



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, January 12, 2022, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Ryan Drew, Carolyn Farley, Tim Gobble, Kirby Phillips, and Scott Schneider

Members Absent: None

CEOs Present: Brinson Kinzer and Rick Larkin

Staff Present: Miranda Swafford, Executive Director and Phyllis Wood, Executive Assistant

Service Provider Staff Present: Kendra Schaapveld, Project Director, Cherisa Price-Wells, Regional Project Director (late), Tabytha Seigfried, Quality Assurance Specialist, and Shannon Weaver, Operations Supervisor

One-Stop Operator: Robert Ryan

Guest: None

CALLED TO ORDER

Nicol called the meeting to order at 4:05 p.m.

EXCUSED ABSENCES

No absences.

QUORUM

The committee had a quorum to conduct business.

APPROVAL OF AGENDA

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

APPROVAL OF PREVIOUS MINUTES

Schneider made a motion to approve the previous meeting minutes, seconded by Farley, the motion carried.

ADULT/DW/RR DECEMBER REPORTS

Schaapveld reported that during the month of December there were 534 participant contacts. There was \$7,297 spent on WEX wages and \$34,679 was written for ITA school tuition. Inventory includes six new Dell laptops at IWD Des Moines offices until staff assignment. There were no WARN notices this month. Enrollments for December included 13 Adults, 3 DW and 3 NDWG. The average case load was 73 for Adult and 43 for DW. Seven participants started OJTs but no new WBL started. Outcomes include eleven measurable skills gains. Legacy in Action customer satisfaction rate was 98.72%. Nicol asked about thoughts for actionable items for the

committee. Schaapveld stated WBL traditionally has not been a focus of workforce adult programming and expressed, in a perfect world, career navigators would have time to sit down with each participant and develop soft skills to be able to hand off a fully developed employee candidate. The board encourage their own organization and spread the word to their business connections to host work-based learning opportunities. Nicol appreciated the feedback and informed the committee there is in works an opportunity to develop a robust marketing/branding strategy and asked Schaapveld and the committee to consider and provide input about how to build out WBL, what they would like to see accomplished, and the obstacles and opportunities so an actionable item list could be generated.

TITLE III REPORTS

Farley reviewed the Title III December report which listed November unemployment rates for the counties in MVWA with Des Moines County highest at 4.3% with the overall trend moving lower in all counties. The report also listed the numbers in the labor force and unemployed for the MVWA. Farley will be putting together a chart of what the numbers look like over time. Farley went on to report the Wagner-Peyser program enrolled 99 individuals for Davenport and a total of 37 for Burlington. Farley gave a summary of the Re-employment Case Management (RCM) program. It is a state-run program to engage the unemployed sooner and more frequently to supplement the federal RESEA program. RCM will help address soft-skills and strengthen UI program integrity. Farley shared there will be a state Employee Council of Iowa session on diversity and inclusion in the workplace offering one credit hour of HRCI and SHRM continuing education. Farley can be contacted for information on enrollment. There has only been one individual seen at the outer county access points of Fort Madison and Wapello but they continue to promote on social media. Nicol indicated that the trend chart would be great to look at as far as percentage in labor and percentage unemployed. Nicol asked if there is data on number of people moving into and out of the region and possibly number on people entering/existing major industries. Farley said she would ask the labor market division at IWD to see if there are numbers available. Kinzer asked about the outer county locations and days. Farley relayed Fort Madison is staffed on Mondays and Wapello is staffed on Thursdays. Drew expressed concern about the RCM pressing seasonal workers to find employment in other industries. He cautioned, as a board, we should be cognizant of the worst of times scenarios when thinking about cutting the duration of programs.

ONE-STOP OPERATOR REPORT

Ryan reported activity for December on job fairs and hiring events. The QC Success Fair had 76 job seekers show up to. The hiring events had low foot traffic with the highest being six job seekers coming to see employers. These are heavily advertised on social media. Ryan and the business services team has put together a survey for employers at these job fairs and hiring events to get feedback on actual hires. Burlington center hosted one hiring event and Davenport hosted seven hiring events. Burlington has hosted workshops serving 16 participants and Davenport hosted workshops serving 109 participants. Burlington has served 546 individuals (~27/workday up from ~20/workday) and Davenport has served 934 individuals (~47/workday up from ~30/workday). Ryan reported on metrics for the IowaWORKS Facebook pages with in

the MVWA with Burlington having an average daily post reach of 76 people seeing the posts at least once, Davenport has an average daily post reach of 170. Nicol reiterated the idea of a working session to develop a social media strategy. Swafford commented that she has began reaching out to coordinate the work session.

INDIVIDUAL CAREER SERVICES POLICY

Swafford explained this policy was identified in our monitoring as required but missing. The policy is straight-forward and the area the committee could choose to modify would be the assessments used in the MVWA. The policy lists the most common ones which are the ones being used in the state. Nicol said the policy seems standard and asked if there was any additional conversation on the policy before sending to the executive committee for approval. Farley made a motion to approve the policy as written to send to the Executive Committee for review, seconded by Phillips, the motion carried.

OJT 75% TOOL

Swafford, in an interest of being respectful of time, suggest tabling this topic until the next meeting. Nicol said it is important for us to think about how we incentivize businesses to participate.

OTHER BUSINESS

Swafford announced there is an open board position for a male in business.

PUBLIC COMMENT

There were no public comments.

ADJOURNED

Gobble made a motion to adjourn the meeting, seconded by Drew, motion carried, Nicol adjourned the meeting at 4:49 p.m.