



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, May 11, 2022, at 4:01 p.m. via Zoom

Members Present: Mathew Nicol, Carolyn Farley, Tim Gobble, Mandy Parchert, and Jana Wittenberg

Members Absent: Ryan Drew, Scott Schneider, Kirby Phillips, and Stephani Smith

CEOs Present: Brinson Kinzer

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

Service Provider Staff Present: Kendra Schaapveld, Project Director, Tabytha Seigfried, Quality Assurance Specialist, Taylor Longstreth, Operations Supervisor Davenport

One-Stop Operator: Robert Ryan

Guest: None

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

CALLED TO ORDER

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

EXCUSED ABSENCES

Farley made a motion to approve Phillips and Schneider absences as excused, seconded by Gobble, the motion carried. Drew and Smith had unexcused absences.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

Parchert made a motion to approve the agenda, seconded by Gobble, the motion carried.

***APPROVAL OF PREVIOUS MINUTES**

Gobble made a motion to approve the previous meeting minutes, seconded by Parchert, the motion carried.

***PROGRAM MONITORING REPORTS**

Rodriguez presented the monitoring report with no findings. Rodriguez reviewed the promising practices of the referral form developed by the One Stop Operator (OSO) and the expansion of virtual offerings. The areas of concern included lack of consistent use of widgets in the IowaWORKS case management system and labeling case notes clearly. Overall opportunities deduced from staff interviews include a need for better business services coordination and opportunity to define and communicate MVWDB and OSO roles and responsibilities. At the

behest of Nicol, board staff will work to create action plans to address these opportunities. Farley made a motion to accept the monitoring report, seconded by Parchert, the motion carried.

***DELIVERABLES/ CONTRACTS**

Nicol reviewed the contract deliverables as set in previous years and what goals and performance were. For program year 2022, the committee conversation settled on a Work-Based Learning deliverable of 30, and an Occupational Skills Training and enrollments deliverable at 125. Gobble made a motion to approve the proposed deliverables, seconded Parchert, the motion carried.

BIG PICTURE COMMUNICATION FLOW

Ryan summarized the intent behind creating a communication flow to aid in overall communication between the Board, IWD staff and IowaWORKS Center staff. This is also meant to address the monitoring “area for concern” related to the opportunity to define and communicate MVWDB and OSO roles and responsibilities discussed and documented above. Ryan and Rodriguez set a target goal to present the map to IWD in June 2022.

ELECTIONS AND MEMBERSHIPS

Rodriguez announced that now is the time if members are interested in being a chair or vice-chair of any of the committees or if they want to switch to another committee. Nicol asked about membership with other committees to which Miranda said historically finance has struggled with membership but has adequate number of voting members at this time. The Disability Access Committee has core partner membership but could use business representation.

ONE-STOP OPERATOR REPORT

Ryan reviewed the April hiring events with the largest being the Youth Job Fair. There are multiple upcoming events in May. The workshops are still all online and numbers are similar to what was held in March. For the VOS Greeter numbers, Burlington was at 31/day, up from 27/day, and Davenport was at 41/day which was down from 48/day. Historical data shows Burlington trending up still. Outer County location foot traffic is relatively consistent. Business services provided services to 144 employers with a total of 794 services provided. Facebook had a huge increase in reach and impressions in Burlington which is credited to the Job Fair postings and boosting of those posts. Referrals through the form are mostly going to Title I programs and those referrals are mostly coming from the re-employment and unemployment programs.

ADULT/DW/RR MARCH REPORT

Schaapveld did a quick review of the April numbers noting details were in the packet. For the Adult and Dislocated Worker programs, \$14,550 was spent on support services, \$6067 on WBL wages, \$27,116 worth of ITA’s were written. There were 728 contacts made with participants, with 111 adult cases and 100 dislocated worker cases, making for an average caseload of 61 participants. There were 9 enrollments into occupational skills training, and one entered into a work-based learning. There was a 97% satisfaction rating received from participant surveys.

TITLE III REPORT

Farley didn't have anything new to add to the numbers the committee saw in April as the data hasn't been updated. Farley shared a summary of the May 5th career fair held at Westland Mall and organized by the integrated business services teams, with donations and sponsorships from multiple local partners including the Keokuk Chamber, SEIBUS, the Army National Guard, Mt Pleasant Chamber, Lee County Economic Development Group, Southeast Iowa Regional Planning Commission, and Louisa County Chamber of Commerce. There were 335 job seekers with 95 vendor tables of which 82 were businesses and the remainder were service organizations. Thirty-two percent of job seekers who completed a survey indicated that they heard about the job fair via social media, 19% through community flyers, 13% via radio, and only 1% via newspaper.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There were no public comments.

ADJOURNED

Parchert made a motion to adjourn the meeting, seconded by Farley, motion carried, Nicol adjourned the meeting at 5:11 p.m.