



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, November 8, 2023, at 4:00 p.m. via Zoom

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

Members Absent: Kirby Phillips (excused), Erica Lee (excused)

CEOs Present: None

Staff Present: Andrea Taylor, Strategic Partnership Specialist, and Tyler Lanz, Communications Assistant

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

One-Stop Operator: Nick Clayton

Guest:

**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 Phillips' and Lee's excused absences. Schneider made a motion to approve the consent agenda, seconded by Flogel, and motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for October. Clayton highlighted one hiring event in each office, as well as the You Choose career exploration event in Clinton and the National Disability Employment Awareness Month event in Burlington, both of which were well-attended. Facebook reach decreased for both centers. There is some other engagement data available on Hootsuite that Clayton plans to utilize for future reports. The Customer Satisfaction rate was 84%. Clayton discussed one staff complaint, but also advised that staff praises tend to outweigh the complaints each month. He plans to discuss with the partners how to notify staff and incorporate feedback to improve customer service. There was a discussion about hiring trends and whether job fair participation has slowed down. Clayton and Snyder advised that the decrease in participation in Burlington is likely due to having just hosted the Southeast Iowa Job

Fair in September. There has been significant interest in the November and December hiring events so far.

ADULT/DW/RR REPORT

Weaver discussed challenges and deliverables and advised that the Adult and Dislocated Worker programs did not enroll any new participants in October, despite receiving 71 referrals, since they still have not received FY24 funding. They are prioritizing current work-based learning contracts and supporting those in ongoing credential programs. Adult caseload is currently at 73 active and 87 follow-ups. Dislocated Worker currently has 78 active with 53 follow-up. There was 1 OST started in October with funds that were obligated back in August, 2 WBL, and there was a 93.06% customer satisfaction rate. Outcomes- 3 credentials, 3 unsubsidized employment, 0 measurable skills gain, and 2 WBL started. Weaver reported that they learned of two business closures in the area and discussed the Rapid Response services provided. There was a discussion about the impact of not receiving the FY24 funds and Weaver advised that they have a tentative plan to last through the end of December before it will begin to affect participants and Adult and Dislocated Worker staff.

TITLE III REPORT

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. In honor of Veterans Day this week, Snyder highlighted the upcoming Veterans Day Luncheon being held at the Burlington office and presented some excerpts from the Jobs for Veterans State Grant quarterly report, including outreach efforts, business services, and success stories. Snyder provided an overview of labor market information and in-demand industries in our local area. There was a discussion about the agriculture industry and which businesses in our area might be included. Kent Grain Processing Corporation and OCI Iowa Fertilizer Company were both identified.

***MOU ATTACHMENT D: REFERRAL PROCESS**

Clayton presented the draft attachment and provided an overview of the jobseeker referral process and the business referral process. Clayton discussed that we are still looking into the UniteUs referral platform, and there is room within the process for that to be incorporated without having to amend the MOU. Flogel made a motion to approve MOU Attachment D: Referral Process, seconded by Snyder, and motion carried.

***MOU ATTACHMENT F: OUTREACH PLAN**

Clayton presented the draft attachment and provided an overview of the general outreach plan, business outreach, and social media outreach. Flogel made a motion to approve MOU Attachment F: Outreach Plan, seconded by Snyder, and motion carried.

***MOU ATTACHMENT G: DATA SHARING TRAINING PLAN**

Lanz presented the draft attachment and discussed that all staff are required to be trained in the appropriate use of personally identifiable information (PII) and other confidential information. There is a security training withing IWD's Learning Management System that should meet the

minimum requirements, however a training will also be developed by the core partners and distributed. Snyder made a motion to approve MOU Attachment G: Data Sharing Training Plan, seconded by Flogel, and motion carried.

OTHER BUSINESS

Lanz the in-person 4th Annual Board Training being held in Burlington on November 30, 2023 and encouraged committee members to register if they have not already.

Lanz discussed that polling platforms like Mentimeter may start to see increased use in meetings and activities and conducted a poll among the committee members to identify what information they are most interested in seeing and what they feel fuels the best engagement in the meetings. The top two topics for the One Stop Operator report were Customer Satisfaction and Events, Customer Satisfaction and Success Stories were the top two items for the Adult and Dislocated Worker program report, and Success Stories and Events/Outreach were the top items for the Title III report.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

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