



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda Wednesday, September 13, 2023, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/86528579599?pwd=MzUxR0NMaHMvTjFsL0NxdXc3MjNBUT09>

Meeting ID: 865 2857 9599 Passcode: 124664

One tap mobile: +16469313860,,86528579599# US

Called to Order	Matthew Nicol
Roll Call	Tyler Lanz
*Consent Agenda	Matthew Nicol
Excused Absences	
Approval of Agenda	
Approval of Previous Meeting Minutes	

STANDING REPORTS

One-Stop Operator Report (Page 5)	Nick Clayton
Adult/DW/RR Report (Page 7)	Kendra Schaapveld
Title III Report (Page 9)	Amy McCabe

NEW BUSINESS

Q4 Performance (Page 12)	Mandy Tripp
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Other Business

Public Comment

Adjourn	Matthew Nicol
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*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 Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, August 9, 2023, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Kirby Phillips, Scott Schneider, Tim Snyder, and Nick Flogel

Members Absent: Tim Gobble (unexcused)

CEOs Present: Jean Dickson

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Strategic Partnership Specialist, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

Service Provider Staff Present: Cherisa Price-Wells, Regional Director, Kendra Schaapveld, Project Director; Tabytha Seigfried, Quality Assurance Specialist; Taylor Longstreth, Operations Manager; Shannon Weaver, Operations Manager

One-Stop Operator: Nick Clayton

Guest: Amy McCabe

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

CALLED TO ORDER

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

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda and approval of previous meeting minutes. Gobble's absence was unexcused. Schneider made a motion to approve the consent agenda, seconded by Flogel, motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for July. Burlington's Facebook total reach increased from 6,172 to 37,910, which appears to be due to the Teach Iowa website going away so now all school jobs are posted in IowaWORKS and were shared widely on social media. The Siemens Gamesa job fair was also shared widely. The social media team has begun posting on Instagram, so those analytics will begin to be tracked as well moving forward. Customer Satisfaction rate was 77%, however, several of the comments appeared to be related to the recent Iowa Wesleyan University layoff. Steps have been taken to improve the satisfaction rate by encouraging staff to share the survey during workshops and while assisting them on the customer service floor, which brought 5 more positive responses. Davenport and Burlington both saw an increase in daily VOS numbers, likely due to some temporary layoffs in the areas. July workshop attendance and

completion were on par with previous months. Core partners and on-site leadership are developing an action plan to reach WINTAC goals and are having leadership meetings to improve Effectiveness Standard 5 of the One Stop Certification.

ADULT/DW/RR REPORT

Schaapveld reported they received no WARN notices in July, however services were offered to Hearth and Home, who laid off 20 individuals. There have been 8 Adult enrollments and 2 Dislocated Worker with the Adult caseload currently at 76 active and 100 follow-ups. Dislocated Worker currently has 98 active with 51 follow-up. There were 6 OST, 4 WBL and there was a 94.29% customer satisfaction rate. Outcomes- 2 credentials, 1 unsubsidized employment, 1 measurable skills gain, and 4 WBL started. Schaapveld advised that Business Service Consultants are members of their respective Chamber of Commerce, which allows them to meet potential new partners for work-based learning and increase reverse referrals. They've begun offering a pre-screen that is a simple check box, as well.

TITLE III

Snyder advised most of the services provided out of both centers for Title III are unemployment focused and make referrals for other services when appropriate. On July 10th, Iowa *WORKS* centers throughout the state began providing REX labs to assist customers in entering job searches and filing weekly claims. The REX Lab is held every Monday at 9:30 a.m. at both centers and 1:30 p.m. at the Davenport center. There was discussion on what is causing a hesitancy for employers to commit to attending hiring events and whether it could be beneficial to host job fairs outside of normal office hours. There was also a discussion about customers' job searches during the final weeks of their unemployment benefits compared with earlier weeks. Unemployment data for July was included in the packet.

***LAPTOP CHECKOUT POLICY**

Swafford presented the policy again, advising it was a continuation of the previous meetings' discussion regarding modification to add that criminal charges could be added if a laptop is not returned. Price-Wells provided information about Equus Workforce Solutions' policies and advised there is software which would enable Equus to render the laptops unusable if not returned, which requires an annual licensing fee per asset. Schaapveld reported there are 30 total laptops, 3 of which are missing and 7 of which are loaned out to customers. Schaapveld also advised of the process for loaning out laptops. There was additional discussion about whether to add criminal charges or simply shut the laptop down if not returned. Flogel made a motion to keep the current policy as is and invest in the software moving forward, seconded by Phillips, and the motion carried.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Schneider made a motion to adjourn, seconded by Flogel, and the motion carried. Nicol adjourned the meeting at 4:53 p.m.

One Stop Operator Report Summary

Appendix A: Presentation

August hiring events are highlighted by the QC Success Fair that had 99 job seekers attend and 64 employers. All around feedback from job seekers and employers was positive. August workshops saw nothing out of the ordinary with numbers being similar to the previous months.

The centers VOS numbers rose in Davenport but actually dipped in the daily average due to us having more working days in the month of August. Burlington's numbers dipped in both total and daily average. My observations in July were that the numbers rose due to local temporary layoffs which would account for the decline in August.

Facebook reach dropped in both offices. Burlington's drastic drop is due to not having the shares from the school job posts but it is still higher than the prior months. We are still working on streamlining our social media process which will hopefully see our numbers rise in the coming months for both centers.

Customer satisfaction rose to 92.5%. The added feature of being able to offer the survey to any customer as opposed to just the ones automatically sending them out is helping with an addition of 5 out of 5 positive responses being added but we still would've reached 91% without them. We saw an uptick in total survey's completed which is what is helping with our numbers. Most of the complaints are still centered around the system with a couple of vague complaints about staff being unprofessional but without actual knowledge of what staff or how they were being unprofessional we cannot address this directly. Another issue that was brought up several times in the surveys was the fact that there are not offices in neighboring counties. I plan to discuss with the partners at the next core partner meeting, the potential of having access points in each county or at least high traffic needed towns such as Clinton and Keokuk which were both cited in the surveys.

Our referral numbers rose again with PROMISE JOBS, RCM/RESEA and Title III staff putting in a lot of work sending out referrals. I believe the increase is due to individuals wanting to go back to school and the fact that I have recently sent out the referral form to staff again and addressed some information with it.

September will bring the Southeast Iowa Job Fair on 9/21. This will be in the Westland Mall in West Burlington. 50 employers are already signed up.

Members of the board staff and I have been meeting with partners to go over the upcoming updates to the MOU. With the MOU updates I will also be reevaluating the referral process to see if it can be improved upon with the partners.

Adult/DW/Rapid Response Report Summary

Appendix B: Presentation

Performance

August saw 7 adult enrollments and 1 dislocated worker enrollment. The program now achieving 12% of the deliverable goal. The dislocated worker was from human services, Lee County.

Work-based learning saw 2 participants begin a work-based learning across the adult and dislocated worker grants. One adult internship and one adult on-the-job training. We anticipated another adult internship but the company entered into a hiring freeze and so that internship is set to start mid-September when the hiring freeze is lifted.

The business services team is seeing an increase in reverse referrals for work-based learning! Jamie has developed a monthly newsletter that talks about the open WBL opportunities for her business partners. We also met with Michelle Beck, Regional Director for Senator Joni Ernst office to provide updates on work-based learning, small business partnerships, and workforce services.

The semester has started so we have seen 60 participants enter occupational skills training achieving 60% of the deliverable.

Program customer service continues to perform above expectations at 97.37% customer satisfaction rate. There were 26 surveys completed. This was much higher turnout than last month.

Rapid Response Summary

We received 1 formal WARN notice for Naeve Family Beef. We held 1 worker information meeting as they had approximately 60 impacted workers. We learned of 2 other layoffs with Timken and HeroBX. Regarding Timken, we are working with our WIOA partners in Illinois to assist. Regarding HeroBX, the Rapid Response team lead is contact with HR. We also were invited to attend the worker information meeting for Yellow/New Holland as this was a significant layoff in Illinois. There were several Iowa residents working in Illinois. We provided Iowa resources.

Policy Deployment

Nothing to report

Title III Report Summary

Appendix C: Data

MVWA Title III Report August 2023

Services Provided:

Most services continue to be UI assistance, resume, employer events, and veteran case management. We provide many services, workshops, and make referrals to partner/outside agencies.

Many of the individuals coming into the center are for UI with a re-employment case manager. RCM Customers continue to get one on one assistance and receive referrals to partner agencies from both RCM and 1st contact CP assigned to RCM in the AJC which we have 4 plus one onsite RESEA and one RCM CPs.

NEW: Rex labs continue to be a work in progress for both the Burlington and Davenport office.

The Davenport Office is working with the World Relief of the Quad Cities in a working group. More to come on assistance offered. Davenport is working to network with businesses in the community to better serve that population.

Burlington office had a realignment team building event with IVRS in their building during the month of August and it seemed to be a success for all involved.

Shayla Taeger, Katelyn Orth, and Jennifer Schuster have been planning and preparing for the Southeast Iowa Job Fair to be held September 21st. Both Nick Clayton and Tim Snyder have set in on some planning meetings and provided support and ideas.

The Quad Cities Success Fair took place at St. Ambrose University on August 14th from 1:00-4:00 p.m. 64 employers were present. 98 people attended the fair, 32 people were from IL, 66 were from IA, 21 were veterans, and 3 spouses of veterans all attended.

Labor Market:

The labor market in both the southern and northern counties of the workforce area is currently grappling with a scarcity of employees, as numerous employers find it difficult to hire for vacant roles. This shortage can be attributed, in part, to a low unemployment rate and an aging workforce. The region's economic landscape heavily relies on manufacturing and agriculture, with healthcare and education also serving as significant industries.

While wages in the area generally fall below the national average, there are certain sectors that offer higher-paying positions. Overall, the labor market in the Mississippi Valley Region is competitive and showcases opportunities for skilled workers (some employers are a little less anxious to attend job fairs).

The prevailing trend indicates a gradual recovery of the local economy from the pandemic, but there may still be obstacles in terms of recruiting enough workers to fill the available positions.

Employers in the area might need to offer competitive compensation and benefits packages to attract and retain employees.

Example: Siemens Gamesa is offering a great starting salary 20 plus hourly, 18 paid days immediately on hire, 6% match 401 K, medical and life insurance.

Q4 Performance

MVWA Performance Data

Adult Program

Indicator	PY21			PY22				PY23	
	Required	Annual		Required	Q1	Q2	Q3	Q4	Required
Employment 2nd Qtr	73.0%	84.2%		72.5%	82.9%	80%	79.60%	81.20%	73.0%
Employment 4th Qtr	70.0%	83.3%		66.0%	78.5%	78.90%	78.30%	75.90%	67.0%
Median Earnings 2nd Qtr	\$5,400	\$6,775		\$6,100	\$6,473	6,589	\$6,589	\$6,532	\$6,100
Credential Attainment	67.0%	78.9%		65.0%	77.1%	76.60%	79.20%	78.20%	66.0%
Measurable Skills Gain	44.0%	56.3%		44.0%	46.7%	60%	67.70%	71.30%	44.0%

Dislocated Worker

Indicator	PY21			PY22				PY23	
	Required	Annual		Required	Q1	Q2	Q3	Q4	Required
Employment 2nd Qtr	85.0%	86.0%		85.0%	83.7%	85.70%	82.50%	81.40%	85.0%
Employment 4th Qtr	83.0%	94.1%		85.0%	88.0%	83.70%	79.60%	81.60%	85.0%
Median Earnings 2nd Qtr	\$8,400	\$8,633		\$8,900	\$8,744	\$10,038	\$9,327	\$9,357	\$9,000
Credential Attainment	68.0%	73.3%		69.0%	81.8%	78.80%	79.40%	78.80%	69.5%
Measurable Skills Gain	31.0%	63.5%		44.0%	53.8%	63.40%	63.90%	71.00%	44.0%

Youth

Indicator	PY21			PY22				PY23	
	Required	Annual		Required	Q1	Q2	Q3	Q4	Required
Employment 2nd Qtr	73.0%	73.3%		73.0%	71.9%	68.90%	70.60%	72.10%	74.0%
Employment 4th Qtr	72.0%	93.8%		73.0%	80.0%	80%	63.20%	67.20%	74.0%
Median Earnings 2nd Qtr	\$3,600	\$4,016.0		\$3,700	\$3,454	\$3,376	\$3,696	\$3,299	\$3,800.00
Credential Attainment	59.0%	40.0%		52.0%	41.2%	44%	39.30%	43.30%	57.0%
Measurable Skills Gain	41.0%	21.4%		35.0%	24.3%	27.30%	44%	47.40%	36.0%

Program Year 2022 Quarterly Timeframes to be Reported

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Employment Rate Second Quarter After Ex	10/01/20 to 9/30/21	1/01/21 to 12/31/21	4/01/21 to 3/31/22	7/01/21 to 6/30/22
Employment Rate Fourth Quarter After Ex	4/01/20 to 3/31/21	7/01/20 to 6/30/21	10/01/20 to 9/30/21	1/01/21 to 12/31/21
Median Earnings Second Quarter After Ex	10/01/20 to 9/30/21	1/01/21 to 12/31/21	4/01/21 to 3/31/22	7/01/21 to 6/30/22
Credential Attainment Rate	4/01/20 to 3/31/21	7/01/20 to 6/30/21	10/01/20 to 9/30/21	1/01/21 to 12/31/21
Measurable Skill Gains	10/01/21 to 9/30/22	1/01/22 to 12/31/22	4/01/22 to 3/31/23	7/01/22 to 6/30/23

Appendix A:

One Stop Operator Presentation



IowaWORKS
A proud partner of the AmericanJobCenter network


One-Stop Operator
August 2023



IN PARTNERSHIP WITH **MISSISSIPPI VALLEY**
WORKFORCE DEVELOPMENT BOARD


1

August Hiring Events/Job Fairs



A proud partner of the AmericanJobCenter network

Date	Type	Location	Job Seekers
8/8/2023	ASI Job Fair	Burlington IowaWORKS	15
8/09/2023	Campbells Towing Job Fair	Burlington IowaWORKS	1
8/15/2023	Team Staffing Hiring Event	Burlington IowaWORKS	16
8/22/2023	Quad Cities Success Fair	St. Ambrose University	99



IN PARTNERSHIP WITH **MISSISSIPPI VALLEY**
WORKFORCE DEVELOPMENT BOARD

2

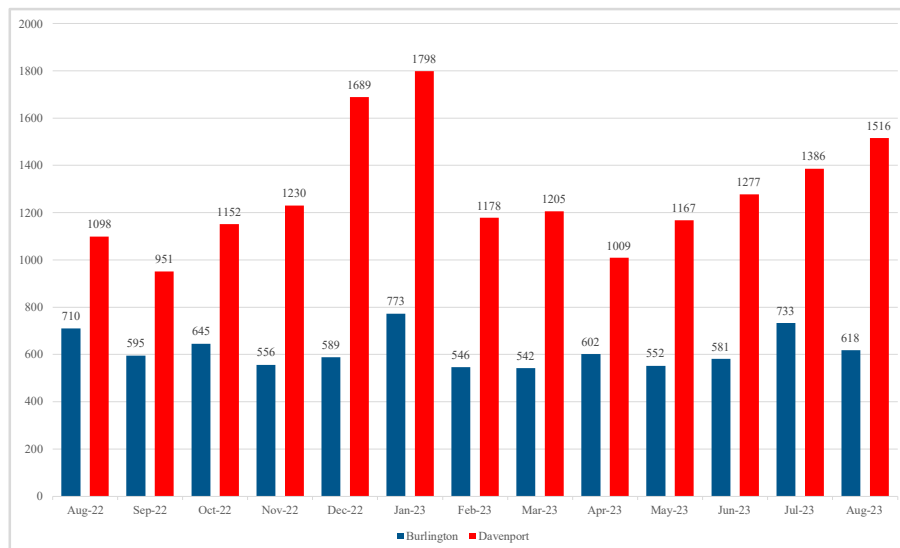
MVWA August Workshops

Workshop	Burlington	Davenport
Career Services	0	3
Resumes	26	96
Job Search	11	122
Financial Literacy	0	11
Interviewing	53	97
Career Interest	9	25
Personal Growth	15	39
Work Readiness	22	0
Labor Market Info	5	0
Unemployment Info	37	14
Job Finding Club	21	66
Other	6	0
NCRC testing	5	0

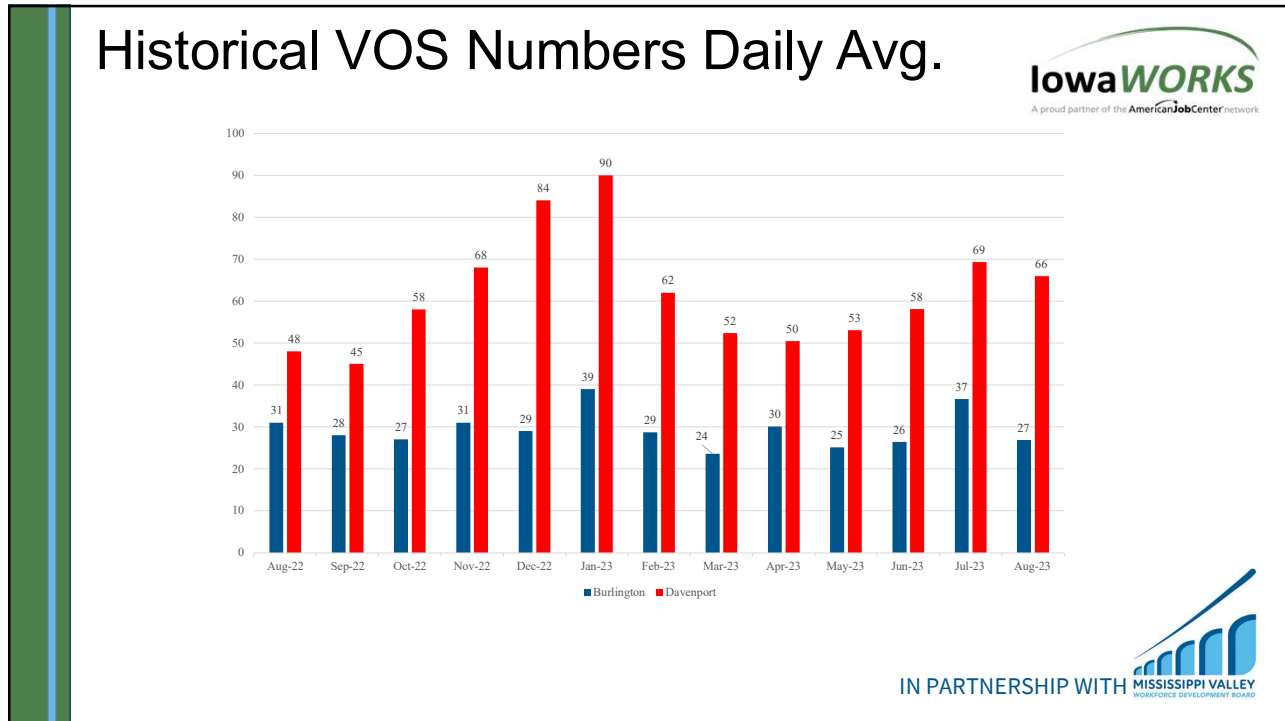


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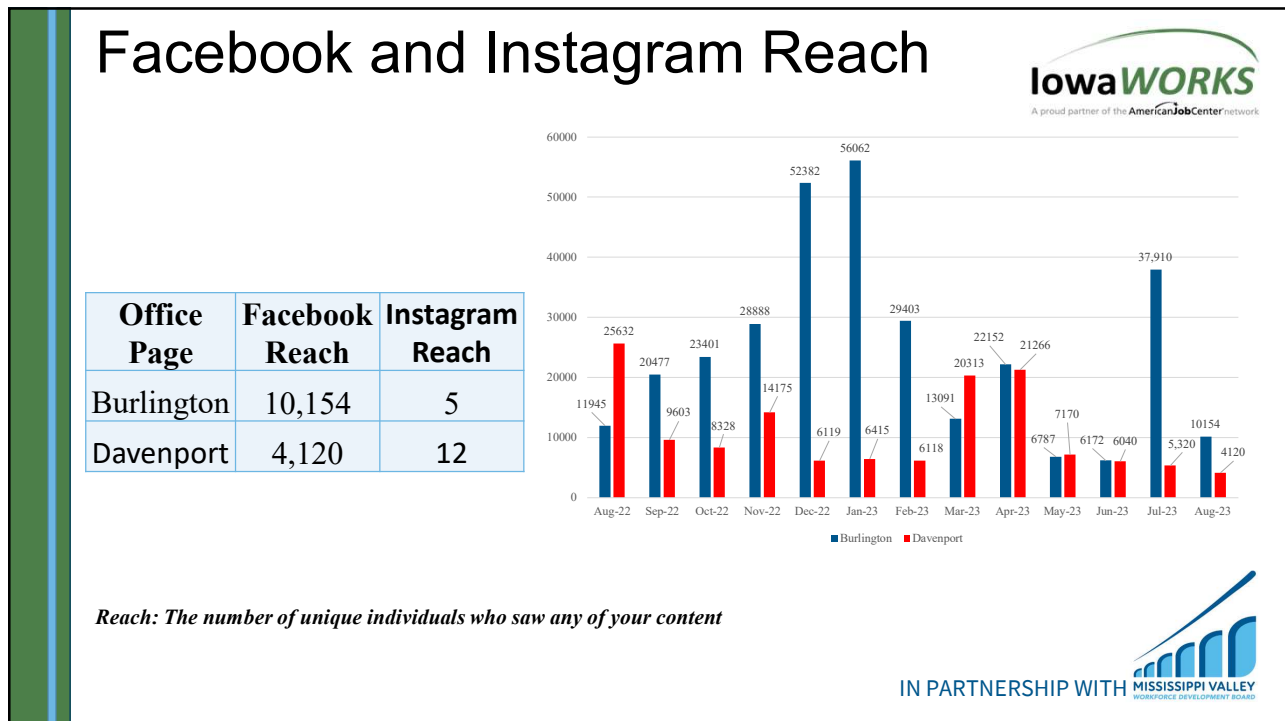
Historical VOS Numbers



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5



6

Customer Satisfaction August



49 of 53 (92.5%) responded “somewhat or very satisfied” to a majority of the questions

5 of 5 (100%) from Dashboard

21 of 24 (82%) Davenport

14 of 14 (56%) West Burlington

6 of 7 (80%) Online exclusive

2 of 2 (100%) Other (phone)

Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
91.4%	92.5%	69.4%	85.1%	85.7%	66.7%	85%	78%	96%	82%	80%	77%	92.5%



7

Customer Comments



Areas of Concern

- The website is convoluted. Clean it up and make it more user-friendly and intuitive. Also see comment above regarding annoying job search feature. It would be helpful to get an email ASAP when a meeting is rescheduled instead of learning by surprise when logging into the message center or getting a letter a week later.
- Need a location closer to Keokuk Iowa
- Staff somewhat unprofessional, process not very clear.
- I was very satisfied with my case worker. However, the entire process for applying for unemployment online is terrible.

Positive Comments

- Staff was very helpful
- Greeted promptly and appointment was on time with Veteran's Assistance Mentor
- Staff were personable, quick, and polite, without feeling rushed or just another face.
- They were very helpful navigating both Iowa Works website and the unemployment website.



8

MVWA August Partner Referrals



Referred To	Burlington	Davenport
Title I Adult/DW	17	35
Title I Youth	5	4
Title II (AEL/HiSED)	4	3
IWD	0	2
Title IV (Voc Rehab)	6	5
Veterans	1	3
AARP	2	0
CTE	0	3
IowaWORKS	0	6
Total Referrals	35	61
	96	

Referred From	# of Referrals
AEL/HiSED	3
Promise Jobs	25
RCM/RESEA	20
Title I	1
Title III	39
Voc Rehab	8



9

August Events



- 8/14 Quad Cities Success Fair
 - 99 Job Seekers
 - 64 Employers



10

Upcoming Events

- 9/21 Southeast Iowa Job Fair



11

Continuous Improvement Opportunities

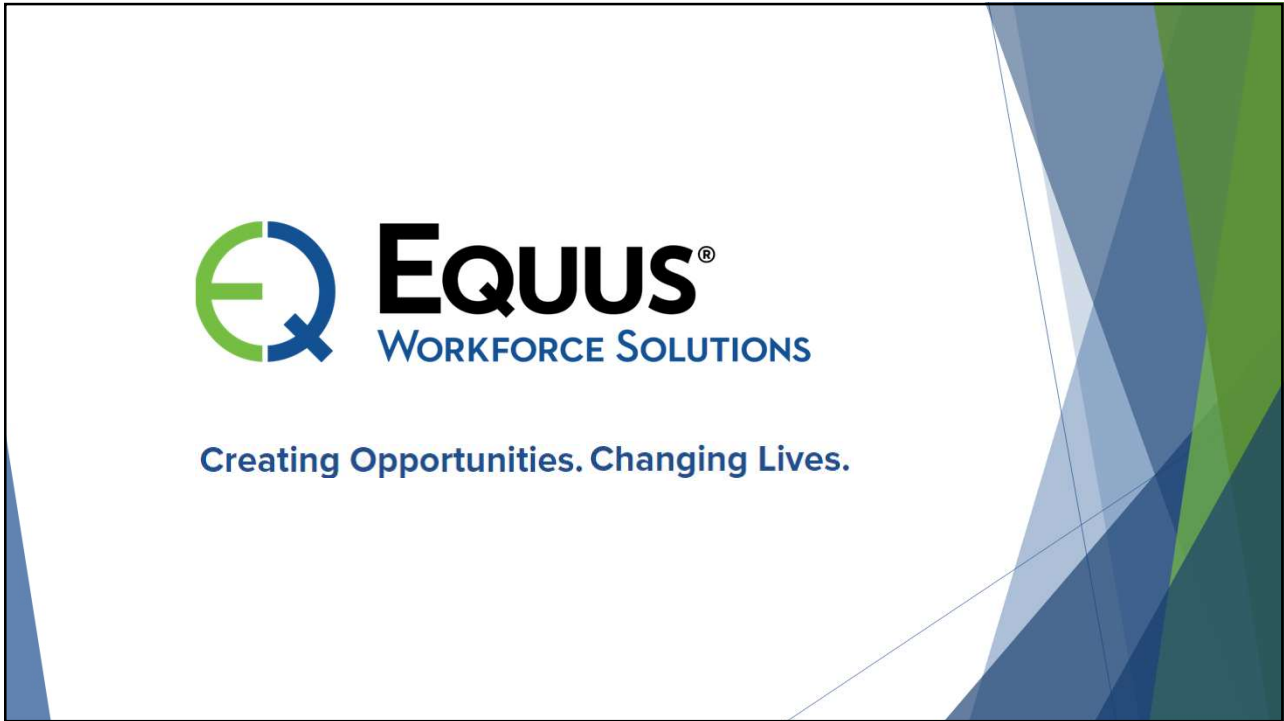
- MOU Meetings
- Potential Access Points



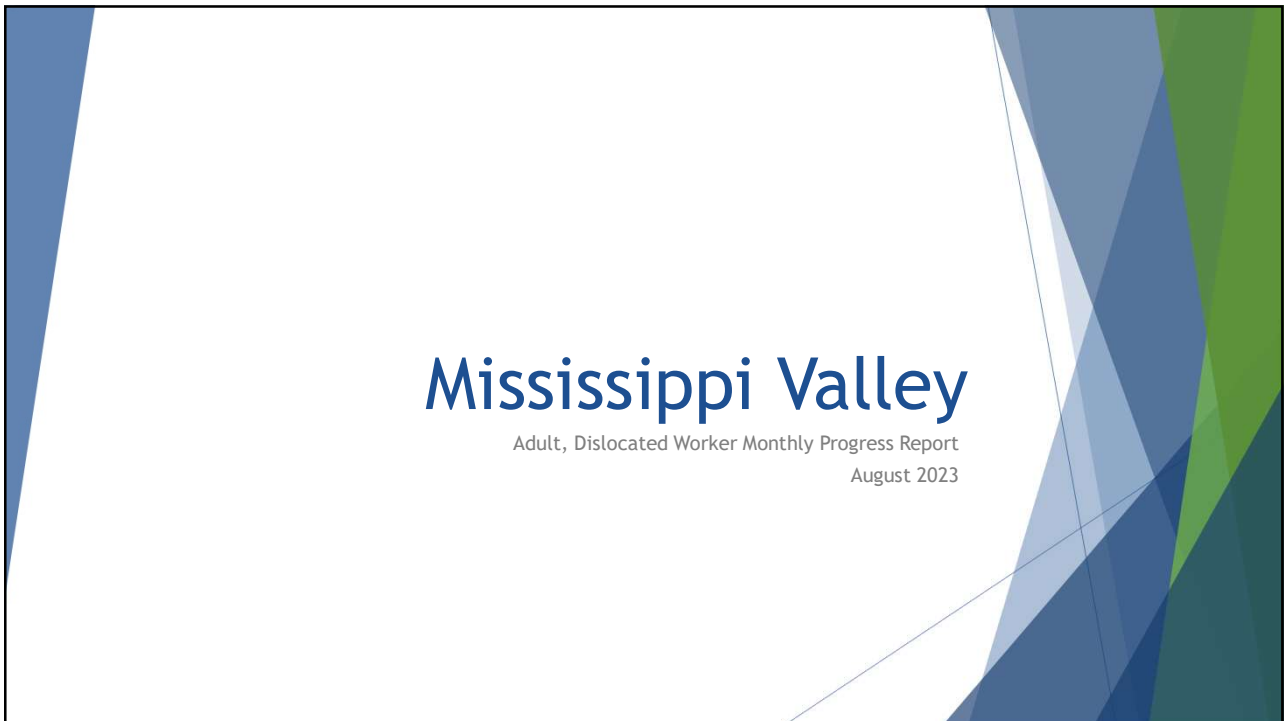
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Appendix B:

Adult/DW/Rapid Response Presentation



1

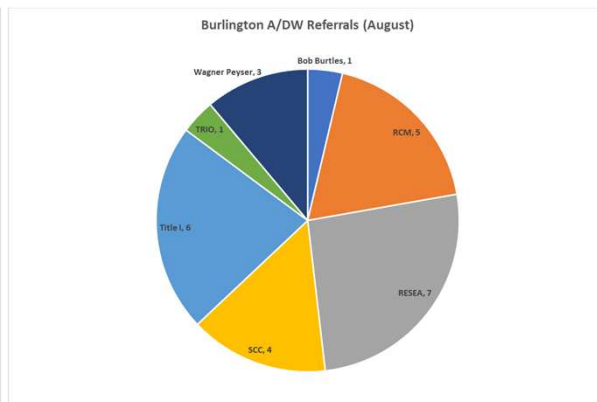
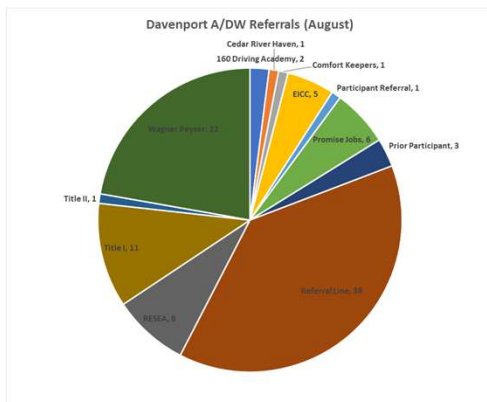


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Rapid Response

- ▶ Naeve Family Beef, Camanche
 - ▶ 60 Impacted Workers
 - ▶ 1 Worker information meeting
- ▶ Timken, Fulton IL
 - ▶ Phone meeting with WIOA IL
- ▶ HeroBX, Clinton
 - ▶ ~16 Impacted workers
- ▶ Yellow/New Holland
 - ▶ Union 371 invited us to attend their WIM, some Iowa residents working in Illinois

3



4

Performance

Enrollments	August	YTD Goal	YTD Actual	% of Goal
Adult	7	125 (Total)	15	
Dislocated Worker	1	125 (Total)	3	12%

Scholarships	August	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	60	100	60	60%

WBL	August	YTD Goal	YTD Actual	% of Goal
Work Based Learning	2	40	6	15%

5

Caseload

Adult

- ▶ 78 Active
- ▶ 93 Follow Up
- ▶ 28.5 Average caseload
- ▶ 4 Exit
 - ▶ 4 Employed

Dislocated Worker

- ▶ 96 Active
- ▶ 50 Follow Up
- ▶ 24.33 Average caseload
- ▶ 13 Exit
 - ▶ 11 Employed
 - ▶ 1 Unknown
 - ▶ 2 Not employed

6

Cynthia is always kind and respectful, she shows interest in my educational progress. She has helped me on numerous occasions during my educational journey. I don't know what I would have done without the programs assistance.

Did not talk with anyone it was just correspondence through email.

Michaela s. Was a great worker, and advocate for not only getting me the skill set that I needed, but also was an inspiration to me with an upbeat personality .

My case worker is very helpful, and has went above and beyond to help me achieve my goals for CDL School

Provide me with great customer service

Sumita Amrik was amazing, I would recommend her to anyone. She was great to work with, explained everything and if I have questions, she has no problem answering. She is very polite.

Sumita Amrik, Provided me with outstanding guidance and support throughout the entire time I was going to school and provide me with many options to meet all of my needs.

97.37% Customer Satisfaction Rate

26 Surveys completed

Legacy in Action

7

- ▶ 1 Enrollment
 - ▶ Human services, Lee County

Dislocated Worker Industries

8

Outcomes

Credentials

- Cosmetology License
- 1 CDL
- 1 NCLEX

5 Unsubsidized
Employment

Work-Based Learning Started

- 1 OJT
- 1 Internship

1 MSG

9

Participant Highlights

1. Scott county adult participant completed LPN licensing in Iowa! NCLEX! She is working to be hired on at Genesis and so her next step is to complete the licensing process for Illinois to complete the hiring phase for Genesis.

10

Appendix C:

Title III Report Data

Aug-23

	Burlington	Davenport
Services Provided By Individual	3,735 services for 739 individuals	7,961 services for 1,163 individuals
Services Provided to Veterans	165 services 30 individuals	281 services 52 individuals
Individuals Enrolled	108	207