / Other	47	8.45%	0	0.00%
AJC Workshops	6	1.08%	0	0.00%
AJC Orientation	3	0.54%	0	0.00%
RESEA-Amanda	10	1.80%	0	0.00%
Hiring Event	23	4.14%	2	0.36%
NCRC - AO Only	1	0.18%	0	0.00%
PJ Orientation	1	0.18%	0	0.00%
RESEA Appointment	4	0.72%	0	0.00%



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October VOS Numbers Davenport



VOSGreeter® - by Office
 Report Date: 12/06/2022
 Region/Lvia: Mississippi Valley LVD/
 Office: Davenport
 Visit Reason Status: Active
 Visit Reason: None Selected
 Start Date: 11/1/2022
 End Date: 11/30/2022
 Report Run Time: 12/6/2022 1:54:33 P

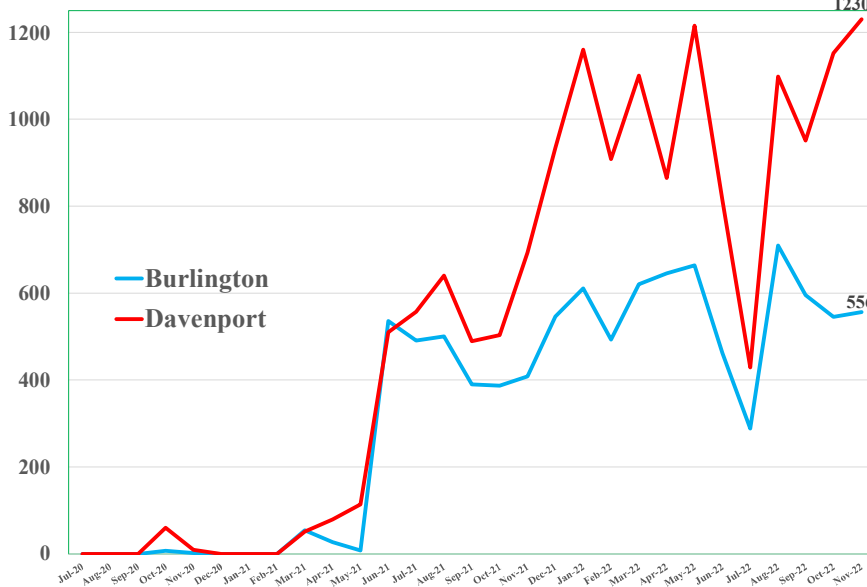
Office	Individuals	%	Veterans	%	Li
Davenport	1,230	100.00%	72	5.85%	
File Temporary Unemployment Claim	282	21.30%	13	1.06%	
File UI Claim / Questions	636	51.71%	35	2.85%	
I am here to see a specific staff member	88	7.15%	9	0.73%	
Find a Job	116	9.43%	11	0.89%	
RCM-Andrea	2	0.16%	1	0.08%	
Unsure / Other	85	6.91%	2	0.16%	
RESEA-Amy	11	0.89%	1	0.08%	
RESEA Appointment	18	1.46%	0	0.00%	
AJC 101	1	0.08%	0	0.00%	
Hiring Event	44	3.58%	6	0.49%	
RESEA-Tina	6	0.49%	0	0.00%	
AJC Workshops	10	0.81%	4	0.33%	
1 on 1 Career Planner Virtual Appointment	1	0.08%	0	0.00%	
Opportunity Knocks Weekly Hiring Event	1	0.08%	0	0.00%	
Essential Tools for Job Seekers	1	0.08%	0	0.00%	
AJC Orientation	3	0.24%	0	0.00%	
Sub RESEA-Tina	1	0.08%	0	0.00%	

18 business days in November
 1,230 Individuals = 68/day

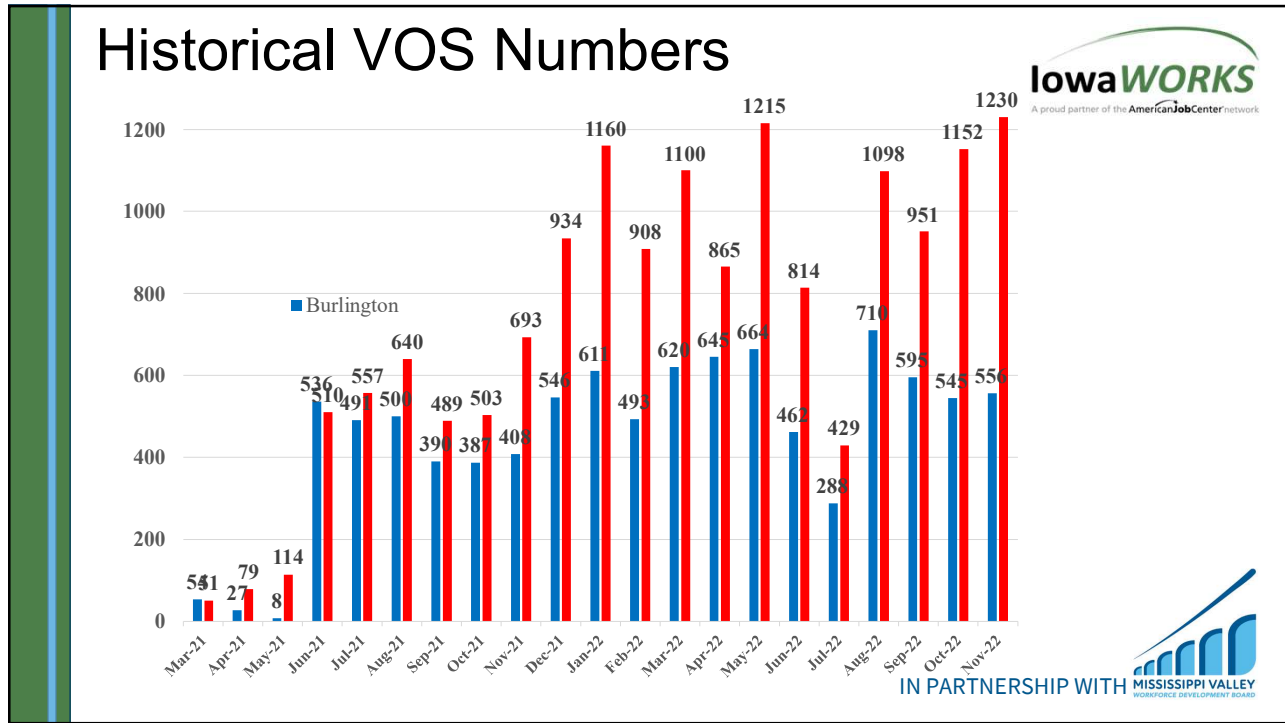


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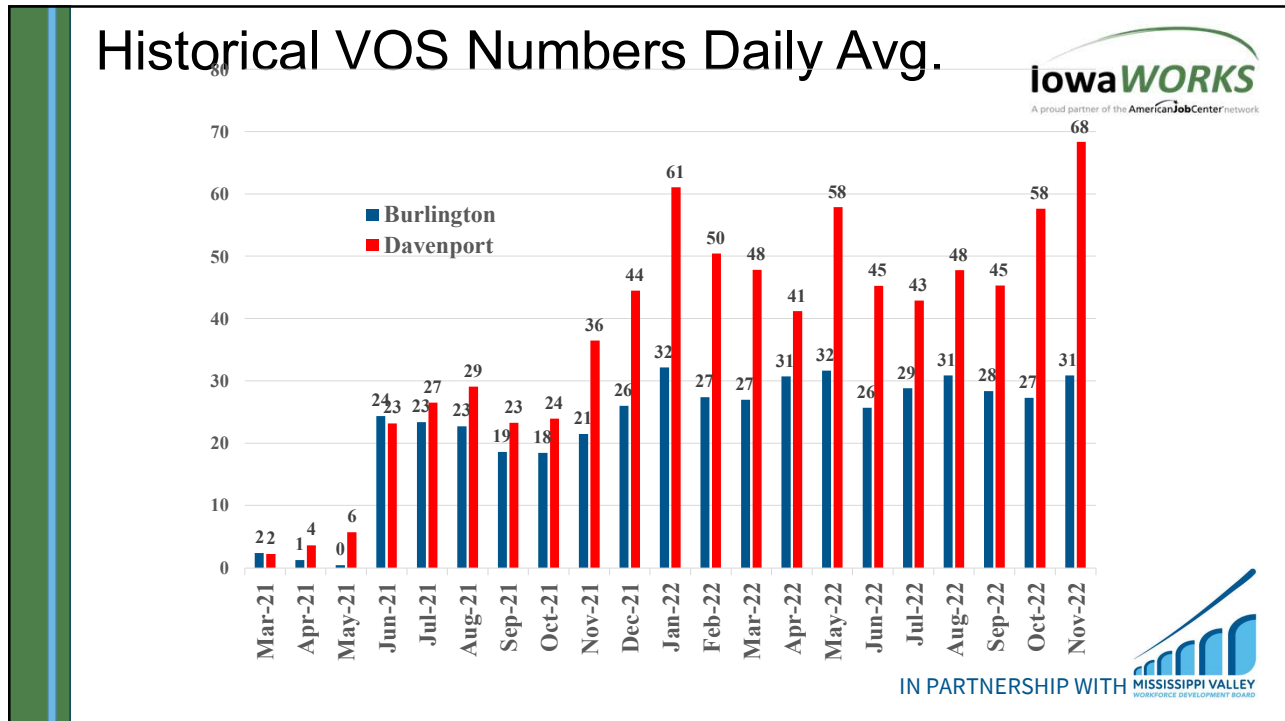
Historical VOS Numbers



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7



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Services Provided Employers November



Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	5	5
Automatic Service - Job Order Created	106	343
Employers view internal resumes	29	815
Notification to Employer of Potential Applicant	3	3
Provided Employer Information and Support Services	49	49
Provided Job Fair Services	13	13
Provided Job Order Follow-up/Assistance	17	20
Provided Rapid Response / Business Downsizing Assistance	2	6
Provided Training Services	1	1
Provided Workforce Recruitment Assistance	29	32
Referred Qualified Applicants	4	8
TOTAL	258	1,295



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Facebook November



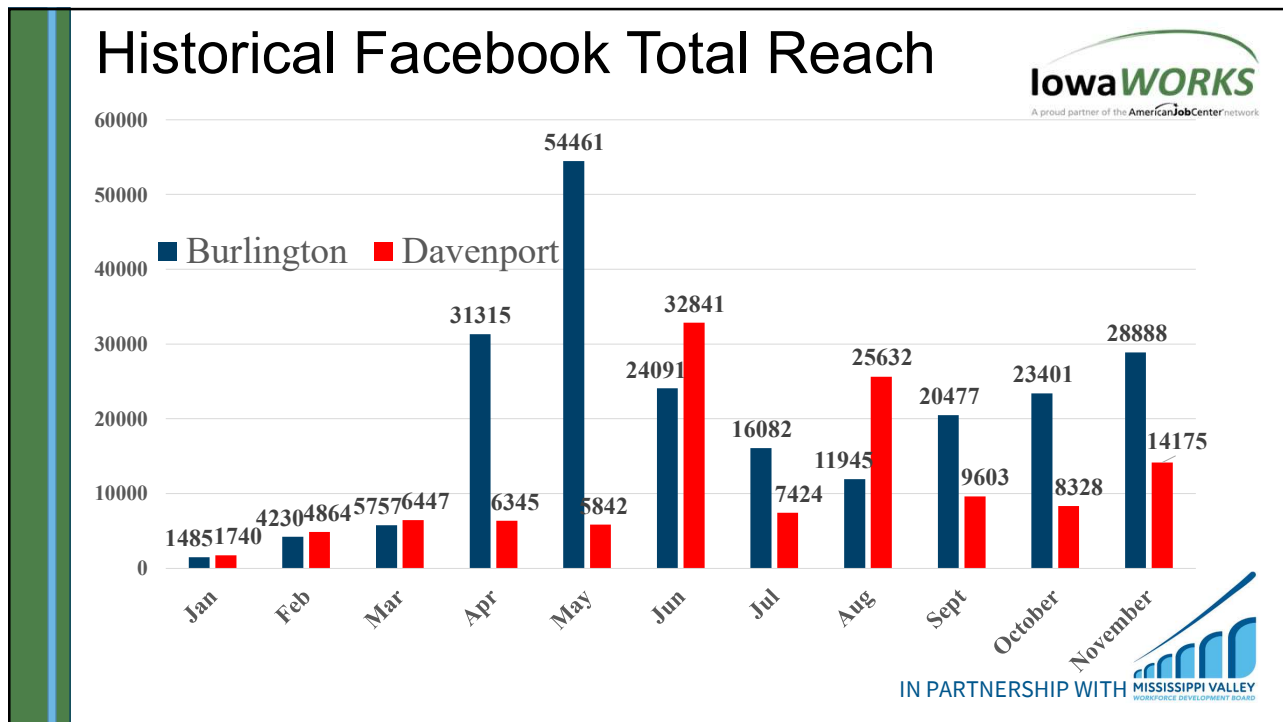
Office Page	Total Reach*	Impressions**
Davenport	14,175	18,259
Burlington	28,888	34,610

**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)*




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Customer Satisfaction November




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

1. Overall, please rate your satisfaction with IowaWORKS services/assistance
2. Overall, please rate your satisfaction with IowaWORKS 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


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Customer Satisfaction November



40 of 47 (85.1%) responded “somewhat or very satisfied” to a majority of the questions

- 2 were somewhat or very satisfied in **0/3, or 0/6** categories
- 5 were somewhat or very satisfied in **3/6** categories (these were considered “dissatisfied”)
- 2 was somewhat or very satisfied in **2/3** categories
- 7 were somewhat or very satisfied in **4/6** categories
- 2 were somewhat or very satisfied in **3/3** categories
- 2 were somewhat or very satisfied in **5/5** categories
- 27 were somewhat or very satisfied in **6/6** categories

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
100%	100%	100%	89%	100%	100%	100%	91.4%	92.5%	69.4%	85.1%



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Customer Satisfaction November



Areas of concern

- “Using two websites to accomplish one thing is completely counterintuitive”
- “No one will return your calls”
- “The website is extremely confusing and the way to “certify” in today’s age of recruiters and online applications is almost completely pointless”

Positive comments

- Great friendly, knowledgeable, helpful staff
- Everyone whom I have spoke with is truly amazing!! Kelly at the Burlington office has been an incredible support and a priceless wealth of information and direction!! BRAVO!
- The Zooms were very helpful



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MVWA (November) Partner Referrals



Referred To	Burlington	Davenport
AARP	0	1
CTE	0	1
Title I Adult/DW	12	24
Title I Youth	8	1
Title II (AEL/HiSED)	4	2
Title IV (Voc Rehab)	2	2

Referred From	# of Referrals
AEL/HiSED	
Promise Jobs	7
Proteus	3
RCM/RESEA	17
Title I	
Title III	
Title IV	
Trade/TAA	1



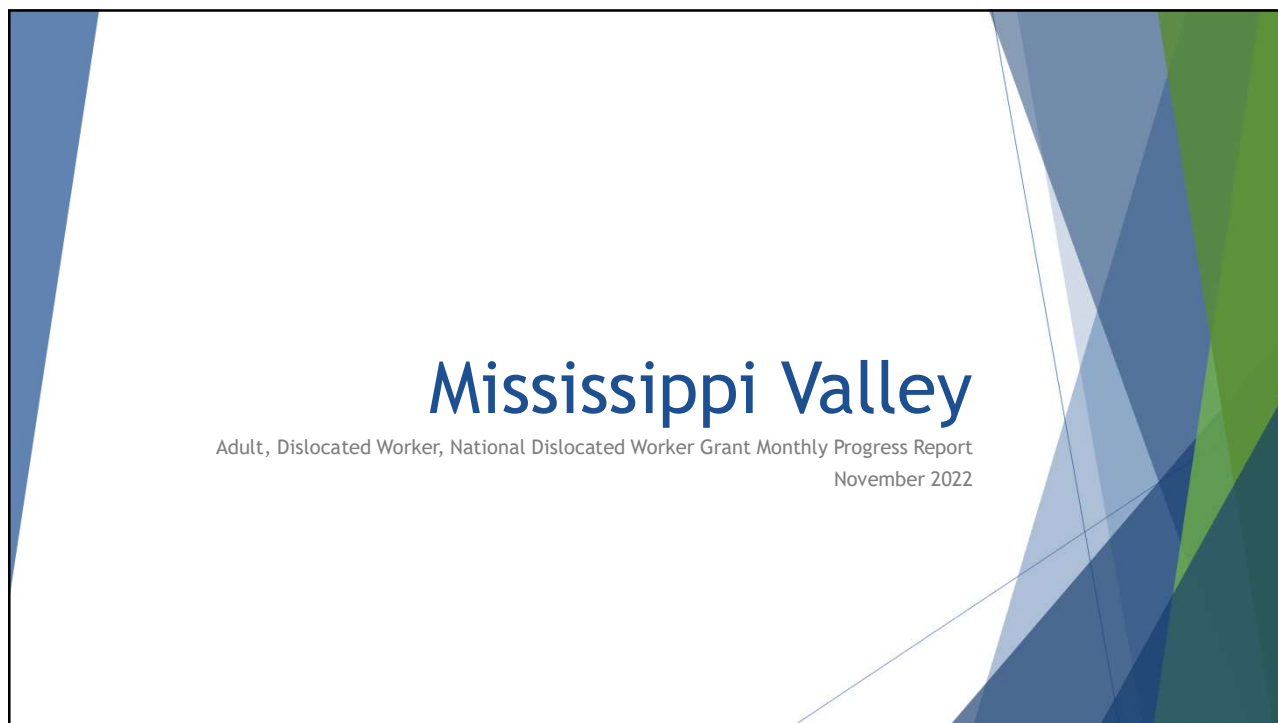
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MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT SCHOOLS

Adult/DW/RR Report



1



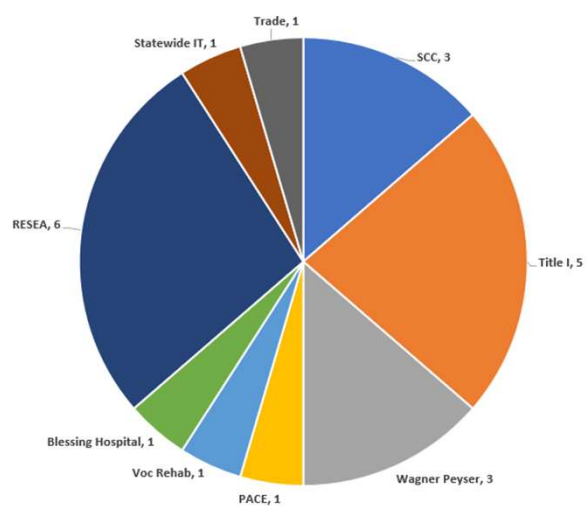
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Rapid Response

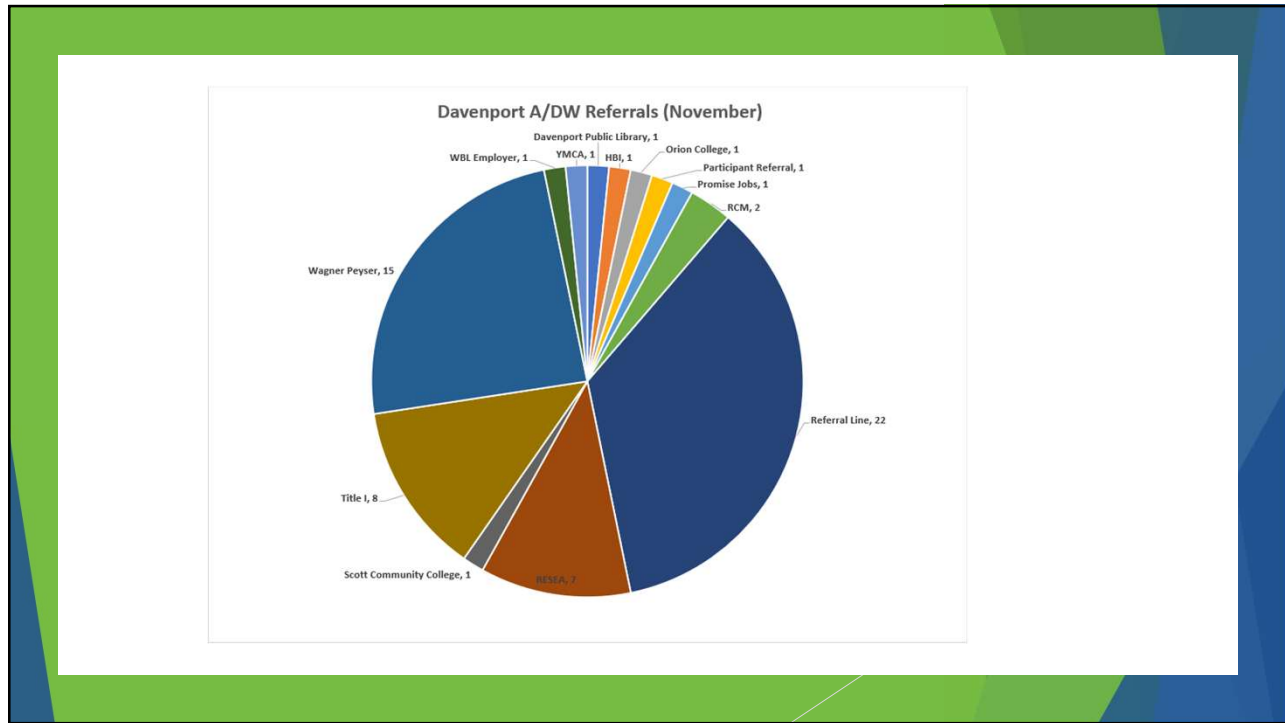
- ▶ West Liberty Foods
 - ▶ Worker Information Meetings for 120 workers set for December 7 and 8
 - ▶ Corresponded with several businesses who are interested in hiring
 - ▶ Began discussions for job fair event in Mount Pleasant that will assist WLF

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Burlington A/DW Referrals (November)



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Enrollments

	November	YTD Goal	YTD Actual	% of Goal
Adult	3	125 (Total)	45	
Dislocated Worker	0	125 (Total)	60	84%
National Dislocated Worker Grant	0	40 co-enrolled	127	315%

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Caseload

Adult

- ▶ 122 Active
- ▶ 101 Follow Up
- ▶ 37.16 Average caseload
- ▶ 5 Exit
 - ▶ 3 Employed
 - ▶ 2 Unknown

Dislocated Worker

- ▶ 135 Active
- ▶ 50 Follow Up
- ▶ 30.83 Average caseload
- ▶ 6 Exit
 - ▶ 6 Employed

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Occupational Skills Training

	November	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	2	125	129	103%

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Work Based Learning

	November	YTD Goal	YTD Actual	% of Goal
Work Based Learning	2	30	8	27%
NDWG OJT	0	28	3	11%

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Legacy in Action

IA MISSISSIPPI VALLEY IOWA ADW 11/30/22

IA MISSISSIPPI VALLEY IOWA ADW 11/30/22

I had an excellent experience overall when I met today with Tyler Weger and Erica Clark today. The meeting was facilitated by Tyler who educated me in a detailed fashion on the services provided and the options available for my particular circumstance. Everyone in attendance at the facility was very knowledgeable, friendly, encouraging, supportive and engaged in assisting me with my personal goals for education and corresponding employment. I was inspired by the options available and am hopeful for the potential of future opportunities. I am very thankful for the programs available and for the people involved in making them fruitful. This program has been referenced on a previous phone call prior to this application. However I didn't realize until I spoke with Erica Clark that this program would actually support my needs. I.E. I didn't think I would be able to afford going back to school while also finding a position in a new field that could accommodate supporting my family. She encouraged me to pursue my passion and to take the risk. That was exactly what I needed to hear to go for it. I have no suggestions on what could be done better. Keep doing what you're doing!

IA MISSISSIPPI VALLEY IOWA ADW 11/19/22

I received a lot of help and she had general concern which was greatly appreciated.



97.00% Customer Satisfaction Rate



17 Surveys Completed

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Dislocated Worker Industries

- ▶ 0 new enrollments

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Outcomes

- Credentials**
 - 2 TechWorks
 - 2 RN
 - 2 CDL
 - 1 Dental Assisting
 - 2 CMAA
- 3 Unsubsidized employment**
- 1 Satisfactory Review for OJT**
- 1 Internship Start
1 TJB Start**

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Challenges

- ▶ EICC renamed their credentials, does not match Eligible Training Provider List

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Participant Highlights

- ▶ **Adult participant** had a successful job shadow with participant and Voc Rehab at Grimes for a para educator/Communication coach position. We previously were trying to set something up with Goodwill, but our individual did not feel it was a good fit for him. Although the participant felt that Goodwill was not a good fit, he feels that this new position will align him with the career path that he is going to enjoy and feel fulfilled in as it correlates with individuals that align with his disability.
- ▶ **Dislocated Worker from Lee County** completed Class B CDL and received employment at LCL Farms at \$20.50 per hour.
- ▶ **Dislocated Worker from Des Moines County** completed Class A CDL.
- ▶ Participant is a dislocated worker who lost their job at ABB due to plant closure. Participant was also co-enrolled with the Trade program. Trade paid for the participant to complete dog grooming certification as well business and professional development at CBIZ. After participant completed these programs, we set up an internship at Pet Bath and Beyond. Participant successfully completed this internship and was hired on upon completion in May of this year. While working at Pet Bath and Beyond this participant worked on establishing her own business as a dog groomer. Yesterday the state came and inspected her home where she has her dog grooming business set up and she passed! Having her own business being a dog groomer was a lifelong dream of hers and is [very excited to start this journey!](#)

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Title III Report



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**MVWA Title III Operations Committee Report
December 2022**

MVWA 2021 Unemployment Rate (Not Seasonally Adjusted)

October 2022	
United States	3.7 %
Iowa	2.9%
Des Moines Co.	4.2%
Henry Co.	2.9%
Lee Co.	4.3%
Louisa Co.	2.7%
Muscatine	3.0%
Jackson	2.9%
Clinton	3.4%
Scott	3.1.%

MVWA 2022 Labor Force (# In Labor Force/Unemployed)

October 2022	
United States	
Iowa	1,725,790/44,820
Des Moines Co.	18,130/760
Henry Co.	9,860/280
Lee Co.	15,300/660
Louisa Co.	5,900/160
Muscatine	20,860/620
Jackson	10,790/320
Clinton	22,210/760
Scott	92,700/2,800

Services Provided Individuals - by Office

Program: Title III - Wagner-Peyser (WP)
 LWIA Record Set Location: Activity Record
 State Region: State Region 1
 Region/Lwia: Mississippi Valley LWDA
 Office: Burlington
 Veteran Information From: Both
 Date Field: Create Date
 Start Date: 11/1/2022
 End Date: 11/30/2022

Office	Distinct Users	Total Services	% of Total
Burlington	517	3,314	100.00%
Office	Distinct Users	Total Services	% of Total
	517	3,314	100%
Total Rows: 1			

Services Provided Individuals - by Office

Program: Title III - Wagner-Peyser (WP)
 LWIA Record Set Location: Activity Record
 State Region: State Region 1
 Region/Lwia: Mississippi Valley LWDA
 Office: Davenport
 Veteran Information From: Both
 Date Field: Create Date
 Start Date: 11/1/2022
 End Date: 11/30/2022

Office	Distinct Users	Total Services	% of Total
Davenport	832	5,456	100.00%
Office	Distinct Users	Total Services	% of Total
	832	5,456	100%
Total Rows: 1			

Enrolled Individuals - By Office

Report Type: Title III - Wagner-Peyser (WP)
Region/LWIA Name: Mississippi Valley LWDA
One Stop Location: Burlington
Date Filter: Participation Date
Start Date: 11/1/2022
End Date: 11/30/2022
Report Run Time: 12/6/2022 5:23:46 PM

Office	Total	% Total
Burlington	95	4.75%

Enrolled Individuals - By Office

Report Type: Title III - Wagner-Peyser (WP)
Region/LWIA Name: Mississippi Valley LWDA
One Stop Location: Davenport
Date Filter: Participation Date
Start Date: 11/1/2022
End Date: 11/30/2022
Report Run Time: 12/6/2022 5:22:58 PM

Office	Total	% Total
Davenport	137	6.85%

Services Provided Individuals - by Veteran Status

Program: Title III - Wagner-Peyser (WP)
 State Region: State Region 1
 Region/LWDB: Mississippi Valley LWDA
 Office: Burlington
 Veteran Information Record: Both
 Filter By Date: Create Date
 Start Date: 11/1/2022
 End Date: 11/30/2022
 Report Run Time: 12/6/2022 5:27:15 PM

Veteran Status	Distinct Users	Total Services	% of Total
No	427	3,016	96.51%
Yes, Eligible Veteran	21	89	2.85%
Yes, Other Eligible Person	2	20	0.64%
Veteran Status	Distinct Users	Total Services	% of Total
	450	3,125	100%
Total Rows: 3			

Services Provided Individuals - by Veteran Status

Program: Title III - Wagner-Peyser (WP)
 State Region: State Region 1
 Region/LWDB: Mississippi Valley LWDA
 Office: Davenport
 Veteran Information Record: Both
 Filter By Date: Create Date
 Start Date: 11/1/2022
 End Date: 11/30/2022
 Report Run Time: 12/6/2022 5:42:48 PM

Veteran Status	Distinct Users	Total Services	% of Total
No	685	4,710	90.94%
Yes <= 180 days	3	39	0.75%
Yes, Eligible Veteran	60	392	7.57%
Yes, Other Eligible Person	4	36	0.73%
Veteran Status	Distinct Users	Total Services	% of Total
	752	5,179	100%
Total Rows: 4			

*Self-Sufficiency Policy

Economic Self-Sufficiency Discussion

The board's current policy needs to be re-evaluated and adjusted in accordance with the increased cost of living and current inflation rates. Questions to consider:

- How much does it cost someone to live including rent, utilities, and other basic needs?
- What threshold does an individual lose access to all public assistance programs?
- Should the self-sufficiency level increase with the number of individuals in the household?

Current Policy

Economic Self-Sufficiency

Individuals who are employed full-time, but are not receiving self-sufficiency wages, may be eligible for WIOA individualized career and training services. The MVWDB establishes the self-sufficiency wage levels that will be used to determine eligibility for services. Economic self-sufficiency is the minimum level of income an individual must earn in order to meet the most basic expenses without public or private assistance. Self-sufficiency wage is defined as employment that provides a wage equal to or greater than the following:

- An hourly wage of \$13.14 for Adult participants
- An hourly wage of \$14.79 for Adult participants who lack access to employer-provided healthcare coverage
- An hourly wage of \$16.43 For Dislocated Worker participants.

The self-sufficiency wage standard is updated annually based on the most recent LLSIL data.

Public Assistance Program Guidelines

Child Care Assistance

- Income under 145% of the federal poverty level (refer to Appendix B for poverty level by family size)

HUD

Davenport – Rock Island MSA

PROGRAM	1 PERSON	2 PERSON	3 PERSON	4 PERSON
LOW INCOME	47800	54600	61450	68250

Lee County

PROGRAM	1 PERSON	2 PERSON	3 PERSON	4 PERSON
LOW INCOME	44200	50500	56800	63100

Weatherization Assistance Program Income Guidelines The total household income for an applicant must be at or below 200% of the 2021 federal poverty guidelines

Low-Income Home Energy Assistance Program

The total household income for an applicant must be at or below 200% of the 2022 federal poverty guidelines

SNAP

Annual Household Income Limits (before taxes)

HOUSEHOLD SIZE*	MAXIMUM INCOME LEVEL (PER YEAR)
1	\$21,744
2	\$29,296
3	36,848
4	\$44,400

Examples from Other Boards

Example 1

Self-sufficiency wage is defined as employment that provides a wage equal to or greater than 200% LLSIL for Adult participants and 250% For Dislocated Worker participants. The self-sufficiency wage standard is updated annually based on the most recent LLSIL data.

Example 2

Individuals who are employed, but are not receiving self-sufficiency wages, may be eligible for WJOA Career and Training services. The Workforce Solutions South Plains Board establishes the self-sufficiency wage levels that will be used to determine eligibility for services. The Workforce Solutions South Plains self-sufficiency wage (SSW) levels shown in the table below are used to determine whether a WIOA participant's employment is leading to self-sufficiency. The SSW levels are based on 85% of the region's annual median wage for all occupations in all industries which is currently \$32,075.

FAMILY SIZE	1	2	3
INCOME	\$27,264	\$44,713	\$54,855

Example 3

The COWIB has set the Self-Sufficiency threshold at \$26.00 per hour in full-time employment. (\$54,080 annually) This standard will be used to determine an Adult or Dislocated Worker's eligibility for career and training service programs.

Appendix B: 2022 Poverty Guidelines and Lower Living Standard Income Level (LLSIL)

Family Size	Poverty Guideline	100% of LLSIL Metro	100% of LLSIL Non-Metro
1	\$13,590	\$15,104	\$14,468
2	\$18,310	\$24,758	\$23,689
3	\$23,030	\$33,981	\$32,525
4	\$27,750	\$41,950	\$40,150
6	\$37,190	\$57,904	\$55,420
<i>For each additional family member</i>	\$4,720	\$8,401	\$8,029

Scott is the only metro county

Examples Based on Non-Metro LLSIL

For a Family of 1

	Amount	Hourly Rate
100% LLSIL	\$14,468.00	\$6.96
150% LLSIL	\$21,702.00	\$10.43
200% LLSIL	\$28,936.00	\$13.91
250% LLSIL	\$36,170.00	\$17.39

For a Family of 2

	Amount	Hourly Rate
100% LLSIL	\$23,689.00	\$11.39
150% LLSIL	\$35,533.50	\$17.08
200% LLSIL	\$47,378.00	\$22.78
250% LLSIL	\$59,222.50	\$28.47

For a Family of 3

	Amount	Hourly Rate
100% LLSIL	32,525.00	15.64
150% LLSIL	48,787.50	23.46
200% LLSIL	65,050.00	31.27
250% LLSIL	81,312.50	39.09

Cost of Living in Davenport Iowa <https://livingcost.org/cost/united-states/ia/davenport>