



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Wednesday, March 8, 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 (Page5)	Nick Clayton
Adult/DW/RR Report (Page15)	Kendra Schaapveld
Title III Report (Page 23)	Jana Wittenberg

NEW BUSINESS

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 Andrea Taylor at associate@mississippivalleyworkforce.org or at 1-844-967-5365 option 2.



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, February 8, at 4:00 p.m. in person with Zoom Option

Members Present: Mathew Nicol, Kirby Phillips, Jana Wittenberg, Ryan Drew, and Tim Gobble

Members Absent: Scott Schneider

CEOs Present: none

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, Taylor Longstreth, Operations Manager, and Shannon Weaver, Operations Manager

One-Stop Operator: Nick Clayton

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

CALLED TO ORDER

Nicol called the meeting to order at 4:01 p.m.

EXCUSED ABSENCES

Drew made a motion to accept the absence of Schneider, seconded by Phillips, and the motion carried.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

Phillips made a motion to approve the agenda, seconded by Drew, 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

Clayton reviewed the numbers for January. Burlington averaged 38 visitors per day. Davenport had an average of 89 visitors per day. Facebook's total reach in Davenport was 6,415 and Burlington's Facebook total reach was 56,062. Customer satisfaction was 66.7 % in January the areas of concern remain consistent with the website being difficult to navigate. One survey was completed and gave negative scoring but positive comments in Spanish. A discussion was had

about the state offering the survey in additional languages. Nicol suggested that customers that are dissatisfied with the system be removed from the equation, due to it being out of the control of the local area.

ADULT/DW/RR REPORT

Schaapveld advised on January 10, 2023, they had a Rapid Response Job Fair for those impacted by the West Liberty Food Closure. Schaapveld reported for January they had 3 enrollments for Adult, 1 Dislocated Worker, and 0 NDWG. Caseload numbers reflect 95 active and 100 follow-up participants in Adult and 120 active and 59 follow-up participants in the Dislocated Worker program. There were 11 occupational skills training and 1WBL and 0 NDWG OJT. Legacy in Action reports a 94.34% customer satisfaction rate. Outcomes included 1 measurable skill gain, 2 unsubsidized employment, and 3 credential attainments.

TITLE III

Wittenberg reported on unemployment and labor force numbers for the MVWA. The Burlington office served 578 distinct users in January with Davenport serving 991. There were 107 enrollments in January for Burlington and 182 for Davenport.

NEW BUSINESS

***CUSTOMER SATISFACTION SURVEY**

Nicol discussed the primary intent is to identify the roles and responsibilities regarding the Customer Satisfaction Survey data gathered from the State. Swafford advised it is a policy formalizing what is already happening. Nicol suggested a visual flow chart be added for complaints showing the One-Stop Operator to Swafford to IWD. Wittenberg made a motion to accept the policy with that revision, it was seconded by Phillips and the motion carried.

JOB QUALITY ACADEMY

Swafford presented the information on the Job Quality Academy and the potential benefits of being a part of it since it is something new the DOL is putting together. It requires 5 core partners, the board being the lead applicant. There is interest from Drew & Nye from the Labor section, Kathy Leggett was contacted to see if she would be interested in participating to have an IWD partner. Matthew expressed interest in being a core partner. Other suggestions were businesses and possibly the Quad Cities Chamber. Ideas discussed were an incentive program for employers to be recognized if they provide job quality components, developing standards across industries, and increasing business services delivered around job quality.

LMI

Tripp presented a quick overview of the data that can be used to find In-Demand jobs and industries and a short discussion occurred about how to use the LMI data led by Nicol.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Wittenberg made a motion to adjourn the meeting, seconded by Drew, motion carried, Nicol adjourned the meeting at 5:13 p.m.

One-Stop Operator Report



IowaWORKS
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One-Stop Operator
February 2023



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February Hiring Events/Job Fairs



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Date	Type	Location	Job Seekers
02/06/2023	Multiple Hiring Event	Davenport IowaWORKS	21
02/14/2023	Hire Talent Tuesdays Job Fair	Burlington IowaWORKS	25
02/16/2023	Brockway Hiring Event	Burlington IowaWORKS	2
02/21/2023	Team Staffing of Fort Madison Job Fair	Burlington IowaWORKS	6



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MVWA February Workshops

Workshop	Burlington	Davenport
Career Services	1	1
Resumes	15	10
Job Search	7	98
Financial Literacy	0	1
Interviewing	38	38
Career Interest	3	11
Personal Growth	5	12
Work Readiness	5	0
Unemployment Info	14	18
Job Finding Club	8	30
Other*	1	0

* CPR/First Aid, A-Game, Colors



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February VOS Numbers Burlington



VOSGreeter® - by Office
 Report Date: 03/01/2023
 Region/LWDB: Mississippi Valley LWDA
 Office: Burlington
 Start Date: 2/1/2023
 End Date: 2/28/2023
 Report Run Time: 3/1/2023 4:43:01 PM

19 business days in February
 546 Individuals = 28.7/day

Office	Individuals	%	Veterans	%	Language	%
Burlington	546	100.00%	15	2.75%	0	0.00%
Find a Job	57	10.44%	5	0.92%	0	0.00%
Unsure / Other	58	10.62%	1	0.18%	0	0.00%
File Temporary Unemployment Claim	134	24.54%	0	0.00%	0	0.00%
File UI Claim / Questions	241	44.14%	8	1.47%	0	0.00%
RESEA-Amanda	9	1.65%	0	0.00%	0	0.00%
I am here to see a specific staff member	62	11.36%	2	0.37%	0	0.00%
PJ Orientation	2	0.37%	0	0.00%	0	0.00%
AJC Orientation	1	0.18%	0	0.00%	0	0.00%
AJC Workshops	5	0.92%	0	0.00%	0	0.00%
RESEA Appointment	3	0.55%	0	0.00%	0	0.00%
AJC 101	1	0.18%	0	0.00%	0	0.00%
NCRC	1	0.18%	0	0.00%	0	0.00%



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February VOS Numbers Davenport



VOSGreeter® - by Office
 Report Date: 03/01/2023
 Region/LWDB: Mississippi Valley LWDA
 Office: Davenport
 Start Date: 2/1/2023
 End Date: 2/28/2023
 Report Run Time: 3/1/2023 4:50:25 PM

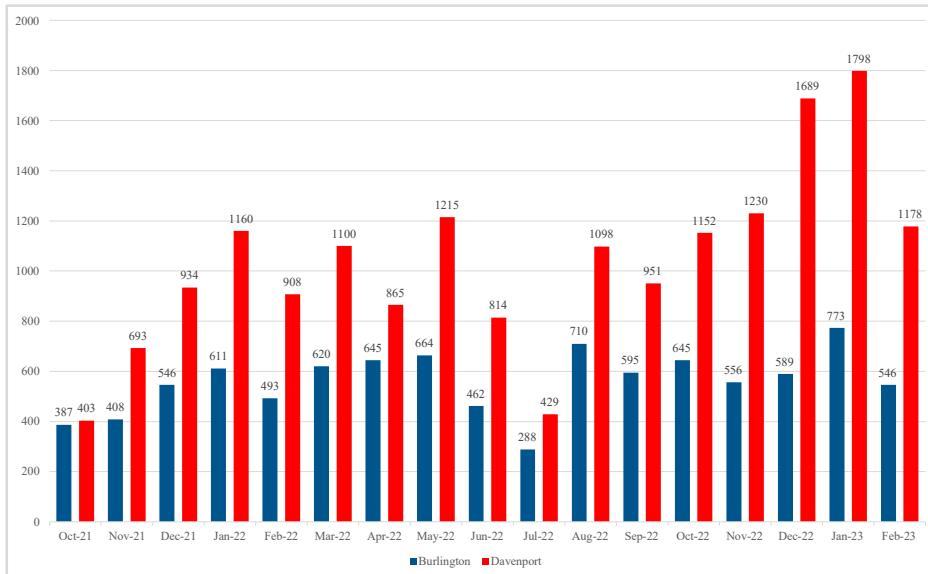
19 business days in February
 1,178 Individuals = 62/day

Office	Individuals	%	Veterans	%	Language	%
Davenport	1,178	100.00%	59	5.01%	0	0.00%
File UI Claim / Questions	626	53.14%	38	3.23%	0	0.00%
File Temporary Unemployment Claim	209	17.74%	6	0.51%	0	0.00%
Unsure / Other	106	9.00%	2	0.17%	0	0.00%
RESEA Appointment	9	0.76%	2	0.17%	0	0.00%
Find a Job	151	12.82%	2	0.17%	0	0.00%
I am here to see a specific staff member	71	6.03%	4	0.34%	0	0.00%
RESEA-Amy	7	0.59%	0	0.00%	0	0.00%
AJC Workshops	19	1.61%	3	0.25%	0	0.00%
RCM-Andrea	3	0.25%	1	0.08%	0	0.00%
Hiring Event	15	1.27%	1	0.08%	0	0.00%
AJC Orientation	2	0.17%	0	0.00%	0	0.00%
RESEA-Tina	2	0.17%	0	0.00%	0	0.00%
RESEA- Samie	2	0.17%	0	0.00%	0	0.00%
RESEA- Samie	1	0.08%	0	0.00%	0	0.00%
JS Orientation	3	0.25%	0	0.00%	0	0.00%
Interview & Negotiate	1	0.08%	0	0.00%	0	0.00%

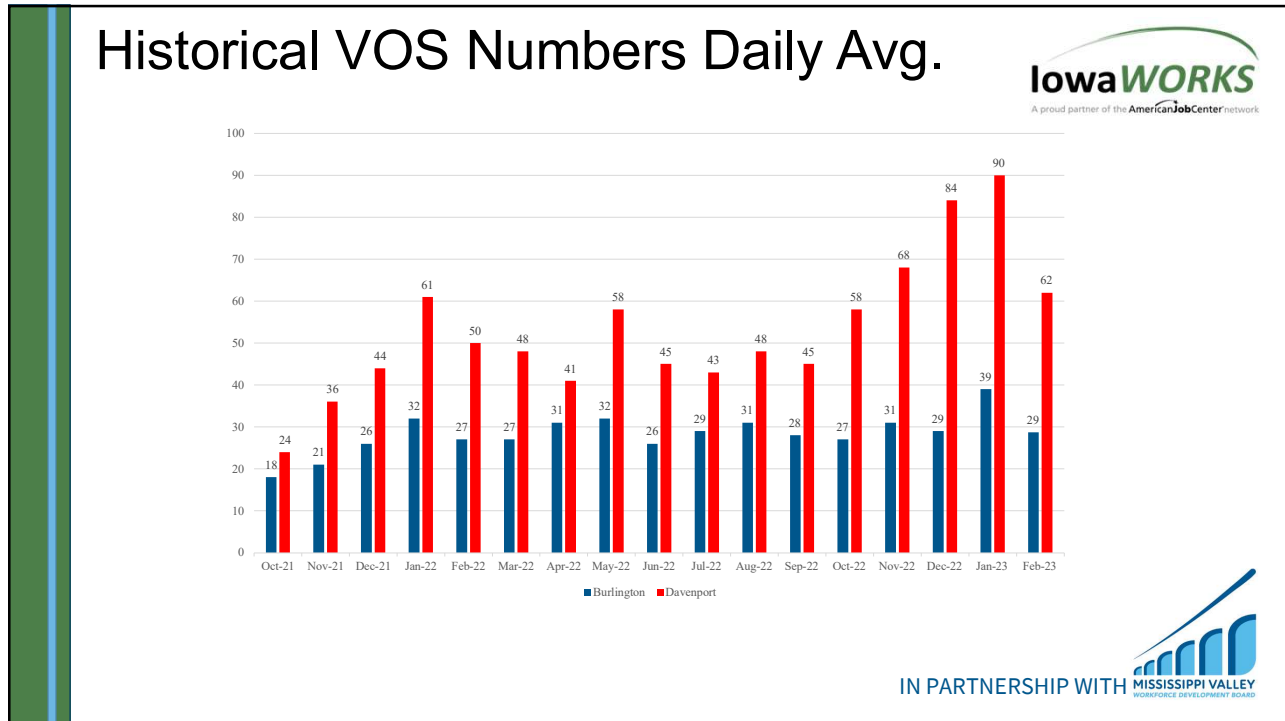


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Historical VOS Numbers



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Services Provided to Employers February

IowaWORKS
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Services Provided Employer Reports - by Service
LWIA/Region: Mississippi Valley LWDA
Filter By: Date/Actual Date
Start Date: 2/1/2023
End Date: 2/28/2023
Report Run Time: 3/2/2023 8:39:29 AM

Service	Total Employers	Total Services
E01 - Assisted Employer with Accessing Untapped Labor Pools	8	9
E03 - Planned Layoff Response	1	1
E05 - Provided Candidate Pre-Screening	3	3
E07 - Provided Employer Information and Support Services	50	54
E09 - Provided Job Fair Services	19	19
E10 - Provided Job Order Follow-up/Assistance	15	19
E11 - Provided Rapid Response / Business Downsizing Assistance	1	1
E12 - Provided Strategic Planning / Economic Development Activities	1	1
E13 - Provided Training Services	2	3
E14 - Provided Workforce Recruitment Assistance	21	21
E90 - Referred Qualified Applicants	8	8
E22 - Registered Apprenticeship - Handoff to Office of Apprenticeship	1	1
E21 - Registered Apprenticeship - In-Depth Meeting	1	2
E20 - Registered Apprenticeship - Intro Meeting	1	1
E23 - Registered Apprenticeship - Program Registered	1	1
Service	Total Employers	Total Services
Total Rows: 15	133	144

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Facebook February



Office Page	Total Reach*	Impressions**
Davenport	6,118	8,813
Burlington	29,403	34,050

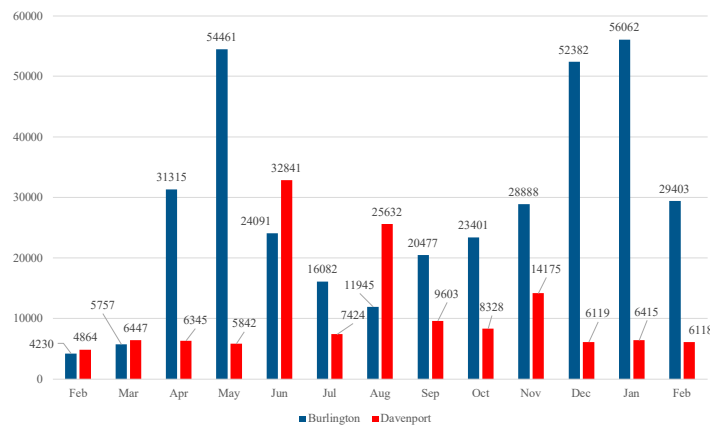
*Reach: The number of unique individuals who saw any of your content

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




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Historical Facebook Total Reach



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Customer Satisfaction February



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 February



17 of 20 (85%) responded “somewhat or very satisfied” to a majority of the questions


- 1 were somewhat or very satisfied in **0/3** categories
- 2 was somewhat or very satisfied in **1/3** categories (these were considered “dissatisfied”)
- 4 were somewhat or very satisfied in **2/3 or 4/6** categories
- 13 were somewhat or very satisfied in **6/6 or 3/3** categories

5 of 5 (100%) West Burlington responded “somewhat or very satisfied” to a majority of questions

6 of 7 (85.7%) Davenport responded “somewhat or very satisfied” to a majority of questions

6 of 8 (75%) “Other” (online, zoom, Ottumwa Job Corps, Telephone) responded “somewhat or very satisfied” to a majority of questions

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
100%	100%	89%	100%	100%	100%	91.4%	92.5%	69.4%	85.1%	85.7%	66.7%	85%



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Customer Satisfaction February



Areas of concern

- “When I went in to Iowa Works to verify my identity, the employee took my info, put it in to the system, he walked away as soon as he was done, I had questions of how to do unemployment etc that I did not get to ask. When I called the helpline, the woman had to give me info of username and password as it was not the same as what I set up when I registered initially, she was helpful throughout the call. The second time I called the helpline to see how to show that I filled out applications on my weekly claim, the man was not helpful and said to go to the Iowa Works office. The nearest office is in Davenport and there is not enough staff to help with questions.”
- “I was told by the employee on my required initial phone call that I was ineligible for benefits the two previous weeks because I didn't certify correctly on the IowaWorks website. No notification, no reminder. I'm just out two weeks of unemployment pay because the system said I had no weeks to certify. Had I known this message would cost me so dearly I would have rushed to the closest office for help. I had no idea and there was no support addressing that this error message would stop me from receiving payment.”
- “very difficult to work thru the technology and multiple systems that have been stitched together over time”

Positive comments

- “Continue having fast and friendly service. :)”
- “Very nice”
- “Patient with me”



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MVWA February Partner Referrals



Referred To	Burlington	Davenport	Referred From	# of Referrals
CTE	0	2	AEL/HiSED	7
Title I Adult/DW	11	14	Promise Jobs	15
Title I Youth	11	10	Proteus	0
Title II (AEL/HiSED)	0	6	RCM/RESEA	12
Title IV (Voc Rehab)	2	1	Title I	2
Veterans	1	3	Title III	18
Ticket 2 Work	1	0	Title IV	6
IowaWORKS	1	4	Outside	7



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February Events



- 2/21/2023 QC Young Adult Job Fair
 - Estimated number of Youth/Job Seekers: 191
 - Estimated number of Employers/Resources/Apprenticeship representatives: 60



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Upcoming Events



- 3/9 Refugee Workforce Employer
 - May Refugee and Immigrant Job Fair
- 3/13 Steamwheeler Reverse Job Fair
- 3/21 First Responders Recruiting Fair
- 3/23 Navigating Ageism Workshop
- 3/28 Resume Workshop for Women's History Month
- 3/30 Jackson County Hiring Fair



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Upcoming/Ongoing Projects



- Davenport Title II: working w/ Kendrick Forestry Products in Muscatine.
 - Providing on-site ELL classes for incumbent workers
 - Customized using content and terminology specific to business
- Burlington CTE: Community Health Worker Certificate
 - Free tuition, textbook and clinic mileage reimbursement
- Burlington CTE: EMT class at OCI Fertilizer Plant
 - Open to public and staff
- Lee County Economic Development Youth Activities



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Continuous Improvement Opportunities

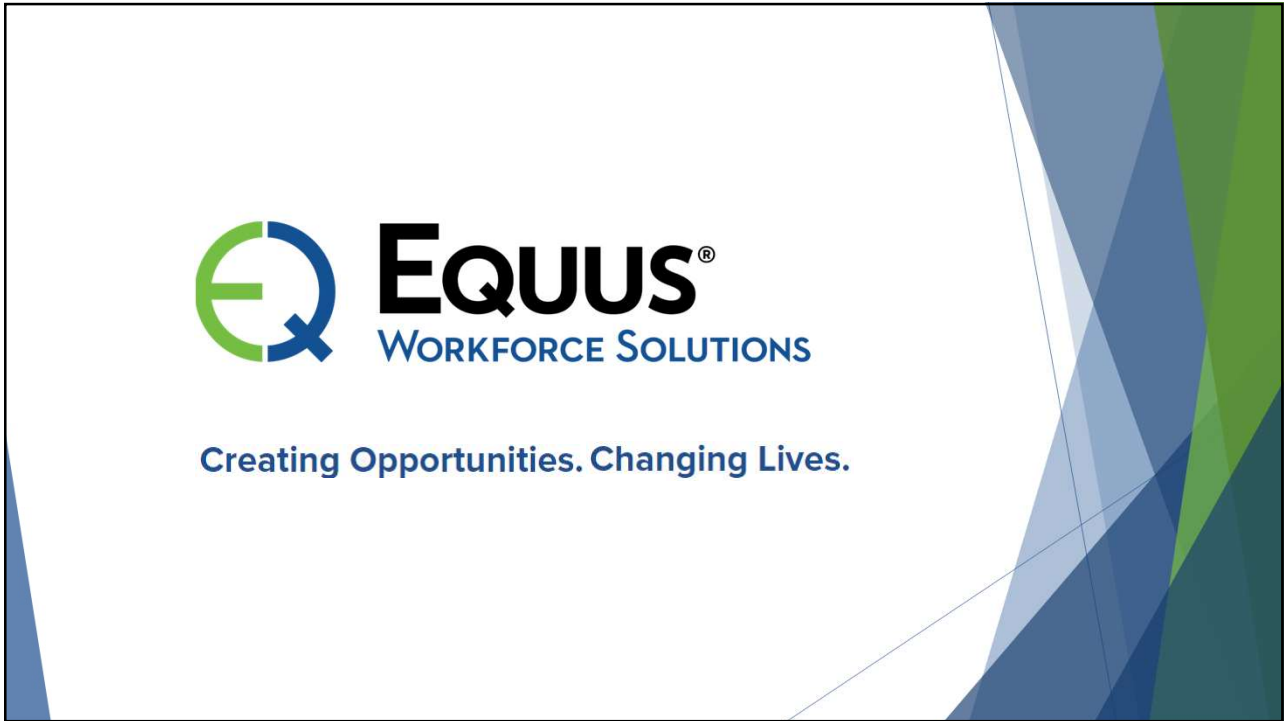


- Improving Accessibility
 - Braille Keyboard, mouse adjustments

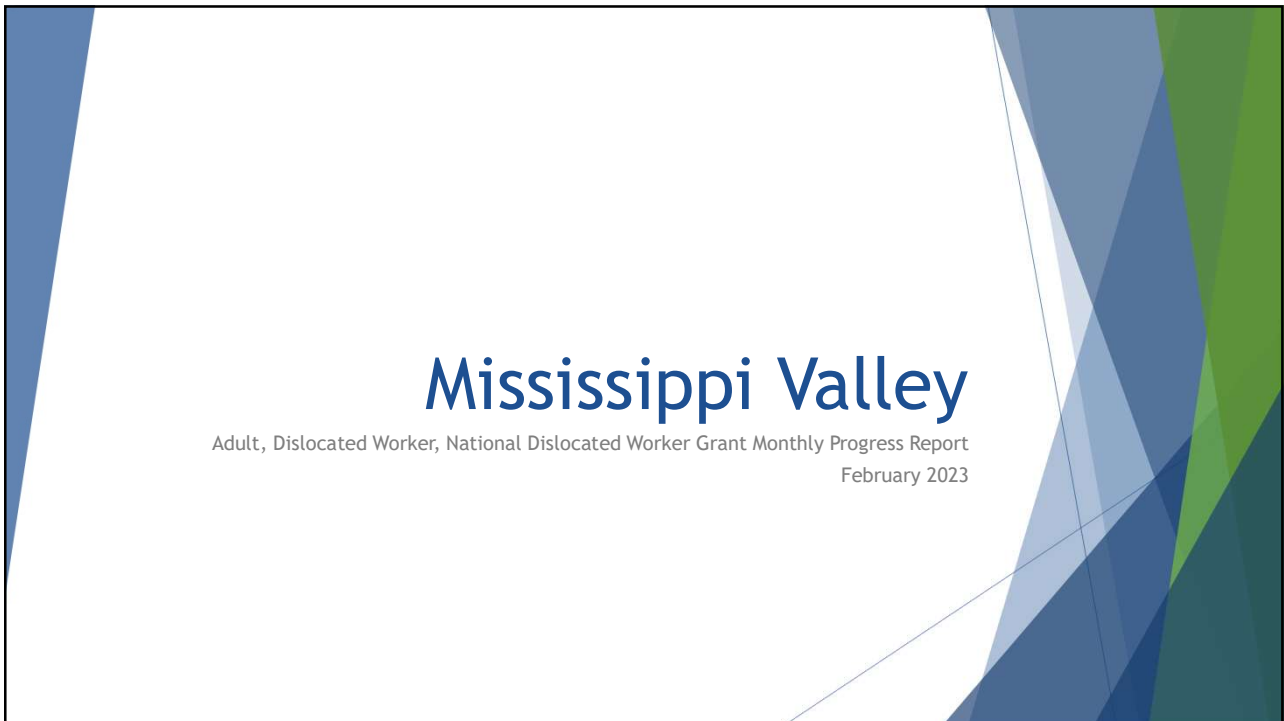


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Adult/DW/RR Report



1



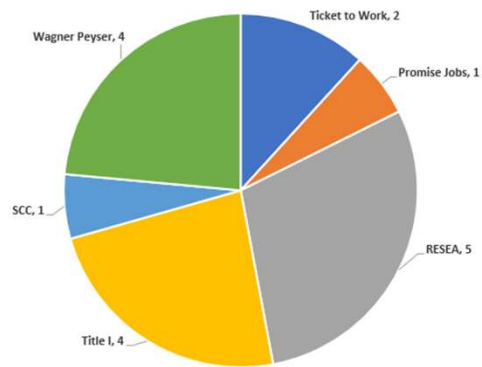
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Rapid Response

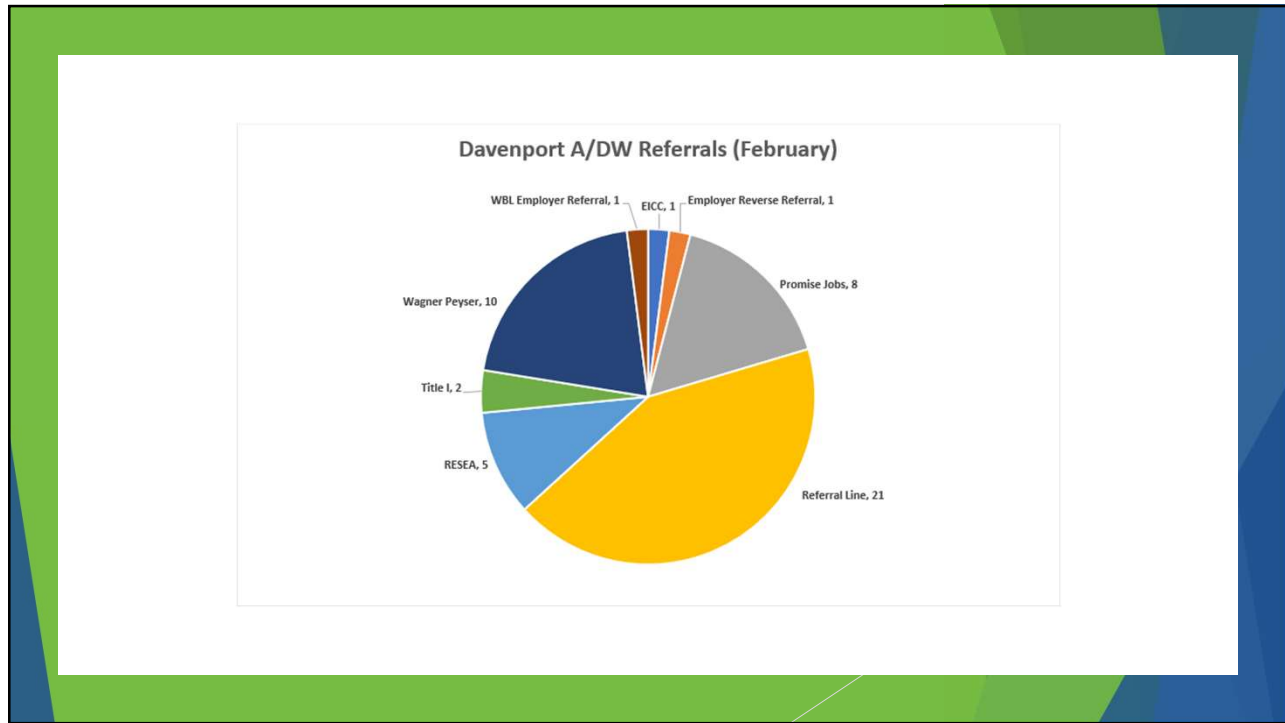
- ▶ Bed, Bath and Beyond
 - ▶ Provided resource folders
 - ▶ Tentative closure end of March
- ▶ Tuesday Mornings
 - ▶ Manger is out, impacted workers requested resume workshop and computer literacy workshop
 - ▶ Provided resource folders
 - ▶ March 30, 2023 closure
- ▶ Last round of meetings for West Liberty Foods scheduled for April 5 & 6
 - ▶ Closure date May 7, 2023

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Burlington A/DW Referrals (February)



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Enrollments

	February	YTD Goal	YTD Actual	% of Goal
Adult	5	125 (Total)	55	
Dislocated Worker	0	125 (Total)	62	94%
National Dislocated Worker Grant	0	40 co-enrolled	127	315%

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Caseload

Adult

- ▶ 91 Active
- ▶ 102 Follow Up
- ▶ 38.6 Average caseload
- ▶ 9 Exit
 - ▶ 3 Employed
 - ▶ 5 Unknown
 - ▶ 1 Not Employed

Dislocated Worker

- ▶ 108 Active
- ▶ 57 Follow Up
- ▶ 34.4 Average caseload
- ▶ 12 Exit
 - ▶ 7 Employed
 - ▶ 3 Unknown
 - ▶ 1 Retired/Working Side Jobs
 - ▶ 1 Not Employed/Medical Reasons

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Occupational Skills Training

	February	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	0	125	141	113%

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Work Based Learning

	February	YTD Goal	YTD Actual	% of Goal
Work Based Learning	6	30	16	53%
NDWG OJT	0	28	3	11%

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MISSISSIPPI VALLEY IOWA ADW	02/14/23	Excellent service and assistance for employment. Top notch
MISSISSIPPI VALLEY IOWA ADW	02/27/23	Good
MISSISSIPPI VALLEY IOWA ADW	02/16/23	Good explanation, make understand the process.
MISSISSIPPI VALLEY IOWA ADW	02/07/23	Helped me understand what's needed to be done do to most jobs in a way kinda half it. You don't do that.
MISSISSIPPI VALLEY IOWA ADW	02/07/23	i can honestly say the staff has been nothing but excellent, the only changes i would make would be the unemployment filing hours were longer on sundays.
MISSISSIPPI VALLEY IOWA ADW	02/10/23	I have struggled with getting things done in the past. From the start to the finish your program has been a helping hand. May I say ; wow , what a great program and staffed by the best people. I think that i should donate to the program to help other people out. From the bottom of my heart! Thank you, Matthew
MISSISSIPPI VALLEY IOWA ADW	02/03/23	I like the zero tolerance for excuses and the conference to help me believe in more of myself. Great teamwork!! ??????

90.63% Customer Satisfaction Rate

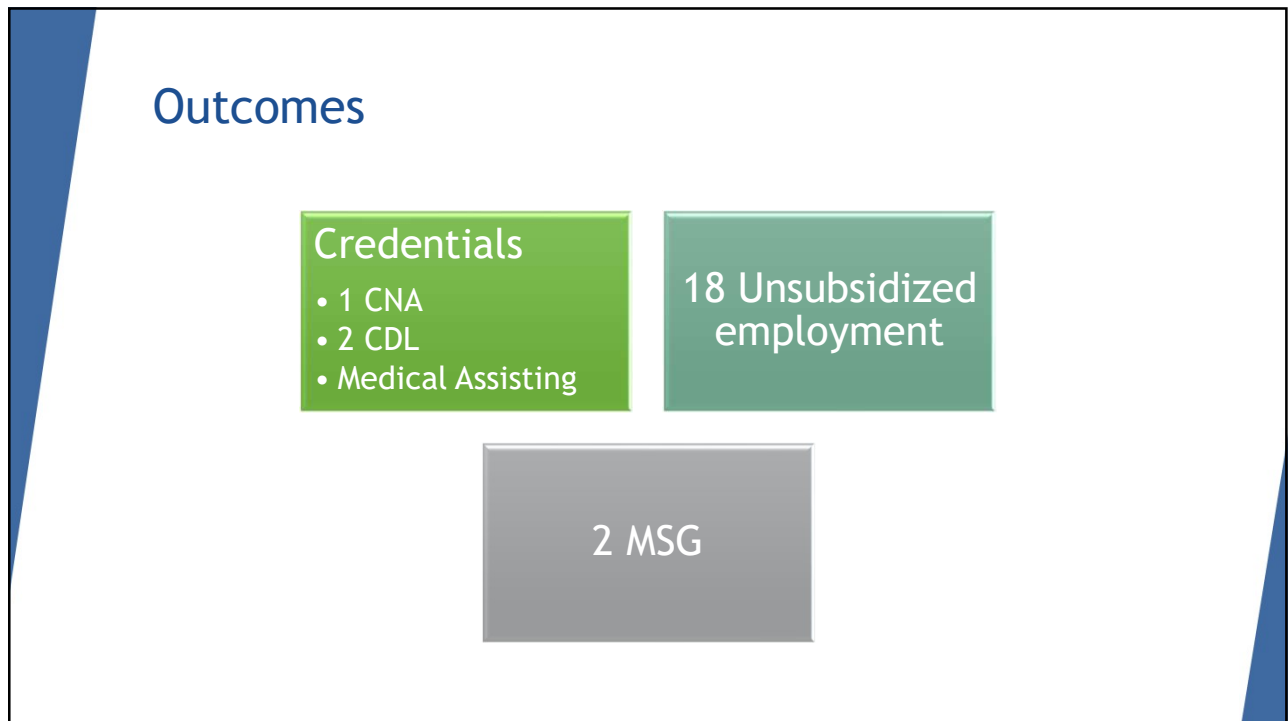
38 Surveys completed

Legacy in Action

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Participant Highlights

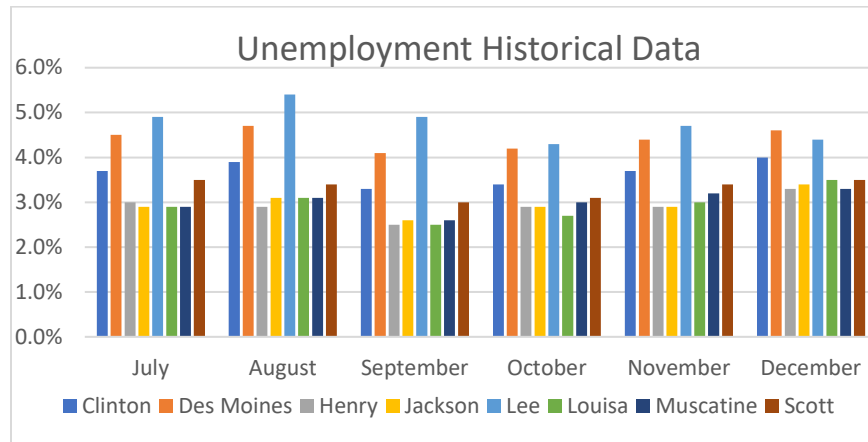
- ▶ Scott Co. Adult (Ex-Offender) participant successfully completed CDL training at 160 Driving Academy and obtained his license. Participant has had the goal of becoming a truck driver for a long time, tried to attend CDL training on his own about 12 years ago, but lacked the stability to be successful at that time due to homelessness and substance use. Participant maintained full-time unsubsidized employment throughout his training program and had several job offers upon completion.
- ▶ Des Moines Co. DW (TAA) participant who was transferred to my caseload from Shayla received a certificate from SCC last week for making the Dean's List in the Fall 2022 semester of her Medical Billing and Coding program, states she is on track to make the Dean's List again in the Spring 2023 semester.
- ▶ Scott Co. Adult (SNAP) participant began a transitional job at Main at Locust Pharmacy on 2/13/23. Participant had been employed as a CNA for the past 8 years, was laid off in summer of 2022 and is trying to learn new skills while waiting to begin her Associate's Degree of Nursing program at EICC in Fall 2023. Participant attempted to do the healthcare VR training modules, but the software wasn't cooperating and she wasn't able to do so prior to starting work. Jamie visited the employer last week and they said she is doing well so far!

Title III Report

Title III February Report

Services Provided	Burlington	Davenport
Services Provided by Individual	3351 Services for 497 Individuals	5853 Services for 939 Individuals
Services Provided to Veterans	152 Services for 18 Veterans	323 services for 60 Veterans
Individuals Enrolled	93	169

County	July	August	September	October	November	December	January
Clinton	3.7%	3.9%	3.3%	3.4%	3.7%	4.0%	
Des Moines	4.5%	4.7%	4.1%	4.2%	4.4%	4.6%	
Henry	3.0%	2.9%	2.5%	2.9%	2.9%	3.3%	
Jackson	2.9%	3.1%	2.6%	2.9%	2.9%	3.4%	
Lee	4.9%	5.4%	4.9%	4.3%	4.7%	4.4%	
Louisa	2.9%	3.1%	2.5%	2.7%	3.0%	3.5%	
Muscatine	2.9%	3.1%	2.6%	3.0%	3.2%	3.3%	
Scott	3.5%	3.4%	3.0%	3.1%	3.4%	3.5%	



December Data

*January data UI Data is not expected until 3/13/2023

County	In Labor Force	Unemployed
Clinton	22,030	890
Des Moines	18,040	830
Henry	9,630	310
Jackson	10,690	360
Lee	15,090	720
Louisa	5,890	210
Muscatine	20,450	670
Scott	90,500	3,200