

Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda Wednesday, January 11, 2023, 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) Mandy Tripp

Adult/DW/RR Report (Page 14) Kendra Schaapveld Title III Report (Page 22) Jana Wittenberg

NEW BUSINESS

*Unlikely to Return Eligibility Policy (page 27) Matthew Nicol
Q1 Performance (page 31) Miranda Swafford

Other Business Public Comment

Adjourn Matthew Nicol

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Andrea Taylor at associate@mississippivalleyworkforce.org or at 1-844-967-5365 option 2.

^{*}Items Requiring a Vote, ** Items Requiring a Roll Call Vote



Mississippi Valley Workforce Development Board

Operations Committee Meeting

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

Members Present: Mathew Nicol, Kirby Phillips, Ryan Drew, Tim Gobble, Mandy Parchert,

and Jana Wittenberg

Members Absent: Scott Schneider CEOs Present: Brinson Kinzer

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

Mandy Tripp, Executive Assistant

Service Provider Staff Present: Kendra Schaapveld, Project Director, Tabytha Seigfried,

Quality Assurance Specialist, and Taylor Longstreth, Operations Manager

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

No excused absences. Schneider had an unexcused absence.

QUORUM

The committee had a quorum to conduct business.

*APPROVAL OF AGENDA

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

*APPROVAL OF PREVIOUS MINUTES

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

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Ryan reviewed the numbers for November. Burlington averaged 31 visitors per day. Davenport had an average of 68 visitors per day. Facebook's total reach in Davenport was 14,175 Burlington's Facebook total reach was 28,888. Customer satisfaction was 85.1 % in November, the areas of concern remain consistent with trouble getting phone assistance and the website being difficult to navigate.

ADULT/DW/RR REPORT

Schaapveld reported for November they had 3 enrollments for Adult, 0Dislocated Worker, and 0 NDWG. Caseload numbers reflect 122 active and 101 follow-up participants in Adult and 135 active and 50 follow-up participants in the Dislocated Worker program. There were 2 occupational skills training and 2 WBL and 0 NDWG OJT. Legacy in Action reports a 97 % customer satisfaction rate. Outcomes included 1 Internship start, 1 TJB start, 1 OJT satisfactory review, 3 unsubsidized employment, and 9 credential attainments. Schaapveld advised they have met a challenge with EICC renaming some of their credentials, which no longer match the Eligible Training Provider list, making it difficult to pay for it, when it does not match the list exactly.

TITLE III REPORT

Wittenberg reported on unemployment and labor force numbers for the MVWA. The Burlington office served 517 distinct users in November with Davenport serving 832. There were 95 enrollments in November for Burlington and 137 for Davenport.

NEW BUSINESS

*SELF-SUFFICIENCY POLICY REVIEW

Nicol discussed the need to review the policy due to inflation and current wage rates. After much discussion, Phillips and Drew agree that the current rate is too low. The rate is used to determine program eligibility and training that can be paid for with WIOA funds. They reviewed current public assistance thresholds including SNAP, HUD, Childcare Assistance, and Weatherization. Drew made a motion to set the amounts at 225% of the LLSI for a family of 1, 200% for a family of 2, and 150% for a family of 3 or more, Parchert seconded the motion, and the motion carried.

IN-PERSON MEETING

Nicol suggested sending out a poll for January, February, and March for dates/locations to hold an in-person meeting.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Phillips made a motion to adjourn the meeting, seconded by Parchert, motion carried, Nicol adjourned the meeting at 5:02 p.m.

One-Stop Operator Report



One-Stop Operator December 2022



1

December Hiring Events/Job Fairs



Date	Туре	Location	Job Seekers
12/6/2022	Hire Talent Tuesday	Burlington IowaWORKS	19
12/20/2022	TSA Recruitment Event	Burlington IowaWORKS	10
12/13/2022	Multiple Hiring Event	Davenport IowaWORKS	31



MVWA December Workshops

IowaWC	DRKS
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Workshop	Burlington	Davenport
Resumes	6	15
Job Search	3	12
Financial Literacy	0	4
Interviewing	37	16
Career Interest	0	16
Personal Growth	3	3
Work Readiness	3	0
Unemployment Info	10	30
Labor Market Info	3	0
Job Finding Club	4	28
Other*	0	0



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3

December VOS Numbers Burlington



VO SGreeter® - by Office Report Date: 01/03/2023 Region/Lwia: Mississippi Valley LWDA Office: Burlington Start Date: 12/1/2022 End Date: 12/3/02022 Report Run Time: 1/3/2023 4:11:40 PM

•	٠	٥	\$	\$:
Office	Individuals	%	Veterans	%	Language
⊟Burlington	589	100.00%	22	3.74%	0
File UI Claim / Questions	257	43.63%	7	1.1996	0
Unsure / Other	48	8.15%	3	0.51%	0
I am here to see a specific staff member	71	12.05%	0	0.00%	0
Find a Job	34	5.77%	2	0.34%	0
AJC Workshops	3	0.51%	0	0.00%	0
File Temporary Unemployment Claim	159	26,99%	9	1.53%	0
RESEA-Amanda	9	1.53%	- 1	0.17%	0
Hiring Event	17	2.89%	0	0.00%	
RESEA Appointment	3	0.51%	0	0.00%	0
NCRC	2	0.34%	0	0.00%	0
RCM-Demeatria	1	0.17%	0	0.00%	0
:	;	٥	٠	٥	٠
Office	Individuals	%	Veterans	%	Language
Total:	589	100.00%			

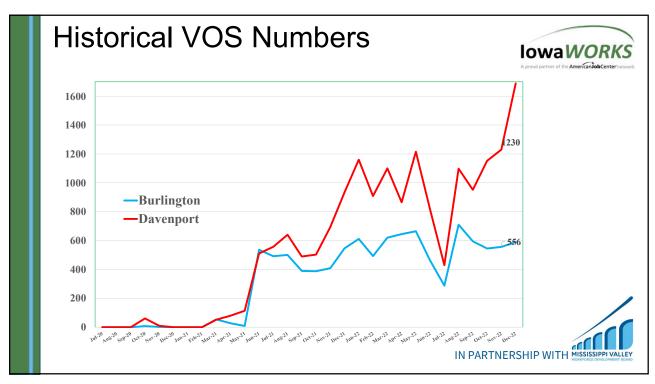
20 business days in December 589 Individuals = 29/day

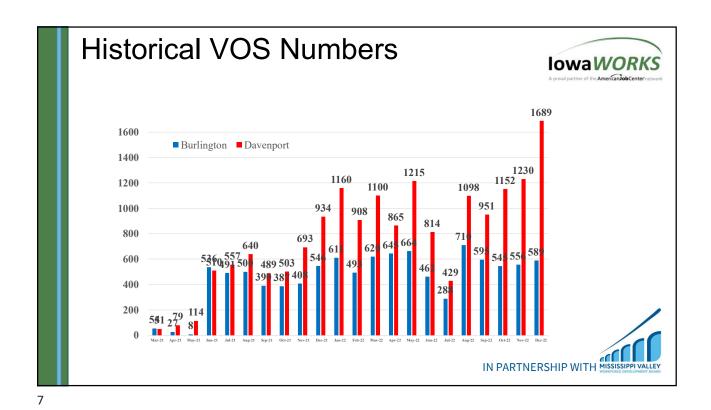


^{*} CPR/First Aid, A-Game, Colors

December VOS Numbers Davenport Iowa WORKS VOSGreeter® - by Office 20 business days in December 1689 Individuals = 84/day100 5.92% 53 3.14% File UI Claim / Questions 899 53.23% 6 0.36% Unsure / Other 0 0.00% 7 0.41% 0 0.00% Find a Job RESEA-Tina 0.59% RESEA-Amy NCRC-National Career Readiness Readi Certificate 2 0.12% 0 0.00% 0 0.00% AJC 101 0.08% 26 1.54% 1 0.08% 2 0.12% 1 0.08% 3 0.18% 0 0.00% 2 0.12% 0 0.00% Hiring Event Essential Tools for Job Seekers Virtual Job Club : : IN PARTNERSHIP WITH MISSISSIE % Language

5





Historical VOS Numbers Daily Avg. IowaWORKS 90 80 70 **■** Burlington 60 50 40 30 20 Apr-22 Nov-21 Dec-21 Jan-22 Feb-22 Jun-22 IN PARTNERSHIP WITH

Services Provided Employers December



Services Provided Employer Reports - by Service

LWIA/Region: Mississippi Valley LWDA Filter By Date: Actual Date Start Date: 12/1/2022 End Date: 12/30/2022 Report Run Time: 1/3/2023 4:19:54 PM

\$ Service	† Total Employers	Total Services
E01 - Assisted Employer with Accessing Untapped Labor Pools	2	2
EJO - Automatic Service - Job Order Created	98	362
E94 - Employers view internal resumes	18	246
E92 - Notification to Employer of Potential Applicant	2	2
E03 - Planned Layoff Response	1	2
E05 - Provided Candidate Pre-Screening	1	1
E07 - Provided Employer Information and Support Services	68	70
E08 - Provided Incumbent Worker Training Services	1	1
E09 - Provided Job Fair Services	8	8
E10 - Provided Job Order Follow-up/Assistance	10	12
E13 - Provided Training Services	1	1
E14 - Provided Workforce Recruitment Assistance	15	16
E90 - Referred Qualified Applicants	5	7
\$	\$ ************************************	‡
Service Total Rows: 13	Total Employers	Total Services



9

Facebook December

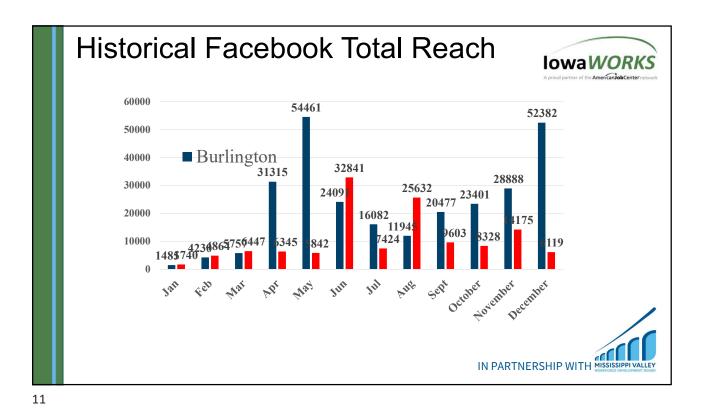


Office Page	Total Reach*	Impressions**
Davenport	6,119	9,871
Burlington	52,382	58,100

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



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



Customer Satisfaction December



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



Customer Satisfaction December



30 of 35 (85.7%) responded "somewhat or very satisfied" to a majority of the questions

- 2 were somewhat or very satisfied in 1/6, or 0/6 categories
- 1 was somewhat or very satisfied in 2/6 categories (these were considered "dissatisfied")
- 1 was somewhat or very satisfied in 3/6 categories
- 2 were somewhat or very satisfied in 4/6 categories
- 1 was somewhat or very satisfied in 2/3 categories
- 4 were somewhat or very satisfied in 5/6 categories
- 23 were somewhat or very satisfied in 6/6 categories

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
100%	100%	100%	89%	100%	100%	100%	91.4%	92.5%	69.4%	85.1%	85.7%

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13

Customer Satisfaction December



Areas of concern

- "Difficult to get help via phone."
- "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

- Very Helpful and understanding at Davenport IowaWORKS
- Were very prompt and polite, and helped answer all my questions.



MVWA (December) Partner Referrals IowaWORKS



Referred To	Burlington	Davenport
AARP	0	0
CTE	0	1
Title I Adult/DW	7	15
Title I Youth	4	2
Title II (AEL/HiSED)	1	2
Title IV (Voc Rehab)	2	2

Referred From	# of Referrals
AEL/HiSED	0
Promise Jobs	4
Proteus	0
RCM/RESEA	14
Title I	0
Title III	5
Title IV	1
Trade/TAA	0



Adult/DW/RR Report

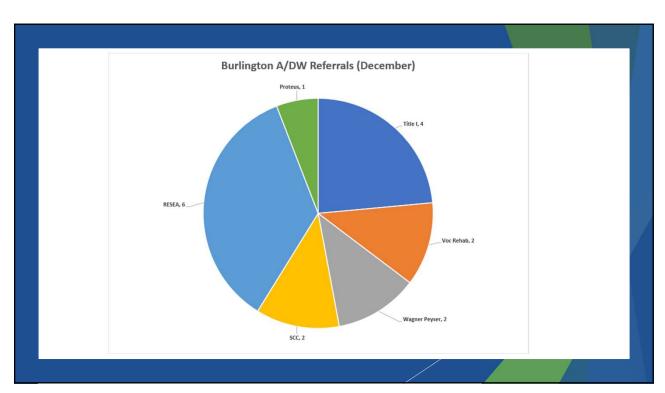


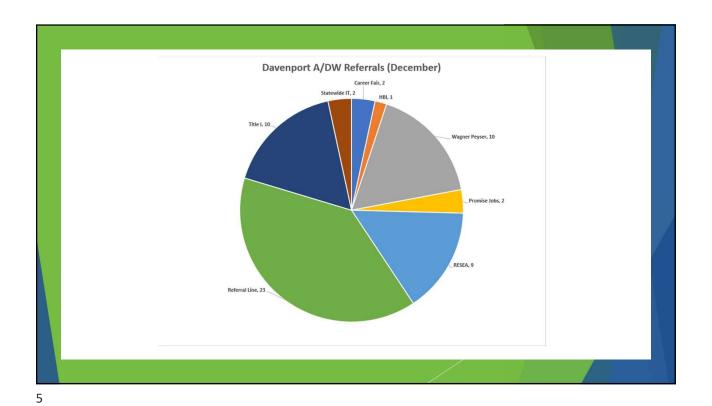
Mississippi Valley Adult, Dislocated Worker, National Dislocated Worker Grant Monthly Progress Report December 2022

Rapid Response

- ▶ 3 Worker Information Meetings ~75 workers in attendance
 - ▶ Translator present
- **12/19/22**
 - Office hours onsite to assist with setting up lowaWORKs accounts and provide information regarding assistance
- ▶ January 10, 2023 12 pm Mount Pleasant National Guard Armory
 - ▶ Job Fair for impacted workers
 - ▶ 45 employers and services agencies will be present
 - ▶ Open to the public

3





Enrollments

	December	YTD Goal	YTD Actual	% of Goal
Adult	2	125 (Total)	47	
Dislocated Worker	1	125 (Total)	61	86%
National Dislocated Worker Grant	0	40 co-enrolled	127	315%

Caseload

Adult

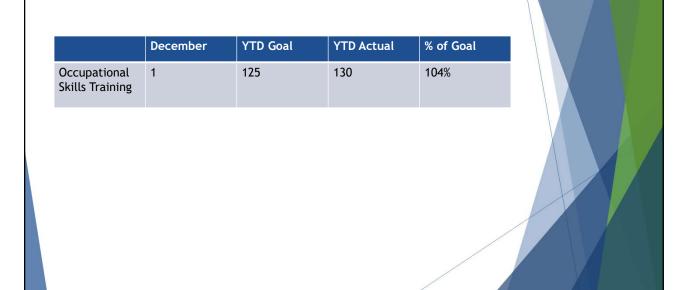
- ▶ 114 Active
- ▶ 100 Follow Up
- ▶ 35.66 Average caseload
- ▶ 10 Exit
 - ▶ 4 Employed
 - ▶ 5 Unknown
 - ▶ 1 Not Employed

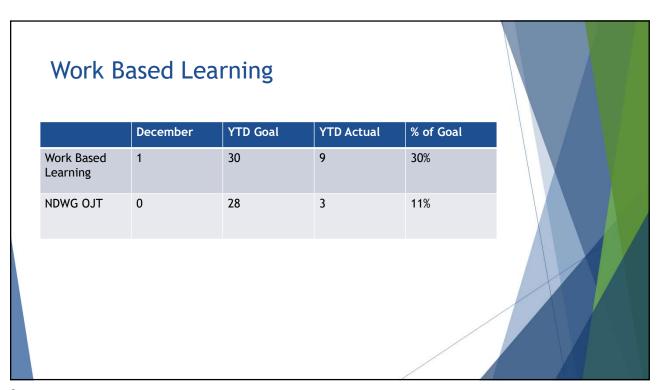
Dislocated Worker

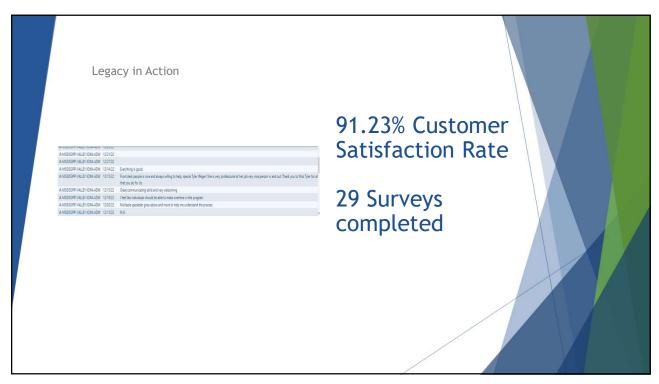
- ▶ 128 Active
- ▶ 52 Follow Up
- ▶ 30 Average caseload
- ▶ 8 Exit
 - ▶ 3 Employed
 - ▶ 5 Unknown

7

Occupational Skills Training







► Lee County, Millwork

Dislocated
Worker
Industries



Participant Highlights

32-year-old Muscatine County Adult participant, eligible by SNAP, was referred to us by Muscatine Community College for financial assistance with CNA classes. Career Navigator spoke with the participant to verify eligibility, provide overview of program, and discuss Priority of Service waitlist. Participant expressed interest in work-based learning, as their primary work experience is in manufacturing. Participant was offered a position with Pinnacle Group Home, a residential memory care center in Muscatine. Collaborated with business services to market work-based learning to employer, developed OJT contract, and participant began their OJT on 12/12/22. We plan to assist with CNA class registration, beginning 1/30/2023.

Title III Report



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MVWA Title III Operations Committee Report January 2023

MVWA 2022 Unemployment Rate (Not Seasonally Adjusted)

November 20)22
United States	3.7 %
Iowa	3.1%
Des Moines Co.	4.4%
Henry Co.	2.9%
Lee Co.	4.7%
Louisa Co.	3.0%
Muscatine	3.2%
Jackson	2.9%
Clinton	3.7%
Scott	3.4%

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

	November	2022
United States		
Iowa		1,711,400/52,400
Des Moines Co.		18,040/800
Henry Co.		9,670/280
Lee Co.		15,130/720
Louisa Co.		5,880/180
Muscatine		20,620/660
Jackson		10,670/310
Clinton		22,160 /830
Scott		91,100/3100

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: 12/1/2022 End Date: 12/31/2022

‡	\$	‡	\$
Office	Distinct Users	Total Services	% of Total
Burlington	462	3,020	100.00%
‡	\$	\$	\$
Office	Distinct Users	Total Services	% of Total
	462	3,020	100%
Total Rows: 1			

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: 12/1/2022 End Date: 12/31/2022 Report Run Time: 1/4/2023 5:53:06 PM

\$	\$	\$
Office	Total	% Total
<u>Davenport</u>	136	100.00%
‡	\$	\$
Office	Total	% Total
Total Rows: 1	136	100%

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

Date Field: Create Date Start Date: 12/1/2022 End Date: 12/31/2022

Veteran Information From: Both

	\$	\$	\$	\$
Office		Distinct Users	Total Services	% of Total
<u>Davenport</u>		908	5,849	100.00%
	‡	\$	\$	\$
Office		Distinct Users	Total Services	% of Total
		908	5,849	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: 12/1/2022

End Date: 12/31/2022 Report Run Time: 1/4/2023 5:51:47 PM

‡	‡	\$
Office	Total	% Total
Burlington	86	100.00%
\$	\$	\$
Office	Total	% Total
Total Rows: 1	86	100%

Services Provided Individuals - by Veteran Status

Program: Title III - Wagner-Peyser (WP) State Region: State Region 1 Region/LWDB: Mississippi Valley LWDA

Office: Burlington State: Iowa

Veteran Information Record: Both Filter By Date: Create Date Start Date: 12/1/2022 End Date: 12/31/2022

Report Run Time: 1/4/2023 5:55:08 PM

\$	\$	\$	‡
Veteran Status	Distinct Users	Total Services	% of Total
No.	353	2,623	95.21%
Yes, Eligible Veteran	18	116	4.21%
Yes, Other Eligible Person	1	16	0.58%
\$	\$	\$	\$
Veteran Status	Distinct Users	Total Services	% of Total
	372	2,755	100%

Services Provided Individuals - by Veteran Status

Program: Title III - Wagner-Peyser (WP) State Region: State Region 1 Region/LWDB: Mississippi Valley LWDA

> Office: Davenport State: Iowa

Veteran Information Record: Both Filter By Date: Create Date Start Date: 12/1/2022 End Date: 12/31/2022

Report Run Time: 1/4/2023 5:56:12 PM

÷	\$	‡	\$
Veteran Status	Distinct Users	Total Services	% of Total
<u>No</u>	638	4,455	89.80%
<u>Yes <= 180 days</u>	1	42	0.85%
Yes, Eligible Veteran	60	421	8.49%
Yes, Other Eligible Person	6	43	0.87%
‡	\$	‡	\$
Veteran Status	Distinct Users	Total Services	% of Total
	705	4,961	100%
Total Rows: 4			

*Unlikely to Return Eligibility Policy



Mississippi Valley Workforce Development Board

Unlikely to Return Eligibility Policy

Approved Date:	
Effective Date:	
PURPOSE	

This policy outlines the Mississippi Valley Workforce Development Board's (MVWDB) definitions and establishes the criteria for Unlikely to Return to a previous industry or occupation for determining eligibility for the Title I Dislocated Worker Program.

BACKGROUND

WIOA Section 3(15)(A)(iii) defines the term dislocated worker and identifies the dislocated worker categories individuals may qualify for WIOA services. Unlikely to return to a previous industry or occupation is an eligibility requirement for Dislocated Worker Category 1 and Category 2. § 680.130 allows Local Workforce Development Boards to establish policies to use in determining an individual's eligibility as a Dislocated Worker, including unlikely to return.

DEFINITION

Definition: "Unlikely to Return"- May be defined in terms of economic conditions, job availability, family, personal or financial circumstances that may affect the likelihood of an individual returning to his or her previous industry or occupation for employment.

CRITERIA FOR "UNLIKELY TO RETURN"

MVWDB has determined a Dislocated Worker is unlikely to return to a previous industry or occupation if one of the following criteria is met:

- Separating service members.
- Has a physical limitation or an injury that limits the individual's ability to perform the job from which they were dislocated or other problems which would preclude reentry into the former industry or occupation, as documented by a physician or other professional (e.g., psychiatrist, psychiatric social worker, chiropractor, etc.).
- Has exhausted Unemployment Insurance Benefits and has been unable to find a job in their previous industry or occupation.
- Individuals that may have worked seasonally can be considered unlikely to work in a
 previous industry or occupation as a temporary or seasonal worker, for a variety of
 reasons such as:
 - o Change in a family situation that requires higher income
 - o Disability that precludes returning to the same industry or occupation

- o Natural disaster that results in lost wages
- Loss of agricultural land
- Mechanization
- Any significant variance to normal seasonal employment patterns resulting in uncertain return-to-work dates
- Individuals laid off on a temporary basis without a specific recall date. An individual is considered as likely to return to a previous industry or occupation if they have a specific recall date from the employer of the qualifying dislocation that is within 12 weeks of termination or layoff. Note: Individuals who have been temporarily laid off due to COVID-19 are eligible under this condition granted they do not have a recall date within 12 weeks of the layoff.
- Recent criminal charges that make the individual ineligible to work in their current industry or occupation.
- Has a gap in employment that decreases the chances of returning to the same level of occupation or type of position.
- Had a change in family/personal situation that prevents them from returning to their previous occupation.
- Unable to obtain credential required by the employer to remain employed.
- The number of jobs in the applicant's previous industry/occupation is declining based on Labor Market Information (LMI) data.
- The projected annual increase in employment growth within the local area based on LMI or O*Net is fewer than 100 jobs in the previous industry (including replacements) or the projected annual increase in growth openings is fewer than 30 jobs in the previous occupation.
- The applicant is dislocated from a job not found on the most recent local or state list of demand occupations (if applicable).
- The applicant has conducted a dedicated but unsuccessful job search in the previous industry/occupation, as evidenced by employer rejection letters or employer contact logs.

ALLOWABLE SOURCE DOCUMENTATION

- DD-214
- Labor Market Information Printout
- Documentation from a Medical Provider
- Unemployment Insurance Records
- Financial Records
- Employment Records/Statement
- Layoff Letter from Employer
- Court Records

REFERENCES

Workforce Innovation and Opportunity Act (WIOA) Final Rules WIOA Sec 3(15)(A)(iii), 20 CFR § 680.130, § 680.660, Workforce Services Policy Chapter 8 WIOA Title 1B Programs

Q1 Performance

WIOA Performance Levels State Mississippi Valley Program Year: 2022 Performance Q1 Assessment:

Wagner-Peyser						
	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)		
Employment 2nd Qtr	60.0%	N/A	66.2%	N/A		
Employment 4th Qtr	67.0%	N/A	69.1%	N/A		
Median Earnings 2nd Qtr	\$6,600	N/A	\$7,011	N/A		

Adult						
	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)		
Employment 2nd Qtr	72.5%	N/A	82.9%	N/A		
Employment 4th Qtr	66.0%	N/A	78.5%	N/A		
Median Earnings 2nd Qtr	\$6,100	N/A	\$6,473	N/A		
Credential Attainment	65.0%	N/A	77.1%	N/A		
Measurable Skills Gain	44.0%	N/A	46.7%	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	83.7%	N/A		
Employment 4th Qtr	85.0%	N/A	88.0%	N/A		
Median Earnings 2nd Qtr	\$8,900	N/A	\$8,744	N/A		
Credential Attainment	69.0%	N/A	81.8%	N/A		
Measurable Skills Gain	44.0%	N/A	53.8%	N/A		

Youth						
	Local Negotiated Rate (Goals)	Adjusted Level (Annual Only)	Actual Rate	Assessment Score* (Annual Only)		
Employment 2nd Qtr	73.0%	N/A	71.9%	N/A		
Employment 4th Qtr	73.0%	N/A	80.0%	N/A		
Median Earnings 2nd Qtr	\$3,700	N/A	\$3,454	N/A		
Credential Attainment	52.0%	N/A	41.2%	N/A		
Measurable Skills Gain	35.0%	N/A	24.3%	N/A		

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