



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, August 9, 2023, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Kirby Phillips, Scott Schneider, Tim Snyder, and Nick Flogel

Members Absent: Tim Gobble (unexcused)

CEOs Present: Jean Dickson

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Strategic Partnership Specialist, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

Service Provider Staff Present: Cherisa Price-Wells, Regional Director, Kendra Schaapveld, Project Director; Tabytha Seigfried, Quality Assurance Specialist; Taylor Longstreth, Operations Manager; Shannon Weaver, Operations Manager

One-Stop Operator: Nick Clayton

Guest: Amy McCabe

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

CALLED TO ORDER

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

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda and approval of previous meeting minutes. Gobble's absence was unexcused. Schneider made a motion to approve the consent agenda, seconded by Flogel, motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for July. Burlington's Facebook total reach increased from 6,172 to 37,910, which appears to be due to the Teach Iowa website going away so now all school jobs are posted in IowaWORKS and were shared widely on social media. The Siemens Gamesa job fair was also shared widely. The social media team has begun posting on Instagram, so those analytics will begin to be tracked as well moving forward. Customer Satisfaction rate was 77%, however, several of the comments appeared to be related to the recent Iowa Wesleyan University layoff. Steps have been taken to improve the satisfaction rate by encouraging staff to share the survey during workshops and while assisting them on the customer service floor, which brought 5 more positive responses. Davenport and Burlington both saw an increase in daily VOS numbers, likely due to some temporary layoffs in the areas. July workshop attendance and

completion were on par with previous months. Core partners and on-site leadership are developing an action plan to reach WINTAC goals and are having leadership meetings to improve Effectiveness Standard 5 of the One Stop Certification.

ADULT/DW/RR REPORT

Schaapveld reported they received no WARN notices in July, however services were offered to Hearth and Home, who laid off 20 individuals. There have been 8 Adult enrollments and 2 Dislocated Worker with the Adult caseload currently at 76 active and 100 follow-ups. Dislocated Worker currently has 98 active with 51 follow-up. There were 6 OST, 4 WBL and there was a 94.29% customer satisfaction rate. Outcomes- 2 credentials, 1 unsubsidized employment, 1 measurable skills gain, and 4 WBL started. Schaapveld advised that Business Service Consultants are members of their respective Chamber of Commerce, which allows them to meet potential new partners for work-based learning and increase reverse referrals. They've begun offering a pre-screen that is a simple check box, as well.

TITLE III

Snyder advised most of the services provided out of both centers for Title III are unemployment focused and make referrals for other services when appropriate. On July 10th, Iowa *WORKS* centers throughout the state began providing REX labs to assist customers in entering job searches and filing weekly claims. The REX Lab is held every Monday at 9:30 a.m. at both centers and 1:30 p.m. at the Davenport center. There was discussion on what is causing a hesitancy for employers to commit to attending hiring events and whether it could be beneficial to host job fairs outside of normal office hours. There was also a discussion about customers' job searches during the final weeks of their unemployment benefits compared with earlier weeks. Unemployment data for July was included in the packet.

***LAPTOP CHECKOUT POLICY**

Swafford presented the policy again, advising it was a continuation of the previous meetings' discussion regarding modification to add that criminal charges could be added if a laptop is not returned. Price-Wells provided information about Equus Workforce Solutions' policies and advised there is software which would enable Equus to render the laptops unusable if not returned, which requires an annual licensing fee per asset. Schaapveld reported there are 30 total laptops, 3 of which are missing and 7 of which are loaned out to customers. Schaapveld also advised of the process for loaning out laptops. There was additional discussion about whether to add criminal charges or simply shut the laptop down if not returned. Flogel made a motion to keep the current policy as is and invest in the software moving forward, seconded by Phillips, and the motion carried.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Schneider made a motion to adjourn, seconded by Flogel, and the motion carried. Nicol adjourned the meeting at 4:53 p.m.