



Mississippi Valley Workforce Development Board

Operations Committee Meeting Agenda Wednesday, March 13, 2024, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/86528579599?pwd=MzUxR0NMaHMvTjFsL0NxdXc3MjNBUT09>

Meeting ID: 865 2857 9599 Passcode: 124664

One tap mobile: +16469313860,,86528579599# US

Called to Order	Kirby Phillips
Roll Call	Louise Butherus
*Consent Agenda	Kirby Phillips
Excused Absences	
Approval of Agenda	
Approval of Previous Meeting Minutes	

New Member Introduction

STANDING REPORTS

One-Stop Operator Report (Page 5)	Mandy Tripp
Adult/DW/RR Report (Page 7)	Shannon Weaver
Title III Report (Page 9)	Rick Ernst

NEW BUSINESS

Review Q2 Performance (Page 11)	Mandy Tripp
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Other Business
Public Comment
Adjourn

Kirby Phillips

*Items Requiring a Vote, ** Items Requiring a Roll Call Vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



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.

One Stop Operator Report

Documents included: Executive Summary, Report (Appendix A)

February One-Stop Operator Executive Summary

In February, each of our centers organized a job fair, assisting a total of 49 job seekers. We held a Disability Awareness Event on February 29th at the Davenport location. There were a few attendees despite the extensive media coverage, we will continue to find ways to engage employers and job seekers at the Davenport Center.

As anticipated, we've observed a decrease in daily customer traffic, although it remains higher than the figures recorded in February of the previous year. This trend of declining foot traffic is expected to continue over the next few months.

Customer satisfaction was reported at 77%, based on feedback from 30 surveys. The surveys pointed out issues such as difficulties navigating the IowaWORKS system, suggestions for offering virtual classes in the first week of filing for Unemployment Insurance (UI), challenges with the new ID me verification process, and unreturned phone calls. Despite these concerns, many highlighted the staff's helpfulness as a positive aspect.

Our LinkedIn presence grew significantly, with an addition of 31 new followers, marking a 342% increase from the month before. Additionally, our Facebook impressions in Davenport saw a 68.7% rise in February compared to January, likely due to our efforts in posing engaging questions and spotlighting our board members and center staff to make our impact more relatable.

Looking ahead, please note the dates for upcoming events: the Opportunity Knocks job fair on March 15, 2024, in Davenport, and Hire Talent Tuesday on March 19, 2024. March will also celebrate Women in the Workplace, featuring special posts that recognize the achievements of women across our northern four counties, as acknowledged by their employers.

Adult/DW Report

Documents Included: Executive Summary, Report (Appendix B)

Deliverables

In February, deliverables were renegotiated for the Adult and Dislocated Worker contract due to delayed FY24 funding and continued sunset of Trade Adjustment Act. New deliverables were approved this month.

Enrollments-renegotiated deliverable is 63 combined enrollments. In February, we enrolled five new Adult participants and no Dislocated Workers, bring the year-to-date to 34.

Occupational Skills Training-renegotiated deliverable is 75 participants in Occupational Skills Training. We had one person enter a new training in February, bringing the year-to-date to 70.

Work-Based Learning-renegotiated deliverable is 30 work-based learning placements. We had one Adult begin an on-the-job training in February, bringing our year-to date to 24.

A healthcare sector event was held on February 16 at the Davenport IowaWorks center. This event was in partnership with Wagner-Peyser. It combined with the monthly Opportunity Knocks job fair. The job fair featured healthcare employers, and our Title I staff utilized the Transfr VR headset to provide healthcare simulations, assistance with resumes and developing LinkedIn profiles. Information about the Adult/DW program was provided. Twenty-nine individuals attended, and eleven referrals were received.

Rapid Response

We received notices of three business closures or substantial layoffs:

- Jeff Hackett Electric in Muscatine-7 impacted workers-employer requested that packets be dropped off in lieu of employee meeting.
- Zachry Industrial in Muscatine-49 impacted workers according to WARN; employer stated that only 20-25 would be laid off. Employer requested that packets be mailed in lieu of employee meeting.
- West Liberty Foods in West Liberty-260 impacted workers-employer meeting is set for March 7.

Challenges

Recruiting DW participants is more challenging with unemployment rate being so low.

Policy Deployment

None noted.

Success Stories

Adult participant, 29, from Henry County is a refugee from Ukraine and Kazakhstan. He arrived in the U.S. in October and enrolled in our Adult program in December. He completed his CDL course this month and has a job waiting for him in Mt. Pleasant!

DW participant, 49, from Des Moines County-overcame struggles with family illness and completed her Associate's Degree in Criminal Justice from SCC. She plans to pursue her Bachelor's Degree.

Title III Report

TITLE III REPORT
01 FEB – 05 MAR 2024

Services Provided	Burlington	Davenport
Services Provided By Individual	1,081 services 241 individuals	2,248 services 458 individuals
Services Provided to Veterans	62 services 19 individuals	152 services 34 individuals
Individuals Enrolled	144	280

Unemployment Rate by County

County	September	October	November	December	January	February
Clinton	4.00%	3.80%	4.30%	3.60%		
Des Moines	4.60%	4.10%	4.60%	4.00%		
Henry	3.70%	3.20%	3.40%	3.10%		
Jackson	3.70%	3.20%	3.40%	3.00%		
Lee	5.00%	4.10%	4.50%	4.10%		
Louisa	3.10%	3.00%	3.20%	2.90%		
Muscatine	3.60%	3.20%	3.50%	3.20%		
Scott	3.80%	3.80%	4.10%	3.40%		

We are coming out of the high point of our busy season and preparing for spring and summer. Unemployment percentage numbers for January will be published 11 March 2024. Planning will begin soon for manning the mobile unit when we get a calendar of requests built for summer. We have limited personnel, so we need to prioritize which events to fully staff and utilize the mobile unit without burning out the only staff trained on it.

Review Q2 Performance

MVWA Performance Data

Adult Program

Indicator	Py21	PY22		PY23		Q1	Q2	Q3	Q4
	Required	Annual	Required	Annual	Required				
Employment 2nd Qtr	73.0%	84.2%	72.5%	81.9%	73.0%	82.1%	83%		
Employment 4th Qtr	70.0%	83.3%	66.0%	75.9%	67.0%	74.7%	76.50%		
Median Earnings 2nd Qtr	\$5,400	\$6,775	\$6,100	\$6,528	\$6,100	\$6,615	\$6,591		
Credential Attainment	67.0%	78.9%	65.0%	79.5%	66.0%	75.0%	72.00%		
Measurable Skills Gain	44.0%	56.3%	44.0%	72.7%	44.0%	65.9%	70.2%		

Dislocated Worker

Indicator	Py21	PY22		PY23		Q1	Q2	Q3	Q4
	Required	Annual	Required	Annual	Required				
Employment 2nd Qtr	85.0%	86.0%	85.0%	81.0%	85.0%	83.1%	79.00%		
Employment 4th Qtr	83.0%	94.1%	85.0%	81.3%	85.0%	78.6%	82.80%		
Median Earnings 2nd Qtr	\$8,400	\$8,633	\$8,900	\$9,327	\$9,000	\$9,434	\$9,726		
Credential Attainment	68.0%	73.3%	69.0%	78.8%	69.5%	67.6%	69.20%		
Measurable Skills Gain	31.0%	63.5%	44.0%	78.7%	44.0%	78.9%	84.90%		

Youth

Indicator	Py21	PY22		PY23		Q1	Q2	Q3	Q4
	Required	Annual	Required	Annual	Required				
Employment 2nd Qtr	73.0%	73.3%	73.0%	73.5%	74.0%	70.8%	73.6%		
Employment 4th Qtr	72.0%	93.8%	73.0%	67.2%	74.0%	67.6%	67.6%		
Median Earnings 2nd Qtr	\$3,600	\$4,016.0	\$3,700	\$3,275	\$3,800.00	\$3,940	\$4,461		
Credential Attainment	59.0%	40.0%	52.0%	43.3%	57.0%	63.6%	32.1%		
Measurable Skills Gain	41.0%	21.4%	35.0%	48.2%	36.0%	39.1%	56.7%		

Program Year 2022 Quarterly Timeframes to be Reported

			Quarter 1	Quarter 2	Quarter 4
Employment Rate Second Quarter After Exit			10/01/20 to	1/01/21 to	7/01/21 to 6/30/22
Employment Rate Fourth Quarter After Exit			4/01/20 to	7/01/20 to	1/01/21 to 12/31/21
Median Earnings Second Quarter After Exit			10/01/20 to	1/01/21 to	7/01/21 to 6/30/22
Credential Attainment Rate			4/01/20 to	7/01/20 to	1/01/21 to 12/31/21
Measurable Skill Gains			10/01/21 to	1/01/22 to	7/01/22 to 6/30/23

Appendix A:
One Stop Operator



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One-Stop Operator
February 2024



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1

February Hiring Events/Job Fairs



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Date	Type	Location	Job Seekers
2/14/24	Brockway	Burlington IowaWORKS	20
2/15/24	Opportunity Knocks	Davenport IowaWORKS	29



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2

MVWA February Workshops

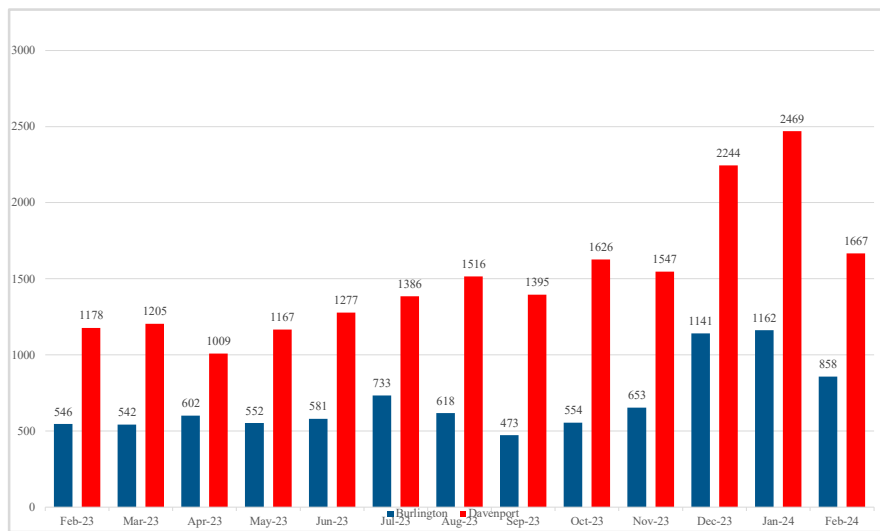


Workshop	Burlington	Davenport
Resumes	22	74
Job Search	10	151
Financial Literacy	0	7
Interviewing	27	75
Career Interest	3	13
Personal Growth	4	18
Work Readiness	8	0
Unemployment Info	43	21
Job Finding Club	6	24
NCRC testing	37	0

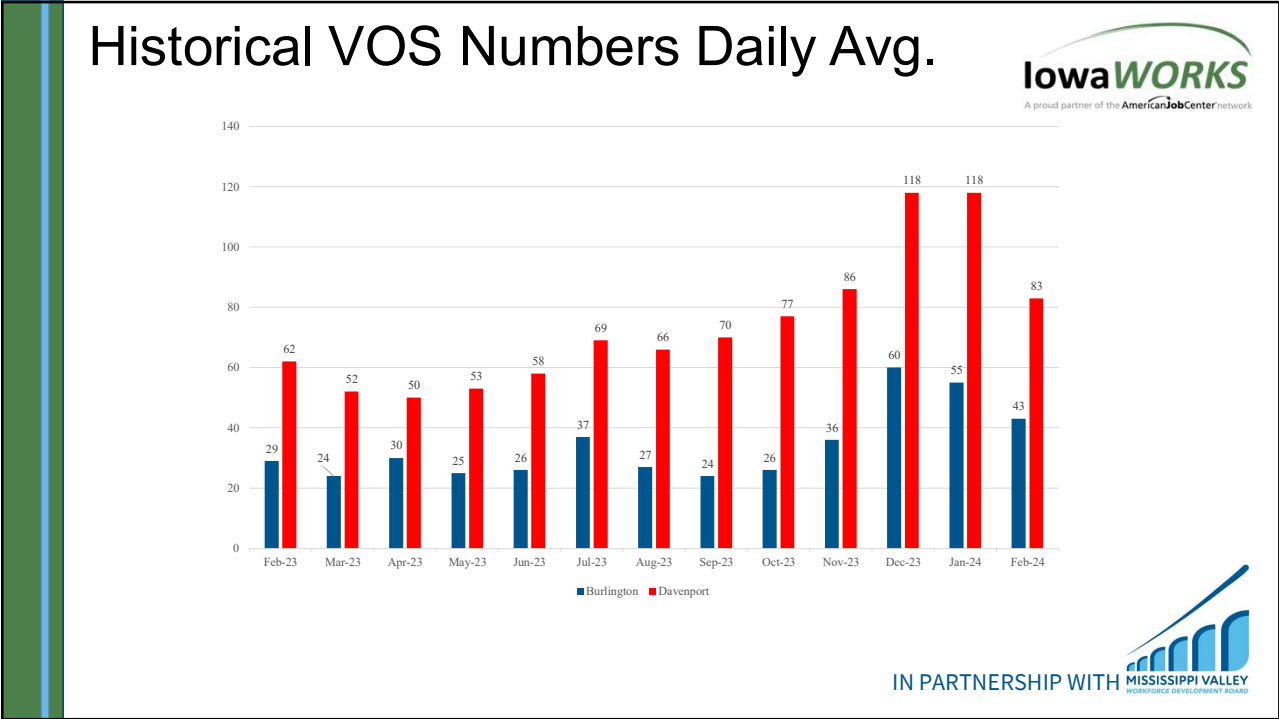


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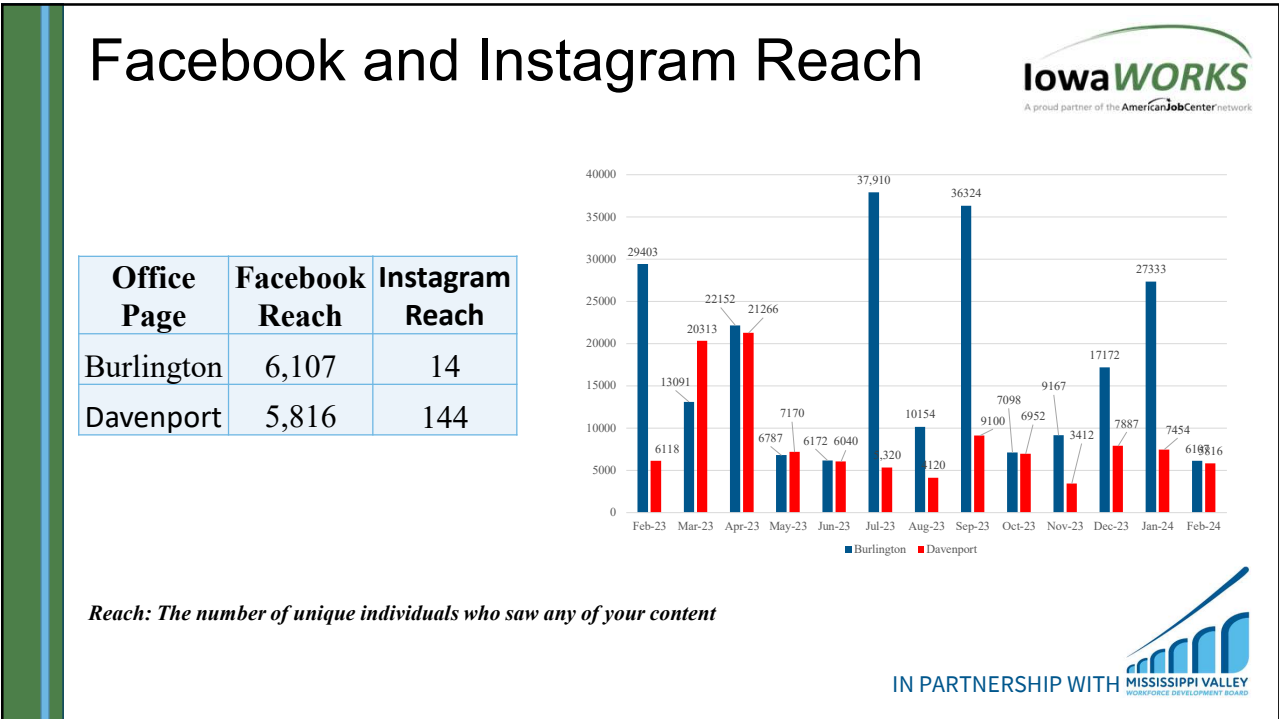
Historical VOS Numbers



4



5



Reach: The number of unique individuals who saw any of your content

6

Customer Satisfaction February



23 of 30 (77%) responded “somewhat or very satisfied” to a majority of the questions
13 of 15 (87%) Davenport
2 of 4 (50%) West Burlington
3 of 4 (75%) Dashboard Online

Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
85%	78%	96%	82%	80%	77%	92.5%	83.3%	88.9%	87.5%	69.6%	75%	77%



7

Customer Comments



Areas of Concern

- Visiting the Burlington Iowa Works office was frustrating. Many of the staff members were not familiar with unemployment services so when I asked a question they would in turn have to ask 2-3 peers to get an answer (e.g. how to log a job interview on my reemployment activities log). Or I could ask multiple staff members and receive multiple answers (e.g. whether they could take my documents to verify identity).
- We train and invest in new construction workers only to have them come to lay off as temporary layoff workers and for them to have to look for new jobs and go to the bigger box Company really hard for these little companies to survive when the employees that we invest and go to the competitors
- I accidentally submitted my first weekly claim without certifying my job contacts. I called the office to try to see if there was anything I could do to receive benefits and to fix the situation and was forced to leave a voicemail. No one has ever responded to me. I also contacted the state wide line, but they said that the local office would have to assist.
- No answers when calling them, no return call for voicemails I've left them


Positive Comments

- They were very helpful and got my situation handled quickly and efficiently.



8


MVWA February Partner Referrals



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Referred To	Burlington	Davenport	
Title I Adult/DW	15	15	
Title I Youth	0	6	
Title II (AEL/HiSED)	4	1	
IWD (Trade, UI, Re-entry)	0	0	
Title IV (Voc Rehab)	5	2	
CTE	1	0	
Veterans	0	4	
AARP	2	0	
Job Corps	0	0	
Ticket to Work	0	0	
CIMC	0	0	
IowaWORKS	5	1	
Total Referrals	32	29	61

Referred From	# of Referrals
AEL/HiSED	1
Promise Jobs	3
RCM/RESEA	13
Title III	1
Voc Rehab	4
Title I	2
Outside area IowaWORKS	2 (PROTEUS)



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9

February Events



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- All Staff Inservice
- Leap into Inclusion



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10

Upcoming Events

- 3/15/24 Opportunity Knocks
- 3/19/24 Hire Talent Tuesday



Appendix B:
Adult/DW Report



EQUUS[®]

WORKFORCE SOLUTIONS

Creating Opportunities. Changing Lives.

Mississippi Valley

Adult, Dislocated Worker Monthly Progress Report

February 2024

Rapid Response

Jeff Hackett Electric, Muscatine

- ▶ Seven employees affected. Employer requested no meetings, but asked for packets. We dropped off packets.

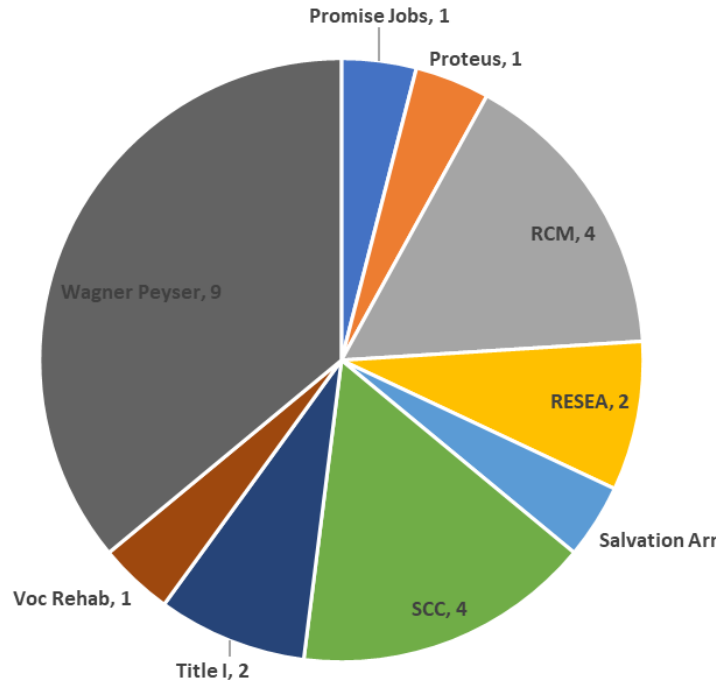
Zachry Industrial, Muscatine

- ▶ WARN states 49 employees affected. Company stated that only 25 were being laid off-they requested packets be mailed to them.

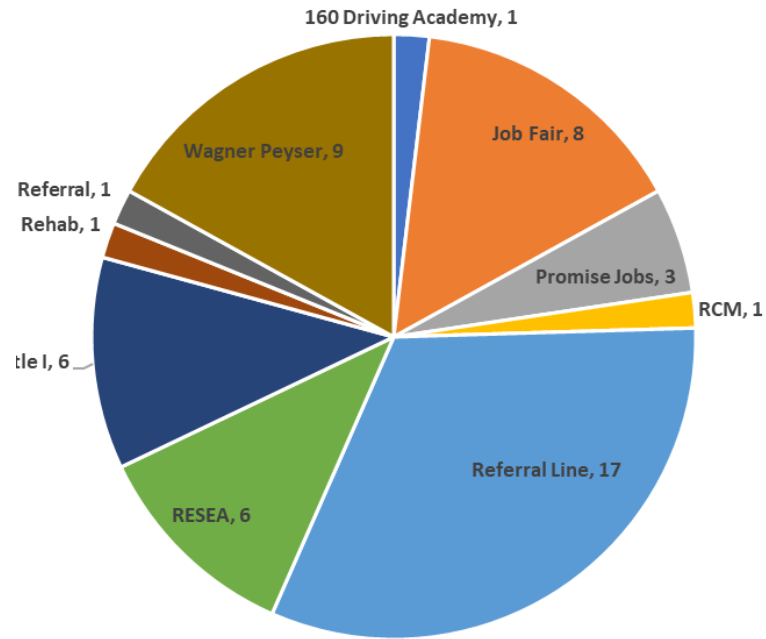
West Liberty Foods, West Liberty

- ▶ Approximately 260 employees affected; employer meeting set for 3/7/24

Burlington A/DW Referrals (February)



Davenport A/DW Referrals (February)



Performance

Enrollments	February	YTD Goal	YTD Actual	% of Goal
Adult	5	63(Total)	31	
Dislocated Worker	0	63 (Total)	3	53.97%

Scholarships	February	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	1	75	70	93.3%

WBL	February	YTD Goal	YTD Actual	% of Goal
Work Based Learning	1	30	24	80%

Caseload

Adult

- ▶ 63 Active
- ▶ 51 Follow Up
- ▶ 22.8 Average caseload
- ▶ 5 Exits
 - ▶ 4 Employed
 - ▶ 1 Unknown outcome

Dislocated Worker

- ▶ 52 Active
- ▶ 52 Follow Up
- ▶ 20.8 Average caseload
- ▶ 0 Exits

2/27/2024	Very much looking forward to this program. Sounds like it will be helpful.
2/20/2024	I just appreciate them. They are helping me get to where I need to be in life and I just really appreciate them.
2/16/2024	Robin was very informative and let me know exacting what my next steps would be and exactly what paperwork is needed. There's nothing to do better! She did great!
2/13/2024	I feel that everything was great & you guys are very nice & helpful ! In my opinion there is no area that needs to be worked on at this time !
2/7/2024	I don't think there's anything to improve personally
2/2/2024	I think you did very well I don't think there's anything to work on very nice and helpful

99.02% Customer Satisfaction Rate

17 Surveys completed

Legacy in Action

▶ 0 enrollments

Dislocated
Worker
Industries

Sector Event-Healthcare Opportunity Knocks + Healthcare Career Exploration

- ▶ February 16th, 2024
- ▶ In partnership with WP - Opportunity Knocks
- ▶ 29 individuals in attendance
- ▶ 11 referrals received



EXPERIENCE VIRTUAL REALITY HEALTHCARE SIMULATIONS



Join us on Friday, February 16th, 2024
Opportunity Knocks from 10:00 a.m. - 1:00 p.m.
IowaWORKS 1801 E Kimberly Rd
Davenport, Iowa

Do not miss out on:

- Resume Review Assistance
- LinkedIn Profile Guidance
- VR Healthcare Simulations
- 11:00 a.m. - 11:30 a.m.
Learn about our Employment
and Training Program!



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MISSISSIPPI VALLEY

Equal employment opportunity and program. Auxiliary aids and services are available upon request to individuals with disabilities by emailing assistant@mississippivalleyworkforce.org
For the deaf or hard of hearing, use Relay 711
Funded by DOL Title I-B Programs.

Outcomes

Credentials

- 1 CNA
- 2 CDL

1 Measurable
Skills Gain

11
Unsubsidized
Employment

Participant Highlights



► Adult participant, 29, from Henry County is a refugee from Ukraine and Kazakhstan. He arrived in the U.S. in October and enrolled in our Adult program in December. He completed his CDL course this month and has a job waiting for him in Mt. Pleasant!

► DW participant, 49, from Des Moines County-overcame struggles with family illness and completed her Associate's Degree in Criminal Justice from SCC. She plans to pursue her Bachelor's Degree.