



## Mississippi Valley Workforce Development Board

---

### **Operations Committee Meeting**

Wednesday, October 12<sup>th</sup>, 2022, at 4:00 p.m. via Zoom

**Members Present:** Mathew Nicol, Kirby Phillips, Ryan Drew, Carolyn Farley, Tim Gobble, Mandy Parchert, and Jana Wittenberg

**Members Absent:** Scott Schneider

**CEOs Present:** Brinson Kinzer

**Staff Present:** Miranda Swafford; Executive Director, Andrea Taylor; Associate Director

**Service Provider Staff Present:** Kendra Schaapveld; Project Director, Tabytha Seigfried; Quality Assurance Specialist, Taylor Longstreth; Title I Operations Manager, Shannon Weaver; Title I Operations Manager

**One-Stop Operator:** Robert Ryan

*\*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 excuse Schneider, seconded by Phillips, the motion carried.

### **QUORUM**

The committee had a quorum to conduct business.

### **\*APPROVAL OF AGENDA**

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

### **\*APPROVAL OF PREVIOUS MINUTES**

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

### **\*INCUMBENT WORKER GRANT PROGRAM**

Nicol reviewed the Incumbent Worker Grant Program. Discussion of the amount of money awarded, the time frame, and the record of completion. Also, a discussion of the name of the program to Retrain and Retain Grant Program in order to make it more appealing. Gobble made a motion to approve the program as presented with the addition of requiring employees to receive a copy of their training completion, and preset due dates for applications, seconded by Parchert, and the motion carried.

## **STANDING REPORT**

### **ONE-STOP OPERATOR REPORT**

Ryan reviewed numbers in the September report focusing on hiring events, job fairs, workshops and VOS Greeter information. Burlington averaged 28 visitors per day in September. Davenport had an average of 45 visitors per day in September. Facebook total reach in Davenport had a total reach of 9,603 and 16,786 total impressions. Burlington's Facebook total reach was 20,477 and 23,523 impressions due to a boost having been made. Customer Satisfaction September Survey showed that 40 of 42 respondents reported being somewhat or very satisfied. Areas of concern being challenges related to the system outage, difficult to get help via phone, the Unemployment system is unnecessarily complex; too many obstacles and hoops, website is convoluted and not user-friendly. Positive comments listed in the report were that staff was attentive to my needs, quick to respond, your job search club weekly meetings are extremely good, and helpful. Your facilitators are all very knowledgeable, and informative. THANK YOU SO MUCH IOWA WORKS!!!! :))))), any questions asked was answered with great detail and they reached out to me quickly to help me find employment.

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

Schaapveld reported for September they had 13 enrollments. Enrollments in September were 7 for Adult, 5 Dislocated Worker, and 1 NDWG. Caseload numbers reflect 131 active and 110 follow up participants in Adult and 146 active and 44 follow up participants in the Dislocated Worker program. There were 0 occupational skills trainings in September. Legacy in Action reports 96.6% customer satisfaction rate. Outcomes included 10 credentials, 3 unsubsidized employment and 1 MSG.

### **TITLE III REPORT**

Farley had to leave the meeting early so unable to make report however Swafford reported that unemployment in Lee county has increased due to recent layoffs.

### **OTHER BUSINESS**

Swafford reported that Farleys last day would be 10/28/2022 as she has accepted a new position. Also reported that Terry Zmolek has also taken a new position. Nicol reported that the RFP was approved for Amplify. Swafford reported that the December 1<sup>st</sup> board training meeting registration would be coming out and there will not be a virtual option.

### **PUBLIC COMMENT**

Ryan thanked Farley for all of her hard work and stated she will be missed.

### **ADJOURNED**

Drew made a motion to adjourn the meeting, seconded by Phillips, motion carried, Nicol adjourned the meeting at 5:13 p.m.