



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda

Wednesday, February 14, 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	Kirby Phillips
Roll Call	Louise Butherus
*Consent Agenda	Kirby Phillips
Excused Absences	
Approval of Agenda	
Approval of Previous Meeting Minutes	
New Committee Member Introduction	
STANDING REPORTS	
One-Stop Operator Report (Page 5)	Mandy Tripp
Adult/DW/RR Report (Page 7)	Shannon Weaver
Title III Report (Page 9)	Rick Ernst
NEW BUSINESS	
*Deliverable Discussion (Page 12)	Miranda Swafford
*MVWDB Social Media Policy (Page 14)	Mandy Tripp
Iowa <i>WORKS</i> Mobile Unit	Miranda Swafford
Other Business	
Public Comment	
Adjourn	Kirby Phillips

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

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, January 10, 2024, at 4:00 p.m. via Zoom

Members Present: Nick Flogel, Kirby Phillips, Erica Lee, Rick Ernst, and Tim Snyder

Members Absent: Matthew Nicol (excused), Scott Schneider (excused)

CEOs Present: Jean Dickson

Staff Present: Tyler Lanz, Strategic Partnership Specialist

Service Provider Staff Present: Cherisa Price-Wells, Regional Director, Shannon Weaver, Operations Manager, Taylor Longstreth, Operations Supervisor, and 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

Phillips called the meeting to order at 4:00 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

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

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for December. Clayton highlighted the good attendance at Burlington's Hire Talen Tuesday job fair, which was attended by 67 jobseekers. Clayton advised that both offices have seen significant increases in customers served, with Burlington almost doubling their typical daily average and Davenport seeing record numbers as well, likely due to fewer working days in December and due to several temporary layoffs. As a result, both offices are feeling short-staffed as more individuals are needed on the customer service floor than normal. Phillips inquired whether the center traffic is expected to remain high as we enter the New Year and Snyder advised January is on track to have higher than normal numbers as well, likely due to the continuation of seasonal and temporary layoffs. The Customer Satisfaction rate dropped to 69.6% with 23 surveys completed, likely due to individuals having issues with their claims. All relevant comments from the Customer Satisfaction survey are sent to the state on a monthly basis. Clayton attributes decreased referral numbers to individuals primarily entering the

center for unemployment and not expressing interest in programs around the holidays, as well as due to the staff being stretched so thin on the customer service floor.

ADULT/DW/RR REPORT

Weaver reported that the Adult and Dislocated Worker programs received the FY24 funding and budgets were approved mid-month. Since then, they've enrolled 5 Adults and have been working on reaching out to their backlog of referrals. A WARN was received for Southeast Iowa Regional Medical Center who is outsourcing one of their departments, impacting 67 employees. Weaver advised all but one employee has been offered positions with the new contractor and no Worker Information Meeting was scheduled. Weaver shared that no new Occupational Skills Training or Work-Based Learning started in December, but they anticipate that balancing back out in January. Adult caseload is currently at 62 active and 73 follow-ups. Dislocated Worker currently has 66 active with 45 follow-up. There was a 91.67% customer satisfaction rate. Outcomes- 2 credentials, 3 unsubsidized employment, 0 measurable skills gain, and 0 WBL started.

TITLE III REPORT

Snyder presented Labor Force and Unemployment rate data from November, advising that the state is typically a month behind in providing their data. Des Moines and Lee Counties have the highest unemployment rates for our local area, with Louisa and Jackson having the lowest. Snyder anticipates that the unemployment rates will be higher for December, if the increased center traffic is any indication. The Burlington office donated more than 40 pounds of items which were assembled into care packages mailed to two military units overseas.

***ITA POLICY**

Lanz presented the current ITA policy and advised that policies are required to be reviewed every three years. Lanz provided background knowledge of how Individual Training Accounts (ITAs) are used in service delivery by the Adult, Dislocated Worker, and Youth programs. Weaver provided additional detail about the types of expenses that can be included in ITAs. The committee discussed the ITA funding limit of \$5500, specifically whether it was necessary to increase the limit and to what amount. The cost of training and related expenses have increased in the past few years, to the point where some programs are not able to be fully covered under the current ITA limit. Weaver provided some context of what other local areas' ITA funding limits are. Ernst inquired where budgets might be decreased in order to accommodate an increased ITA limit, and Weaver advised that while there is a chance it could reduce the total number of individuals who are able to be helped, it is more likely that it will help those individuals who are in longer programs and those who do not receive financial aid. Phillips contributed that there is typically some carryover in the program budgets as well from year to year, so they don't see significant risk of running out of funds entirely. Flogel made a motion to increase the ITA Funding Limit to \$6000 per program year, seconded by Lee, and motion carried.

***LOCAL PLAN QUESTIONS**

Lanz 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. Lanz presented questions from Section 2 of the Local Plan, which offers analysis of our in-demand industries and workforce, as well as strategies to align resources in our local area to achieve our vision and goals. Flogel made a motion to approve the Local Plan questions as written, seconded by Snyder, and motion carried.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Snyder made a motion to adjourn, seconded by Flogel, and the motion carried. Phillips adjourned the meeting at 4:39 p.m.

One Stop Operator Report

Documents included: Executive Summary, Report (Appendix A)

January One-Stop Operator Executive Summary

In January, the Lee County job fair in Fort Madison drew 98 attendees despite challenging weather conditions, while the Davenport job fair had 17 participants. There were also two onsite hiring events by the USDA which two customers attended. Customer engagement increased, with Burlington assisting 1162 customers and Davenport serving 2469—a significant increase compared to January 2023 when numbers were 773 and 1798, respectively.

Unemployment claims and related services account for 74% of customer traffic in the center.

Customer satisfaction stood at 75%, based on 16 surveys addressing concerns about the IowaWORKS system and a virtual workshop. Positive feedback highlighted our staff's caring, kind, and patient demeanor.

Looking forward, mark your calendar for the Opportunity Knocks job fair on 2/15/24 in Davenport, and note that both centers will be closed on 2/19/24 for a staff in-service on Presidents Day. On 2/29/24, Leap into Inclusion will educate employers on hiring individuals with disabilities.

Adult/DW Report

Documents Included: Executive Summary,
Report (Appendix B)

Deliverables

In January, we enrolled two new Adult participants and no DW participants. We had five individuals start Occupational Skills Training; trainings include CDL, Business Administration, and Health Management Information. This brings our total to 74, which is 74% of the deliverable.

We had a tremendous month in work-based learnings. We had two that started prior to January that we did not count in previous months due to being partner-funded. In January, we had eight DW Internships start, many in coordination with our Trade partners. We also had an Adult Transitional Job and an Adult Internship start. Some fields include tax accounting, automotive, IT, assembly, human resources, and caregiver. This brings our total to 21 for the year, which is 52.5% of the deliverable.

Program customer satisfaction survey results came in at 96.11%, with 18 surveys completed.

Rapid Response

No WARNs were received, and no Worker Information Meetings were held.

Challenges

We are working to get the word out to potential participants, employers, and training providers that we have the funding to assist individuals.

Policy Deployment

None noted.

Success Stories

Adult participant, 46 from Scott County has been unemployed for months and struggling to gain employment. They really wanted to work as a Pharmacy Technician. Staff were able to help them find an On-the-Job Training scheduled to start 2/1/24. Spoiler alert: We checked in after the first day and it's going well!

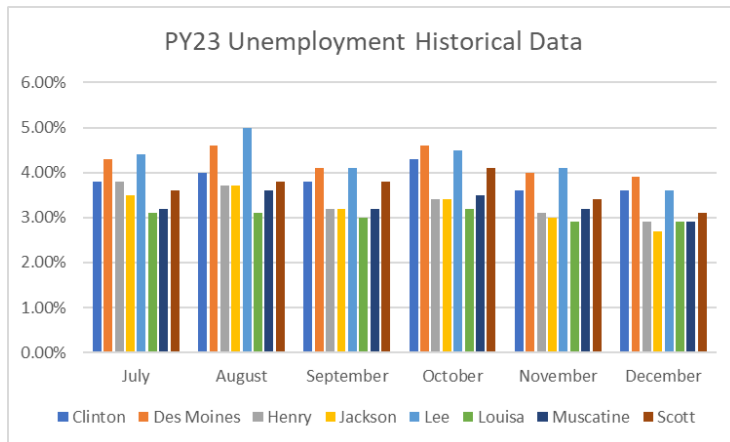
Title III Report

TITLE III REPORT

January 2024

Services Provided	Burlington	Davenport
Services Provided By Individual	4,148 services for 741 individuals	9,266 services for 1,415 individuals
Services Provided to Veterans	232 services 32 individuals	511 services 74 individuals
Individuals Enrolled	85	219

County	July	August	September	October	November	December
Clinton	3.80%	4.00%	3.80%	4.30%	3.60%	3.60%
Des Moines	4.30%	4.60%	4.10%	4.60%	4.00%	3.90%
Henry	3.80%	3.70%	3.20%	3.40%	3.10%	2.90%
Jackson	3.50%	3.70%	3.20%	3.40%	3.00%	2.70%
Lee	4.40%	5.00%	4.10%	4.50%	4.10%	3.60%
Louisa	3.10%	3.10%	3.00%	3.20%	2.90%	2.90%
Muscatine	3.20%	3.60%	3.20%	3.50%	3.20%	2.90%
Scott	3.60%	3.80%	3.80%	4.10%	3.40%	3.10%



	23-Jul		23-Aug		23-Sep		23- Oct		23-Nov		23-Dec	
County	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed	In Labor Force	Unemploy ed
Clinton	22790	860	22400	890	22520	850	22530	970	22330	810	22000	800
Des Moines	18760	800	18320	840	18040	740	18010	830	17820	720	17640	700
Henry	9510	360	9370	350	9470	300	9490	320	9340	290	9220	260
Jackson	10,990	380	10,750	390	10690	350	10660	360	10500	310	10380	280
Lee	14670	640	14520	730	14490	600	14430	650	14270	580	14070	500
Louisa	6130	190	5990	190	6010	180	5980	190	5830	170	5790	170
Muscatine	21210	670	20830	740	20770	670	20590	720	20300	640	20100	580
Scott	87480	3270	89340	3350	89860	3400	89170	3660	88610	3040	87060	2660

Deliverable Discussion edited

Reason:: Due to delays in receiving FY24 funding, service delivery was interrupted and services for new individuals were put on hold for nearly 3 months

Documents included:: Adult DW Program renegotiation of Deliverables

Action Requested:: Approval of renegotiation

Adult/DW Program

Program Year 2023 Re-Negotiation of Deliverables

(July 1, 2023 – June 1, 2024)

Current Deliverables	Goal	Progress 12/31/2024	Renegotiated Goal
Work Based Learning (WBL)	40	9	30
Occupational Skills Training (Scholarships)	100	69	75
Enrollments	125	27	63
Sector Strategy Events Quarterly	4	4	4
Customer Satisfaction Level	90%	90%	90%

Overview

- FY24 funding was significantly delayed until mid-December contributing to a disruption in services available.
- Mandatory Trade co-enrollments are no longer contributing to our enrollment goals.
 - PY20 - 24 Trade Enrollments - 39% of all DW Enrollments
 - PY21 - 45 Trade Enrollments - 54% of all DW Enrollments
 - PY22 - 38 Trade Enrollments - 60% of all DW Enrollments
 - An average of 51% of all DW enrollments over the last 3 years have been Trade.

Time frame	Adult	DW	TAA
PY20	110	63	24
PY21	160	83	45
PY22	75	63	38
PY23	24	3	0

Grant Percentage Expended	Adult	DW
Operations	35%	40%
Participant	24%	23%
Total	31%	34%

Plan for Participant Investment

We will continue to financially support our currently enrolled participants in their training by providing assistance with transportation, books, testing, and other required expenses. As those individuals complete their training, we will help them look for internships, on-the-job training, and unsubsidized employment opportunities.

As we enroll new participants, we anticipate placing most of them into work-based learning or Occupational Skills Training (OST). Our numbers of work-based learnings have increased considerably in the last month, and we anticipate more starting. This will result in increased spending on wages. We are also focused on finding jobs that require more advanced skills and offer higher wages. In terms of OST, given that spring semester has already started in schools with traditional semesters, we will be focusing our outreach on programs with summer schedules or other schedules, such as CDL, CNA, and online.

MVWDB Social Media Policy

Reason:: To reflect new local social media process

Documents included:: Proposed Modifications to Social Media policy

Action Requested:: Approve Modifications



Social Media Policy

Approved Date: November 16, 2020

Effective Date: November 16, 2020

Amended Date: N/A

A. Purpose

1. To establish guidelines on the use of social media to reach a broader audience and inform the Mississippi Valley Workforce Area (MVWA) of activities and services available through WIOA **and our IowaWORKS Centers**.

B. Background

1. Social media (including personal and professional websites, blogs, chat rooms, and bulletin boards; social networks, such as Facebook, LinkedIn, Instagram, and Twitter; video-sharing sites such as YouTube; and e-mail) are a common means of communication. Social media will be used to inform people of **IowaWORKS** activities and services available throughout the MVWA.
2. All content will be professional, appropriate, and reflective of the goals, mission, and vision of the **IowaWORKS** MVWA. All content will follow the MVWA Outreach Style Guide for consistency in posting. Online postings can conflict with the interests of **IowaWORKS** Mississippi Valley Workforce Area, **and partners** and its customers, therefore, MVWA has adopted the following policy.

C. Policy

1. MVWA staff, one-stop operators, service providers, **and partner staff** will post professional information based on programs, services, and the MVWA mission and vision. Some staff may be responsible for all or parts of some website/social media posts.
2. These social media platforms are not for personal use but will contain appropriate professional information as it relates to WIOA and the **IowaWORKS** MVWA. All social media outlets shall use the **IowaWORKS** Mississippi Valley Workforce Area name.

D. Social media connected with IowaWORKS MVWA is only to be used for the following purposes:

1. To provide **IowaWORKS** program information and related resources (i.e., partner services, job leads, job searching tips, community resources, etc.) to the public, current participants, and prospective participants, and
2. To contact participants through the private message system on the platform
3. The following apply:

- a. MVWA executive director must approve any website, blog, chat room, video-sharing site, bulletin board, or other social media that will be used for professional purposes.
- b. No employee may incorporate logos or other intellectual property in a website, blog, chat room, video-sharing site, bulletin board, or other social media without that entity's written permission.
- c. Each media account will have at least 2 people as administrators to the account, one of them must be an MVWA staff person.
- d. Login, account creation, and password information must be available to MVWA staff for all social media accounts and filed in a secure location.
- e. MVWA designees may post as themselves on the various accounts, keeping the post related to professional issues of IowaWORKS.
- f. MVWA staff or designee have oversight and monitoring responsibilities for all social media accounts/postings.
- g. IowaWORKS MVWA staff will not use their personal accounts to interact with customers in conducting MVWA business.

E. Authorized Representatives

1. No individual will disclose any confidential or proprietary information, or personal identifying information in online postings or publications. Sharing this type of information, even unintentionally, could result in harm and legal action.
2. Individuals are personally liable for all communications and information they publish online. MVWA may be liable for online activity that uses MVWA's assets, an MVWA e-mail address, or any e-mail address that can be traced back to MVWA's domain, which generally is any internet address affiliated with the MVWA, service providers, or one-stop operators, or Iowa Workforce Development. Using an individual's personal name and one of the aforementioned entities' e-mail addresses may imply that an individual is acting on that entity's behalf. As social media and networking activities are public, work e-mail addresses and MVWA assets should be used only to perform job-related activities, which may include professional networking but do not include personal social networking.
3. Outside the workplace, individuals have a right to participate in social media and networks using their personal e-mail addresses. However, information and communications that are published on personal online sites should never be attributed to, appear to be endorsed by, or have originated from, MVWA, Iowa Workforce Development, service providers, or one-stop operators.
4. If an individual chooses to disclose their affiliation with MVWA, Iowa Workforce Development, service providers, or one-stop operators in an online communication, then the individual must treat all communications associated with the disclosure as professional communications governed by this and other Company policies.
5. Online content may generate press and media attention or legal questions. Staff should refer these inquiries to the MVWA executive director or designee.
6. If staff encounter situations while using online outlets that threaten to become antagonistic, staff should disengage from the dialogue in a polite manner and seek the advice of a supervisor.

7. Social media use should not interfere with the staff's duties and responsibilities to IowaWORKS MVWA. When using computer systems, the use of social media for business purposes is allowed, but personal use of social media is not permitted.
8. Subject to applicable law, after-hours online activity that violates any relevant policy may subject staff to the IowaWORKS MVWA partner disciplinary procedures.

F. Limitations on Online Publications

1. Never identify a customer or co-worker in an online posting without his or her prior written permission.
2. Obey the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state, or federal laws, or professional rules of conduct.
3. Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts, ideas, photos, or videos, give credit to the original publisher or author.
4. If staff maintain a website, blog, chat room, video-sharing site, bulletin board, or other social media that promotes IowaWORKS MVWA, they are responsible for reviewing responses to online posts and resolving any concerns about the propriety of the responses before they are posted.
5. If a blogger or any other online participant posts an inaccurate, accusatory, or negative comment about IowaWORKS MVWA partner or any of its employees, do not respond to the post without the approval of the MVWA executive director or designee.
6. Do not publish comments about controversial or potentially inflammatory subjects, including politics, sex, religion, or any other non-business-related subjects in any posts or other online communications involving IowaWORKS MVWA.
7. Avoid hostile or harassing communications in any professional posts or other online communications. Harassment is any offensive conduct based on a person's race, sex, gender, gender identity, national origin, color, disability, age, sexual orientation, veteran status, marital status, religion, or any other status protected by law.
8. Nothing in this policy is intended to or will be applied in a manner that limits staff's rights to engage in protected concerted activity as prescribed by the National Labor Relations Act
9. This policy is in conjunction with the Iowa Workforce Development Social Media Policy requirements.

G. Action

1. MVWA staff will share social media links with partners, board, committee members, and staff, to use as a tool for the promotion, outreach, and recruiting of eligible customers, and to promote IowaWORKS MVWA activities. Insights gained from the use of the website and social media will be provided at board meetings as appropriate.

2. The Mississippi Valley Iowa *WORKS* Centers use HootSuite to manage all social media accounts. There will be a social media posting schedule completed by the social media team monthly. Core Partners will determine which staff in each center will have access to this platform and serve as point persons for postings and oversight of the social media accounts. The individuals who will have access to the HootSuite account will serve as the final approvals for postings and will be responsible for ensuring all elements of this style guide are adhered to. Board staff, the One Stop Operator, Operations Managers (or designee), and additional individuals from each center will have access to this platform. All authorized individuals will complete the IWD social media training, HootSuite onboarding, and local social media training before being granted HootSuite access.

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

Appendix A: One Stop Operator



Iowa **WORKS**

A proud partner of the American **JobCenter** network

One-Stop Operator
January 2024



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

January Hiring Events/Job Fairs



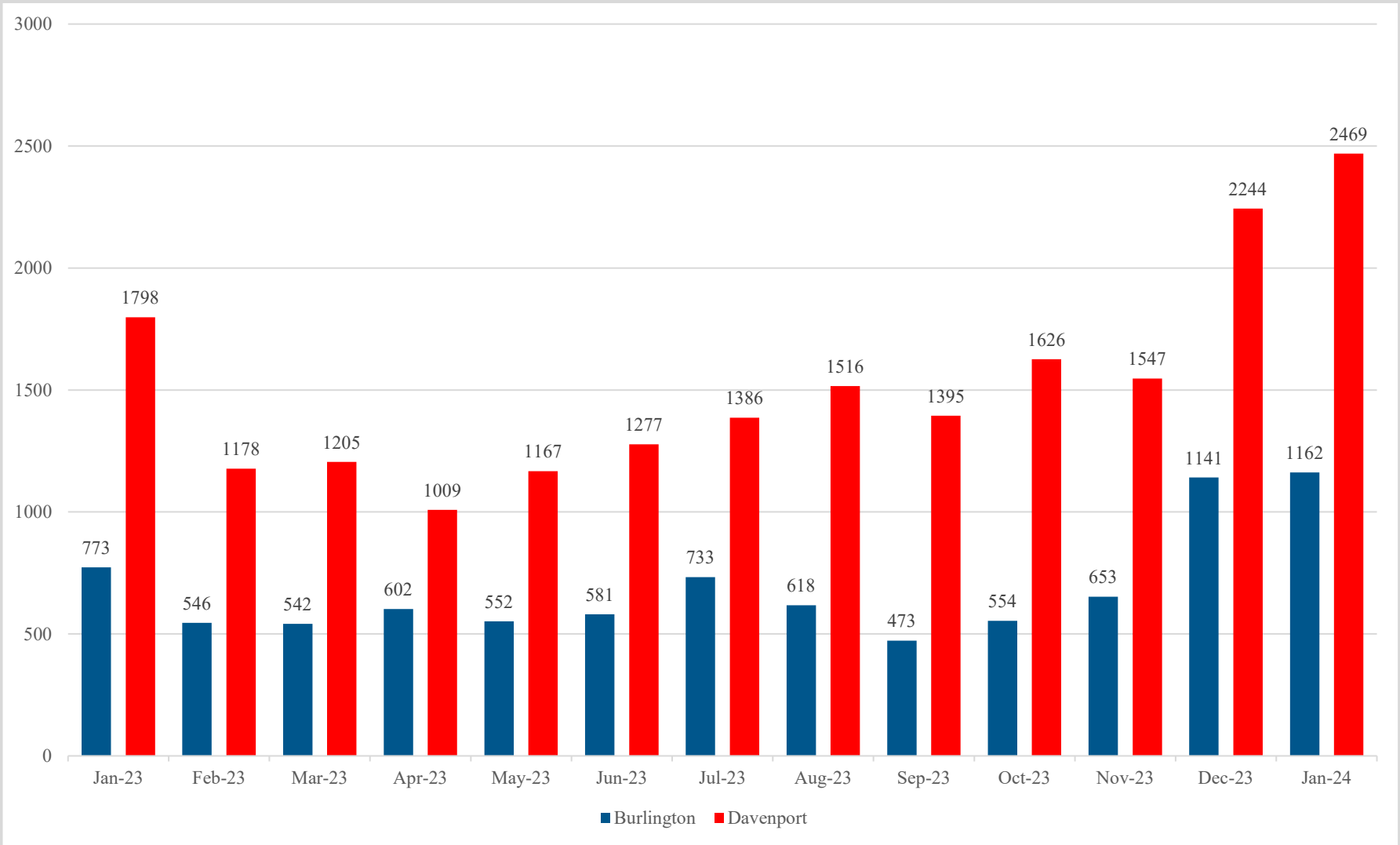
Date	Type	Location	Job Seekers
1/23/2024	Lee County Hire Talent Tuesday	Burlington Iowa <i>WORKS</i>	98
1/24/2024	USDA hiring Event	Burlington Iowa <i>WORKS</i>	1
1/25/2024	USDA Hiring Event	Burlington Iowa <i>WORKS</i>	1
1/31/2024	Labor Finders Davenport	Davenport Iowa <i>WORKS</i>	17



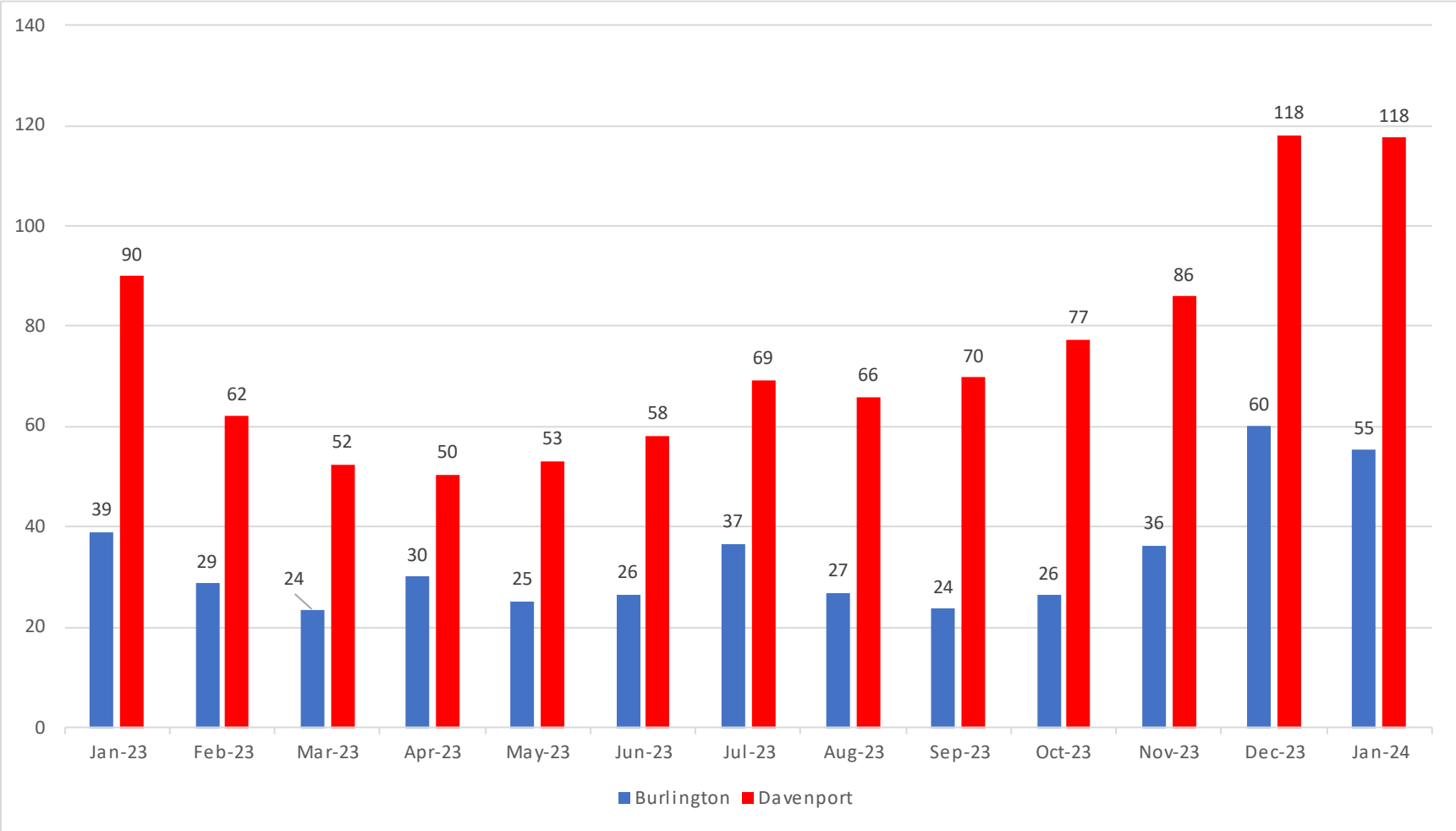
MVWA January Workshops

Workshop	Burlington	Davenport
Resumes	23	46
Job Search	12	164
Financial Literacy	0	7
Interviewing	38	102
Career Interest	3	6
Personal Growth	6	37
Work Readiness	12	0
Unemployment Info	31	15
Job Finding Club	13	39
NCRC testing	5	0

Historical VOS Numbers

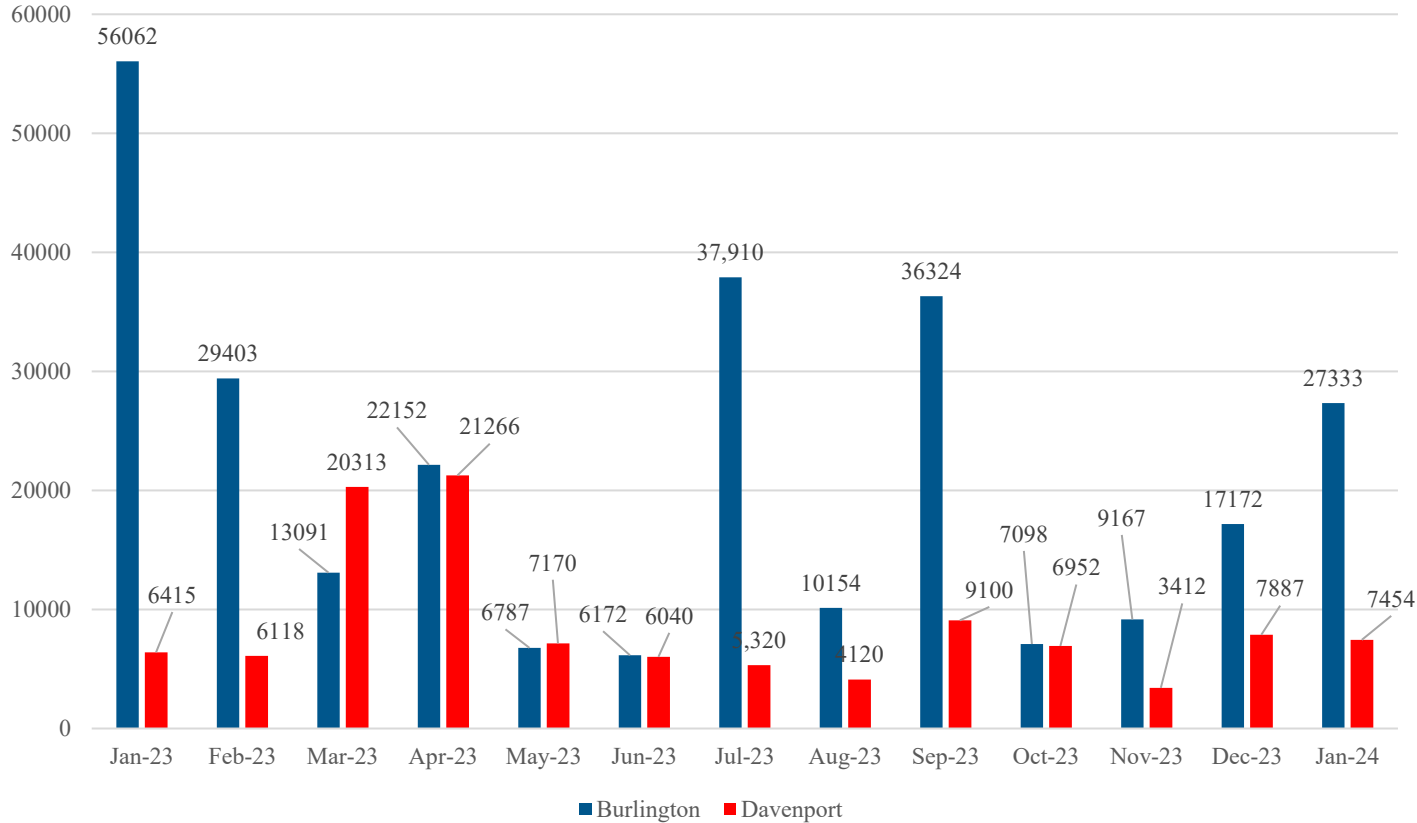


Historical VOS Numbers Daily Avg.



Facebook and Instagram Reach

Office Page	Facebook Reach	Instagram Reach
Burlington	27,333	16
Davenport	7,454	14



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

Customer Satisfaction January

12 of 16 (75%) responded “somewhat or very satisfied” to a majority of the questions
9 of 11 (81.8%) Davenport
2 of 4 (50%) West Burlington
1 of 1 (100%) Dashboard Online

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
66.7%	85%	78%	96%	82%	80%	77%	92.5%	83.3%	88.9%	87.5%	69.6%	75%

Customer Comments

Areas of Concern

- Site is very hard to maneuver through. It took me and 3 IWD employees 5 hrs just to get an account set up to apply for unemployment. Difficult to search jobs on the site so i typically use indeed. The site, in general, is cumbersome to say the least.
- Unable to log in for 10 days. All attempts to reset/retrieve password and username were unsuccessful. Left multiple messages at Davenport Works building, called 866 number multiple times and nothing was done to help get this information. Finally able to speak with someone on a Friday at 4:50pm told to go in person to the Works center on Monday and get password and username reset. Whoever set up my account did so with misspellings therefore I was unable to reset it myself. Extremely frustrating to have to jump through all of these hoops to simply receive benefits my employer and I pay for yearly.
- the first workshop I saw assumes people understand using a laptop better than basic usage
- The first person I was assigned didn't last long and they never returned any of my calls for help, but the new person is great.

Positive Comments

- They are very caring people they always helped me
- Nice people ready to help
- The first time on the site can be a little difficult to navigate, but lowaworks staff have been very patient and helpful in guiding me through the process. It is a little more difficult since I had moved out of state.

MVWA January Partner Referrals



Referred To	Burlington	Davenport
Title I Adult/DW	12	9
Title I Youth	4	7
Title II (AEL/HiSED)	3	5
IWD (Trade, UI, Re-entry)	2	0
Title IV (Voc Rehab)	1	3
CTE	2	1
Veterans	0	4
AARP	1	0
Job Corps	0	0
Ticket to Work	0	0
CIMCInc	0	0
IowaWORKS	3	0
Total Referrals	28	29
	57	

Referred From	# of Referrals
AEL/HiSED	1
Promise Jobs	14
RCM/RESEA	18
Title III	13
Voc Rehab	2
Title I	7
Outside area IowaWORKS	2



January Events

- Single employer hiring events
- On the Road Job Fair was very successful
- Presentation done at Burlington Residential Facility and a meeting about improvements to the partnership with BRF and IowaWORKS

Upcoming Events

- 2/15/24 Opportunity Knocks
- 2/19/24 All Staff Inservice in Muscatine
- 2/29/24 Leap into Inclusion Disability Awareness Event

Appendix B: Adult/DW Report



EQUUS[®]

WORKFORCE SOLUTIONS

Creating Opportunities. Changing Lives.

Mississippi Valley

Adult, Dislocated Worker Monthly Progress Report

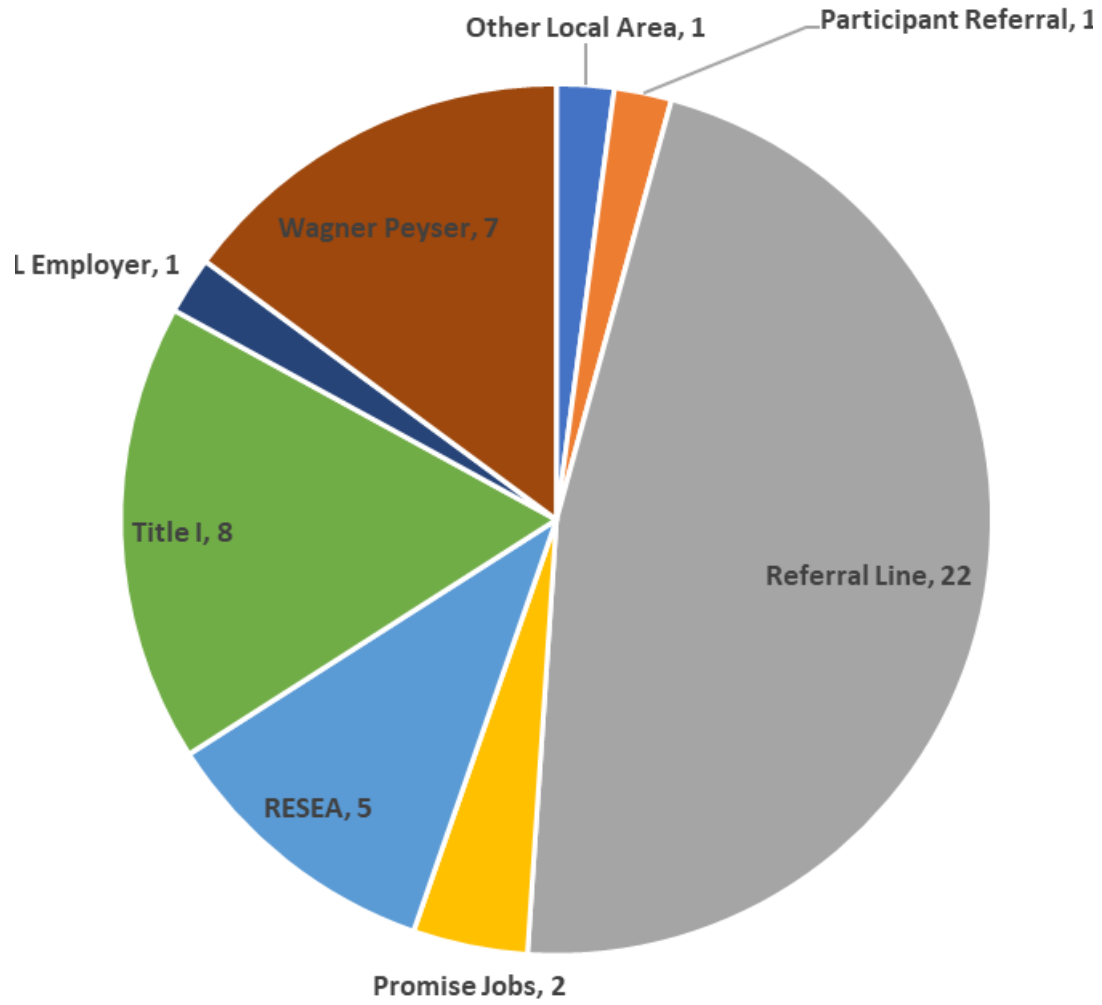
January 2024

Rapid Response

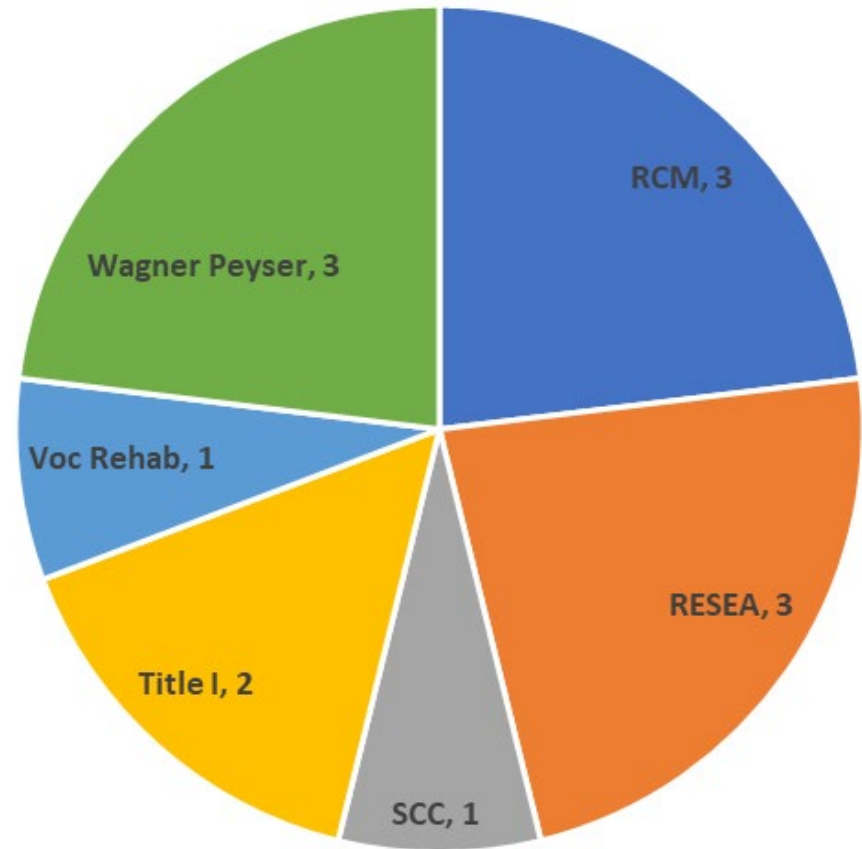
None



Davenport A/DW Referrals (January)



Burlington A/DW Referrals (January)



Performance

Enrollments	January	YTD Goal	YTD Actual	% of Goal
Adult	2	125 (Total)	26	
Dislocated Worker	0	125 (Total)	3	23.2%

Scholarships	January	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	5	100	74	74%

WBL	January	YTD Goal	YTD Actual	% of Goal
Work Based Learning	12	40	21	52.5%

Caseload

Adult

- ▶ 63 Active
- ▶ 55 Follow Up
- ▶ 23.6 Average caseload
- ▶ 5 Exit
 - ▶ 5 Employed

Dislocated Worker

- ▶ 58 Active
- ▶ 48 Follow Up
- ▶ 21.2 Average caseload
- ▶ 7 Exits
 - ▶ 4 Employed
 - ▶ 3 Not Employed

1/2/2024 Presentation was good, presenter gave great info and helpful.

1/16/2024 Very helpful

1/19/2024 Shayla was very professional, friendly, and made sure my questions were answered. Staff worked with a smile even though they were very busy. She asked me a lot of questions and told me about other things you offer. Thanks!

96.11% Customer Satisfaction Rate

18 Surveys completed

Legacy in Action

▶ 0 enrollments

Dislocated
Worker
Industries

Outcomes

Credentials

- 1 Certified Nurse Aide
- 1 CDL

1 Measurable Skills Gain

Participant Highlights

1. Participant, 46 from Scott County has been unemployed for months and struggling to gain employment. They really wanted to work as a Pharmacy Technician. Staff were able to help them find an On-the-Job Training scheduled to start 2/1/24. Spoiler alert: We checked in after the first day and it's going well!