



## Mississippi Valley Workforce Development Board

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### **Operations Committee Meeting**

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

**Members Present:** Matthew Nicol, Nick Flogel, Scott Schneider, Kirby Phillips, Erica Lee, and Tim Snyder (late)

**Members Absent:** None

**CEOs Present:** Jean Dickson

**Staff Present:** Miranda Swafford, Executive Director, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

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

**One-Stop Operator:** Nick Clayton

**Guest:** None

*\*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. Phillips 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 November. Clayton highlighted the good attendance at hiring events in both centers, likely increased due to seasonal layoffs and larger numbers of employers participating. Clayton advised that offices saw an increase in daily traffic due in part to there being fewer working days in November and due to the start of tracking Vocational Rehabilitation customers on the VOS Greeter. The Customer Satisfaction rate was 87.5% with only 16 surveys completed. Clayton reported that referral numbers increased in November and were more spread out among programs which he attributes to staff growing more comfortable with the form and using it more often. Nicol inquired whether IowaWORKS was involved with the recent Junior Achievement event or if there is an ongoing partnership with JA, Clayton advised there is not currently, but he will look into it.

### **ADULT/DW/RR REPORT**

Weaver reported that the Adult and Dislocated Worker programs did not enroll any new participants in November, despite receiving 68 referrals, since they still had not received FY24 funding. Budget modifications were approved at the full board meeting on November 20, 2023 to allow continuity of operations and FY24 allocations were received the following week, so modified contracts and budgets are being finalized so the program can begin making new obligations. Adult caseload is currently at 63 active and 76 follow-ups. Dislocated Worker currently has 74 active with 49 follow-up. There were 0 OST started in November, 1 WBL, and there was a 97.92% customer satisfaction rate. Outcomes- 4 credentials, 9 unsubsidized employment, 0 measurable skills gain, and 1 WBL started.

### **TITLE III REPORT**

Lanz presented the Title III report on Snyder's behalf and reviewed the job seeker services and hiring events provided in each center. The report highlighted a success story from the Burlington Bridges Out of Poverty event. Priorities for the next month were identified as well. Lanz discussed that Snyder was working on the format of the report to include and focus on information that the committee is interested in engaging with and welcomed feedback on the content of the report. Swafford cautioned that there is some duplication between the One Stop Operator report and the Title III report and advised they coordinate with each other to avoid that moving forward.

### **Q1 PERFORMANCE**

Tripp reviewed the Q1 performance for the Adult and Dislocated Worker programs. The Adult program has achieved their goals. The Dislocated Worker program fell short in Employment 2<sup>nd</sup> Quarter, Employment 4<sup>th</sup> Quarter, and Credential Attainment. There were some missing credentials from the Trade program which will be corrected and will increase the Dislocated Worker Credential Attainment rate. There was a discussion about the Employment rates and Tripp advised that if individuals are employed in 2<sup>nd</sup> Quarter, they are more likely to be employed 4<sup>th</sup> Quarter as well. Weaver discussed that some Trade participants, who are required to be co-enrolled in the Dislocated Worker program, retired after their Trade-funded training was complete, which impacts the Employment rates.

### **LOCAL PLAN QUESTIONS**

Swafford discussed the Local Plan, which is required by WIOA. The Local Plan will be brought before the full board in February so that it can be posted for public comment and has to be submitted to the state by April 1, 2024. Swafford presented a draft of Question 1 from Section 3 of the Local Plan which outlines the steps we will take to implement the state strategies and align services among our workforce partners. Swafford also reviewed a draft of Question 2 from Section 3 of the Local Plan which describes how the board will expand and improve access to programs that facilitate the development of career pathways.

### **OTHER BUSINESS**

Swafford discussed that Youth, Adult/Dislocated Worker, and One Stop Operator RFP Committees have been assembled and advised committee members to contact her with any feedback, comments, or suggestions for service delivery.

Nicol inquired whether an agenda or presentation list was available yet for the NAWB Forum. Swafford advised that would likely not be available until 3-4 weeks before the event. There was additional discussion about how to best engage with the NAWB Forum and get the biggest return on investment for attending.

**PUBLIC COMMENT**

There was no public comment.

**ADJOURNED**

Phillips made a motion to adjourn, seconded by Flogel, and the motion carried. Nicol adjourned the meeting at 4:43 p.m.