



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda Wednesday, December 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)	Shannon Weaver
Title III Report (Page 10)	Tim Snyder
 NEW BUSINESS	
Q1 Performance (Page 12)	Mandy Tripp
*Local Plan Questions (Page 14)	Miranda Swafford
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 Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, November 8, 2023, at 4:00 p.m. via Zoom

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

Members Absent: Kirby Phillips (excused), Erica Lee (excused)

CEOs Present: None

Staff Present: Andrea Taylor, Strategic Partnership Specialist, and Tyler Lanz, Communications Assistant

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

One-Stop Operator: Nick Clayton

Guest:

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

CALLED TO ORDER

Nicol called the meeting to order at 4:02 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda, approval of previous meeting minutes, and approval of Phillips' and Lee's excused absences. Schneider made a motion to approve the consent agenda, seconded by Flogel, and motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for October. Clayton highlighted one hiring event in each office, as well as the You Choose career exploration event in Clinton and the National Disability Employment Awareness Month event in Burlington, both of which were well-attended. Facebook reach decreased for both centers. There is some other engagement data available on Hootsuite that Clayton plans to utilize for future reports. The Customer Satisfaction rate was 84%. Clayton discussed one staff complaint, but also advised that staff praises tend to outweigh the complaints each month. He plans to discuss with the partners how to notify staff and incorporate feedback to improve customer service. There was a discussion about hiring trends and whether job fair participation has slowed down. Clayton and Snyder advised that the decrease in participation in Burlington is likely due to having just hosted the Southeast Iowa Job

Fair in September. There has been significant interest in the November and December hiring events so far.

ADULT/DW/RR REPORT

Weaver discussed challenges and deliverables and advised that the Adult and Dislocated Worker programs did not enroll any new participants in October, despite receiving 71 referrals, since they still have not received FY24 funding. They are prioritizing current work-based learning contracts and supporting those in ongoing credential programs. Adult caseload is currently at 73 active and 87 follow-ups. Dislocated Worker currently has 78 active with 53 follow-up. There was 1 OST started in October with funds that were obligated back in August, 2 WBL, and there was a 93.06% customer satisfaction rate. Outcomes- 3 credentials, 3 unsubsidized employment, 0 measurable skills gain, and 2 WBL started. Weaver reported that they learned of two business closures in the area and discussed the Rapid Response services provided. There was a discussion about the impact of not receiving the FY24 funds and Weaver advised that they have a tentative plan to last through the end of December before it will begin to affect participants and Adult and Dislocated Worker staff.

TITLE III REPORT

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. In honor of Veterans Day this week, Snyder highlighted the upcoming Veterans Day Luncheon being held at the Burlington office and presented some excerpts from the Jobs for Veterans State Grant quarterly report, including outreach efforts, business services, and success stories. Snyder provided an overview of labor market information and in-demand industries in our local area. There was a discussion about the agriculture industry and which businesses in our area might be included. Kent Grain Processing Corporation and OCI Iowa Fertilizer Company were both identified.

***MOU ATTACHMENT D: REFERRAL PROCESS**

Clayton presented the draft attachment and provided an overview of the jobseeker referral process and the business referral process. Clayton discussed that we are still looking into the UniteUs referral platform, and there is room within the process for that to be incorporated without having to amend the MOU. Flogel made a motion to approve MOU Attachment D: Referral Process, seconded by Snyder, and motion carried.

***MOU ATTACHMENT F: OUTREACH PLAN**

Clayton presented the draft attachment and provided an overview of the general outreach plan, business outreach, and social media outreach. Flogel made a motion to approve MOU Attachment F: Outreach Plan, seconded by Snyder, and motion carried.

***MOU ATTACHMENT G: DATA SHARING TRAINING PLAN**

Lanz presented the draft attachment and discussed that all staff are required to be trained in the appropriate use of personally identifiable information (PII) and other confidential information. There is a security training withing IWD's Learning Management System that should meet the

minimum requirements, however a training will also be developed by the core partners and distributed. Snyder made a motion to approve MOU Attachment G: Data Sharing Training Plan, seconded by Flogel, and motion carried.

OTHER BUSINESS

Lanz the in-person 4th Annual Board Training being held in Burlington on November 30, 2023 and encouraged committee members to register if they have not already.

Lanz discussed that polling platforms like Mentimeter may start to see increased use in meetings and activities and conducted a poll among the committee members to identify what information they are most interested in seeing and what they feel fuels the best engagement in the meetings. The top two topics for the One Stop Operator report were Customer Satisfaction and Events, Customer Satisfaction and Success Stories were the top two items for the Adult and Dislocated Worker program report, and Success Stories and Events/Outreach were the top items for the Title III report.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Flogel made a motion to adjourn, seconded by Schneider, and the motion carried. Nicol adjourned the meeting at 4:42 p.m.

One Stop Operator Report

Documents Included: Executive Summary, Report (Appendix A)

November hiring events saw good attendance in both offices for their multiple employer hiring events. This is likely attributed to successful larger job fairs and the multiple employer hiring events expanding the number of employers they have in attendance. We have also had an increase in layoffs due to seasonal layoffs which likely also attributes to larger job fair attendance by job seekers. November's workshops are comparable to previous months.

Both offices saw an increase in daily traffic due to there being fewer working days in the month so more individuals had to navigate getting into the centers for assistance on days that we were open. The increase may also be due to the addition of tracking VR clients when they come in the center. This was also shown in an increase in Burlington's total VOS numbers. Davenport's total numbers lowered which may be due to them already tracking VR customers under other prior to this month.

Burlington's Facebook numbers rose from last month. This was in part due to the Hire Talent Tuesday post being boosted when there was not a boosted post the month prior. Davenport's numbers lowered.

Customer satisfaction was at an 87.5% in November. We also saw low amount of survey's responded to with only 16 being answered for the month. This was surprising due to the increase in daily traffic and I plan to look into other areas if they had small responses last month as well. Our feedback revolved around the same that we typically get with the system not being explained well enough. There were a few comments about staff not explaining something well enough but without knowing which staff they are talking about this may just be a matter of them asking staff that don't work in unemployment. We had no dashboard survey's filled out for the month of November even though I sent out a how to, to the partners on how to help customers access that survey. This may be due to the timing of sending it out and the holidays.

Referral numbers were up for November and were more spread out to different programs. Some staff have grown comfortable with the survey and have been utilizing it more often.

Burlington had their Veteran's Luncheon in early November where they had a chili dump to show appreciation to our local veterans. Next month both centers have monthly job fairs scheduled and SCC will be having a 5th and 8th grade career fair on December 18th and 19th.

Adult/DW Report

Documents Included: Executive Summary, Report (Appendix B)

Deliverables

In October, we did not enroll any Adults or Dislocated Workers (despite 68 new referrals) due to budget constraints. Budget modifications were approved by the board on 11/20/23 to allow continuity of operations. FY24 allocations were received by the board the week of 11/27/23 and modified contracts and budgets are being finalized. Finalizing these will allow us to start making new obligations for participants.

We started one internship in Dislocated Worker with a partner-funded position with an insurance company. We are currently at 22.5% of our negotiated deliverable. We look forward to renegotiating deliverables now that FY24 funding has been released.

No new individuals entered Occupational Skills Training. The total remains at 69, which is 69% of the deliverable.

We partnered with Southeastern Community College on 11/7/23 in their Health Careers Discovery Day for a sector event. This was attended by employers and community resource representatives and it was designed to educate about healthcare careers, educational options, and employment opportunities. There were 2 separate sessions; one was for high school students and another focused on nontraditional students. Due to our limited budget at the time, our staff shared information about career exploration and individualized career services.

Program customer service continues to perform at above expected levels, with a 97.92% customer satisfaction rate, with 16 surveys completed.

Rapid Response

None this month.

Challenges

Delayed funding continued to disrupt service delivery for Adult and Dislocated Worker participants. Career navigators focused on keeping participants engaged and helping them find unsubsidized employment opportunities and resources for support services.

Policy Deployment

None noted.

Success Story

Scott County Adult participant, age 43, had never worked in the U.S. since moving her with her husband and children approximately fifteen years ago. She is working with our Adult Navigator Robin Patrick and IVRS Counselor Joelle McDermott. She is deaf and was very nervous about working her first job. Our business service consultant, Jamie McLaughlin, reached out to the YMCA for the participant. They interviewed her, liked her right away, and she started on a

transitional job the following week. YMCA staff welcomed her, made her feel very comfortable, and IowaWorks partnered to make sure the proper accommodations were in place. The YMCA liked the participant so much, they offered her a full-time position halfway through her transitional job. She started full-time as a custodian on Dec. 1.

Co-enrolled DW and Trade participant age 41 from Lee County attained a partner-funded internship at MFS Mutual as an Accounting Assistant paying \$15/hour.

Adult participant from Louisa County, age 53, started a new job that aligned with his CDL credential. He is driving a daily truck route and loves his new job and pay.

Adult participant from Scott County, age 43, overcame struggles to complete CDL training last month. With help updating his resume, he gained employment at Performance Food Group, starting on Nov. 27.

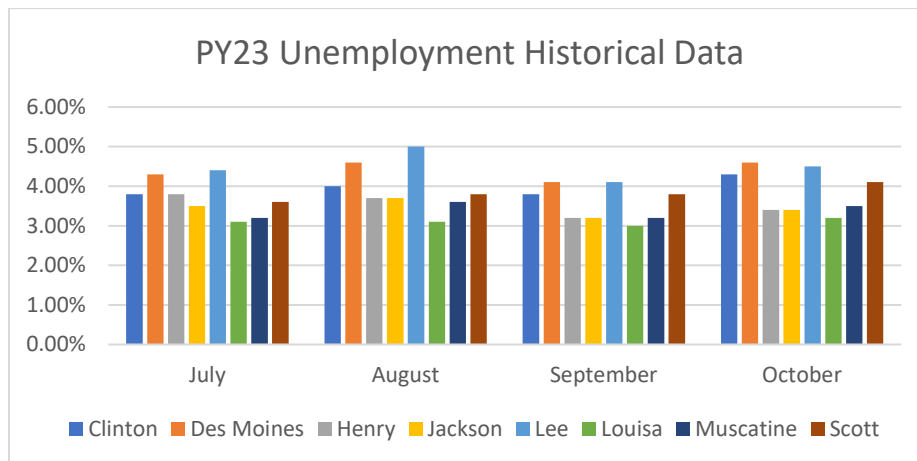
Title III Report

Title III Report

November 2023

Services Provided	Burlington	Davenport
Services Provided By Individual	3,450 services for 329 individuals	7,555 services for 1,089 individuals
Services Provided to Veterans	175 services 22 individuals	384 services 55 individuals
Individuals Enrolled	92	187

County	July	August	September	October
Clinton	3.80%	4.00%	3.80%	4.30%
Des Moines	4.30%	4.60%	4.10%	4.60%
Henry	3.80%	3.70%	3.20%	3.40%
Jackson	3.50%	3.70%	3.20%	3.40%
Lee	4.40%	5.00%	4.10%	4.50%
Louisa	3.10%	3.10%	3.00%	3.20%
Muscatine	3.20%	3.60%	3.20%	3.50%
Scott	3.60%	3.80%	3.80%	4.10%



County	23-Jul		23-Aug		23-Sep		23- Oct	
	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed
Clinton	22790	860	22400	890	22520	850	22530	970
Des Moines	18760	800	18320	840	18040	740	18010	830
Henry	9510	360	9370	350	9470	300	9490	320
Jackson	10,990	380	10,750	390	10690	350	10660	360
Lee	14670	640	14520	730	14490	600	14430	650
Louisa	6130	190	5990	190	6010	180	5980	190
Muscatine	21210	670	20830	740	20770	670	20590	720
Scott	87480	3270	89340	3350	89860	3400	89170	3660

Q1 Performance

MVWA Performance Data

Adult Program

Indicator	PY22		Annual	PY23				
	Required			Required	Q1	Q2	Q3	Q4
Employment 2nd Qtr	72.5%		81.9%	73.0%	82.1%			
Employment 4th Qtr	66.0%		75.9%	67.0%	74.7%			
Median Earnings 2nd Qtr	\$6,100		\$6,528	\$6,100	\$6,615			
Credential Attainment	65.0%		79.5%	66.0%	75.0%			
Measurable Skills Gain	44.0%		72.7%	44.0%	65.9%			

Dislocated Worker

Indicator	PY22		Annual	PY23				
	Required			Required	Q1	Q2	Q3	Q4
Employment 2nd Qtr	85.0%		81.0%	85.0%	83.1%			
Employment 4th Qtr	85.0%		81.3%	85.0%	78.6%			
Median Earnings 2nd Qtr	\$8,900		\$9,327	\$9,000	\$9,434			
Credential Attainment	69.0%		78.8%	69.5%	67.6%			
Measurable Skills Gain	44.0%		78.7%	44.0%	78.9%			

Youth

Indicator	PY22		Annual	PY23				
	Required			Required	Q1	Q2	Q3	Q4
Employment 2nd Qtr	73.0%		73.5%	74.0%	70.8%			
Employment 4th Qtr	72.0%		67.2%	74.0%	67.6%			
Median Earnings 2nd Qtr	\$3,700		\$3,275.0	\$3,800.00	\$3,940			
Credential Attainment	52.0%		43.3%	57.0%	63.6%			
Measurable Skills Gain	35.0%		48.2%	36.0%	55.0%			

Program Year 2023 Quarterly Timeframes to be Reported

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Employment Rate Second Quarter After Ex	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
Employment Rate Fourth Quarter After Ex	4/01/21 to 3/31/22	7/01/21 to 6/30/22	10/01/21 to 9/30/22	1/01/22 to 12/31/22
Median Earnings Second Quarter After Exi	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
Credential Attainment Rate	4/01/21 to 3/31/22	7/01/21 to 6/30/22	10/01/21 to 9/30/22	1/01/22 to 12/31/22
Measurable Skill Gains	10/01/22 to 9/30/23	1/01/23 to 12/31/23	4/01/23 to 3/31/24	7/01/23 to 6/30/24

*Local Plan Questions

Documents Included: Draft of Questions 1 and 2 from Section 3 of the draft Local Plan.

Action Requested: Approve the Questions 1 and 2 from Section 3

SECTION 3 – IOWAWORKS SYSTEM COORDINATION

QUESTION 1

The workforce development system in the local area, including the identification of:

- a) The programs that are included in the system.
- b) Describe the steps the LWDB will take to locally implement and support the state strategies identified in the State Plan and work with the entities carrying out core programs and other workforce development programs, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006, to support service alignment.

Program	Partner	Center Locations
Title I Adult	Core Partner	Davenport and Burlington
Title I DW	Core Partner	Davenport and Burlington
Title I Youth	Core Partner	Davenport and Burlington
Title II AEL	Core Partner	Davenport and Burlington
Title III Wagner-Peyser	Core Partner	Davenport and Burlington
Title IV Vocational Rehabilitation	Core Partner	Davenport and Burlington
Iowa Department for the Blind	Core Partner	Davenport and Burlington
Career and Technical Education - EICC	Required Partner	Davenport
Career and Technical Education – SCC	Required Partner	Burlington
Trade	Required Partner	Davenport and Burlington
SCSEP	Required Partner	Davenport and Burlington
Native American Programs	Required Partner	Davenport
National Farmworker Jobs Program (NFJG)	Required Partner	Davenport and Burlington
TANF	Required Partner	Davenport and Burlington
Unemployment Compensation	Required Partner	Davenport and Burlington
Jobs for Veterans State Grant (JVSG)	Required Partner	Davenport and Burlington
Reentry Employment Opportunities (REO)	Required Partner	Davenport and Burlington
RESEA	Required Partner	Davenport and Burlington
Ticket to Work	Additional Partner	Davenport and Burlington

Home Base Iowa	Additional Partner	Davenport and Burlington
ReEmployment Case Management (RCM)	Additional Partner	Davenport and Burlington

State Goals

Goal I: Increase the engagement and awareness of Iowa’s current, potential, and future workforce to the continuum of high-quality education, training, and career opportunities in Iowa.

State Strategy 1.1: Align and implement an accessible, integrated service delivery model incorporating all workforce system partners.

Local Strategy: Promote a no wrong door approach by providing extensive cross training to all workforce partners so that customers can enter at any place in the system for services.

Local Strategy: Continue efforts for further integration by assessing duplication of services across partners and finding ways to maximize resources by increasing collaboration.

Local Strategy: Continue to assess accessibility of centers and program services to further enhance accessibility options.

State Strategy 1.2: Ensure all Iowa students have opportunities for meaningful work-based learning experiences.

Local Strategy: Apply to be the Work Based Learning Intermediary for the school systems to reduce duplication of services, allowing services to be expanded

Local Strategy: Invest in technology to provide career exploration and other activities to prepare students for work based learning opportunities.

Local Strategy: Convene youth work based learning providers to improve collaboration.

State Strategy 1.3: Target services to underserved populations, including individuals with disabilities, minorities, returning citizens, women, rural Iowans, new citizens, veterans, etc.

Local Strategy: Develop a systemwide outreach plan based on LMI data to target specific populations with specific outreach activities identified by partner.

Local Strategy: Humanize our programs through outreach that speak to different

lifestyles and demographic groups.

Goal II: Increase employer engagement and awareness of the IowaWORKS system as the premier provider of business services for a skilled and diverse workforce.

State Strategy 2.1: Support local workforce boards in the development and enhancement of sector partnerships.

Local Strategy: Collaborate with IWD in training sessions to support local implementation of sector boards.

Local Strategy: Start 3 new sector boards over the next four year local plan period.

State Strategy 2.2: Create and implement a unified and collaborative business engagement model.

Local Strategy: Invest in technology to streamline business services across organizations to develop more coordinated and targeted outreach.

Local Strategy: Continue to work on reducing employer fatigue through business service team meetings, the single point of contact approach and IowaWORKS Branding.

Local Strategy: Review on a quarterly basis the local business services strategic plan and make updates as needed to further integration.

State Strategy 2.3: Increase the awareness and engagement by employers in work-based learning opportunities.

Local Strategy: Develop common language across all programs to simplify the message to employers about work based learning opportunities.

Local Strategy: Develop quarterly what is work based learning virtual webinars for employers to be introduced to WBL and to provide a platform for Q&A.

Local Strategy: Develop an employer award program that recognizes those employers that are champions of the workforce system.

QUESTION 2

Describe how the LWDB will work with the entities carrying out the core programs to:

- a) Expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.**
- b) Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs.**
- c) Improve access to activities leading to a recognized postsecondary credential,**

including a credential that is an industry-recognized certificate or certification, portable, and stackable.

WIOA partners are actively collaborating to establish a business model centered around delivering services seamlessly to customers, transcending individual programs and job titles. The referral process, encompassing introductions and direct linkages, enhances access to the system and its services. WIOA partners are transitioning to a new platform, UniteUs, facilitating expanded follow-up reporting and granting the One Stop Operator access to a broader array of data points through a unified referral system.

Continuous cross-training ensures that all Core Partners' staff can adeptly address diverse customer needs, offering easily accessible entry points into the system. Cross-training occurs during Wednesday morning meetings, job shadowing, partner-specific presentations, and biannual in-service days attended by staff from Davenport and Burlington IowaWORKS, fostering collaboration and system knowledge.

The Workforce Development system is accessible through any core partner program within the Area, with multiple physical and electronic access points expanding. Orientation sessions explaining the workforce development system will be available at partner locations within the Area. Core partners remain committed to delivering services to all eligible individuals, including those with barriers to employment.

Tailoring services to customer needs, the system, in collaboration with Core and Required partners, comprehensively addresses employability requirements. Career Navigators provide information on community resources, Labor Market Information, occupational training, and support services. They facilitate referrals when necessary and share information on training providers, grants, and scholarships.

In the realm of Employment Services, an Integrated Employer Outreach toolkit, coupled with communication from Integrated Business Services Teams, aims to enhance access to employer services, fostering increased job development, recruitment, and placement. Efforts focus on improving opportunities for individuals with disabilities to secure Competitive Integrated Employment.

For Training Services, MVWA will develop outreach materials to promote work-based learning opportunities and training programs. In Education Services, collaboration with Eligible Training Providers aims to expand access to training and education programs aligned with in-demand occupations, while also promoting stackable and portable credentials. The boards In-Demand Industry policy will drive training in Mississippi Valley so individuals are provided training opportunities that lead to self-sufficiency. Sector Partnership initiatives will inform the development of career pathways, emphasizing employer needs and facilitating co-enrollment across workforce partners.

Supportive Services, crucial for removing barriers to participation, will expand by working with Core and Required partners to secure access and funding while avoiding duplication.

Over the next four years, sector partnerships will focus on informing career pathway development for diverse demographics, supported by meaningful referrals, collaboration, and the use of Integrated Resource Teams. MVWA will work closely with Eligible Training Providers to ensure quality training, review high-demand careers, and recommend improvements.

An Industry-Recognized Credential is defined as “a documented award by a responsible and authorized body that attests that an individual has achieved specific learning outcomes or attained a defined level of knowledge or skill relative to a given standard needed for an occupation. Credential, in this context, is an umbrella term that includes degrees, diplomas, licenses, certificates, badges, and professional/industry certifications.” Sector strategies will also assist education providers and the workforce system in providing quality training services to participants. Labor Market Information will be reviewed annually by the core partners to determine industry clusters in high demand.

An inventory list will be created of stackable and portable credentials needed by businesses in our area and the board will work to relevant programs added to the ETPL. The board will also work to expand Registered Apprenticeship programs throughout the eight-county area.

The above strategies will ensure that training programs meet the needs of employers and job seekers and that the system is providing quality assistance to ensure creation of Future Ready Iowans. By collaborating with all of our partner agencies the Local Area can better streamline the process for the client and be more effective and efficient with the resources available. Sector strategies will enable the Area to receive feedback from employers on their needs and with cross communication between partners, they will be able to develop their programs to meet those needs effectively and efficiently.

Appendix A:
One Stop Operator Report



IowaWORKS
A proud partner of the AmericanJobCenter network

One-Stop Operator
November 2023



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

1

November Hiring Events/Job Fairs



IowaWORKS
A proud partner of the AmericanJobCenter network

Date	Type	Location	Job Seekers
11/2/2023	Partner Personnel Hiring Event	Burlington IowaWORKS	4
11/14/2023	Hire Talent Tuesday	Burlington IowaWORKS	40
11/17/2023	Opportunity Knocks	Davenport IowaWORKS	31



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

2

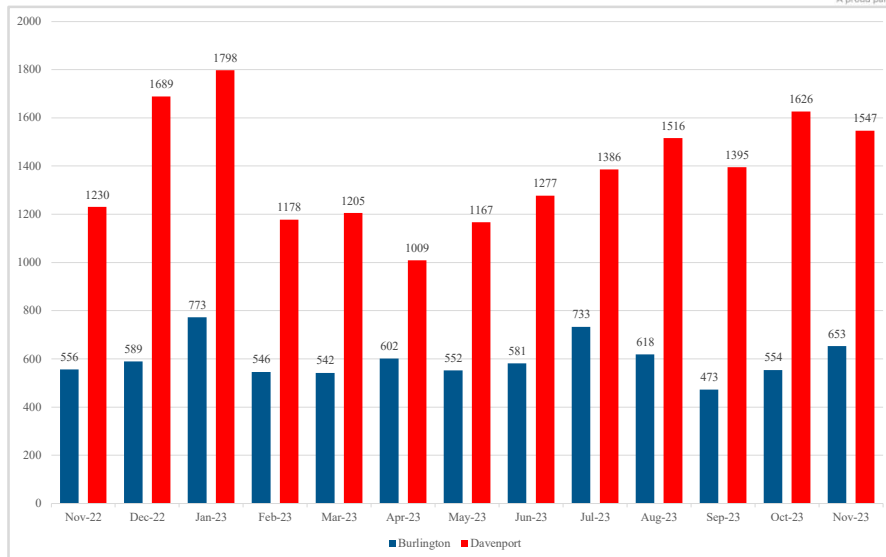
MVWA November Workshops

Workshop	Burlington	Davenport
Resumes	26	86
Job Search	2	143
Financial Literacy	0	24
Interviewing	48	92
Career Interest	2	10
Personal Growth	4	21
Work Readiness	5	0
Labor Market Info	1	0
Unemployment Info	39	13
Job Finding Club	3	57
Other	2	0
NCRC testing	1	1



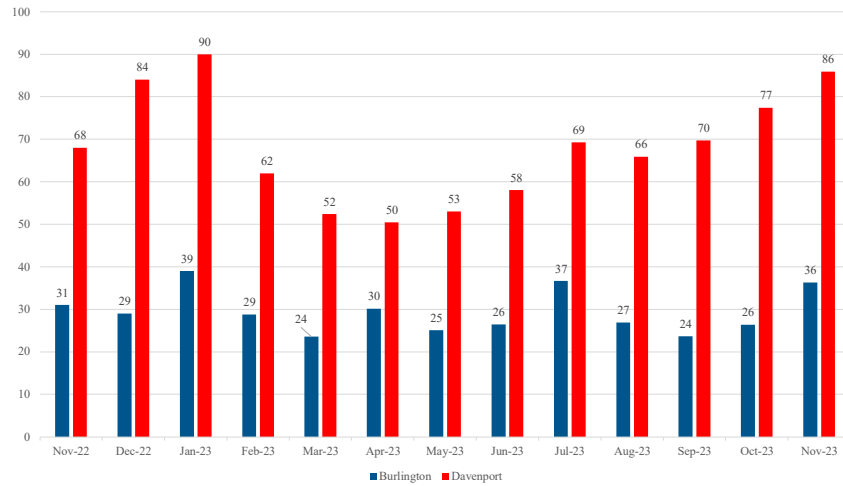
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Historical VOS Numbers



4

Historical VOS Numbers Daily Avg.



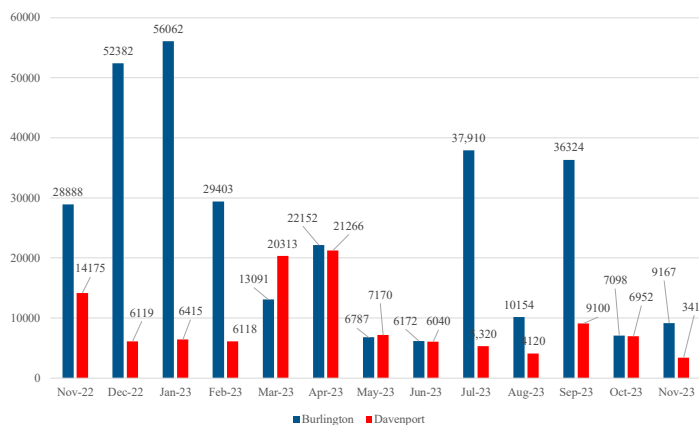
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5

Facebook and Instagram Reach



Office Page	Facebook Reach	Instagram Reach
Burlington	9,167	11
Davenport	3,412	11




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

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6

Customer Satisfaction November




14 of 16 (87.5%) responded “somewhat or very satisfied” to a majority of the questions
5 of 6 (83.3%) Davenport
9 of 10 (90%) West Burlington

Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
85.1%	85.7%	66.7%	85%	78%	96%	82%	80%	77%	92.5%	83.3%	88.9%	87.5%



7

Customer Comments




Areas of Concern

- Well for one, I couldn't get any help I just got shuffled around on the phone for so long I just hung up cause it was so frustrating then when I went in person it was 30 mins. Till they closed so they didn't have time.
- Your staff cant answer questions the us iowans have regarding unemployment, your letters make no sense, they have no explanation at all, so we are left guessing do we have to call them for this appointment or are they calling me
- I did not believe the person who first assisted me explained the process as well as they could have. I re-visited the location and that time the person was more informative


Positive Comments

- over all service was excellent very helpful
- Everyone there is helpful with any questions I have
- Service was good




8

MVWA November Partner Referrals



Referred To	Burlington	Davenport
Title I Adult/DW	7	19
Title I Youth	7	3
Title II (AEL/HiSED)	5	3
IWD (Trade, UI, Re-entry)	5	2
Title IV (Voc Rehab)	5	1
CTE	7	2
Veterans	2	3
AARP	1	0
Job Corps	0	1
Ticket to Work	1	0
CIMCInc	1	0
IowaWORKS	5	1
Total Referrals	46	35
	81	

Referred From	# of Referrals
AEL/HiSED	6
Promise Jobs	12
RCM/RESEA	15
Title III	16
Voc Rehab	9
Title I	21
Outside area IowaWORKS	2



IN PARTNERSHIP WITH

9

November Events



- Veteran’s Luncheon
- Opportunity Knocks
- Hire Talent Tuesday



IN PARTNERSHIP WITH

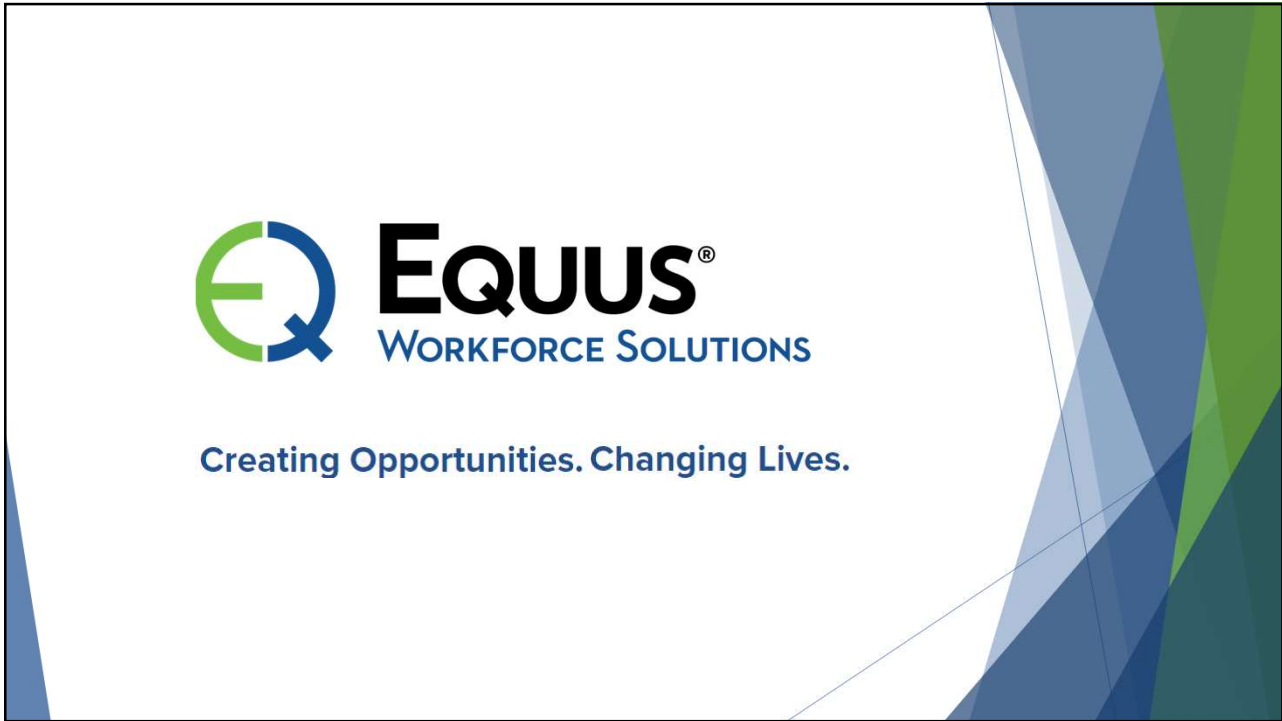
10

Upcoming Events

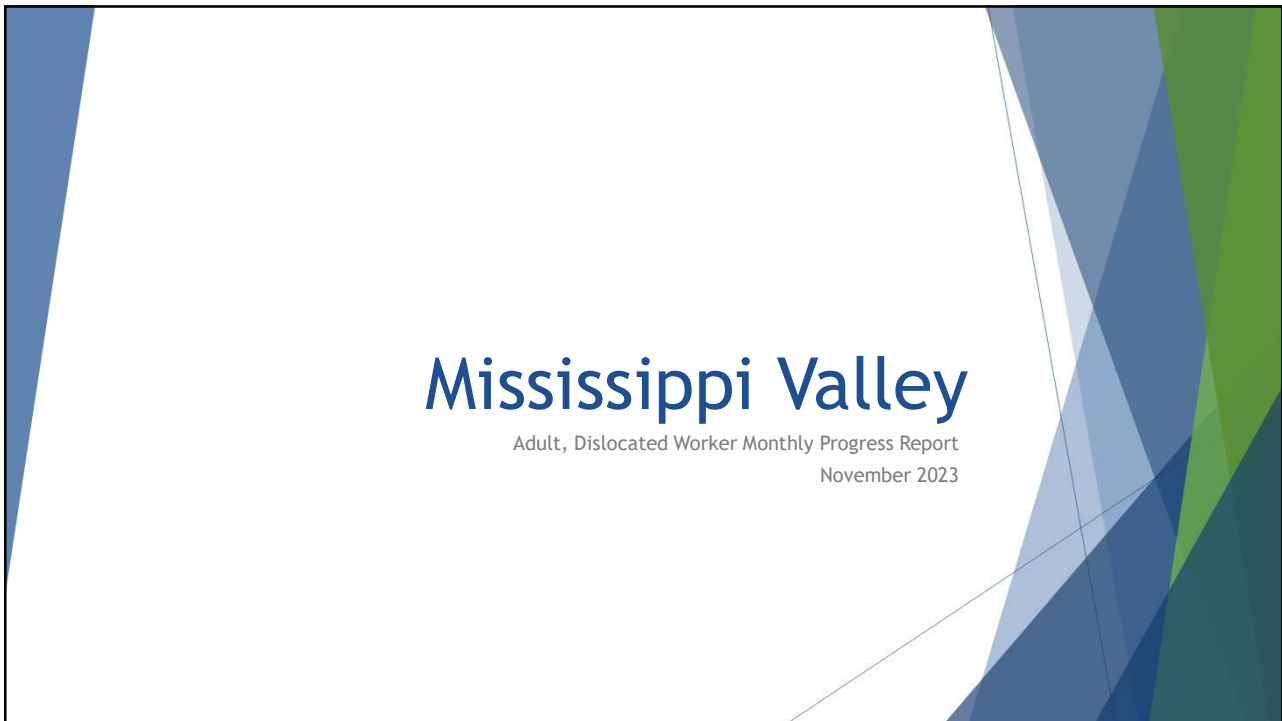
- SCC 5th and 8th Grade Career Fair 12/18 and 12/19



Appendix B:
Adult/DW Report



1

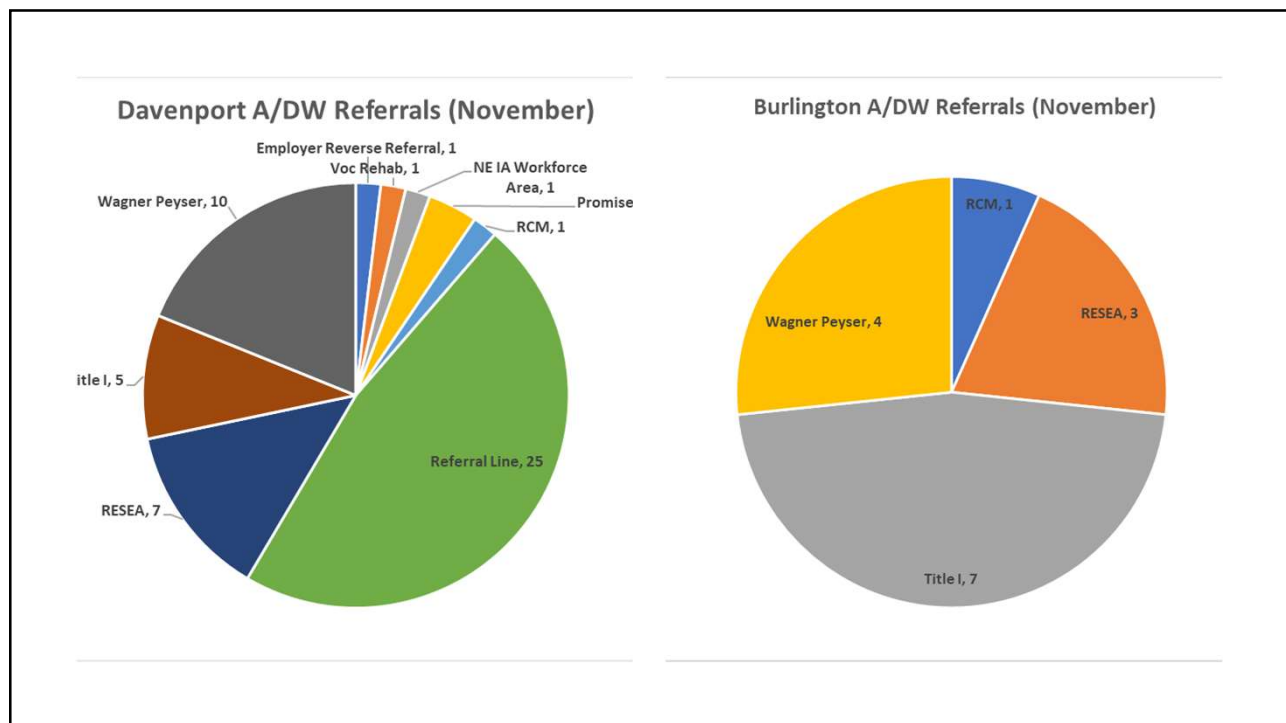


2

Rapid Response

No WARNs or notifications of business closure

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Performance

Enrollments	November	YTD Goal	YTD Actual	% of Goal
Adult	0	125 (Total)	19	
Dislocated Worker	0	125 (Total)	3	18%

Scholarships	November	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	0	100	69	69%

WBL	November	YTD Goal	YTD Actual	% of Goal
Work Based Learning	1	40	9	22.5%

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Caseload

Adult

- ▶ 63 Active
- ▶ 76 Follow Up
- ▶ 27.8 Average caseload
- ▶ 6 Exited
 - ▶ 3 Employed
 - ▶ 3 Unknown

Dislocated Worker

- ▶ 74 Active
- ▶ 49 Follow Up
- ▶ 24.6 Average caseload
- ▶ 8 Exited
 - ▶ 8 Employed

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11/20/2023	The interview went very well and learned a lot from the Iowa works thanks for the opportunity.
	I'm honestly in awe of the services I received from your program, there was never a time when my questions weren't being answered efficiently and in a timely manner. The case worker assigned to my case has gone above and beyond for me, has carefully gone over each step of the process with me, and whenever I had a question they were able to walk me through the answer in a warm, caring, and professional way. The only thing I would say that needs improvement would be the hardware that was given to my case worker to do their job, some of the websites were dated and need to be upgraded so that they can do their job to the best of their ability.
11/21/2023	

97.92% Customer Satisfaction Rate

16 Surveys completed

Legacy in Action

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Sector Event

Southeastern Community College Health Careers Discovery Day

Tuesday, Nov. 7, 2023

- ▶ Held at SCC West Burlington campus Blackhawk Recreation Center
- ▶ Designed to educate about healthcare careers
- ▶ Two sessions were held: one for high school students and one for nontraditional students
- ▶ Several employers were present
- ▶ Information about SCC Health programs was available
- ▶ Our staff shared information about career exploration and individualized career services

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▶ 0 enrollments

Dislocated Worker Industries

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Outcomes

Credentials

- 1 CNA
- 2 CDL
- 1 Certified Medical Admin. Assistant

9 Unsubsidized Employment

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Participant Highlights

- ▶ Co-enrolled DW and Trade participant from Lee County attained a partner-funded internship at MFS Mutual as an Accounting Assistant paying \$15/hour.
- ▶ Adult participant from Louisa County, age 53, started a new job that aligned with his CDL credential. He is driving a daily truck route and loves his new job and pay.
- ▶ Adult participant from Scott County, age 43, overcame struggles to complete CDL training last month. With help updating his resume, he gained employment at Performance Food Group, starting on Nov. 27.