



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, January 10, 2024, at 4:00 p.m. via Zoom

Members Present: Nick Flogel, Kirby Phillips, Erica Lee, Rick Ernst, and Tim Snyder

Members Absent: Matthew Nicol (excused), Scott Schneider (excused)

CEOs Present: Jean Dickson

Staff Present: Tyler Lanz, Strategic Partnership Specialist

Service Provider Staff Present: Cherisa Price-Wells, Regional Director, Shannon Weaver, Operations Manager, Taylor Longstreth, Operations Supervisor, and 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

Phillips called the meeting to order at 4:00 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda, approval of Nicol and Schneider's excused absences, and approval of previous meeting minutes. Flogel 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 December. Clayton highlighted the good attendance at Burlington's Hire Talen Tuesday job fair, which was attended by 67 jobseekers. Clayton advised that both offices have seen significant increases in customers served, with Burlington almost doubling their typical daily average and Davenport seeing record numbers as well, likely due to fewer working days in December and due to several temporary layoffs. As a result, both offices are feeling short-staffed as more individuals are needed on the customer service floor than normal. Phillips inquired whether the center traffic is expected to remain high as we enter the New Year and Snyder advised January is on track to have higher than normal numbers as well, likely due to the continuation of seasonal and temporary layoffs. The Customer Satisfaction rate dropped to 69.6% with 23 surveys completed, likely due to individuals having issues with their claims. All relevant comments from the Customer Satisfaction survey are sent to the state on a monthly basis. Clayton attributes decreased referral numbers to individuals primarily entering the

center for unemployment and not expressing interest in programs around the holidays, as well as due to the staff being stretched so thin on the customer service floor.

ADULT/DW/RR REPORT

Weaver reported that the Adult and Dislocated Worker programs received the FY24 funding and budgets were approved mid-month. Since then, they've enrolled 5 Adults and have been working on reaching out to their backlog of referrals. A WARN was received for Southeast Iowa Regional Medical Center who is outsourcing one of their departments, impacting 67 employees. Weaver advised all but one employee has been offered positions with the new contractor and no Worker Information Meeting was scheduled. Weaver shared that no new Occupational Skills Training or Work-Based Learning started in December, but they anticipate that balancing back out in January. Adult caseload is currently at 62 active and 73 follow-ups. Dislocated Worker currently has 66 active with 45 follow-up. There was a 91.67% customer satisfaction rate. Outcomes- 2 credentials, 3 unsubsidized employment, 0 measurable skills gain, and 0 WBL started.

TITLE III REPORT

Snyder presented Labor Force and Unemployment rate data from November, advising that the state is typically a month behind in providing their data. Des Moines and Lee Counties have the highest unemployment rates for our local area, with Louisa and Jackson having the lowest. Snyder anticipates that the unemployment rates will be higher for December, if the increased center traffic is any indication. The Burlington office donated more than 40 pounds of items which were assembled into care packages mailed to two military units overseas.

***ITA POLICY**

Lanz presented the current ITA policy and advised that policies are required to be reviewed every three years. Lanz provided background knowledge of how Individual Training Accounts (ITAs) are used in service delivery by the Adult, Dislocated Worker, and Youth programs. Weaver provided additional detail about the types of expenses that can be included in ITAs. The committee discussed the ITA funding limit of \$5500, specifically whether it was necessary to increase the limit and to what amount. The cost of training and related expenses have increased in the past few years, to the point where some programs are not able to be fully covered under the current ITA limit. Weaver provided some context of what other local areas' ITA funding limits are. Ernst inquired where budgets might be decreased in order to accommodate an increased ITA limit, and Weaver advised that while there is a chance it could reduce the total number of individuals who are able to be helped, it is more likely that it will help those individuals who are in longer programs and those who do not receive financial aid. Phillips contributed that there is typically some carryover in the program budgets as well from year to year, so they don't see significant risk of running out of funds entirely. Flogel made a motion to increase the ITA Funding Limit to \$6000 per program year, seconded by Lee, and motion carried.

***LOCAL PLAN QUESTIONS**

Lanz 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. Lanz presented questions from Section 2 of the Local Plan, which offers analysis of our in-demand industries and workforce, as well as strategies to align resources in our local area to achieve our vision and goals. Fogel made a motion to approve the Local Plan questions as written, seconded by Snyder, and motion carried.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Snyder made a motion to adjourn, seconded by Fogel, and the motion carried. Phillips adjourned the meeting at 4:39 p.m.