



Mississippi Valley Workforce Development Board

Operations Committee Meeting

Wednesday, February 14, 2024, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Nick Flogel, Kirby Phillips, Erica Lee, Scott Schneider, Rick Ernst, Tim Snyder, and Sarah Potter

Members Absent:

CEOs Present: Jean Dickson

Staff Present: Tyler Lanz, Strategic Partnership Specialist, Mandy Tripp, Compliance Officer, Miranda Swafford, Executive Director, Louise Butherus, Communications Assistant

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: None

Guest: Andy Huls

**Items Requiring a Vote*

CALLED TO ORDER

Phillips 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. Schneider made a motion to approve the consent agenda, seconded by Nicol, and motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Tripp reviewed the Executive Summary for January. Tripp also discussed the Job Fair in Ft. Madison and Burlington. Tripp identified a significant increase in both customer engagement and numbers in comparison to January 2023 during temporary layoffs. 74% of the customers visiting the centers are for unemployment related business. Customer satisfaction stood at 75% with positive customer feedback highlighting the staffs caring and patient demeanor. Phillips inquired as to how the Opportunity Knocks outreach works. Tripp advised that the outreach is pushed out on social media from the Boards perspective and Lanz commented she would forward the Job Fair registration link to Phillips. Phillips commented that the Facebook numbers were impressive to which Tripp advised Burlington has 1,000 more followers than Davenport and highlighted the Hire Talent Tuesday flyer was boosted and reached 8,000 people. Snyder inquired on the search for a new OSO to which Huls advised that round one did not produce a

good candidate, however, as of Monday an additional 16 applications were received and he would like to have a candidate identified within 2 weeks.

ADULT/DW/RR REPORT

Weaver reported positive movement since the funding delay from October to December. They've enrolled 2 new adult participants and no DW participants and 5 individuals starting Occupational Skills Training which brings the total to 74 which is 74% of the Deliverable. Weaver highlighted a great work-base month in part to the Trade Adjustment Act. There was a 96.11% customer satisfaction rate. No warns and no worker information meetings were held. Weaver commented on the challenge of advising potential participants, employers, and providers that they now have funding. Weaver highlighted a success story of a 46-year-old participant that had been struggling to gain employment for months and the staff was able to find them an OJT that started 2/2/24, the staff has since checked in on the participant and the job is going well.

TITLE III REPORT

Ernst presented Labor Force and Unemployment rate data from December, advising that the fluctuations are normal for unemployment. Snyder commented their first contact numbers are 2-3 higher than normal and with an upcoming 4 day week it will be challenging for career planners. Phillips commented on the Title III numbers in August compared to December for Muscatine and inquired if the difference was due to lack of qualifying participants to which Snyder commented that it could be a factor.

***DELIVERABLE DISCUSSION**

Swafford presented the renegotiation of Deliverable discussion. Swafford noted that due to the delay in funding, where funds were withheld from October 1st through mid-December, services were disturbed for 3 months and hence met with Weaver and Price-Wells to discuss renegotiation. Swafford moved to inquire on the Committees interest in renegotiating the Deliverables to decrease WBL to 30, Occupational Skills Training to 75 and Enrollments to 63, clearly noting how the renegotiated numbers were determined. Weaver discussed how the funds would be invested moving forward. Weaver noted still having co-enrolled trade participants in school that require support including transportation among other support services. Weaver also mentioned they are reaching out to the people that made contact last Fall to see if support is still needed. Weaver noted their big focus is on Workplace Learning. Snyder motioned to pass and Fogel seconded. Motion passed for the renegotiated goal.

***MVWDB SOCIAL MEDIA POLICY**

Tripp discussed the revisions being made to the social media Policy. Tripp advised the reforms included adding Iowa*WORKS* to the policy and that we now use Hootsuite for all our social media posts, a social media team and a calendar. Tripp noted that the main addition is the language to encompass the work done with the state to come to an agreement for the style guide and consistency. Tripp also noted requirements needed to gain access to the Hootsuite platform. Phillips inquired on the term to which Tripp advised we are on the states Hootsuite account for

no cost. Flogel motioned and Schneider seconded. Modification to the social media policy passes.

IOWAWORKS MOBILE UNIT

Swafford discussed the mobile has been delivered to Des Moines and they worked on IT last week. Swafford mentioned that there should be a press release coming out this week along with SOP to local area. Swafford commented that the primary purpose for the unit is to assist with rapid response but when it's not, Mississippi Valley has preference and priority. Swafford mentioned we will be developing a local process to be more coordinated and strategic when bringing it to Mississippi Valley. Tripp touched on specific events in July as potential opportunities to use the mobile unit. also commented the unit must be stored in a secure location with a plug in. Tripp commented that a Burlington location has been confirmed but still trying to confirm a Davenport location.

OTHER BUSINESS

Swafford asked Nicols to comment as it is his last committee meeting to which Nicols commented he will miss working with the board. To where Swafford extended her gratitude and appreciation for Nicol's contribution.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Nicol made a motion to adjourn, seconded by Snyder, and the motion carried. Phillips adjourned the meeting at 4:47p.m.