



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, January 11, 2023, at 4:00 p.m. via Zoom

Members Present: Mathew Nicol, Kirby Phillips, Mandy Parchert, and Scott Schneider

Members Absent: Jana Wittenberg, Ryan Drew, and Tim Gobble

CEOs Present: none

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Associate Director, and Mandy Tripp, Executive Assistant

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

One-Stop Operator: vacant

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

CALLED TO ORDER

Nicol called the meeting to order at 4:01 p.m.

EXCUSED ABSENCES

Phillips made a motion to accept the absences of Wittenberg, Drew, and Gobble, seconded by Parchert, and the motion carried.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

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

***APPROVAL OF PREVIOUS MINUTES**

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

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Tripp reviewed the numbers for December. Burlington averaged 29 visitors per day. Davenport had an average of 84 visitors per day. Facebook's total reach in Davenport was 6,119 and Burlington's Facebook total reach was 52,382. Customer satisfaction was 85.7 % in December, the areas of concern remain consistent with trouble getting phone assistance and the website being difficult to navigate.

Swafford advised the new One-Stop Operator will be Nick Clayton and he will start on January 23, 2023.

ADULT/DW/RR REPORT

Schaapveld reported for December they had 2 enrollments for Adult, 1 Dislocated Worker, and 0 NDWG. Caseload numbers reflect 114 active and 100 follow-up participants in Adult and 128 active and 52 follow-up participants in the Dislocated Worker program. There was 1 occupational skills training and 1WBL and 0 NDWG OJT. Legacy in Action reports a 91.23 % customer satisfaction rate. Outcomes included 1 OJT start, 7 measurable skill gains, 3 unsubsidized employment, and 8 credential attainments. Schaapveld advised the rapid response efforts were focused on West Liberty Foods.

NEW BUSINESS

***UNLIKELY TO RETURN ELIGIBILITY POLICY**

Nicol asked Swafford if the policy is required, and she advised it is required. Weaver provided an excellent example of when this criterion is used to determine if the person would be returning to the same field and the other factors used to determine their eligibility. The example provided clarity and Parchert made a motion to approve the policy as written, it was seconded by Phillips and the motion was carried.

Q1 PERFORMANCE

Swafford advised the information for Q1 is data for July 1- September 30, 2022. All performance levels were met in the Adult program, the DW program fell short in employment 2nd quarter and median earnings 2nd quarter. The other three negotiated goals were met in the DW program.

OTHER BUSINESS

Nicol advised the contract with Amplified Digital was terminated today by mutual agreement. Nicol advised the next steps will be to use Canva to create some consistent templates to be used across the group. TAG will be contacted to get a quote to create the youth logo. Hootsuite has been chosen to be the centralized social media tool. Finally, Kriebler Group will be contacted to see if they can determine how to brand the centers, to remove the “unemployment office” mindset.

Swafford requested topics for the February 8th, 2023, in-person meeting in Muscatine and the ideas presented were success stories, a dry run of Nicol’s presentation for the NAWB conference, getting someone from NAWB to present virtually on how to apply LMI data to make decisions locally.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Phillips made a motion to adjourn the meeting, seconded by Parchert, motion carried, Nicol adjourned the meeting at 4:42 p.m.