



# Mississippi Valley Workforce Development Board

---

## Operations Committee Meeting Agenda

Wednesday, January 10, 2024, 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 9)	Tim Snyder

### NEW BUSINESS

*ITA Policy (Page 11)	Tyler Lanz
*Local Plan Questions (Page 18)	Tyler Lanz

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](mailto:assistant@mississippivalleyworkforce.org) or at 1-844-967-5365 option 3.



## Mississippi Valley Workforce Development Board

---

### **Operations Committee Meeting**

Wednesday, December 13, 2023, at 4:00 p.m. via Zoom

**Members Present:** Matthew Nicol, Nick Flogel, Scott Schneider, Kirby Phillips, Erica Lee, and Tim Snyder (late)

**Members Absent:** None

**CEOs Present:** Jean Dickson

**Staff Present:** Miranda Swafford, Executive Director, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

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

**One-Stop Operator:** Nick Clayton

**Guest:** None

*\*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. Phillips 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 November. Clayton highlighted the good attendance at hiring events in both centers, likely increased due to seasonal layoffs and larger numbers of employers participating. Clayton advised that offices saw an increase in daily traffic due in part to there being fewer working days in November and due to the start of tracking Vocational Rehabilitation customers on the VOS Greeter. The Customer Satisfaction rate was 87.5% with only 16 surveys completed. Clayton reported that referral numbers increased in November and were more spread out among programs which he attributes to staff growing more comfortable with the form and using it more often. Nicol inquired whether IowaWORKS was involved with the recent Junior Achievement event or if there is an ongoing partnership with JA, Clayton advised there is not currently, but he will look into it.

### **ADULT/DW/RR REPORT**

Weaver reported that the Adult and Dislocated Worker programs did not enroll any new participants in November, despite receiving 68 referrals, since they still had not received FY24 funding. Budget modifications were approved at the full board meeting on November 20, 2023 to allow continuity of operations and FY24 allocations were received the following week, so modified contracts and budgets are being finalized so the program can begin making new obligations. Adult caseload is currently at 63 active and 76 follow-ups. Dislocated Worker currently has 74 active with 49 follow-up. There were 0 OST started in November, 1 WBL, and there was a 97.92% customer satisfaction rate. Outcomes- 4 credentials, 9 unsubsidized employment, 0 measurable skills gain, and 1 WBL started.

### **TITLE III REPORT**

Lanz presented the Title III report on Snyder's behalf and reviewed the job seeker services and hiring events provided in each center. The report highlighted a success story from the Burlington Bridges Out of Poverty event. Priorities for the next month were identified as well. Lanz discussed that Snyder was working on the format of the report to include and focus on information that the committee is interested in engaging with and welcomed feedback on the content of the report. Swafford cautioned that there is some duplication between the One Stop Operator report and the Title III report and advised they coordinate with each other to avoid that moving forward.

### **Q1 PERFORMANCE**

Tripp reviewed the Q1 performance for the Adult and Dislocated Worker programs. The Adult program has achieved their goals. The Dislocated Worker program fell short in Employment 2<sup>nd</sup> Quarter, Employment 4<sup>th</sup> Quarter, and Credential Attainment. There were some missing credentials from the Trade program which will be corrected and will increase the Dislocated Worker Credential Attainment rate. There was a discussion about the Employment rates and Tripp advised that if individuals are employed in 2<sup>nd</sup> Quarter, they are more likely to be employed 4<sup>th</sup> Quarter as well. Weaver discussed that some Trade participants, who are required to be co-enrolled in the Dislocated Worker program, retired after their Trade-funded training was complete, which impacts the Employment rates.

### **LOCAL PLAN QUESTIONS**

Swafford discussed the Local Plan, which is required by WIOA. The Local Plan will be brought before the full board in February so that it can be posted for public comment and has to be submitted to the state by April 1, 2024. Swafford presented a draft of Question 1 from Section 3 of the Local Plan which outlines the steps we will take to implement the state strategies and align services among our workforce partners. Swafford also reviewed a draft of Question 2 from Section 3 of the Local Plan which describes how the board will expand and improve access to programs that facilitate the development of career pathways.

### **OTHER BUSINESS**

Swafford discussed that Youth, Adult/Dislocated Worker, and One Stop Operator RFP Committees have been assembled and advised committee members to contact her with any feedback, comments, or suggestions for service delivery.

Nicol inquired whether an agenda or presentation list was available yet for the NAWB Forum. Swafford advised that would likely not be available until 3-4 weeks before the event. There was additional discussion about how to best engage with the NAWB Forum and get the biggest return on investment for attending.

**PUBLIC COMMENT**

There was no public comment.

**ADJOURNED**

Phillips made a motion to adjourn, seconded by Flogel, and the motion carried. Nicol adjourned the meeting at 4:43 p.m.

# One Stop Operator Report

Documents Included: Executive Summary, Report (Appendix A)

December Hire Talent Tuesday had a huge turnout with 67 job seekers. December single employer hiring events in Davenport had steady turnout being highlighted with Labor Finders meeting 15 job seekers and accepting 8 applications. Workshop numbers were fairly consistent with previous months.

December's VOS numbers saw record months for both offices with 2244 in Davenport and 1141 in Burlington where those numbers are typically in the 1000-1800 in Davenport and 400-800 in Burlington. With the low amount of days this pushed our Daily Average to record numbers as well with 118 customers a day in Davenport and 60 customers a day in Burlington. Most of these came of consecutive first days of the week where the offices typically see new temporary layoffs. Davenport were seeing over 200 job seekers in a day and Burlington was seeing over 100 job seekers in a day for consecutive first days of the week. This may be attributed to individuals missing out on benefits last year when laid off temporarily so they are now coming to the offices to make sure they are submitting correctly. This has caused the offices to feel short staffed when more individuals are needed on the floor than typical with Burlington at times needing 5 staff on the floor as opposed to the typical 3. This being said we also saw a bad turnout for customer satisfaction this month due to the large increase in customers and people having issues with their claims. We also saw a few complaints about the workshops not being at accessible times. These complaints will be sent to IWD.

Facebook Reach was up in both offices. The social media team got together in December to plan out the next months posts. Instagram reach was also up from the normal numbers but are still relatively small.

We saw a low turnout for referrals attributed to multiple staff being stretched thin on the floor, and I assume customers not wanting to join a program when they are focused on the holidays. The Title I ADW program also received their funding in December so they had a list of referrals they had to reach back out to from previous months.

December was slow for events with other than hiring events due to the holidays and large turnout of customers. SCC did host some of the Burlington staff for a cross training where they were able to go on a tour and learn about the different departments at SCC. Upcoming events are highlighted with a Davenport Disability Access event like the one had in Burlington. This event will be on February 29<sup>th</sup>.

# Adult/DW Report

Documents Included: Executive Summary, Report (Appendix B)

## **Deliverables**

In December, we executed contracts and received budget approval for the FY24 funds mid-month. Since then, we have enrolled 5 Adults, bringing our total to 27 for the year. Our referrals continue to come from a variety of sources, including training providers, re-employment services, Vocational Rehabilitation, and human service providers.

No new work-based learnings were started in December, but there are some internships for our co-enrolled DW/Trade participants slated to start in January. We are currently at 22.5% of our negotiated deliverable.

No new individuals entered Occupational Skills Training. The total remains at 69, which is 69% of the deliverable. We have been working to reach out to individuals who have requested our assistance since September to see if they are interested in individualized services at this time.

Program customer service continues to perform at above expected levels, with a 91.67% customer satisfaction rate, with 22 surveys completed.

## **Rapid Response**

We received a WARN notice for Southeast Iowa Regional Medical Center for 67 employees in their Nutrition Services department; they are outsourcing those services. After contacting the employer, it seems that the new contractor has offered permanent positions to all but one position, so no Worker Information Meetings (WIM) were scheduled.

The WIM for Independent Can (WARN received in November) was held Dec. 7.

## **Challenges**

With budgets and contracts being finalized mid-month, we began enrolling individuals and reaching out to those who have expressed interest in individualized services for the last few months. Many people have not responded to our contact attempts. We are trying to reach out to people prior to next college semester starting.

## **Policy Deployment**

None noted.

## **Success Stories**

Adult participant, age 45 from Scott County, was able to complete their Certified Medical Administrative Assistant and their Medical Billing and Coding program.

Adult participant, age 32 from Scott County, completed nursing boards and has a job that aligns with her new credentials. She states that she loves her new great job!

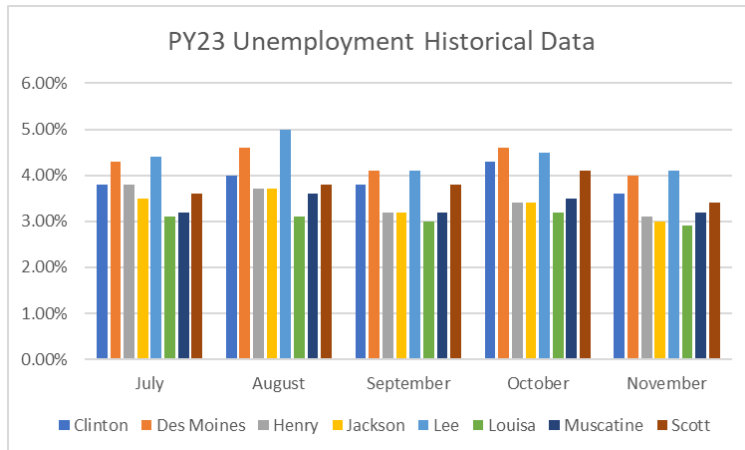


# Title III Report

December 2023

Services Provided	Burlington	Davenport
Services Provided By Individual	<b>4,216</b> services for <b>843</b> individuals	<b>8,344</b> services for <b>1,201</b> individuals
Services Provided to Veterans	<b>183</b> services <b>28</b> individuals	<b>418</b> services <b>64</b> individuals
Individuals Enrolled	93	134

County	July	August	September	October	November
Clinton	3.80%	4.00%	3.80%	4.30%	3.60%
Des Moines	4.30%	4.60%	4.10%	4.60%	4.00%
Henry	3.80%	3.70%	3.20%	3.40%	3.10%
Jackson	3.50%	3.70%	3.20%	3.40%	3.00%
Lee	4.40%	5.00%	4.10%	4.50%	4.10%
Louisa	3.10%	3.10%	3.00%	3.20%	2.90%
Muscatine	3.20%	3.60%	3.20%	3.50%	3.20%
Scott	3.60%	3.80%	3.80%	4.10%	3.40%



County	23-Jul		23-Aug		23-Sep		23-Oct		23-Nov	
	In Labor Force	Unemployed	In Labor Force	Unemployed	In Labor Force	Unemployed	In Labor Force	Unemployed	In Labor Force	Unemployed
Clinton	22790	860	22400	890	22520	850	22530	970	22330	810
Des Moines	18760	800	18320	840	18040	740	18010	830	17820	720
Henry	9510	360	9370	350	9470	300	9490	320	9340	290
Jackson	10,990	380	10,750	390	10690	350	10660	360	10500	310
Lee	14670	640	14520	730	14490	600	14430	650	14270	580
Louisa	6130	190	5990	190	6010	180	5980	190	5830	170
Muscatine	21210	670	20830	740	20770	670	20590	720	20300	640
Scott	87480	3270	89340	3350	89860	3400	89170	3660	88610	3040

## \*ITA Policy

Reason: Policies are required to be reviewed every 3 years.

Documents Included: Current Policy

Action Requested: Review policy and discuss needed updates.



## Individual Training Account (ITA) Policy

**Approved Date:** January 25, 2021

**Effective Date:** July 1, 2020

**Amended Date:** N/A

### A. Purpose

---

1. This policy outlines the Mississippi Valley Workforce Development Board (MVWDB) directives for providing Individual Training Accounts (ITA) for WIOA eligible Adult, Dislocated Worker and Youth participants.

### B. Background

---

2. WIOA Title I-B training services for WIOA eligible Adults, Dislocated Workers and Youth are provided through ITA. Using ITA funds, WIOA eligible Adults, Dislocated Workers and Youth purchase training services from eligible training providers they select in consultation with a Career Navigator.
3. Participants are expected to utilize information such as skills assessments, labor market conditions/trends, and training providers' performance, and to take an active role in managing their employment future through the use of ITA.

### C. Policy

---

1. ITA are one training option available to eligible and appropriate participants when it is determined by a Career Navigator that they will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone.
2. An ITA is limited in cost and duration and must result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
3. ITA are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the person's job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented on the participant's Individual Employment Plan (IEP).
4. Participants choose career training with Eligible Training Providers in consultation with Career Navigators.
5. In order to enhance consumer choice in education and training plans, as well as to provide flexibility to service providers, youth program-funded ITA may be used for out-of-school youth (OSY) ages 16-24, when appropriate.
  - a. In-school youth (ISY) cannot use youth program-funded ITA.
  - b. However, ISY between the ages of 18 and 21 may co-enroll in the adult program and

receive training services through an adult program funded ITA.

6. ITA Funding for Training is Limited to Participants Who:
  - a. Complete an assessment and an IEP that identifies the selected training course;
  - b. Are unable to obtain grant assistance from other sources to pay the costs of training or require assistance beyond available grant resources from other sources, such as Pell Grants in order to complete their training goals;
  - c. Select training programs that are directly linked to an in-demand industry sector or occupation or sectors that have a high potential of sustained demand or growth in the local area or in another area in which the participant is willing to travel or relocate [WIOA Section 134(c)(3)(G)(iii)]; and
  - d. Maintain satisfactory progress/grades throughout the training program.

#### **D. Coordination of WIOA Training Funds**

---

1. WIOA funds are intended to provide training services in instances when there is no grant assistance, or insufficient assistance from other sources such as, but not limited to:
  - a. Temporary Assistance for Needy Families (TANF),
  - b. Federal Pell Grants,
  - c. Academic Competitiveness Grants,
  - d. National SMART Grants,
  - e. Federal Supplemental Educational Opportunity Grants, or
  - f. Federal Work-Study,
  - g. GI Bill or other Federal financial aid available to military veterans, and
  - h. state-funded grants.
2. A WIOA Title I participant may enroll in WIOA Title I-funded training while his/her application for a Pell Grant is pending as long as the service provider has made arrangements with the training provider and the WIOA Title I participant regarding allocation of the Pell Grant, if it is subsequently awarded.
  - a. In that case, the training provider must reimburse the service provider the WIOA Title I funds used to underwrite the training for the amount the Pell Grant covers, including any education fees the training provider charges to attend training.
  - b. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIOA Title I participant for education-related expenses.
3. An individual may select training that costs more than the (\$\$\$) WIOA maximum amount when other sources of funds are available to supplement the ITA.
4. Career Navigators must consider and document in the participant file the availability of other sources of grants, excluding loans, to pay for training costs so that WIOA funds are used to supplement but not supplant other sources.
5. The use of WIOA funds to make payments towards a personal loan of an otherwise eligible participant is prohibited. However, the mere existence of a federal loan, regardless of the status, must not impact ITA eligibility determinations.

## **E. ITA Authorization**

---

1. ITA must be approved by a WIOA Program Manager prior to issuance. ITA are authorized only for training programs listed on the Eligible Training Provider List (ETPL), as required in WIOA Section 134(c)(F)(iii).
2. ITA funds are paid directly to the training provider.
3. ITA may be used for pre-apprenticeship programs however, only pre-apprenticeship programs listed on the ETPL may be approved. (20 CFR 680.330)
4. ITA may be authorized for training programs in other states or online training if the training program is listed on the ETPL list or there exists reciprocity agreements with other states.
5. ITA are not authorized for individualized career services such as short-term prevocational training.
  - a. Short-term prevocational services may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct, or other non-occupation-specific topics that are intended to prepare individuals for unsubsidized employment or training and should not exceed 40 hours of instruction except in documented special circumstances.

## **F. ITA Funding Limit**

---

1. The limit for ITA contracts is \$5500 per program year.
  - a. A waiver can be submitted to the MVWDB executive director to exceed this limit by \$1,000.
  - b. Documentation of the MVWDB executive director approval authorizing the ITA increase must be included in case notes located in the Iowa *WORKS* case management system.
  - c. A waiver with supporting documentation can also be submitted to the MVWDB executive director for a class to be retaken and will be considered on a case-by-case basis.
  - d. Refresher courses are not considered retake classes and are eligible to be paid for out of Title I funds.
2. The maximum ITA limit is not an entitlement. The amount and duration of each participant's ITA award is determined on an individual basis. Funding amounts will take into account the total costs of the selected training program, any other financial assistance available to the participant, and the WIOA funding available to the Adult, Dislocated Worker or Youth Programs.

## **G. ITA Continued Funding**

---

1. Continued funding of an ITA is contingent on availability of WIOA funds and on the participant's satisfactory progress in school. Career Navigators will review the participant's training progress and expenses quarterly or more frequently depending on the training institution's schedule. An individual's progress will be considered satisfactory upon earning:
  - a. A grade point average that does not fall below 2.0 for two consecutive terms; or
  - b. A grade point average sufficient to graduate from, or receive certification in, the individual's approved area of study; or

- c. Sufficient credit hours to finish the approved course of study within the timeframe established under the approved training plan.
  - d. In the case of self-paced or ungraded learning programs, satisfactory progress means participating in classes and passing certification examinations within the timeframe established under the approved training plan.
  - e. Career Navigators must arrange to receive training progress reports (i.e., transcripts) from participants in adequate time to process the subsequent tuition payment.
2. Career Navigators must develop with participants who are not earning satisfactory progress in their coursework, a service strategy to overcome the barriers impacting progress. WIOA ITA funding may be terminated if participants do not earn satisfactory progress for two (2) or more consecutive school terms (i.e., quarters, semesters, etc.).

## **H. ITA Modifications**

---

1. An ITA may be modified to ensure the individual attains their educational goals and subsequent employment. In some circumstances, such as when a program of training is removed from the ETPL, or when extraordinary program expenses develop, the participant and career planner must agree on whether to complete the plan of training with the existing provider, seek a similar program, or discontinue training.
2. When a program of training is removed from the state ETPL, WIOA participants in that program can complete their training but WIOA funds cannot be used. However, an ITA should not be modified or extended for a participant beyond the original plan approval as it relates to a program of training that is no longer on the ETPL.
3. Any modifications to the ITA should be documented in case notes located in the Iowa*WORKS* case management system.

## **I. ITA Obligations**

---

1. In order to obligate ITA funds a Purchase Order may be written for individuals identified to receive an ITA award.
  - a. The obligation would document a three-way commitment between the individual, the service provider, and the training institution.
  - b. MVWDB retains the flexibility to decide when to bill actual expenditures with the training provider.
2. Payments from ITA may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods.
3. Payments also may be made incrementally, for example, through payment of a portion of the costs at different points in the training course.

## **J. Recovery of Tuition Funds**

---

1. In the event a participant discontinues training, the Career Navigator must do due diligence to ensure the recovery of WIOA funds provided to training institutions. Career Navigators must verify the following:
  - a. The refund policy of the training provider for early termination from the training

- program;
- b. A requirement for the training provider to notify the case manager of early customer dropout;
- c. The percentage of the advanced payment to be returned;
- d. Turnaround timeframe for the refund;
- e. Time spent in training before a refund will no longer be honored.

#### **K. Participant File Documentation**

---

1. Justification for, and continued funding of an ITA must be supported by the following documentation uploaded to the participant file and/or in case notes entered in IowaWORKS:
  - a. Assessment results supporting the selected program of study. The assessment must support the need for training including a determination by a Career Navigator that the participant will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone; and that the selected program of study will result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
  - b. Completed IEP documenting the selected program of study, anticipated and actual start/end dates and training outcomes;
  - c. Eligibility for other training grant funding;
  - d. Verification of FAFSA application and award status, if applicable;
  - e. Authorization of the ITA and any approved increase or modification;
  - f. Documentation of the participant's willingness and ability to travel to locations outside of MVWA counties if the selected training program and/or demand occupation is outside of the MVWA service area.
  - g. Case note documenting that the training provider is on the ETPL; and
  - h. Documentation of the participant's progress and/or grades.

#### **L. Training Contract Exception**

---

1. ITA are the primary method to be used for procuring training services under WIOA. However, in certain circumstances, a training contract may be used to provide training services, instead of an ITA.

#### **M. Exceptions**

---

1. Per Board policy, contracts for services may be used in place of ITA when one or more of the following exceptions apply and consumer choice requirements have been fulfilled:
  - a. <https://www.youtube.com/watch?v=MpuyQM3TYFU> On-the-job training, which may include paying for the on-the-job training portion of a Registered Apprenticeship program, customized training, incumbent worker training, or transitional jobs.
  - b. If the MVWDB determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITA. This



determination process must include a public comment period of at least 30 days for interested providers and must be described in the local plan.

- c. To use a training services program of demonstrated effectiveness offered in a local area by a community-based organization or other private organization to serve individuals with barriers to employment the MVWDB will look at the following criteria:
- d. Financial stability of the organization.
- e. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment, and retention in employment.
- f. How the specific program relates to the workforce investment needs identified in the local plan.
- g. If the MVWDB determines that the most appropriate training could be provided by an institution of higher education or other provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations. This is true provided that the contract does not limit consumer choice.
- h. If the MVWDB determines a pay-for-performance contract is suitable. No more than 10 percent of the local funds may be spent on pay-for performance contract strategies.
- i. The MVWDB may determine that providing training through a combination of ITA and contracts is the most effective approach. This approach could be used to support placing participants in programs such as Registered Apprenticeships and other similar types of training.

*Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities*

# \*Local Plan Questions

Documents Included: Draft answers to Local Plan Questions

Action Requested: Approve the answers to Local Plan Questions

## SECTION 2 – STRATEGIC PLANNING ELEMENTS

Questions in this section are designed to address the aspects of the local area’s labor force, such as its composition and the determination of skills gaps between the talent needed by employers in the local area and the knowledge and skills held by workers and job seekers. It is recommended that these plans include data samples and streamlined graphics and tables that support the narrative provided. The local board must cite the source(s) used to collect all or part of the local area labor market.

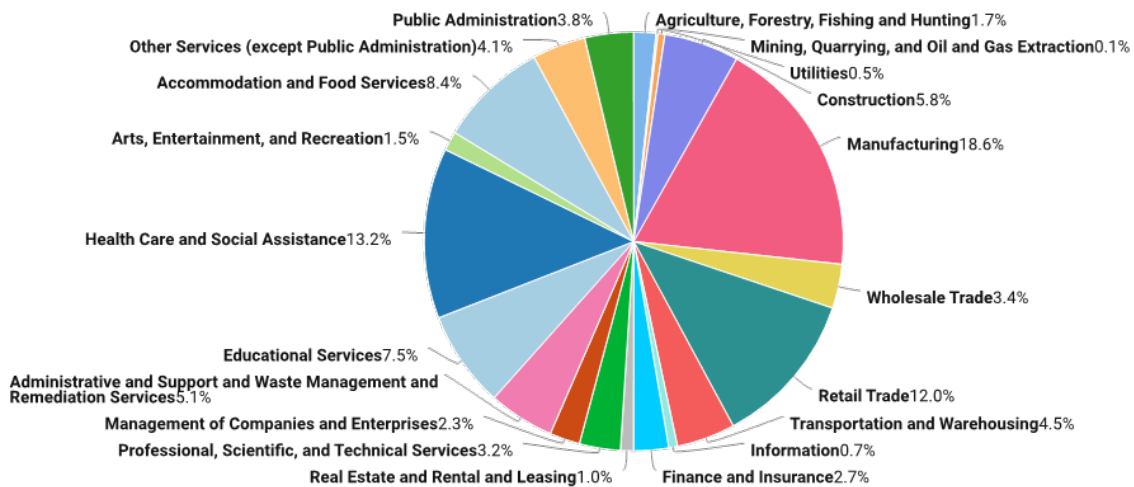
### Question 1

Economic Analysis: Include a local area analysis of the:

- Economic conditions including existing and emerging in-demand industry sectors and occupations.
- Employment needs of employers in existing and emerging in-demand industry sectors and occupations.

## INDUSTRY SNAPSHOT

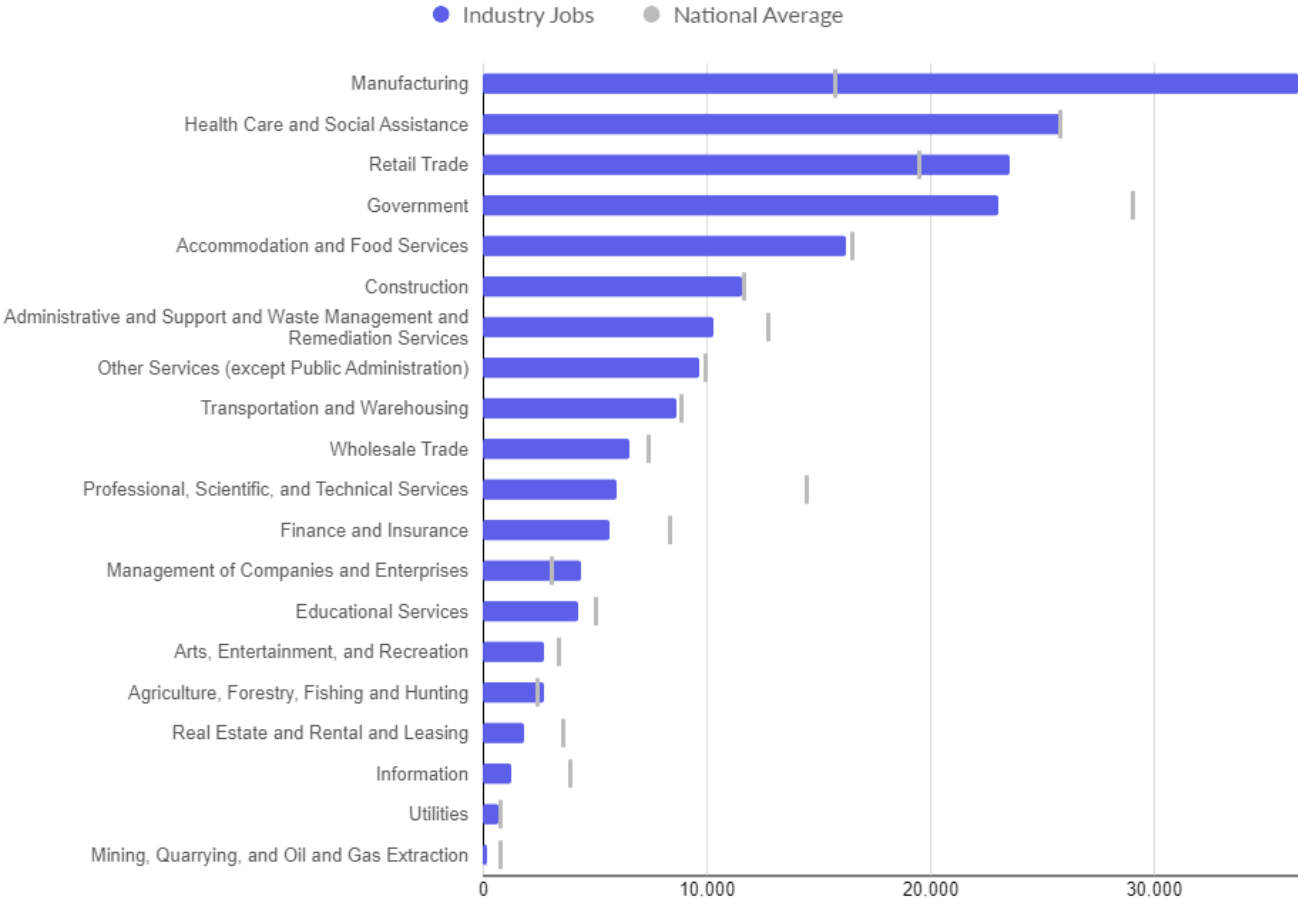
Total Workers for Mississippi Valley Iowa by Industry



Source: JobsEQ®, Data as of 2023Q2

The largest sector in the MVWA is Manufacturing, employing 36,496 workers. The next-largest sectors in the Local Area are Health Care and Social Assistance (25,916 workers) and Retail Trade (23,573). High location quotients (LQs) indicate sectors where a Local Area has high concentrations of employment compared to the national average. The sectors with the largest LQs in the Local Area are Manufacturing (LQ = 2.33), Management of Companies and Enterprises (1.47), and Retail Trade (1.21).

# Largest Industries



Source: Employment data from Lightcast Q4 2023 Data Set

NAICS	Description	2027 Jobs	2023-2027 % change	2022 Jobs	2022 Employment Concentration	2027 Employment Concentration	Current salary/wages
11	Agriculture, Forestry, Fishing and Hunting	1,444	6%	1,327	0.75	0.81	\$38,682
21	Mining, Quarrying, and Oil and Gas Extraction	208	(3%)	214	0.32	0.31	\$58,583
22	Utilities	612	(8%)	681	1.02	0.91	\$106,010
23	Construction	9,711	(0%)	9,684	1.02	1.00	\$67,204
31	Manufacturing	38,102	3%	36,165	2.35	2.43	\$70,210
42	Wholesale Trade	6,668	1%	6,502	0.90	0.92	\$76,484
44	Retail Trade	22,876	0%	22,781	1.22	1.24	\$33,926
48	Transportation and Warehousing	8,145	1%	7,997	0.99	0.94	\$58,538
51	Information	1,216	0%	1,210	0.33	0.31	\$56,725
52	Finance and Insurance	5,540	1%	5,475	0.68	0.67	\$77,391
53	Real Estate and Rental and Leasing	1,563	2%	1,515	0.52	0.52	\$50,565
54	Professional, Scientific, and Technical Services	5,502	4%	5,213	0.41	0.40	\$70,359
55	Management of Companies and Enterprises	5,527	17%	4,406	1.46	1.72	\$112,979
56	Administrative and Support and Waste Management and Remediation Services	8,895	(4%)	9,421	0.82	0.75	\$43,477
61	Educational Services	4,126	2%	3,997	0.86	0.86	\$28,891
62	Health Care and Social Assistance	25,306	3%	24,259	0.98	0.96	\$52,350
71	Arts, Entertainment, and Recreation	2,820	8%	2,497	0.89	0.95	\$21,237
72	Accommodation and Food Services	16,544	2%	15,996	0.99	0.99	\$19,985
81	Other Services (except Public Administration)	7,565	(0%)	7,629	0.94	0.92	\$31,563
90	Government	23,576	2%	23,032	0.79	0.81	\$48,732
		195,946	2%	190,000			\$52,783

Source: Employment data from Lightcast Q4 2023 Data Set

Over the next 4 years employment in MVWA is projected to grow by 3% overall after a 6% decrease from 2017-2022. The fastest growing sector within the self-sufficiency threshold set by local policy is Management of Companies and Enterprises with a 17% increase projected by the end of 2027. The strongest forecast by the number of jobs over this period is expected for Management of Companies and Enterprises (+1121 jobs), Agriculture, Forestry, Fishing and Hunting (+117 jobs), and Professional, Scientific, and Technical Services (+289).

## OCCUPATIONAL SNAPSHOT

The largest major occupation group in the MVWA is Production Occupations, employing 21,647

workers. The next-largest occupation groups are the Transportation and Material Moving Occupations (20,060 workers) and Office and Administrative Support Occupations (19,848 workers).

Occupation groups in the MVWA with the highest median annual earnings per worker are Management Occupations (\$84,604.55), Computer and Mathematical Occupations (\$75,721.60), and Architecture and Engineering Occupations (\$75,718.28). The unemployment rate in the Local Area varied among the major groups from 2% among Healthcare Support Occupations and Practitioners to 28% among Production Occupations.

Over the next 4 years, the fastest growing occupation group in the MVWA is expected to be Computer and Mathematical Occupations with a +6% growth rate. The strongest forecast by number of jobs over this period is expected for Transportation and Material Moving Occupations (+10,600 jobs) and Production Occupations (+10,517). Over the same period, the highest separation demand (occupation demand due to retirements and workers moving from one occupation to another) is expected in Food Preparation and Serving Related Occupations (3052 jobs) and Transportation and Material Moving Occupations (2,511 jobs) annually through 2027.

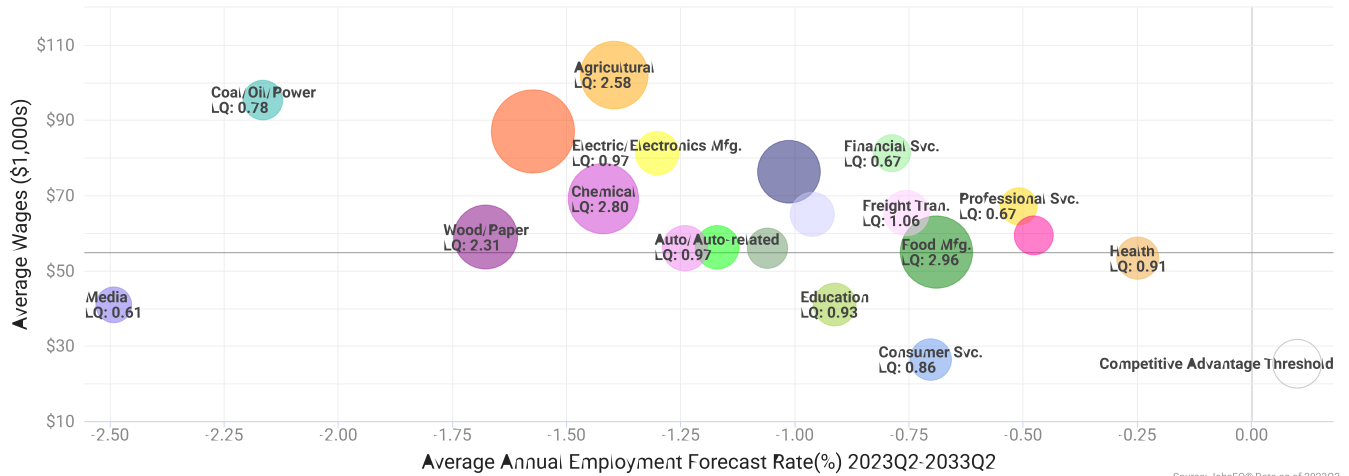
SOC	Description	2022 Jobs	2027 Jobs	2023 - 2027 Openings	2022 Hires	2022 Separations	Median Annual Earnings	2023 - 2027 % Change	Annual Replacement Jobs
35-0000	Food Preparation and Serving Related Occupations	15,959	16,238	12,525	22,703	22,627	\$25,590.75	1%	3,052
53-0000	Transportation and Material Moving Occupations	20,060	20,616	10,599	18,240	17,511	\$38,743.29	2%	2,511
41-0000	Sales and Related Occupations	16,690	16,886	9,872	15,056	14,973	\$29,609.21	1%	2,389
51-0000	Production Occupations	21,647	22,399	10,517	13,158	13,129	\$43,199.83	2%	2,365
43-0000	Office and Administrative Support Occupations	19,848	19,522	9,133	13,371	14,017	\$37,862.60	(2%)	2,225
31-0000	Healthcare Support Occupations	7,877	8,382	5,162	7,005	6,651	\$33,678.00	5%	1,165
25-0000	Educational Instruction and Library Occupations	10,850	11,184	4,343	4,906	4,720	\$44,824.34	2%	1,010
37-0000	Building and Grounds Cleaning and Maintenance Occupations	6,912	7,128	4,064	7,521	7,499	\$31,714.47	2%	959
11-0000	Management Occupations	10,720	11,517	3,943	4,886	4,509	\$84,604.55	5%	831
49-0000	Installation, Maintenance, and Repair Occupations	9,212	9,602	3,618	4,802	4,665	\$51,872.08	3%	816
47-0000	Construction and Extraction Occupations	8,899	8,992	3,304	6,246	6,427	\$52,574.30	1%	762
39-0000	Personal Care and Service Occupations	3,972	4,266	3,326	5,114	5,091	\$24,837.48	5%	756
13-0000	Business and Financial Operations Occupations	8,471	9,062	3,238	4,537	4,154	\$63,779.09	5%	699
29-0000	Healthcare Practitioners and Technical Occupations	10,114	10,306	2,739	3,367	3,249	\$64,575.71	2%	586
33-0000	Protective Service Occupations	3,011	3,150	1,483	2,052	2,015	\$48,985.06	3%	340
21-0000	Community and Social Service Occupations	2,875	3,072	1,176	1,327	1,235	\$44,133.14	5%	254
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	2,322	2,403	1,092	1,660	1,664	\$42,810.29	2%	244
17-0000	Architecture and Engineering Occupations	3,170	3,382	1,114	1,217	1,187	\$75,718.28	4%	235
15-0000	Computer and Mathematical Occupations	3,616	3,937	1,147	1,684	1,431	\$75,721.60	6%	227
45-0000	Farming, Fishing, and Forestry Occupations	1,225	1,286	800	1,255	1,207	\$30,365.54	3%	186
19-0000	Life, Physical, and Social Science Occupations	1,191	1,244	518	601	561	\$58,065.42	3%	115
55-0000	Military-only occupations	738	732	323	327	315	\$72,807.80	(0%)	80
23-0000	Legal Occupations	623	638	176	197	178	\$70,564.59	2%	39
		190,000	195,946	94,213	141,233	139,013		2%	21,846

Source: Employment data from Lightcast Q4 2023 Data Set

## INDUSTRY CLUSTERS

A cluster is a geographic concentration of interrelated industries or occupations. The industry cluster in the Mississippi Valley Workforce Area with the highest relative concentration is Metal & Product Mfg. with a location quotient of 4.03. This cluster employs 5,706 workers in the region with an average wage of \$86,972. Employment in the Metal & Product Mfg. cluster is projected to contract in the region by about 1.6% per year over the next ten years.

## Industry Clusters for Mississippi Valley Iowa as of 2023Q2



Location quotient and average wage data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics, imputed where necessary, and updated through 2023Q1 with preliminary estimates updated to 2023Q2. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns. Source: JobsEQ® Data as of 2023Q2

### IN-DEMAND INDUSTRIES

In August 2023 the MVWDB developed and approved a local In-demand Industries Policy. The Mississippi Valley Workforce Area (MVWA) has identified target sectors based on anecdotal evidence from employers, studies, and analyses conducted by workforce partners, such as the Iowa Workforce Development in-demand lists, the Future Ready Iowa Last Dollar Scholarship, and Lightcast’s economic overview. Those power sectors identified are Advanced Manufacturing, Construction, Information Technology, Healthcare, Transportation, Distribution, and Logistics.

NAICS	Description	2023 Jobs	2027 Jobs	2023 - 2027 % Change	Current Wages, Salaries, & Proprietor Earnings	2022 Employment Concentration	2027 Employment Concentration
54	Professional, Scientific, and Technical Services	5,300	5,502	4%	\$70,359	0.41	0.40
62	Health Care and Social Assistance	24,505	25,306	3%	\$52,350	0.98	0.96
31	Manufacturing	36,974	38,102	3%	\$70,210	2.35	2.43
48	Transportation and Warehousing	8,079	8,145	1%	\$58,538	0.99	0.94
23	Construction	9,717	9,711	(0%)	\$67,204	1.02	1.00
		84,576	86,766	3%	\$63,549		

Source: Employment data from Lightcast Q4 2023 Data Set

The in-demand industries were chosen based on the following criteria: the industry belongs to a sector with high potential for sustained demand or growth in the local area, aligns with target industry clusters within the local area, supports economic growth priorities, and addresses industry-specific shortages.

### LOCAL IN-DEMAND OCCUPATIONS

The in-demand occupation standard used to determine eligible occupations for training activities

considers various factors, such as 3-digit SOC Code from Labor Market Data available through Lightcast, projected 2% job growth based on 3-year projections, earning a self-sufficiency wage as defined by MVWDB, other factors taken into consideration were turnover rate, minimum skills required, average entry-level wages for the occupation. The committee of board members also chose exceptions for the list based on local demand. Those exceptions listed by SOC code are: 47-5000,17-3000, 33-3000, 23-2000,25-4000,47-2000,43,5000,29-2000,47-1000,51-3000,51-8000,49-2000, 39-4000,53-4000,27-4000, 51-7000

SOC	Description	Median Annual Earnings
53-5000	Water Transportation Workers	\$57,399.85
51-5100	Printing Workers	\$37,795.27
15-2000	Mathematical Science Occupations	\$78,841.99
39-1000	Supervisors of Personal Care and Service Workers	\$36,895.20
11-2000	Advertising, Marketing, Promotions, Public Relations, and Sales Managers	\$122,639.07
11-3000	Operations Specialties Managers	\$100,659.29
31-2000	Occupational Therapy and Physical Therapist Assistants and Aides	\$53,878.00
45-1000	Supervisors of Farming, Fishing, and Forestry Workers	\$60,898.69
19-2000	Physical Scientists	\$78,390.73
21-1000	Counselors, Social Workers, and Other Community and Social Service Specialists	\$42,815.20
17-2000	Engineers	\$91,168.34
13-1000	Business Operations Specialists	\$64,249.45
19-3000	Social Scientists and Related Workers	\$74,884.78
51-1000	Supervisors of Production Workers	\$64,261.25
17-1000	Architects, Surveyors, and Cartographers	\$70,364.90
15-1200	Computer Occupations	\$75,512.78
49-9000	Other Installation, Maintenance, and Repair Occupations	\$52,630.22
37-1000	Supervisors of Building and Grounds Cleaning and Maintenance Workers	\$38,695.56
41-4000	Sales Representatives, Wholesale and Manufacturing	\$59,901.50
19-5000	Occupational Health and Safety Specialists and Technicians	\$70,893.02
11-9000	Other Management Occupations	\$80,717.57
27-3000	Media and Communication Workers	\$53,689.46
51-2000	Assemblers and Fabricators	\$44,013.61
11-1000	Top Executives	\$73,379.79
13-2000	Financial Specialists	\$62,650.38
45-4000	Forest, Conservation, and Logging Workers	\$35,518.95
51-9000	Other Production Occupations	\$42,270.88
53-2000	Air Transportation Workers	\$93,457.85
41-3000	Sales Representatives, Services	\$51,727.75
51-4000	Metal Workers and Plastic Workers	\$43,486.30
25-3000	Other Teachers and Instructors	\$36,543.77
25-2000	Preschool, Elementary, Middle, Secondary, and Special Education Teachers	\$55,672.54
25-1000	Postsecondary Teachers	\$69,928.86
23-1000	Lawyers, Judges, and Related Workers	\$97,924.56
53-7000	Material Moving Workers	\$35,826.75
33-2000	Firefighting and Prevention Workers	\$43,639.75



53-1000	Supervisors of Transportation and Material Moving Workers	\$56,491.80
29-9000	Other Healthcare Practitioners and Technical Occupations	\$55,616.09
49-1000	Supervisors of Installation, Maintenance, and Repair Workers	\$73,178.08
19-4000	Life, Physical, and Social Science Technicians	\$44,946.38
41-1000	Supervisors of Sales Workers	\$42,217.81
53-3000	Motor Vehicle Operators	\$43,214.76
47-3000	Helpers, Construction Trades	\$36,707.34
43-1000	Supervisors of Office and Administrative Support Workers	\$49,892.96
19-1000	Life Scientists	\$72,383.73
49-3000	Vehicle and Mobile Equipment Mechanics, Installers, and Repairers	\$46,375.06
47-4000	Other Construction and Related Workers	\$50,963.24
29-1000	Healthcare Diagnosing or Treating Practitioners	\$72,289.02
47-5000	Extraction Workers	\$47,069.02
17-3000	Drafters, Engineering Technicians, and Mapping Technicians	\$61,917.14
33-3000	Law Enforcement Workers	\$59,434.73
23-2000	Legal Support Workers	\$46,069.44
25-4000	Librarians, Curators, and Archivists	\$39,289.42
47-2000	Construction Trades Workers	\$50,534.25
43-5000	Material Recording, Scheduling, Dispatching, and Distributing Workers	\$46,030.71
29-2000	Health Technologists and Technicians	\$46,559.11
47-1000	Supervisors of Construction and Extraction Workers	\$68,040.16
51-3000	Food Processing Workers	\$39,730.12
51-8000	Plant and System Operators	\$61,739.68
49-2000	Electrical and Electronic Equipment Mechanics, Installers, and Repairers	\$52,322.95
39-4000	Funeral Service Workers	\$37,325.25
53-4000	Rail Transportation Workers	\$69,642.55
27-4000	Media and Communication Equipment Workers	\$45,779.60
51-7000	Woodworkers	\$47,407.59
31-1100	Home Health and Personal Care Aides; and Nursing Assistants, Orderlies, and Psychiatric Aides	\$33,198.35

Source: Employment data from Lightcast Q4 2023 Data Set

## SHORT-TERM INDUSTRY PROJECTIONS

The table below from Iowa Workforce Development Labor Market Division shows the short-term industry forecast by NAICS code for 2022Q2, total growth and the projected percent change.

Industry Description	NAICS Code	2022Q2	2024Q2	Total Growth	Percent Change
		Estimated Employment	Projected Employment		
<b>Total All Industries (Nonag)</b>	<b>000</b>	<b>207,860</b>	<b>211,580</b>	<b>3,720</b>	<b>1.8%</b>
<b>Self-employed and Unpaid Family Workers</b>	671	19,115	19,320	205	1.1%
<b>Forestry and Logging</b>	113	10	10	0	0.0%
<b>Fishing, Hunting, and Trapping</b>	114	5	5	0	0.0%
<b>Support Activities for Agriculture</b>	115	160	160	0	0.0%
<b>Mining (except Oil and Gas)</b>	212	255	255	0	0.0%
<b>Support Activities for Mining</b>	213	0	0	0	0.0%

Utilities	221	1,065	1,055	-10	-0.9%
Construction of Buildings	236	1,965	2,065	100	5.1%
Heavy and Civil Engineering Construction	237	1,085	1,115	30	2.8%
Specialty Trade Contractors	238	7,045	7,140	95	1.3%
Food Manufacturing	311	8,410	8,510	100	1.2%
Beverage and Tobacco Products	312	250	275	25	10.0%
Textile Mills	313	0	0	0	0.0%
Textile Product Mills	314	40	35	-5	-12.5%
Apparel Manufacturing	315	0	0	0	0.0%
Leather and Allied Product Manufacturing	316	0	0	0	0.0%
Wood Product Manufacturing	321	140	140	0	0.0%
Paper Manufacturing	322	635	630	-5	-0.8%
Printing and Related Support Activities	323	810	780	-30	-3.7%
Petroleum and Coal Products Manufacturing	324	5	5	0	0.0%
Chemical Manufacturing	325	2,245	2,300	55	2.4%
Plastics and Rubber Products	326	3,305	3,340	35	1.1%
Nonmetallic Mineral Product Manufacturing	327	1,330	1,340	10	0.8%
Primary Metal Manufacturing	331	4,415	4,590	175	4.0%
Fabricated Metal Manufacturing	332	3,635	3,660	25	0.7%
Machinery Manufacturing	333	5,215	5,215	0	0.0%
Computer and Electronic Product	334	620	620	0	0.0%
Electrical Equipment, Appliance and Component Manufac.	335	670	650	-20	-3.0%
Transportation Equipment Manufacturing	336	1,260	1,260	0	0.0%
Furniture and Related Product	337	2,705	2,660	-45	-1.7%
Miscellaneous Manufacturing	339	335	340	5	1.5%
Merchant Wholesalers, Durable Goods	423	3,995	3,975	-20	-0.5%
Merchant Wholesalers, Nondurable Goods	424	2,165	2,155	-10	-0.5%
Wholesale Electronic Markets and Agents	425	270	270	0	0.0%
Motor Vehicle and Parts Dealers	441	3,035	3,020	-15	-0.5%
Furniture and Home Furnishings Stores	442	615	610	-5	-0.8%
Electronics and Appliance Stores	443	815	810	-5	-0.6%
Building Material and Garden Equipment	444	2,470	2,485	15	0.6%
Food and Beverage Stores	445	4,495	4,530	35	0.8%
Health and Personal Care Stores	446	1,120	1,070	-50	-4.5%
Gasoline Stations	447	2,835	2,840	5	0.2%
Clothing and Clothing Accessories Stores	448	870	835	-35	-4.0%
Sporting Goods, Hobby, Book and Music Stores	451	745	750	5	0.7%
General Merchandise Stores	452	4,815	4,865	50	1.0%
Miscellaneous Store Retailers	453	945	920	-25	-2.6%
Nonstore Retailers	454	630	665	35	5.6%
Air Transportation	481	5	5	0	0.0%
Rail Transportation	482	1,455	1,455	0	0.0%
Water Transportation	483	140	140	0	0.0%
Truck Transportation	484	2,960	2,940	-20	-0.7%
Transit and Ground Passenger Transport	485	705	775	70	9.9%
Pipeline Transportation	486	50	50	0	0.0%
Scenic and Sightseeing Transportation	487	5	5	0	0.0%

<b>Support Activities for Transportation</b>	488	625	665	40	6.4%
<b>Postal Service</b>	491	670	660	-10	-1.5%
<b>Couriers and Messengers</b>	492	805	825	20	2.5%
<b>Warehousing and Storage</b>	493	2,260	2,330	70	3.1%
<b>Publishing Industries</b>	511	370	350	-20	-5.4%
<b>Motion Picture and Sound Recording</b>	512	175	200	25	14.3%
<b>Broadcasting (except Internet)</b>	515	185	175	-10	-5.4%
<b>Telecommunications</b>	517	335	330	-5	-1.5%
<b>Internet Service Providers, Web Search</b>	518	120	120	0	0.0%
<b>Other Information Services</b>	519	5	5	0	0.0%
<b>Monetary Authorities - Central Bank</b>	521	0	0	0	0.0%
<b>Credit Intermediation and Related Activities</b>	522	2,775	2,770	-5	-0.2%
<b>Securities, Commodity Contracts, and Other Investments</b>	523	430	430	0	0.0%
<b>Insurance Carriers and Related Activities</b>	524	1,810	1,795	-15	-0.8%
<b>Funds, Trusts, and Other Financial Vehicles</b>	525	10	10	0	0.0%
<b>Real Estate</b>	531	1,030	985	-45	-4.4%
<b>Rental and Leasing Services</b>	532	455	445	-10	-2.2%
<b>Lessors of Nonfinancial Intangible Assets</b>	533	0	0	0	0.0%
<b>Professional, Scientific, and Technical Services</b>	541	5,235	5,385	150	2.9%
<b>Management of Companies and Enterprises</b>	551	4,275	4,520	245	5.7%
<b>Administrative and Support Services</b>	561	9,145	9,250	105	1.1%
<b>Waste Management and Remediation</b>	562	560	595	35	6.3%
<b>Educational Services</b>	611	15,645	15,710	65	0.4%
<b>Ambulatory Health Care Services</b>	621	8,260	8,430	170	2.1%
<b>Hospitals</b>	622	6,215	6,375	160	2.6%
<b>Nursing and Residential Care Facilities</b>	623	5,540	5,510	-30	-0.5%
<b>Social Assistance</b>	624	4,355	4,355	0	0.0%
<b>Performing Arts, Spectator Sports, and Related Industries</b>	711	575	665	90	15.7%
<b>Museums, Historical Sites, and Similar Institutions</b>	712	100	105	5	5.0%
<b>Amusement, Gambling, and Recreation Industries</b>	713	1,955	2,195	240	12.3%
<b>Accommodation</b>	721	2,340	2,810	470	20.1%
<b>Food Services and Drinking Places</b>	722	13,785	14,555	770	5.6%
<b>Repair and Maintenance</b>	811	2,130	2,190	60	2.8%
<b>Personal and Laundry Services</b>	812	1,375	1,500	125	9.1%
<b>Religious, Grantmaking, Civic, Professional Organizations</b>	813	3,405	3,525	120	3.5%
<b>Private Households</b>	814	125	130	5	4.0%
<b>Federal Government</b>	910	615	615	0	0.0%
<b>State Government, Excluding Education and Hospitals</b>	920	1,510	1,500	-10	-0.7%
<b>Local Government, Excluding Education and Hospitals</b>	930	6,785	6,920	135	2.0%

*\* Information on this NAIC suppressed*

*Totals may not equal due to rounding*

*Source: Labor Force and Occupational Analysis Bureau, Iowa Workforce Development*

---

## LONG-TERM INDUSTRY PROJECTIONS

The below table retrieved from Iowa Workforce Development Labor Market Division shows the long-term industry forecast by NAICS code through 2030 total growth, and the percent change projected.

Industry Description	NAICS Code	2020	2030	Total Growth	Percent Change
		Estimated Employment	Projected Employment		
<b>Total All Industries (Nonag)</b>	000	197,120	223,640	26,520	13.5%
<b>Warehousing and Storage</b>	493	1,980	3,300	1,320	66.7%
<b>Administrative and Support Services</b>	561	9,295	13,220	3,925	42.2%
<b>Accommodation</b>	721	2,055	2,865	810	39.4%
<b>Construction of Buildings</b>	236	1,795	2,480	685	38.2%
<b>Specialty Trade Contractors</b>	238	6,505	8,115	1,610	24.8%
<b>Couriers and Messengers</b>	492	795	1,250	455	57.2%
<b>Ambulatory Health Care Services</b>	621	8,155	10,540	2,385	29.2%
<b>Heavy and Civil Engineering Construction</b>	237	915	1,275	360	39.3%
<b>Transportation Equipment Manufacturing</b>	336	1,275	1,725	450	35.3%
<b>Professional, Scientific, and Technical Services</b>	541	5,050	6,030	980	19.4%
<b>Management of Companies and Enterprises</b>	551	3,365	4,065	700	20.8%
<b>Educational Services</b>	611	14,060	16,780	2,720	19.3%
<b>Amusement, Gambling, and Recreation Industries</b>	713	1,500	2,040	540	36.0%
<b>General Merchandise Stores</b>	452	4,485	5,125	640	14.3%
<b>Truck Transportation</b>	484	3,200	3,770	570	17.8%
<b>Performing Arts, Spectator Sports, and Related Industries</b>	711	310	520	210	67.7%
<b>Food Services and Drinking Places</b>	722	12,405	13,965	1,560	12.6%
<b>Personal and Laundry Services</b>	812	1,345	1,690	345	25.7%
<b>Wood Product Manufacturing</b>	321	160	265	105	65.6%
<b>Transit and Ground Passenger Transport</b>	485	390	520	130	33.3%
<b>Support Activities for Transportation</b>	488	630	805	175	27.8%
<b>Motion Picture and Sound Recording</b>	512	105	190	85	81.0%
<b>Self Employed and Unpaid Family Workers</b>	671	18,650	19,525	875	4.7%
<b>Hospitals</b>	622	5,875	6,335	460	7.8%
<b>Nursing and Residential Care Facilities</b>	623	5,965	6,565	600	10.1%
<b>Repair and Maintenance</b>	811	1,975	2,215	240	12.2%
<b>Support Activities for Agriculture</b>	115	160	210	50	31.3%
<b>Nonmetallic Mineral Product Manufacturing</b>	327	1,335	1,500	165	12.4%
<b>Motor Vehicle and Parts Dealers</b>	441	2,950	3,195	245	8.3%
<b>Furniture and Home Furnishings Stores</b>	442	545	655	110	20.2%
<b>Health and Personal Care Stores</b>	446	1,175	1,320	145	12.3%
<b>Credit Intermediation and Related Activities</b>	522	2,830	3,080	250	8.8%
<b>Securities, Commodity Contracts, and Other Investments</b>	523	435	500	65	14.9%
<b>Insurance Carriers and Related Activities</b>	524	1,740	1,920	180	10.3%
<b>Social Assistance</b>	624	4,400	4,810	410	9.3%
<b>Forestry and Logging</b>	113	5	10	5	100.0%
<b>Primary Metal Manufacturing</b>	331	4,300	4,580	280	6.5%
<b>Rental and Leasing Services</b>	532	435	495	60	13.8%
<b>Private Households</b>	814	135	160	25	18.5%
<b>Local Government, Excluding Education and Hospitals</b>	930	6,305	6,655	350	5.6%
<b>Food Manufacturing</b>	311	8,315	8,680	365	4.4%
<b>Electrical Equipment, Appliance and Component Manufac.</b>	335	895	970	75	8.4%
<b>Sporting Goods, Hobby, Book and Music Stores</b>	451	645	710	65	10.1%

<b>Waste Management and Remediation</b>	562	445	505	60	13.5%
<b>Museums, Historical Sites, and Similar Institutions</b>	712	85	100	15	17.6%
<b>Fabricated Metal Manufacturing</b>	332	3,520	3,650	130	3.7%
<b>Machinery Manufacturing</b>	333	5,215	5,440	225	4.3%
<b>Merchant Wholesalers, Durable Goods</b>	423	4,190	4,330	140	3.3%
<b>Nonstore Retailers</b>	454	355	380	25	7.0%
<b>Water Transportation</b>	483	130	145	15	11.5%
<b>Religious, Grantmaking, Civic, Professional Organizations</b>	813	1,160	1,235	75	6.5%
<b>Beverage and Tobacco Product</b>	312	145	155	10	6.9%
<b>Chemical Manufacturing</b>	325	2,210	2,285	75	3.4%
<b>Furniture and Related Product</b>	337	3,150	3,270	120	3.8%
<b>Building Material and Garden Equipment</b>	444	2,295	2,375	80	3.5%
<b>Miscellaneous Store Retailers</b>	453	850	905	55	6.5%
<b>Pipeline Transportation</b>	486	45	50	5	11.1%
<b>Internet Service Providers, Web Search</b>	518	175	190	15	8.6%
<b>Real Estate</b>	531	1,065	1,120	55	5.2%
<b>Miscellaneous Manufacturing</b>	339	315	330	15	4.8%
<b>Wholesale Electronic Markets and Agents</b>	425	300	315	15	5.0%
<b>Food and Beverage Stores</b>	445	4,390	4,480	90	2.1%
<b>Clothing and Clothing Accessories Stores</b>	448	785	820	35	4.5%
<b>Rail Transportation</b>	482	1,425	1,465	40	2.8%
<b>Broadcasting (except Internet)</b>	515	195	205	10	5.1%
<b>Merchant Wholesalers, Nondurable Goods</b>	424	2,080	2,105	25	1.2%
<b>Electronics and Appliance Stores</b>	443	975	1,000	25	2.6%
<b>Fishing, Hunting and Trapping</b>	114	10	10	0	0.0%
<b>Mining (except Oil and Gas)</b>	212	230	235	5	2.2%
<b>Support Activities for Mining</b>	213	0	0	0	0.0%
<b>Textile Mills</b>	313	0	0	0	0.0%
<b>Apparel Manufacturing</b>	315	5	5	0	0.0%
<b>Leather and Allied Product Manufacturing</b>	316	0	0	0	0.0%
<b>Petroleum and Coal Products Manufacturing</b>	324	0	0	0	0.0%
<b>Air Transportation</b>	481	0	0	0	0.0%
<b>Scenic and Sightseeing Transportation</b>	487	5	5	0	0.0%
<b>Monetary Authorities - Central Bank</b>	521	0	0	0	0.0%
<b>Funds, Trusts, and Other Financial Vehicles</b>	525	10	10	0	0.0%
<b>Lessors of Nonfinancial Intangible Assets</b>	533	0	0	0	0.0%
<b>Computer and Electronic Product</b>	334	705	700	-5	-0.7%
<b>Federal Government</b>	910	715	710	-5	-0.7%
<b>State Government, Excluding Education and Hospitals</b>	920	1,500	1,495	-5	-0.3%
<b>Other Information Services</b>	519	15	10	-5	-33.3%
<b>Utilities</b>	221	795	710	-85	-10.7%
<b>Textile Product Mills</b>	314	65	55	-10	-15.4%
<b>Paper Manufacturing</b>	322	700	630	-70	-10.0%
<b>Printing and Related Support Activities</b>	323	810	790	-20	-2.5%
<b>Plastics and Rubber Products</b>	326	3,175	3,000	-175	-5.5%
<b>Gasoline Stations</b>	447	2,720	2,700	-20	-0.7%
<b>Postal Service</b>	491	665	610	-55	-8.3%
<b>Publishing Industries</b>	511	340	240	-100	-29.4%
<b>Telecommunications</b>	517	310	245	-65	-21.0%

Source: Labor Force and Occupational Analysis Bureau,

## OCCUPATION PROJECTIONS

The below table retrieved from Iowa Workforce Development Labor Market Division shows the long-term occupational projections by SOC code from 2020 estimates to 2030 projections sorted by the annual growth rate percentage and limited to the top 14 occupations that meet the self-sufficiency wage set by local policy.

SOC	Occupational Titles	2020 Estimated	2030 Projected	Numeric Change	Annual Growth Rate (%)
15-1212	Information Security Analysts	95	165	70	7.4
29-1171	Nurse Practitioners	200	330	130	6.5
11-9021	Construction Mgrs	380	560	180	4.7
27-2012	Producers & Directors	55	85	25	4.5
15-1256	Software Developers & Software Quality Assurance Analysts & Testers	590	855	265	4.5
29-1071	Physician Assistants	90	130	40	4.4
31-2021	Physical Therapist Assistants	115	165	50	4.3
11-9111	Medical & Health Services Mgrs	610	845	235	3.9
25-1071	Health Specialties Teachers, Postsecondary	195	270	75	3.8
13-1081	Logisticians	160	220	60	3.8
29-1127	Speech-Language Pathologists	165	225	60	3.6
29-2032	Diagnostic Medical Sonographers	80	105	25	3.1
33-1090	Miscellaneous First-Line Supvs, Protective Service Wkrs	65	85	20	3.1
37-3012	Pesticide Handlers, Sprayers, & Applicators, Vegetation	100	130	30	3.0

Source: Labor Force and Occupational Analysis Bureau, Iowa Workforce Development

## EMPLOYER NEEDS

In the Mississippi Valley Workforce Area, employers are consistently in search of qualified talent to meet both immediate job demands and to support future growth and expansion plans. Specifically, in sectors like healthcare, employers require applicants with the essential skills and credentials, such as licenses issued by relevant state boards. While not all industries necessitate formalized or lengthy training programs for entry-level positions, there are available resources to address various needs, including transitional jobs, work experience, short-term pre-vocational services, on-the-job training, and incumbent worker training.

The dynamic nature of job content and skill requirements underscores the importance for employers to establish mechanisms for ongoing education and skills enhancement. To stay competitive in the global economy, businesses must innovate and adopt more efficient, high-value production systems that rely on highly skilled workers. The evolving landscape of technologically advanced job skills calls for a more flexible education and workforce training

system, leading to a growing demand for accessible career pathways and the retraining of incumbent workers to adapt to new processes.

Over the next four years, the MVWA will continue to integrate incumbent worker training into its programs, focusing on upskilling existing employees and supporting apprenticeship programs that combine work and training for sustainable careers.

Beyond specific credentials, employers across industries consistently express a need for soft skills among applicants, community support for affordable childcare, housing, and transportation, and a reduction in turnover. The MVWA advocates for an industry partnership structure that enables the workforce development system to swiftly respond to the changing needs of local businesses. Collaborating with key ecosystem industries, the MVWA will actively engage partners from secondary and post-secondary institutions to develop industry-specific curricula and skills, ensuring a comprehensive spectrum of education and training from entry to senior-level positions.

## Question 2

Workforce Analysis: Include a current analysis of:

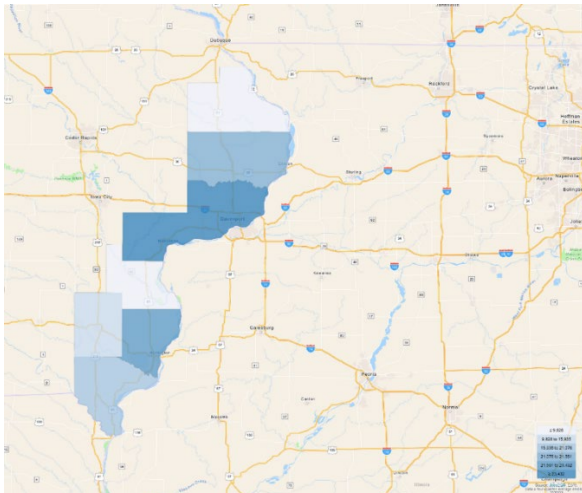
- a. The knowledge and skills needed to meet the employment needs of employers in the local area, including employment needs in in-demand industry sectors and occupations.
- b. An analysis of the local workforce, including current labor force employment and unemployment data, information on labor market trends, and education and skill levels of the workforce, including individuals with barriers to employment.

---

## POPULATION

The population in the Mississippi Valley Workforce Area was 387,575 per American Community Survey data for 2017-2021. The region has a civilian labor force of 196,410 with a participation rate of 63.7%.

## Geographic Distribution



Source October 2023 Monthly Labor Force Data from Iowa Workforce Development

County	Employees
Scott County, Iowa	86,780
Muscatine County, Iowa	20,100
Jackson County, Iowa	10,340
Des Moines County, Iowa	17,300
Henry County, Iowa	9,170
Lee County, Iowa	13,890
Louisa County, Iowa	5,840
Clinton County, Iowa	9,240

In the Mississippi Valley workforce Area, 18.6% of individuals aged 25 to 64 hold a bachelor's degree or higher, contrasting with the national average of 22%. The population under 18 years old aligns closely with state and national percentages at 23.3%. However, this demographic constitutes a substantial portion of the local future labor force, presenting a valuable opportunity to educate them on current and emerging workforce needs. While the percentage of disconnected youth is slightly higher than the state level, the number of children in single-parent families is significantly elevated at 35%, surpassing the state's 29.6%.

The median household income in the Mississippi Valley Workforce Area stands at \$62,390, with a median house value of \$145,879. Educational attainment in MVWA closely mirrors the state level until the bachelor's degree level, where MVWA is at 18.6%, compared to the state of Iowa's 21.8%. The poverty level in MVWA is marginally higher at 11.9% compared to the state's 11%. Moreover, 11.6% of households in MVWA receive food stamps and Supplemental Nutrition Assistance Program (SNAP) benefits, contrasting with the state level of 9.6%.

Examining the chart below, it's evident that individuals with disabilities in MVWA face significant underemployment compared to the state average. Given the projected stability in MVWA's population, there is a heightened importance in training and educating the current workforce to meet the evolving demands of businesses.

	Percent			Value		
	Mississippi Valley Iowa	Iowa	USA	Mississippi Valley Iowa	Iowa	USA
<b>Demographics</b>						
Population (ACS)	—	—	—	387,575	3,179,090	329,725,481
Male	49.7%	50.0%	49.5%	192,781	1,590,001	163,206,615
Female	50.3%	50.0%	50.5%	194,794	1,589,089	166,518,866
Median Age <sup>2</sup>	—	—	—	40.4	38.3	38.4
Under 18 Years	23.3%	23.3%	22.5%	90,366	742,175	74,234,075
18 to 24 Years	8.1%	10.0%	9.2%	31,318	317,031	30,339,089
25 to 34 Years	12.0%	12.4%	13.8%	46,337	394,731	45,360,942
35 to 44 Years	12.4%	12.4%	12.9%	48,229	392,662	42,441,883
45 to 54 Years	12.3%	11.7%	12.6%	47,741	371,831	41,631,458
55 to 64 Years	14.0%	13.2%	13.0%	54,327	420,118	42,829,413
65 to 74 Years	10.6%	9.9%	9.6%	41,080	313,218	31,590,619
75 Years and Over	7.3%	7.2%	6.5%	28,177	227,324	21,298,002
Race: White	87.0%	87.9%	68.2%	337,071	2,795,319	224,789,109
Race: Black or African American	4.8%	3.7%	12.6%	18,795	119,036	41,393,012
Race: American Indian and Alaska Native	0.2%	0.3%	0.8%	859	10,889	2,722,661
Race: Asian	1.9%	2.5%	5.7%	7,265	79,188	18,782,924
Race: Native Hawaiian and Other Pacific Islander	0.1%	0.1%	0.2%	251	4,182	615,557
Race: Some Other Race	1.4%	1.5%	5.6%	5,608	46,711	18,382,796
Race: Two or More Races	4.6%	3.9%	7.0%	17,726	123,765	23,039,422
Hispanic or Latino (of any race)	7.1%	6.4%	18.4%	27,638	203,048	60,806,969
<b>Population Growth</b>						
Population (Pop Estimates) <sup>4</sup>	—	—	—	383,975	3,200,517	333,287,557
Population Annual Average Growth <sup>4</sup>	-0.1%	0.4%	0.6%	-294	12,367	1,940,990
People per Square Mile	—	—	—	96.1	57.3	94.3
<b>Economic</b>						
Labor Force Participation Rate and Size (civilian population 16 years and over)	63.7%	66.9%	63.4%	196,410	1,686,696	166,672,597
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	84.7%	87.0%	82.5%	120,232	1,006,410	106,173,534
Armed Forces Labor Force	0.1%	0.1%	0.5%	375	2,642	1,196,529
Veterans, Age 18-64	5.0%	4.2%	4.4%	11,278	79,766	8,848,937



	Percent			Value		
	Mississippi Valley Iowa	Iowa	USA	Mississippi Valley Iowa	Iowa	USA
	Veterans Labor Force Participation Rate and Size, Age 18-64	81.4%	81.4%	77.0%	9,185	64,933
Median Household Income <sup>2</sup>	—	—	—	\$62,390	\$65,429	\$69,021
Per Capita Income	—	—	—	\$34,185	\$34,817	\$37,638
Mean Commute Time (minutes)	—	—	—	19.4	19.6	26.8
Commute via Public Transportation	0.4%	0.8%	4.2%	802	12,394	6,472,373
<b>Educational Attainment, Age 25-64</b>						
No High School Diploma	6.3%	6.8%	10.3%	12,480	106,890	17,756,046
High School Graduate	30.5%	27.2%	25.3%	59,905	429,922	43,535,564
Some College, No Degree	22.0%	20.8%	20.1%	43,267	327,883	34,637,141
Associate's Degree	13.3%	13.5%	9.3%	26,226	212,954	15,944,395
Bachelor's Degree	18.6%	21.8%	22.0%	36,554	344,166	37,890,674
Postgraduate Degree	9.3%	10.0%	13.1%	18,202	157,527	22,499,876
<b>Housing</b>						
Total Housing Units	—	—	—	174,020	1,407,100	139,647,020
Median House Value (of owner-occupied units) <sup>2</sup>	—	—	—	\$145,879	\$160,700	\$244,900
Homeowner Vacancy	1.4%	1.2%	1.2%	1,680	11,403	1,021,651
Rental Vacancy	8.1%	6.4%	5.7%	3,825	25,180	2,674,125
Renter-Occupied Housing Units (% of Occupied Units)	27.5%	28.4%	35.4%	43,000	362,924	43,858,831
Occupied Housing Units with No Vehicle Available (% of Occupied Units)	6.2%	5.6%	8.3%	9,650	71,746	10,349,174
<b>Social</b>						
Poverty Level (of all people)	11.9%	11.0%	12.6%	45,119	339,695	40,661,636
Households Receiving Food Stamps/SNAP	11.6%	9.6%	11.4%	18,221	122,182	14,105,231
Enrolled in Grade 12 (% of total population)	1.5%	1.3%	1.3%	5,752	40,298	4,425,322
Disconnected Youth <sup>3</sup>	2.8%	2.4%	2.5%	577	4,260	432,389
Children in Single Parent Families (% of all children)	35.0%	29.6%	34.0%	29,890	210,086	23,909,672
Uninsured	4.7%	4.9%	8.8%	17,884	152,516	28,489,142
With a Disability, Age 18-64	10.7%	9.8%	10.3%	24,122	183,764	20,537,729
With a Disability, Age 18-64, Labor Force Participation Rate and Size	44.9%	50.7%	44.2%	10,832	93,223	9,068,973
Foreign Born	3.7%	5.5%	13.6%	14,264	173,864	44,844,808
Speak English Less Than Very Well (population 5 yrs and over)	2.0%	3.4%	8.2%	7,452	100,828	25,535,259

Source: [JobsEQ®](#)

1. American Community Survey 2017-2021, unless noted otherwise

2. Median values for certain aggregate regions (such as MSAs) may be estimated as the weighted averages of the median values from the composing counties.

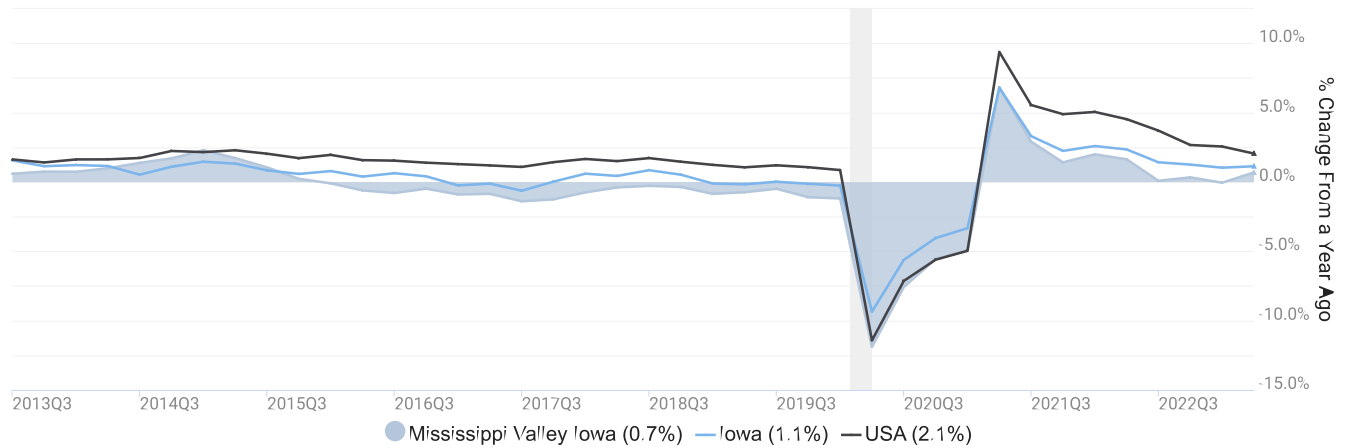
3. Disconnected Youth are 16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force.

4. Census Population Estimate for 2022, annual average growth rate since 2012. Post-2019 data for Connecticut counties are imputed by Chmura.

## EMPLOYMENT TRENDS

As of 2023Q2, total employment for the Mississippi Valley Workforce Area was 194,817 (based on a four-quarter moving average). Over the year ending 2023Q2, employment increased 0.7% in the region.

### Employment for Mississippi Valley Iowa

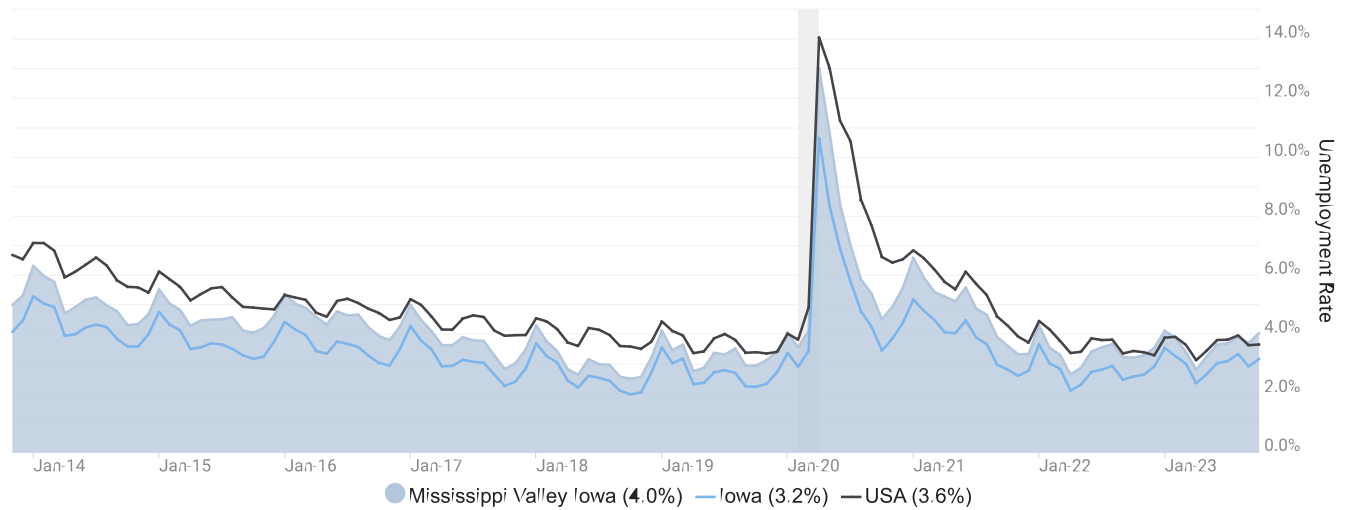


Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2023Q1 with preliminary estimates updated to 2023Q2. Source: JobsEQ®. Data as of 2023Q2. The shaded areas of the graph represent national recessions.

### UNEMPLOYMENT RATE

The unemployment rate for the Mississippi Valley workforce Area was 4.0% as of October 2023. The regional unemployment rate was higher than the national rate of 3.6%. One year earlier, in October 2022, the unemployment rate in the Mississippi Valley Workforce Area was 3.2%.

### Unemployment Rate for Mississippi Valley Iowa

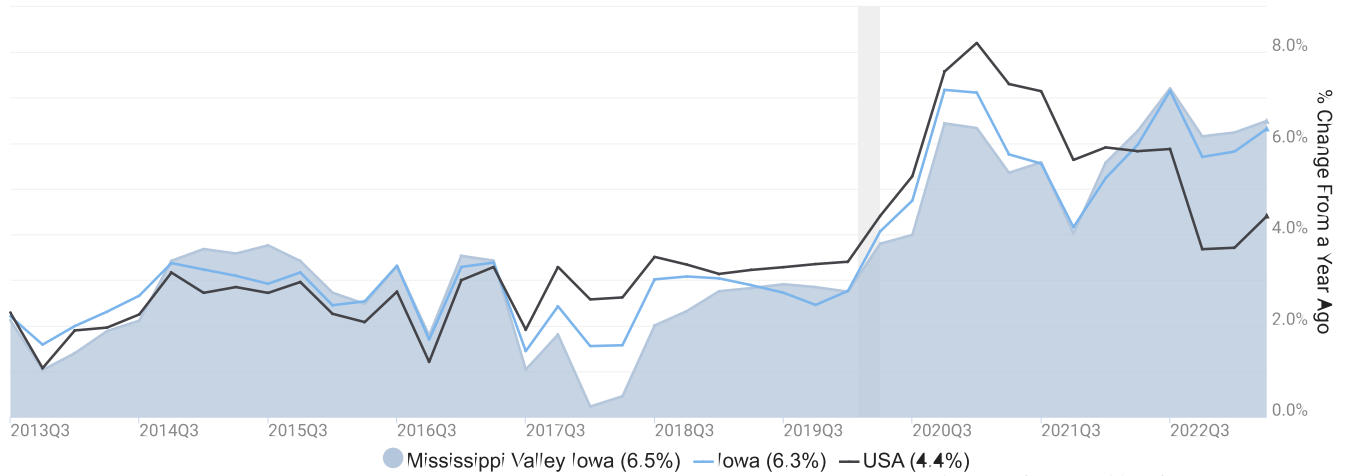


Unemployment rate data are from the Local Area Unemployment Statistics, provided by the Bureau of Labor Statistics and updated through October 2023. Source: JobsEQ®. Data as of Oct 2023. The shaded areas of the graph represent national recessions.

### WAGE TRENDS

The average worker in the Mississippi Valley Workforce Area earned annual wages of \$54,904 as of 2023Q2. Average annual wages per worker increased 6.5% in the region over the preceding four quarters. For comparison purposes, annual average wages were \$70,318 in the nation as of 2023Q2.

## Average Annual Wages for Mississippi Valley Iowa

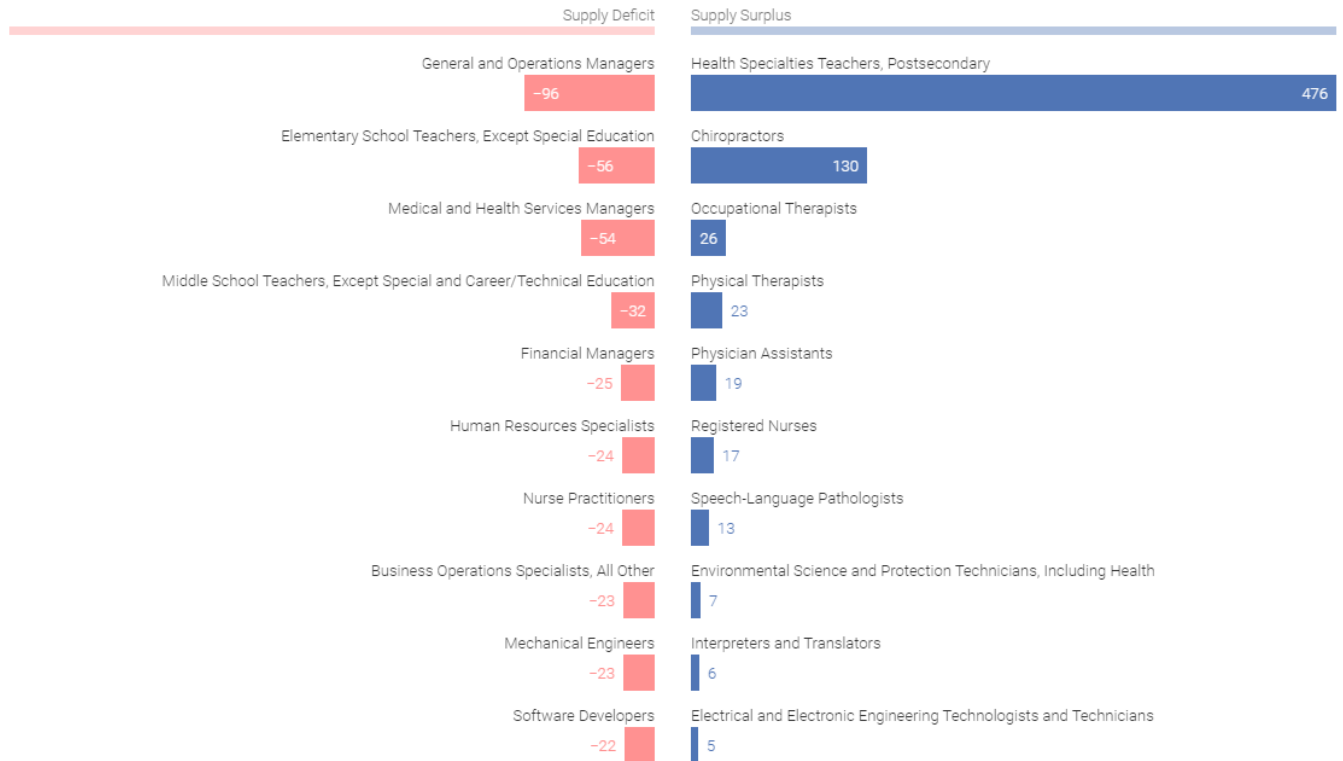


Annual average wages per worker data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2023Q1 with preliminary estimates updated to 2023Q2. Source: JobsEQ®. Data as of 2023Q2. The shaded areas of the graph represent national recessions.

## AWARD GAPS

Based on the below chart from JobsEQ® we can see that the areas that have the largest award gap are General and Operations Managers, Elementary School Teachers, Medical and Health Services Managers, Middle School Teachers, and Career/ Technical Education. This illustrates post-secondary education gaps for MVWA

Award Gaps  
Mississippi Valley Iowa, Two-Year Degree or Higher Only



Source: JobsEQ®  
Data as of 2023Q2

## ONLINE JOB POSTINGS FOR 30 DAY TIME PERIOD

The below data reflects information pulled from online job postings for the 30-day period ending 11/30/23. The top posted occupations along with the job posting duration is demonstrated in the chart below.

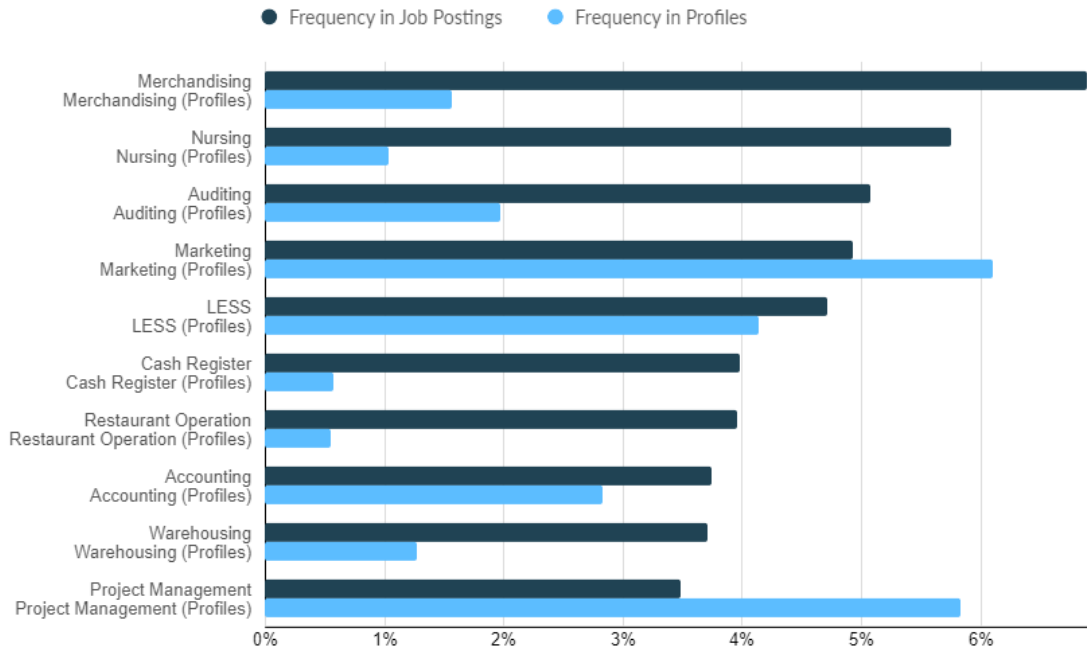
### Top Posted Occupations

Occupation (SOC)	Total/Unique (Oct 2023 - Nov 2023)	Posting Intensity	Median Posting Duration
Registered Nurses	1,943 / 507	4 : 1	22 days
Driver/Sales Workers and Truck Drivers	1,345 / 362	4 : 1	21 days
Retail Salespersons	758 / 268	3 : 1	19 days
First-Line Supervisors of Sales Workers	682 / 242	3 : 1	20 days
Laborers and Material Movers	629 / 225	3 : 1	21 days
Sales Representatives, Wholesale and Manufacturing	428 / 188	2 : 1	20 days
Building Cleaning Workers	559 / 186	3 : 1	22 days
Customer Service Representatives	458 / 168	3 : 1	21 days
Fast Food and Counter Workers	542 / 159	3 : 1	18 days
Maintenance and Repair Workers, General	369 / 144	3 : 1	22 days
Home Health and Personal Care Aides	337 / 127	3 : 1	19 days
Food Service Managers	420 / 118	4 : 1	21 days
Cashiers	480 / 118	4 : 1	18 days
Engineering Technologists and Technicians, Except Drafters	245 / 113	2 : 1	20 days
Secretaries and Administrative Assistants	291 / 113	3 : 1	21 days
Physicians	238 / 109	2 : 1	12 days
Therapists	218 / 105	2 : 1	24 days
Licensed Practical and Licensed Vocational Nurses	330 / 103	3 : 1	15 days
Miscellaneous Healthcare Support Occupations	364 / 103	4 : 1	22 days
Nursing Assistants, Orderlies, and Psychiatric Aides	319 / 90	4 : 1	19 days

Source: Employment data from Lightcast Q4 2023 Data Set

The below data reflects information pulled from online job postings for the 30-day period ending 11/30/23. The top specialized skills are broken down by frequency in job postings and frequency in profiles.

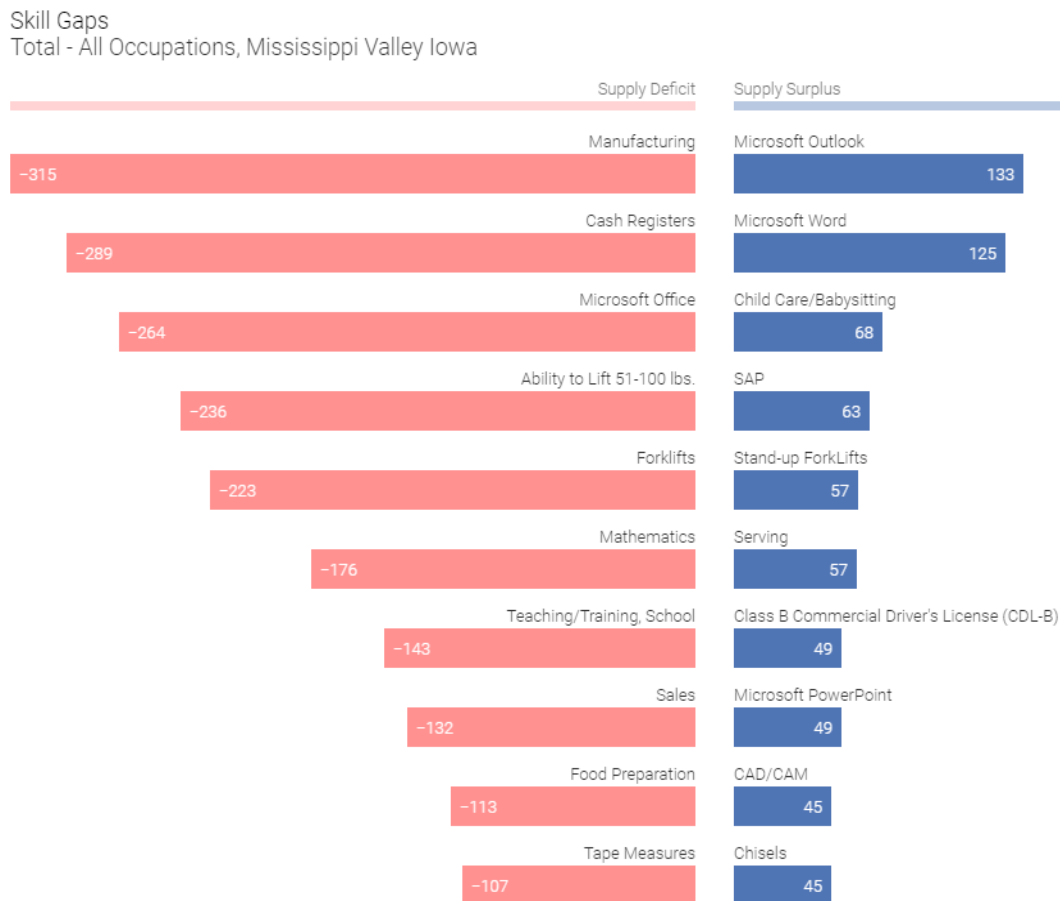
## Top Specialized Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Merchandising	555	7%	1,642	2%
Nursing	463	6%	1,088	1%
Auditing	409	5%	2,077	2%
Marketing	397	5%	6,410	6%
LESS	380	5%	4,344	4%
Cash Register	321	4%	602	1%
Restaurant Operation	319	4%	578	1%
Accounting	302	4%	2,972	3%
Warehousing	299	4%	1,336	1%
Project Management	281	3%	6,129	6%
Balancing (Ledger/Billing)	260	3%	265	0%
Cash Handling	259	3%	280	0%
Housekeeping	258	3%	237	0%
Selling Techniques	255	3%	1,550	1%
Forklift Truck	239	3%	756	1%
Inventory Management	217	3%	2,668	3%
Retail Operations	205	3%	284	0%
Finance	197	2%	1,697	2%
Billing	183	2%	1,159	1%
Invoicing	178	2%	1,037	1%

## SKILL GAPS

The below chart represents skill categories that have a gap of 100 or more based on data as of 2023Q2; openings and candidate sample compiled in January 2022.



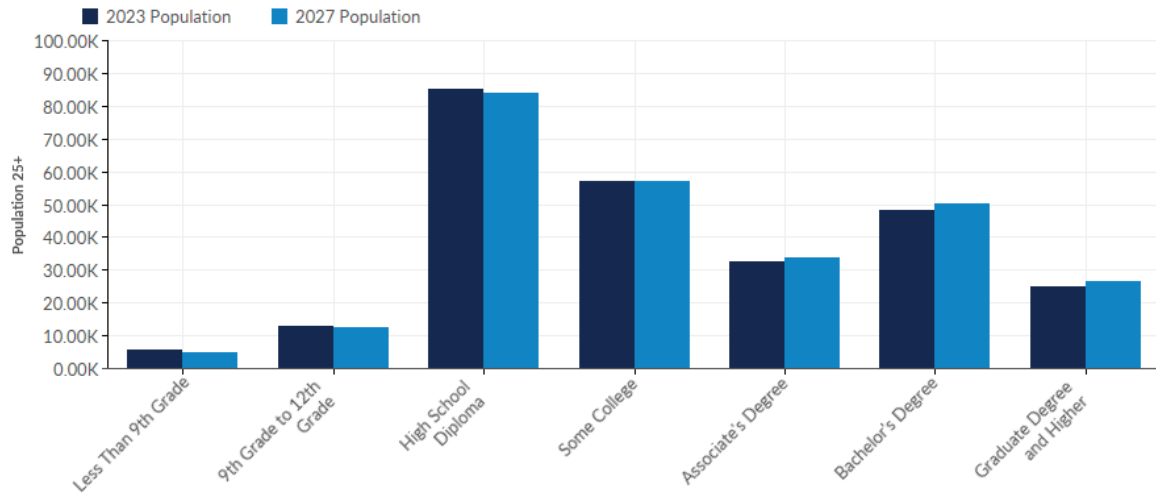
Source: JobsEQ®  
Data as of 2023Q2; openings and candidate sample compiled in July 2022

## EDUCATIONAL ATTAINMENT

The chart below from Lightcast shows the projections for educational attainment by population for the MVWA from 2023-2027.

*Educational attainment data are based on Lightcast's demographic data and the American Community Survey. Educational attainment data cover only the population aged 25 years or more and indicate the highest level achieved.*

Educational Attainment by Level



Education Level	2023 Population	2027 Population	2023 % of Population	2023 State % Population	2023 National % Population
Less Than 9th Grade	5,435	4,704	2%	3%	5%
9th Grade to 12th Grade	12,930	12,270	5%	4%	6%
High School Diploma	84,973	84,037	32%	30%	26%
Some College	57,114	57,048	21%	20%	20%
Associate's Degree	32,516	33,866	12%	12%	9%
Bachelor's Degree	48,162	50,188	18%	21%	21%
Graduate Degree and Higher	25,060	26,386	9%	10%	14%
	266,189	268,498	100%	100%	100%

The following chart shows the Top 5 Educational Awards by Occupation in the MVWA consistent with local in-demand industries. Total given for all occupations in the MVWA for reference.

Title	2 Year Awards & Certificates	4 Year Awards	Postgraduate
Liberal Arts & Sciences	660		
Registered Nursing	195	76	
Medical/Clinical Assistant	128		
Welding Technology/Welder	108		
Business Admin & Management General	61	45	75
<b>Total for all Occupations</b>	<b>2180</b>	<b>809</b>	<b>971</b>

Source JobsEQ Data as of the 2021-2022 academic year, related occupations data of 2023Q2. Occupation demand data reflect annual average rates from the 10-year forecast.

## WORKFORCE CHALLENGES

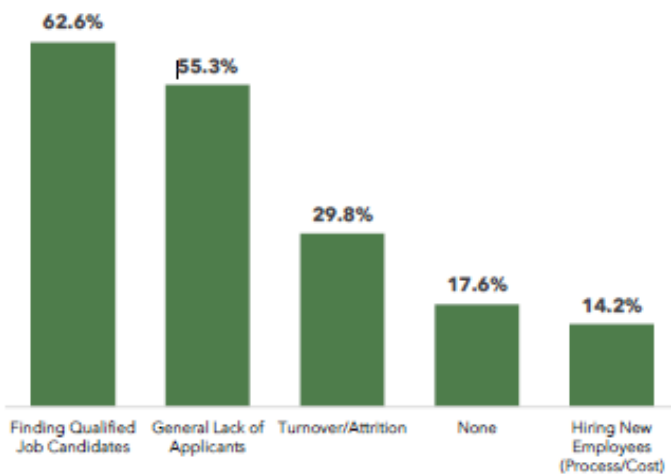
Iowa Workforce Development (IWD) conducted the seventh Workforce Needs Assessment Survey during the fall of 2022 through the spring of 2023. This survey collects information from employers across the state regarding their vacancies, workforce challenges, difficulties in hiring, perceptions of applicants, advertising outlets for job openings, and upcoming retirements—among other questions.

In October of 2022, 25,160 employers operating 39,254 locations in the State of Iowa were contacted and asked to participate in the survey. In the Mississippi Valley LWDA, 4,861 locations were contacted. By the end of the survey period (March 2023), IWD received 3,056 responses from employers in the Mississippi Valley LWDA, for a response rate of 62.9% (by locations contacted).

The top 5 significant workforce challenges identified by employers are illustrated in the chart below.

## WORKFORCE CHALLENGES

**Top five most significant workforce challenges, reported by surveyed employers concerning employees in the past 12 months.**



**Top 10 responses to workforce challenges, reported by surveyed employers.**

EMPLOYER RESPONSE	% USED
Revised Pay Scale	51.4%
Expanded Current Employees Responsibilities/Job Duties	40.7%
Hired a Less Qualified Applicant	39.7%
Increased Recruiting Efforts	35.7%
Increased Overtime for Current Employees	27.4%
Chose Not to Fill a Job Opening	27.1%
Provided Flexible Scheduling	19.8%
Increased Training	15.3%
Revised Benefits	14.8%
Lowered Requirements for Jobs	13.2%

*Source: Iowa Workforce Development Workforce Needs Assessment 2023*

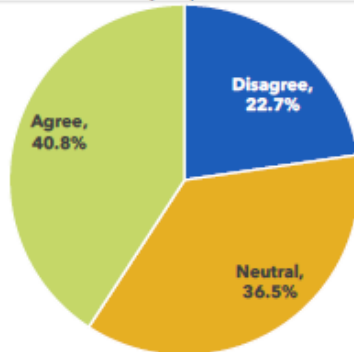
Employers were asked what skills applicants are lacking and the responses are illustrated in the pie charts below which aligns with the feedback we received in employer focus groups held in November 2023.



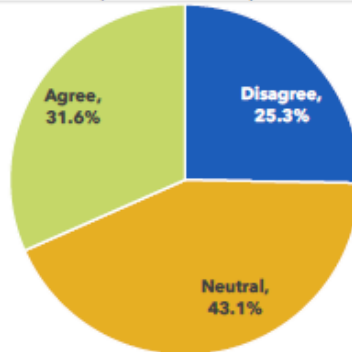
## PERCEPTION OF APPLICANTS

Rate each statement below regarding job applicants.

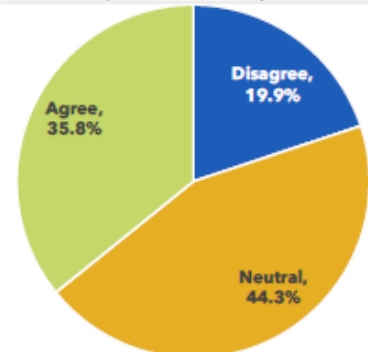
In general, applicants fulfill the necessary requirements.



Applicants fulfill the "hard" or occupational skills required.



Applicants fulfill the "soft" or interpersonal skills required.



Type of skills applicants are generally lacking.

**20.0%**  
of employers indicate a  
**LACK OF**  
**BASIC SKILLS**

**63.2%**  
of employers indicate a  
**LACK OF**  
**HARD SKILLS**

**95.1%**  
of employers indicate a  
**LACK OF**  
**SOFT SKILLS**

**Basic skills:** are those skills most commonly developed during elementary and middle school. Examples include: literacy, numeracy, and the ability to locate and read information.

**Hard skills:** are generally considered to be teachable and measurable abilities, which apply directly to the job. Examples include: critical thinking, data analysis, problem-solving, machine operation, computer literacy, software knowledge, etc.

**Soft skills:** are most often considered to be skills associated with an individual's habits, personality, and character. Examples include: dependability, honesty, self-motivation, communication skills, time management, teamwork, etc.

Source: Iowa Workforce Development Workforce Needs Assessment 2023

### Question 3

Workforce Development, Education, and Training Analysis: Include an analysis of:

- The strengths and weaknesses of workforce development activities.
- Capacity to provide workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment.
- The employment needs of employers.

## STRENGTHS AND WEAKNESSES

### Strengths

- An engaged and participatory board and CLEO that are open to innovation and exploring technological solutions.
- Partners have strong relationships with other service providers throughout the area including Chambers of Commerce and Economic Development organizations.
- The MVWA strengths center on a strong core partner team that is willing to collaborate to provide wrap-around services to meet the needs of the system customers.

- The Title II Adult Education and Literacy (AEL) program brings many strengths including geographical coverage, accessibility, affordability, access to educational services, and a strong success rate among its students.
- Title II Adult Education provides ESL classes on-site at businesses.
- Willingness of IowaWORKS Staff to travel to locations all over the Local Area to meet with individuals seeking services.
- IowaWORKS offers virtual appointments.
- The MVWDB is a 501(c)(3) nonprofit to leverage additional resources to support the system.

### ***Weaknesses***

MVWA has identified weaknesses below that present the new local area as areas of focus for growth and opportunities:

- MVWA has diverse counties and a dispersed population that present barriers to the efficient delivery of services.
- Gaps in coordination, communication, and alignment within the workforce development system. Even though progress has been made, gaps continue in the areas of coordination, communication, and alignment within the system. We are striving to become “One Workforce” and continue to make strides in seamless integration.
- Lack of public transportation remains one of the major weaknesses in the MVWA. A large portion of our population commutes for employment and training.
- Lack of adequate internet broadband capability. Many of the areas in the MVWA have poor quality and/or expensive internet service.
- Creating and sharing participant information across institutions to better measure outcomes. A common data-sharing system of State Agencies to eliminate duplication of services is needed to make all agencies more effective and productive.
- Accessible and affordable daycare, along with the lack of 2nd shift, overnight, and weekend childcare options.

### ***Opportunities***

- Focus on all 14 required youth elements.
- Develop more partnerships to provide youth services and events.
- Expand electronic and virtual access in rural counties.
- Standardize SOPs and policies across centers for consistency.
- Increase outreach to businesses about services available and reduce employer fatigue.
- Increase the use of online platforms for virtual job seeker services and businesses.
- Expand work-based learning opportunities.
- Increase job Quality in the MVWA.
- Diversify funding streams to support the system.
- Enhance board awareness, visibility, and influence in the community.

- Inform our communities about Iowa*WORKS* services and break the perception that Iowa*WORKS* is the unemployment office.

### ***Capacity***

MVWDB serves as the convener to bring together partners who are dedicated to meeting the demands of the workforce and the employers. Each partner offers unique strengths that will further enrich service delivery through collaboration. The partnerships engage the core agencies and programs, which are working to strengthen services, increase capacity, reduce duplication, and enhance educational integration.

MVWA will deliver a demand-driven system that focuses on building a workforce of high-skilled, high-wage jobs that will enable the employers of the Area to remain competitive. The One-Stop System is a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers, including those with barriers to employment that we serve, and incorporates the products and services of our workforce system partners to ensure that customers' needs are met without duplication of services and are delivered efficiently and effectively.

All workforce partner services can be accessed through the One-Stop Center. Services are either provided in-person on-site, through a cross-trained partner, or through a direct linkage through technology in a timely manner. Having the ability to connect job seekers to all workforce services through one center provides the most effective and efficient service delivery model and leads to greater outcomes for job seekers. Under WIOA, the One-Stop Center is the hub for referrals. One-Stop Center staff use a referral process and a follow-up process to ensure the participant receives the information and services required to be successful.

In the MVWA two comprehensive One-Stop centers have partner staff physically present to provide services to businesses and job seekers. At the Burlington Iowa*WORKS* center the following partners have a physical presence in the centers: Title I Adult, Dislocated Worker, and Youth programs, Title III Wagner Peyser, Title IV Vocational Rehabilitation, Trade Assistance, Temporary Assistance for Needy Families (TANF), Senior Community Services Employment Program, Unemployment Compensation, Jobs for Veterans State Grant (JVSG), Reentry Employment Opportunities (REO), Reemployment Services and Eligibility Assessment Grants (RESEA), Reemployment Case Management (RCM), and Ticket to Work. At the Davenport Center, all of the above programs are present except SCSEP.

Due to the lack of transportation, MVWA One-Stop staff go “where the people are”. We understand that not everyone can travel to an AJC, so staff set up appointments, as needed, as well as schedule regular outreach meetings on specific days and times to provide services to the outlying counties we serve.

- All customers are encouraged to register in Iowa*WORKS* to enable them to complete job search, resume preparation, and access other features that will assist them in their career path.

- Customers are provided with an orientation and complete an intake and assessment. This process encourages each participant to know their skills, explore career choices, and determine if any skills training, education, or certification is needed to meet their goals.
- Customers are offered workshops in a range of subjects, i.e., resume preparation, job search, networking, interviewing, and occupational exploration to assist them in a more effective job search and application procedure.
- For eligible individuals, work-based learning opportunities are available to address needs and are a good avenue to address soft skills needs.
- Job seekers are counseled on the availability of trainings such as Registered Apprenticeships, Pre-Apprenticeships, Internships, On-The-Job Training, and Work Experience.
- Participants are also provided with information on the eligible training provider list and educational opportunities available to them through the Career and Technical Education (CTE) program. Multiple education and training providers offer programs for customers at any level within the local area promoting consumer choice.
- Job seekers have the opportunity to obtain a National Career Readiness Certification (NCRC) using the ACT skills certification system.
- The One-Stop System partners, Business Services Team, and the MVWDB are all continually working to meet the employment needs of employers and enhance services to employers and job seekers.
- Local area staff meet with employers to market and expand Registered Apprenticeship, Pre-Pre-Apprenticeship, On-The-Job Training, Training, and Work Experience. All of these programs offer “Earn while you Learn” training methods.

Not only does the MVWA have two comprehensive centers but also the AEL program has Adult Education centers located on campuses in West Burlington, and Keokuk through Southeastern Community College and Clinton, Scott, and Muscatine Community Colleges through Eastern Iowa Community Colleges. In addition, AEL services are offered at college satellite centers in Ft. Madison, Mt. Pleasant, Maquoketa, West Liberty, and Columbus Junction. The geographical coverage of the program ensures that citizens throughout the Local Area have direct and full access to services within a short travel distance from their homes. In cooperation with the core partners, space can be made readily available at any of the above centers to accommodate representatives from Iowa *WORKS*, Wagner Peyser, Vocational Rehabilitation, and the Department of the Blind, as well as any of their subcontractors and community partners, to conduct face-to-face meetings with their respective clients. This expanded community presence allows all collaborating partners to maintain physical visibility throughout the service area and provide personal services to their clientele.

Many opportunities for training and education assistance are available to customers in the MVWA. Through the local areas’ strong partnerships, collaboration to leverage services, provision of wrap-around services (including supportive services), and enhanced support for the customer exists and increases the likelihood for customers to take advantage of opportunities and achieve success. By building a better skilled and knowledgeable workforce, we will be able to

fulfill the employer's needs for a skilled and ready pipeline of talent.

---

## EMPLOYMENT NEEDS OF EMPLOYERS

A concern of employers has been the recruitment of people to live in the area as well as the readiness of the available labor force to enter employment. Basic skills which include literacy, numeracy, basic computer skills, and organization skills, in addition to many of the "soft skills" necessary to be successful, are described by employers as lacking. Included in these soft skills needs, employers identified social skills such as basic work ethic, dependability, and retention as necessary skills.

Soft Skills: Work readiness skills continue to surface as a critical need as expressed by employers, schools, and other stakeholders who struggle to deal with those who do not practice positive work ethic. Iowa*WORKS* has long-term experience in accessing and presenting work readiness curricula which assists in addressing this issue. Workshops are offered each month to increase the soft skills needed by employers. PROMISE JOBS and RESEA programs require workshop participation as part of their programs.

The skills new workers (youth) lack, including basic work ethics, interviewing skills, basic academic skills, responsibility, organizational skills, and self-esteem can be addressed in paid work experiences. Additional service providers, including area schools, expand the ability to provide needed training for youth through the referral process and providing Pre-employment Training (PET). Those referrals will be made on an individual basis, meeting the needs of each person.

Hard Skills: We offer Basic Computer Training to individuals lacking digital literacy skills. IVRS also provides Customer Service Certificate Training. Services available to address Hard Skills include Occupational Skills Training, Skills Upgrade, Internships, On-the-Job Training, Registered Apprenticeship, Quality Pre-Apprenticeship, and Incumbent Worker Training. A focus on Customized Training will be a priority of MVWA in the next four years.

The National Career Readiness Certificate is a portable credential and a tool employers can utilize to assess the hard skills of individuals in Applied Math, Workplace Documents, and Graphic Literacy. This testing is also available in Spanish.

### Question 4

Vision - Include a description of:

- a. The LWDB's strategic vision to support the economic growth and economic self-sufficiency of the local area, including:
  - a. Goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.
  - b. Goals relating to performance accountability measures based on the performance indicators.
- b. The LWDB's strategic vision is to align local resources, required partners, and entities that carry out core programs to achieve the strategic vision and goals.

---

## VISION, MISSION, AND GOALS

*Vision* - Create strong local economies by developing a future-ready workforce of skilled workers prepared to meet the needs of current and emerging industries.

*Mission* - The Mississippi Valley Workforce Development Board will achieve our vision through strengthening collaboration with local businesses and job seekers. We will improve access to our dedicated workforce partners through a fully integrated one-stop delivery system. Decisions will be data-driven to enhance our local economies and the quality of life for our communities.

#### Manager Role Goals

- Develop effective board practices that oversee the operational efficiency and performance of the American Job Centers.
- Engage board members to strengthen management practices and controls to fulfill the objectives and responsibilities of being effective stewards of public funds

#### Convener Role Goals

- Expand workforce services for individuals at all levels of skill and experience.
- Enhance and nurture strong partners to build a skilled and ready workforce through innovation and alignment across programs to provide a comprehensive set of solutions for businesses and job seekers.
- Implement strategies to ensure that the local workforce system meets the needs of businesses in the local area and that business has the opportunity to engage with the system in meaningful ways.

#### Strategist Role Goals

- Expand workforce services for individuals and businesses through a fully integrated one-stop delivery system that provides a seamless customer experience.
- Expand outreach and services to all rural areas in the MVWA.
- Research to understand the needs of business and industry in the local area and use data to drive strategic decision-making.
- Develop a nimble and responsive talent delivery system that meets current employers' needs and anticipates future challenges.

#### Optimizer Role Goals

- Continuously monitor performance and make policy or service adjustments to foster continuous improvement.
- Supplement public investment with commitments from industry, labor, public, and community partners to implement new ideas and strategies.

### Question 5

Strategies – Taking into account the analyses described in sections 1-3 above:

- a. Describe the strategy to work with the entities that carry out the core programs and required partners to align resources available in the local area to achieve the strategic vision and goals described in section 4 above.

---

## STRATEGIES

Though the workforce system has made improvements since the passage of WIOA there is a recognized need to increase capacity. The goal over the next four years is to establish access to

all workforce system services regardless of where the individual client or employer is located. To reach this goal, the following strategies will be implemented.

- All individuals will have direct access to the necessary services regardless of where they enter the system, whether it be through the AJC or connection with a partner program or agency. This approach supports an integrated workforce system so that any customer who walks into any AJC can be served seamlessly by any staff member.
- Expand the ability of all partners in the network to inform clients of workforce system services. This will be the result of extensive cross-training.
- Co-enrollment is another important strategy to provide services to a customer that a specific program might not be able to fund themselves. This is where the crosswalk of services available will be needed to address customer needs. Co-enrollment provides the ability to use multiple funding sources and share accountability for an individual.
- All system partners who encounter clients that are lacking secondary school credentials or need basic skill remediation/ESL are referred to Title II partners.
- Identify and expand means to share information about training opportunities to entry-level workers - especially in tune with the preparation for under-utilized populations such as veterans, ex-offenders, people with disabilities, adults with limited English proficiency, older workers, youth, and families on TANF in the Local Area.
- Expand the use of technology. Given Iowa's diverse local needs, it cannot be assumed that all who need to travel to the current comprehensive sites will be able to do so. To address the barriers of distance, childcare, transportation, and schedules that many people face, services will be available digitally. These services will include up-to-date and comprehensive employment and training websites with links to partner websites. In addition, resources will be accessible through the use of videoconferencing and live chat with a direct connection to the Iowa*WORKS* Centers.
- Identify duplication of services and gaps within the current workforce delivery system and draft policies and collaborative agreements to maximize resources that foster a more unified and consistent approach to the provision of workforce delivery services.
- Create a system of common forms, referrals, and data entry to streamline services and reduce duplication of efforts.
- Expand work-based learning opportunities, resources, accommodations, and supports needed to secure and maintain self-sustaining employment so that all workers can realize their full potential.
- Collaborate with Career and Technical Education (CTE) programs to increase the availability and accessibility of high-quality programs to all youth, including disconnected youth.
- Through continuous evaluations the MVWDB will support continuous improvement of the AJC by identifying which strategies work better for different populations.
- Bring a diversity of stakeholders together to review and create effective policies, programs, and opportunities for our current and future workforce.

- MVWDB will receive reports quarterly from the core partners that provide integrated data to inform the MVWDB for policy decision-making. This information also drives how the workforce system needs to change, innovate, or align services to meet the needs of job seekers and business customers.
- The MVWDB, as a strategic leader will facilitate public-private partnerships, support sector strategies, and career pathways that advance opportunities for all workers and job seekers.
- The MVWDB will work to ensure that workforce and economic development goals are aligned.
- The MVWA will convene a unified business services team that will consist of one representative from all required partners that provide business services in the Local Area.

---

## ONE-STOP OPERATOR STRATEGIES

The Iowa*WORKS* One-Stop Operator, working collaboratively with the Iowa*WORKS* partners and MVWDB, shall drive the formation of an integrated, innovative Iowa*WORKS* system. The One-Stop Operator shall ensure that Iowa*WORKS* center employees, regardless of funding source, represent the Iowa*WORKS* System and not his/her individual program.

It is the responsibility of the One-Stop Operator to work with partners, especially those co-located in the centers, to maximize their active participation in the center and to meet and exceed their programs' performance goals. The One-Stop Operator will actively engage partners to make sure they receive the maximum benefit and coordination by being in the Centers.

The Operator will eliminate duplication where possible of common administrative functions and services, manage the public funds involved efficiently, and ensure that team management and quality staff performance occur in a seamless, integrated environment.

### *One-Stop Operator Responsibilities*

- Printed material and other written information at the Center must be language accessible to a diverse population of job seekers. Whenever feasible, language barriers should be removed so that all visitors to the Center feel welcome and can benefit from the experience. Outreach materials should be available in alternative languages, when appropriate.
- WIOA consistently emphasizes the need for services targeted to persons with disabilities and individuals with barriers to employment, including individuals who receive public assistance or are otherwise low-income and/or basic skills deficient. Outreach and services shall include efforts to encourage the use of the Iowa*WORKS* system by groups that need employment and training services to become more skilled and employable on the path to financial self-sufficiency.
- All staff on the skills floor must have the ability to provide basic information on all partner programs participating in the Iowa*WORKS* (including those partners electronically linked and/or physically located outside the Center) and to guide customers through online processes. A partner toolkit for all staff must be developed that provides



basic information about each program, populations served, and any basic registration information.

- Meet all requirements regarding compliance with State and Federal disability laws and procedures for ensuring universally accessible physical and program environments for all customers. It is required that the Operator ensures that the Iowa*WORKS* Centers adhere to the standards and expectations set forth in the national Equal Opportunity Self-Assessment Guides and checklists.
- Keep up to date a physical list of community resources and contact information that will be available to Iowa*WORKS* customers. Such resources might include DHS, food banks, shelters, mental health, etc.
- Will develop and implement Standard Operating Procedures (SOPs) for the Iowa*WORKS* Mississippi Valley centers to include protocols for the services, processes, and functions that impact the workforce system's ability to operate in an integrated fashion.
- Will prepare regular reports and recommendations for MVWDB staff related to Iowa*WORKS* Center policy development, enhancements, and performance. The Operator shall formulate and implement required action plans for improvement.
- Through an Iowa*WORKS* systemwide outreach plan with monthly activities identified and agreed upon by all partners increase visibility of programs and services in the community by creating a clearly defined value proposition and humanizing our services. Outreach efforts should be based on targeted groups identified through data. Examine the ROI on different outreach efforts so that the most effective outlets can be maximized. 1 outreach activity should be conducted per month and reported to the board on a monthly basis.
- Track referrals made and outcomes of referrals utilizing the local referral form.
- In an effort to reach remote communities with high levels of poverty and to break down the walls of the Iowa*WORKS* System, the One-Stop Operator should encourage the centers to offer Iowa*WORKS* services outside the walls of the local center on an as-needed basis. The term "On-the-Go" can be used for any event (not a permanent location) hosted by the Iowa*WORKS* Centers in which job seekers are given information and access to services. The Operator shall report to MVWDB, all Iowa*WORKS* "On-the-Go" activities across the community.
- For consistency the One-Stop Operator will oversee the social media team, hold monthly social media team meetings, and complete the monthly social media calendar. The One-Stop Operator shall be responsible for ensuring the consistent utilization of Iowa*WORKS* social media calendar by Iowa*WORKS* partners.
- Maintain a customer satisfaction survey of at least 85% and provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the Iowa*WORKS* centers. Take action to correct any areas of concern.
- Facilitate 3 core partner meetings quarterly and 1 required partner meeting quarterly with agendas driven by strategic goals defined in the WINTAC and through the One-Stop Certification process. Topics that must be discussed are ways to reach common goals (i.e., performance, financial, customer satisfaction), how to leverage resources across partner organizations, discuss programmatic and financial issues faced by the partners as

well as any misunderstandings that may exist between participating partners (troubleshooting of issues), and share details on flagship programs, events, and initiatives and discuss ways to reduce duplication of services and further integration across programs.

- Coordinate a minimum of 4 cross-training activities for center staff/individuals each quarter and two in-person in-service days each program year. Create and manage an innovative solution to educate partners (and internal staff) on the services provided by Iowa*WORKS* as well as the other one-stop partners' organizations.
- Use the WINTAC document to measure and set goals for integration of system partners. This document should be kept up to date.
- Ensure that an Informational Presentation is made available to the public regarding the full array of services available through the Iowa*WORKS* system, including all partner services conducted at the Iowa*WORKS* site and any other pertinent resources to ensure access to successful employment. Informational Presentations can be conducted in individual or group settings, depending on demand and the need for center efficiency. The frequency of delivery of the Informational Presentations shall be included in a master calendar and published for the public, on at least a quarterly basis. One-on-one sessions should also be available for the public, when necessary.
- Oversee the One-Stop Certification process of all Iowa*WORKS* Centers in the MVWA and maintain those standards while striving for continuous improvement. Quarterly, the Operator shall submit to the MVWDB areas identified as needing improvement along with a Plan of Action to accomplish continuous improvement tasks.
- Schedule Wednesday morning meetings (except one Wednesday a month). This schedule will be developed on a quarterly basis.
- Assist the board with ensuring that the Memorandum of Understanding and all Attachments with all one-stop partners is executed, adhered to by all parties, as well as tracking completion, updates, and expiration of activities outlined.

## Question 6

A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area.

---

### ADULT AND DISLOCATED WORKER SERVICES

Adult and Dislocated Worker (DW) services are available across all eight counties, Jackson, Scott, Clinton, Muscatine, Louisa, Lee, Henry, and Des Moines. These services are accessible through two comprehensive Iowa*WORKS* centers in Davenport and Burlington, as well as partner sites. Efforts are underway to establish additional access points, such as libraries, connecting individuals to live personnel at Iowa*WORKS* Centers, enhancing accessibility to all Iowa*WORKS* programs and services.

#### Basic Career Services

- Determination of eligibility for adult or dislocated worker assistance.
- Outreach, intake, and orientation to One-Stop delivery system services.
- Initial assessment of skill levels, including literacy, numeracy, and English proficiency.
- Labor exchange services, encompassing job search, placement assistance, and career counseling.
- Provision of information on in-demand industry sectors and nontraditional employment.
- Referrals and coordination with other programs and services.
- Workforce and labor market statistics information.
- Performance and program cost information on training service providers.
- Information on local area performance accountability measures.
- Information about supportive services and appropriate referrals.
- Assistance in establishing eligibility for financial aid for training and education programs.
- Information and assistance for filing UI claims.

#### Individualized Career Services

- Comprehensive assessments of skill levels and service needs.
- Development of individual employment plans.
- Group and/or individual counseling and mentoring.
- Short-term pre-vocational services.
- Internships and work experiences linked to careers.
- Workforce preparation activities.
- Financial literacy services.
- Out-of-area job search and relocation assistance.
- English language acquisition and integrated education and training programs.
- Work-Based Learning opportunities.
- Integrated Resource Team meetings for dual-enrolled clients.

### Training Services

- Occupational skills training, including nontraditional employment.
- On-the-job training (OJT), incumbent worker training, and private sector-operated programs.
- Programs combining workplace training with related instruction.
- Skills upgrading, retraining, and entrepreneurial training.
- Transitional jobs and job readiness training.
- Adult education and literacy activities, including English language acquisition.
- Customized training with employer commitment for employment upon completion.
- Connections to Registered Apprenticeship Programs

### Follow Up Services

- Follow-up services for participants placed in unsubsidized employment for up to 12 months.

In our efforts to establish connections beyond our Iowa*WORKS* locations, we consistently schedule appointments with individuals at various public spaces within their communities. These include public libraries, community colleges, and partner offices. We actively engage with the community by conducting outreach at the Scott County jail and the Burlington Residential Correctional Facility.

To broaden our reach, we actively participate in interagency groups, facilitating the sharing of resources. Additionally, we take part in career and resource fairs to connect with a diverse audience. We maintain a weekly presence at the Clinton Resource Center, offering assistance to individuals seeking resources.

Embracing the digital landscape, we conduct virtual orientations and provide virtual appointments to cater to individuals who may not be able to attend in person. Furthermore, we enhance our team's versatility by cross-training employees, enabling them to effectively introduce and explain various resources and programs to our customers.

### Question 10

How the LWDB will coordinate WIOA Title I workforce investment activities with the provision of transportation and other appropriate supportive services in the local area.

---

### SUPPORT SERVICES

Support services are available to WIOA Adult, Dislocated Workers, and Youth who meet WIOA eligibility requirements as described below. As WIOA programs are not an entitlement, supportive service payments are made on a case -by-case basis only when determined necessary and allowable. Due to funding limitations, WIOA supportive services are always the last resort. All other sources of funding must be sought first and documented to avoid duplication of services. All attempts to find other supportive service funding and the reasons for needing WIOA

funding must be documented in the state case management system. A Resource Guide is provided in each center and to all staff to provide information and alternative support service options to participants prior to WIOA payments.

Supportive services, including needs-related payments, may only be provided to participants who:

- Are participating in Career services or Training services approved by WIOA Title I.
- Are unable to obtain supportive services via their support network or through other programs including community agencies that provide these services.
- Require those services to enable him/her to participate in WIOA Title I activities.

The supportive service(s) must be necessary for the customer to achieve the goals outlined in their Employment Plan (EP). Providing information about the availability of, and referrals to, alternate supportive services sources is required by 20 CRF 678.430 (a) (9).

The MVWA has a support cap maximum of \$6,000.00 per participant. The board has a 60-day limit for supportive services after a customer completes training or is no longer participating in an approved WIOA activity, excluding Youth participants. Youth participants are provided support services through follow-up. The following are the allowable types of Support Service Payments. Payments may be made directly to vendors on behalf of a participant or as a reimbursement to the individual.

- Clothing (CHG).
- Dependent Care (DPC).
- Educational Assistance (EST).
- Educational Testing (EDT).
- Health Care (HLC).
- Services for Individuals with Disabilities (SID).
- Transportation (TRN).
- Housing/Rent/Utilities.
- Car Repairs/Insurance.
- Tools or Equipment.
- Employment Related Expenses.
- Supported Employment and Training (SET).
- Needs Related Payments (NRP).

The maximum for a Need Related Payment is \$500 per participant. Needs-related supportive services must be approved by the WIOA Project Director and paid directly to the participant. Needs Related Payments (NRP) are cash payments to WIOA participants for general living expenses to enable them to continue and succeed in the WIOA Program. NPR's are one of the supportive services authorized by WIOA. Unlike other supportive services, in order to qualify for NPR's participants must be enrolled in training. NRPs are available for the following fund sources: Adult, Dislocated Worker, Out-of-School Youth, and In-School Youth.

### ***Adult Eligibility***

Participants enrolled in the Adult program must meet the following criteria to receive needs-related payments:

- Be unemployed.
- Not qualify for, or have ceased qualifying for, unemployment compensation.
- Be enrolled (applied and accepted) in training services under WIOA Title I that has already begun or will begin within 30 calendar days.

### ***Dislocated Worker Eligibility***

Participants enrolled in the Dislocated Worker program must meet the following criteria to receive needs-related payments:

- Be unemployed.
- Have ceased to qualify for unemployment compensation or Trade Readjustment Allowance.
- Be enrolled in a program of training services under WIOA Title I by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months, or be unemployed and not qualify for unemployment compensation or Trade Readjustment Allowance (TRA) under TAA and be enrolled (applied and accepted) in training services under WIOA Title I that has already begun or will begin within 30 calendar days.

For dislocated workers, payments must not exceed the greater of either of the following levels:

- The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation.
- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies. At least quarterly, the amount of family income must be reviewed to determine if adjustments must be made in the amount of NRP payments.

### ***Youth Eligibility***

Participants enrolled in the Youth program must meet the following criteria to receive needs-related payments:

- Be unemployed.
- Not qualify for or have ceased qualifying for unemployment compensation.

### ***Approval of Support Payments***

A WIOA Project Director and/or Operations Supervisor in each center will be responsible for reviewing and approving support payment request for WIOA Adults, Dislocated Workers, and Youth to ensure all WIOA requirements have been met, and the request is appropriate and to ensure sufficient funds are available.

<https://www.mississippivalleyworkforce.org/policies-procedures>

## Question 11

Plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act services and other services provided through the one stop delivery system.

---

### WAGNER PEYSER

The One-Stop focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to UI claimants, job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops, referrals to training and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.

Continuous training for AJC staff is a priority to enhance their skills and knowledge, ensuring the provision of superior customer service. Cross-training initiatives between programs are implemented to deepen the staff's understanding of their roles and those of other core partners, facilitating more effective referrals and minimizing duplication between programs.

Whenever possible, the MVWA One-Stop strives for the co-location of partner programs, ensuring program staff members are physically present in the AJC. In cases where co-location is not feasible, appropriately trained team members from different partner programs are available to provide information about services and guide customers on accessing those services, either in person or through technology.

Wagner-Peyser Career Planners play a crucial role in promoting Integrated Resource Teams. These teams collaborate with participants utilizing services from multiple partner programs, conducting meetings to identify customer needs and develop tailored plans. This approach ensures that each participant receives the most effective assistance in progressing through their individual plans.


### *Strategies*

- The One Stop Operator will review the MOU service tables to see where duplication is occurring and meetings will be held with partner programs on each service duplicated to see how resources may be maximized to reduce overlap in service delivery and coordination.
- Partners will review intake forms, releases and other required documentation to see where consolidation or reductions in duplication can be made.
- Develop an agreement to utilize the same "foundational" assessment questions that are accessible to all partners through the utilization of a "same" shared documentation system.
- Use Integrated resource teams that develop goals that are cross-agency specific
- IRT model has been agreed upon by core partners to be the "Expected" process to occur with first meeting and then follow up meetings on a regular schedule, (e.g. 30, 90 day, etc.)

- Core partner staff will engage in monthly case management meetings and/or provide monthly updates on co-enrolled clientele.




# Appendix A: One Stop Operator Report



**IowaWORKS**  
A proud partner of the AmericanJobCenter network

One-Stop Operator  
December 2023



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

1

## December Hiring Events/Job Fairs



**IowaWORKS**  
A proud partner of the AmericanJobCenter network

Date	Type	Location	Job Seekers
12/7/2023	Labor Finders Hiring Event	Davenport IowaWORKS	15
12/11/2023	Blue Bunny Hiring Event	Davenport IowaWORKS	5
12/12/2023	Hire Talent Tuesday	Burlington IowaWORKS	67
12/12/2023	Amazon Informational Event	Davenport IowaWORKS	46
12/15/2023	Clinton Temp Associates Hiring Event	Davenport IowaWORKS	3



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

2

# MVWA December Workshops

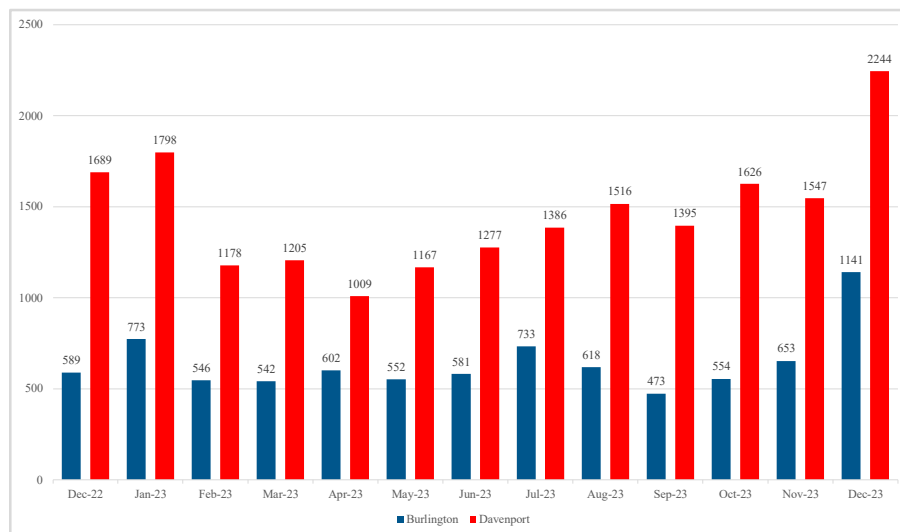


Workshop	Burlington	Davenport
Resumes	38	109
Job Search	4	122
Financial Literacy	0	11
Interviewing	60	72
Personal Growth	10	30
Work Readiness	7	0
Unemployment Info	59	8
Job Finding Club	16	55
Career Services	0	1
NCRC testing	7	1

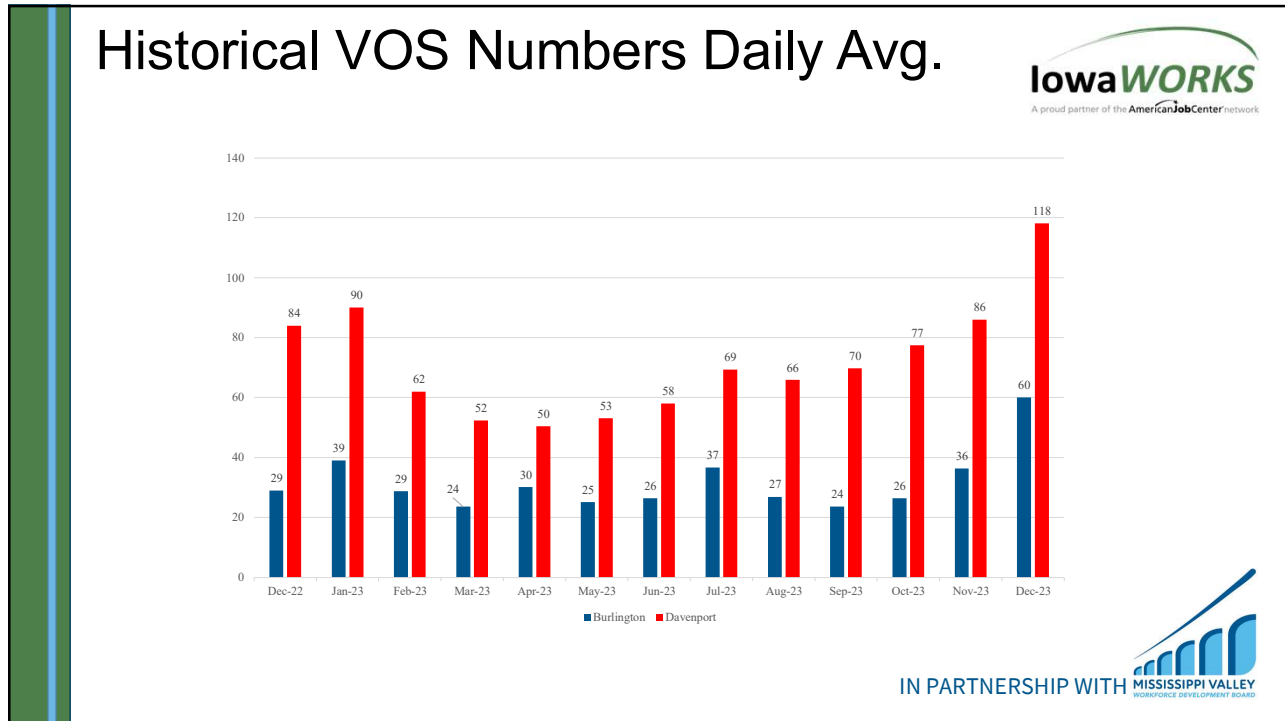


3

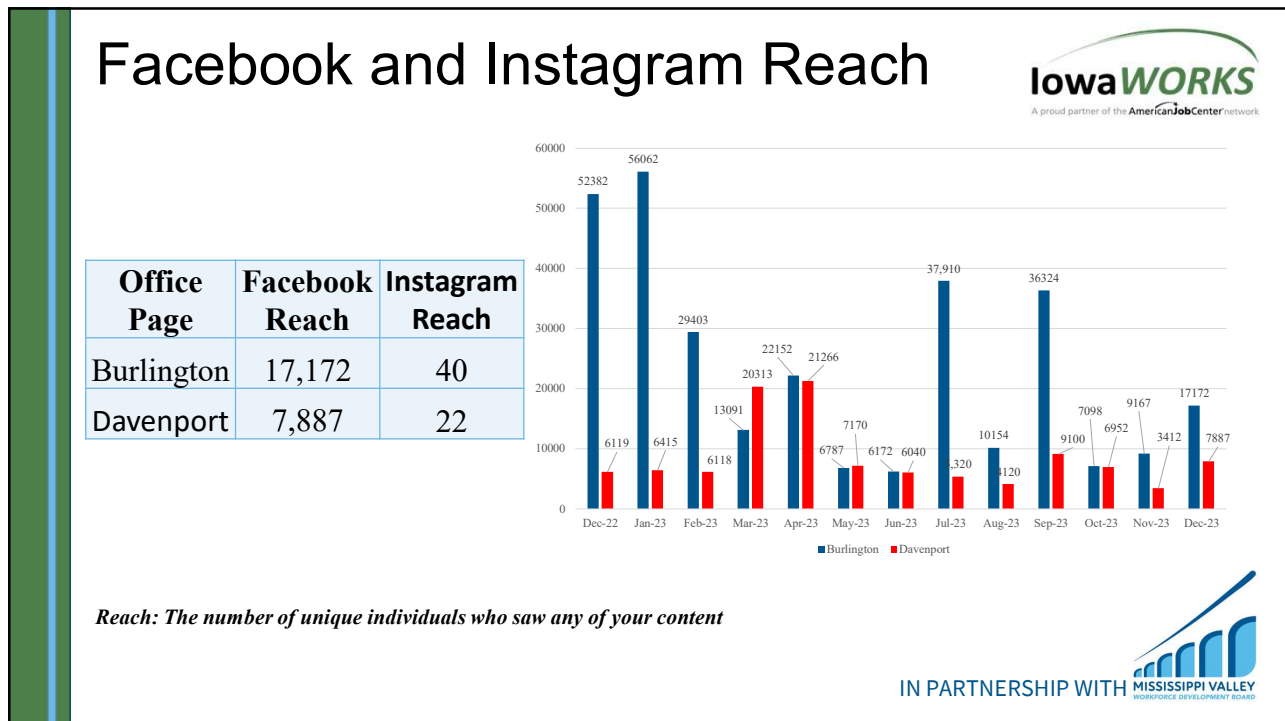
# Historical VOS Numbers



4



5



6

# Customer Satisfaction December



**16 of 23 (69.6%)** responded “somewhat or very satisfied” to a majority of the questions

**11 of 15 (73.3%)** Davenport

**4 of 7 (57.1%)** West Burlington

**1 of 1 (100%)** Dashboard Davenport

Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
85.7%	66.7%	85%	78%	96%	82%	80%	77%	92.5%	83.3%	88.9%	87.5%	69.6%



7

# Customer Comments

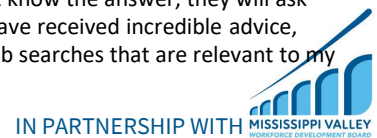


## Areas of Concern

- Wasn't allowed to file for previous week.
- I don't like that some of the required workshops, when held multiple times during the month, are always at the same time. It made several of them inaccessible as I was working part time in the morning.
- There are two many people, they seem overwhelmed and short with people to get to the next one
- I have been onsite at the Davenport Center, with many questions, some with scheduling, and they said they couldn't help. Why can't onsite people assist with scheduling for required workshops especially since I was denied and had to appeal for missing a workshop due to wrong info I was given onsite? It is unbelievably frustrating that each entity can't see what the other is doing. This is affecting real people.


## Positive Comments

- The people are very helpful. Thank you all for your support
- The staff is very friendly and did their best to help, including helping me find workshops in the afternoon.
- Every employee at the office is very friendly and knowledgeable. If they don't know the answer, they will ask someone and get the answer, or another employee will come and assist me. I have received incredible advice, guidance, and help from James Stout. He has helped me with my resume and job searches that are relevant to my experience and skill set. He is great to everyone he talks with.




8

## MVWA December Partner Referrals



Referred To	Burlington	Davenport
Title I Adult/DW	11	13
Title I Youth	0	0
Title II (AEL/HiSED)	0	5
IWD (Trade, UI, Re-entry)	1	0
Title IV (Voc Rehab)	2	1
CTE	1	0
Veterans	2	2
AARP	1	0
Job Corps	0	0
Ticket to Work	0	0
CIMCInc	0	0
IowaWORKS	1	0
<b>Total Referrals</b>	<b>19</b>	<b>21</b>
	<b>40</b>	

Referred From	# of Referrals
AEL/HiSED	3
Promise Jobs	1
RCM/RESEA	20
Title III	12
Voc Rehab	3
Title I	0
Outside area IowaWORKS	1



IN PARTNERSHIP WITH

9

## December Events



- Single employer hiring events
- Hire Talent Tuesday
- SCC Cross Training



IN PARTNERSHIP WITH

10

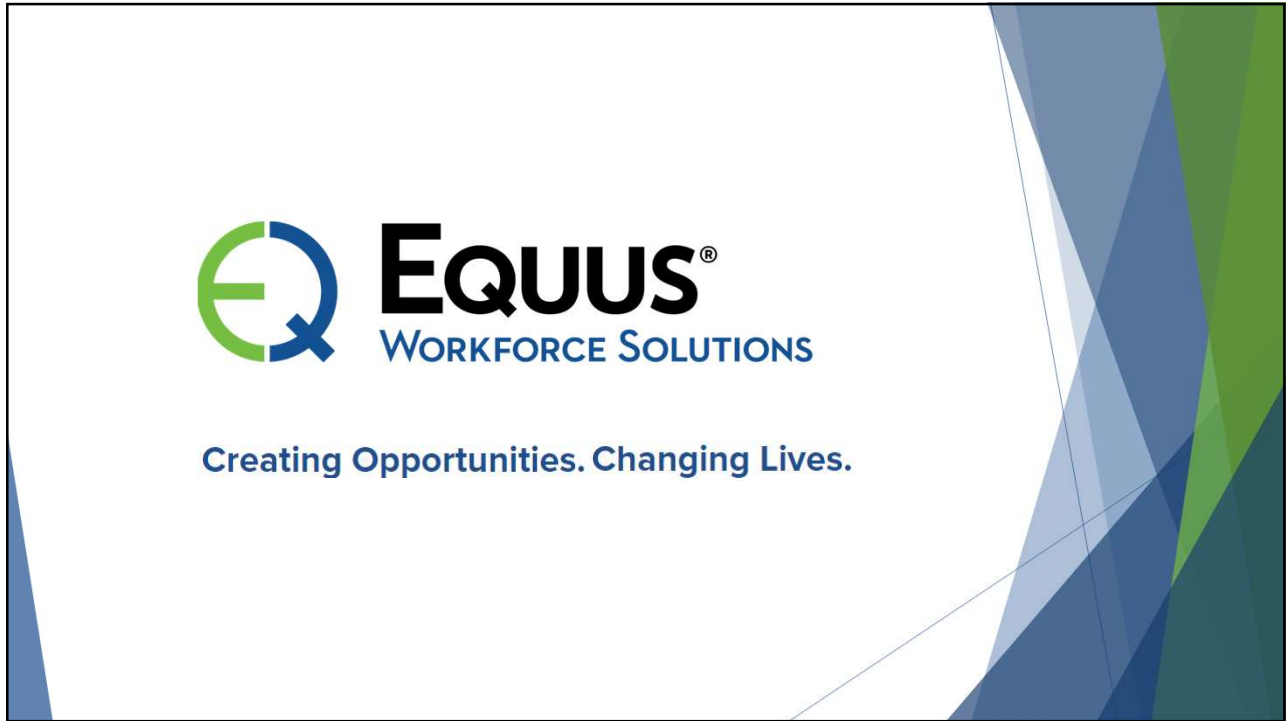
# Upcoming Events

- 2/29 Davenport Disability Access Event

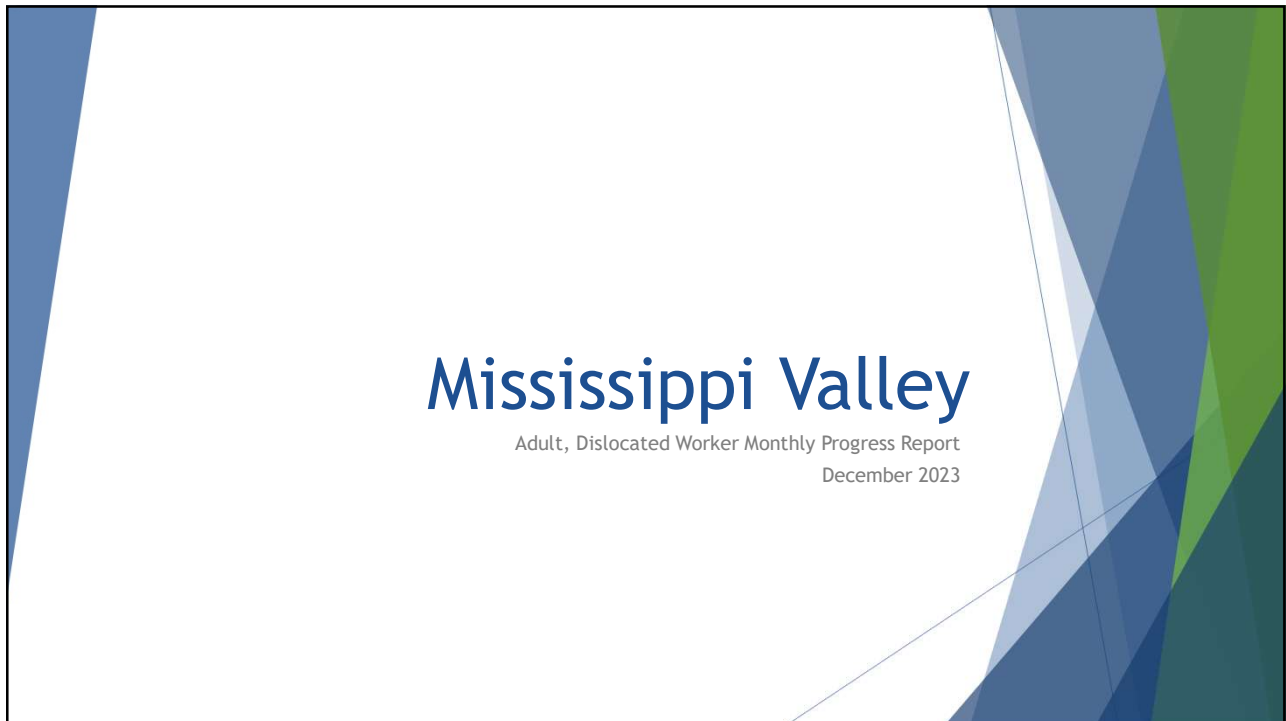


## Appendix B: Adult/DW Report





1



2

## Rapid Response

Southeast Iowa Regional Medical Center, West Burlington and Fort Madison locations

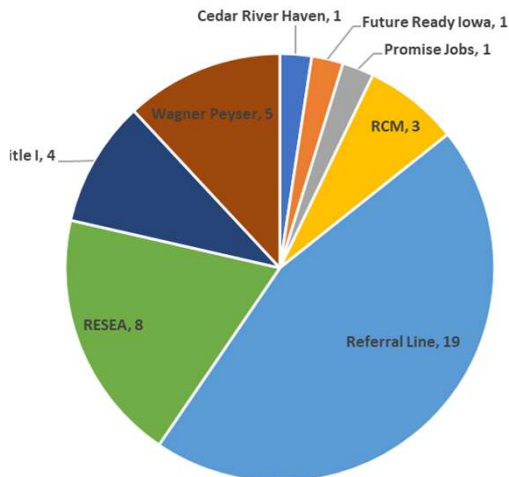
- ▶ Approximately 67 employees affected
- ▶ Effective 2/23/24. Outsourcing Nutrition Services Department. It appears that the contracted company has offered permanent positions to all but one position, so no Worker Information Meetings are planned.

Independent Can

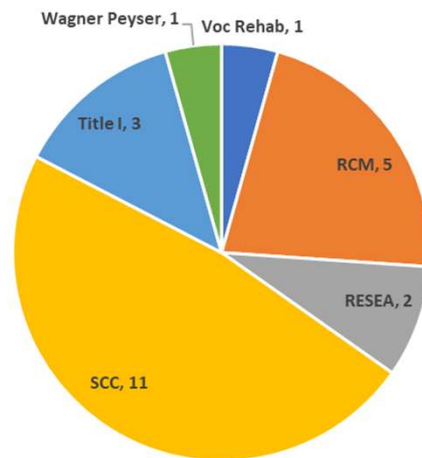
- ▶ Worker Information Meeting was held Dec. 7 at 9:00 am.

3

Davenport A/DW Referrals (December)



Burlington A/DW Referrals (December)



4

## Performance

Enrollments	December	YTD Goal	YTD Actual	% of Goal
Adult	5	125 (Total)	24	
Dislocated Worker	0	125 (Total)	3	21.6%

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

WBL	December	YTD Goal	YTD Actual	% of Goal
Work Based Learning	0	40	9	22.5%

5

## Caseload

### Adult

- ▶ 62 Active
- ▶ 73 Follow Up
- ▶ 27 Average caseload
- ▶ 1 Exit
  - ▶ Unknown outcome

### Dislocated Worker

- ▶ 66 Active
- ▶ 45 Follow Up
- ▶ 22.2 Average caseload
- ▶ 8 Exits
  - ▶ 8 Employed

6

12/28/2023 You guys do well on everything!

12/28/2023 I was very surprised of all the services your facility has to offer, aside from just unemployment compensation. The staff is friendly and willing to answer all my questions. The one thing that I see to improve on to promote this services to the public, I had no idea there is so much help available until I needed to apply for unemployment, in that regard I had met people in need of your services that had no idea these services were available to them.

12/28/2023 Everyone there is awesome!!!!

My career coach Autumn is very professional, extremely helpful and has definitely helped me in every way with pursuing my 12/27/2023 career in insurance!

12/27/2023 Did good on checking on people. There is anything I can think of that you need to work on.

12/27/2023 Instructions / steps were very well instructed and the assistance with any potential issues in regards to processing said steps were extremely helpful and completely stress-free. Autumn is a fantastic example of professionalism and insistent on helping clients in every possible way I am very thankful to work with her. Nothing to note in terms of improvement. Service is very satisfactory.

12/19/2023 Robert has been fantastic!!!!

12/19/2023 I felt like the stipulations for felons are to harsh especially for a man trying to change his life and provide for his family but setback because of his past

12/11/2023 Every thing is going very well.

**91.67% Customer Satisfaction Rate**

**22 Surveys completed**

Legacy in Action

7

► 0 enrollments

**Dislocated Worker Industries**

8

## Outcomes

### Credentials

- 1 Certified Medical Admin. Asst.
- 1 R.N.

3 Unsubsidized  
Employment

9

## Participant Highlights

1. Adult participant, age 45 from Scott County, was able to complete their Certified Medical Administrative Assistant and their Medical Billing and Coding program!
2. Adult participant, age 32 from Scott County, completed nursing boards and has a job that aligns with her new credentials. She states that she loves her new great job!

10