



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, September 13, 2023, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Kirby Phillips (late), Erica Lee, Tim Snyder, and Amy McCabe

Members Absent: Nick Fogel (excused), Scott Schneider (excused)

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; 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 4:02 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda, approval of previous meeting minutes, and approval of Fogel's excused absence. McCabe made a motion to approve the consent agenda, seconded by Snyder, and motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for August. Clayton highlighted the QC Success Fair which had 99 job seeker attendees and 64 employers. He also highlighted the upcoming Southeast Iowa Job Fair, which has 68 employers signed up already. Referral numbers rose again, likely due to individuals wanting to enroll in school and the referral form was recently reviewed and sent to staff again. The Customer Satisfaction rate rose to 92.5%. There was an uptick in the number of surveys completed and the ability to offer the survey to any customer appears to be helping as well. One complaint that was mentioned in the survey is the lack of access points in neighboring counties, which will be discussed at the next Core Partner meeting. Clayton advised that the MOU development process has begun with initial meetings held between partners, himself, and the board staff.

ADULT/DW/RR REPORT

Schaapveld reported they received 1 WARN notices in August and a worker information was held. They learned of 2 other layoffs and are collaborating with WIOA partners in Illinois to assist. There have been 7 Adult enrollments and 1 Dislocated Worker with the Adult caseload currently at 78 active and 93 follow-ups. Dislocated Worker currently has 96 active with 50 follow-up. There were 60 OST started due to the beginning of the fall semester in August, 2 WBL and there was a 97.37% customer satisfaction rate. Outcomes- 3 credentials, 5 unsubsidized employment, 1 measurable skills gain, and 2 WBL started. Schaapveld advised that Business Service Consultant in Davenport developed a newsletter for her business partners to talk about open WBL opportunities, which has led to an increase in reverse referrals. There was a discussion of pushing the newsletter out on social media as well.

TITLE III

McCabe advised most of the services provided out of both centers for Title III are unemployment focused and make referrals for other services when appropriate. REX labs, which began in July, appear to be having positive results and leading to fewer appeals and fewer warnings issued. McCabe highlighted an ongoing working group with World Relief and the upcoming Southeast Iowa Job Fair. There was discussion about labor market information and what the committee would like included in the packet moving forward to avoid redundancy. Nicol expressed an interest in commuting data and examining what is bringing workers into or out of the Mississippi Valley for work. Phillips expressed an interest in competitive compensation and benefits. Tripp advised that the labor market information currently available to us through Lightcast and IWD is more general and would not necessarily give the data we are looking for. Swafford advised that budgeting for the current program year has already been completed, but there may be research grants or future opportunities to conduct a more intensive labor market study. Swafford also mentioned that Job Quality Academy research is being completed in partnership with St. Ambrose University, which may shed light on some of those questions as well.

Q4 PERFORMANCE

Tripp presented the Q4 performance for the Adult and Dislocated Worker programs and advised that annual data would not be made available until October. The Adult program hit their deliverables. Some Dislocated Worker metrics dropped from Q3 to Q4, however improvements were made for both programs for Measurable Skills Gains. Swafford discussed that the Department of Labor is considering lowering the percentage of the goal that programs will have to meet.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Phillips made a motion to adjourn, seconded by McCabe, and the motion carried. Nicol adjourned the meeting at 4:36 p.m.