



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, February 8, at 4:00 p.m. in person with Zoom Option

Members Present: Mathew Nicol, Kirby Phillips, Jana Wittenberg, Ryan Drew, and Tim Gobble

Members Absent: Scott Schneider

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: Nick Clayton

**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

Drew made a motion to accept the absence of Schneider, seconded by Phillips, and the motion carried.

QUORUM

The committee had a quorum to conduct business.

***APPROVAL OF AGENDA**

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

***APPROVAL OF PREVIOUS MINUTES**

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

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for January. Burlington averaged 38 visitors per day. Davenport had an average of 89 visitors per day. Facebook's total reach in Davenport was 6,415 and Burlington's Facebook total reach was 56,062. Customer satisfaction was 66.7 % in January the areas of concern remain consistent with the website being difficult to navigate. One survey was completed and gave negative scoring but positive comments in Spanish. A discussion was had

about the state offering the survey in additional languages. Nicol suggested that customers that are dissatisfied with the system be removed from the equation, due to it being out of the control of the local area.

ADULT/DW/RR REPORT

Schaapveld advised on January 10, 2023, they had a Rapid Response Job Fair for those impacted by the West Liberty Food Closure. Schaapveld reported for January they had 3 enrollments for Adult, 1 Dislocated Worker, and 0 NDWG. Caseload numbers reflect 95 active and 100 follow-up participants in Adult and 120 active and 59 follow-up participants in the Dislocated Worker program. There were 11 occupational skills training and 1WBL and 0 NDWG OJT. Legacy in Action reports a 94.34% customer satisfaction rate. Outcomes included 1 measurable skill gain, 2 unsubsidized employment, and 3 credential attainments.

TITLE III

Wittenberg reported on unemployment and labor force numbers for the MVWA. The Burlington office served 578 distinct users in January with Davenport serving 991. There were 107 enrollments in January for Burlington and 182 for Davenport.

NEW BUSINESS

***CUSTOMER SATISFACTION SURVEY**

Nicol discussed the primary intent is to identify the roles and responsibilities regarding the Customer Satisfaction Survey data gathered from the State. Swafford advised it is a policy formalizing what is already happening. Nicol suggested a visual flow chart be added for complaints showing the One-Stop Operator to Swafford to IWD. Wittenberg made a motion to accept the policy with that revision, it was seconded by Phillips and the motion carried.

JOB QUALITY ACADEMY

Swafford presented the information on the Job Quality Academy and the potential benefits of being a part of it since it is something new the DOL is putting together. It requires 5 core partners, the board being the lead applicant. There is interest from Drew & Nye from the Labor section, Kathy Leggett was contacted to see if she would be interested in participating to have an IWD partner. Matthew expressed interest in being a core partner. Other suggestions were businesses and possibly the Quad Cities Chamber. Ideas discussed were an incentive program for employers to be recognized if they provide job quality components, developing standards across industries, and increasing business services delivered around job quality.

LMI

Tripp presented a quick overview of the data that can be used to find In-Demand jobs and industries and a short discussion occurred about how to use the LMI data led by Nicol.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

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