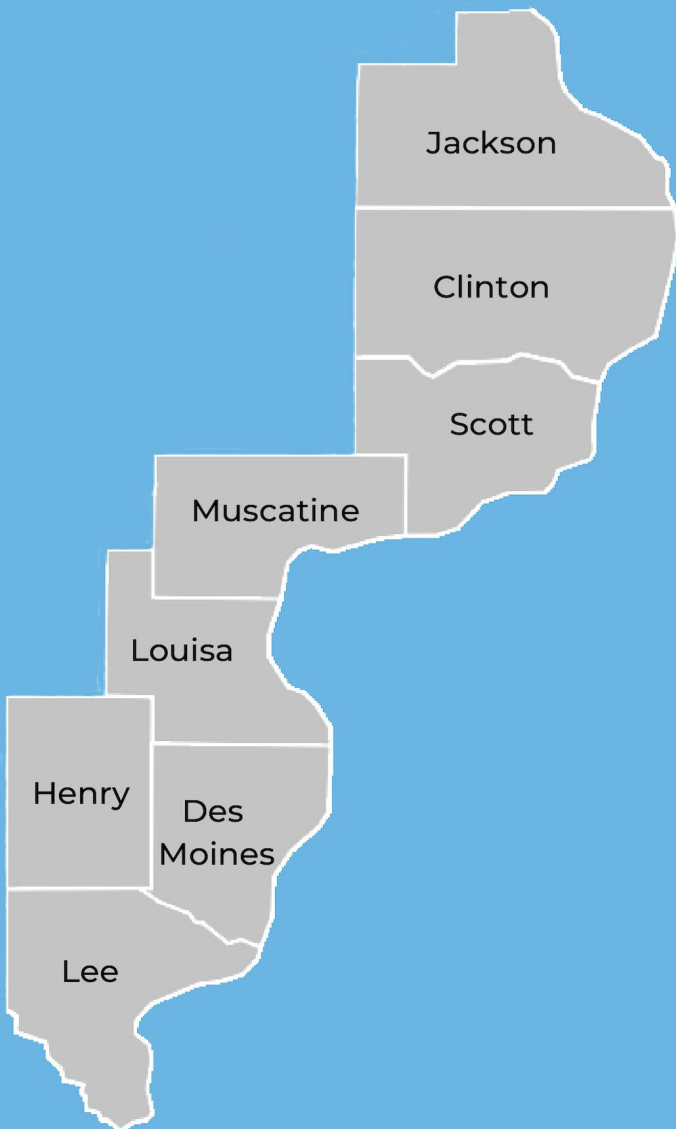


Mississippi Valley Workforce Development Board Annual Report

July 1, 2021 – June 30, 2022



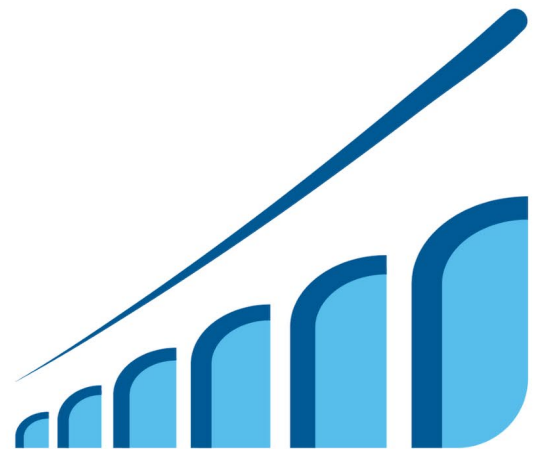
Innovate



Collaborate



Integrate



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

EXECUTIVE SUMMARY

The Mississippi Valley Workforce Area (MVWA) made great strides in PY21. During PY21 our IowaWORKS Centers reopened to in-person service delivery after being closed for over 1-year due to COVID. As the Mississippi Valley Workforce Development Board (MVWDB) continues to work through WIOA compliance we have strengthened our WIOA partnerships and implemented processes and procedures to reduce duplication of services and streamline service delivery. One of the board's most notable accomplishments in PY21 was obtaining 501(c)(3) status which will allow the board to increase its revenue streams and expand and support additional workforce programs across our eight-county local workforce area. In the following sections, we have highlighted our business services and engagement activities, enrollments, and performance across our core partner programs, credentials received through our Title I programs, participant success stories, and our veterans and re-entry workforce programs.

MISSISSIPPI VALLEY WORKFORCE BOARD

The counties in the MVWA include Jackson, Clinton, Scott, Muscatine, Louisa, Lee, Des Moines, and Henry. There are two comprehensive American Job Centers (AJCs) in MVWA; Burlington IowaWORKS - 550 S Gear Avenue Ste 35, West Burlington, Iowa 52655, and Davenport IowaWORKS - 1801- E Kimberly Rd, Ste A, Davenport, Iowa 52806

MVWA MISSION, VISION, GOALS, and OBJECTIVES

Vision

Create strong local economies by developing a future-ready workforce of skilled workers prepared to meet the needs of current and emerging industries.

Mission

The Mississippi Valley Workforce Development Board will achieve our vision by strengthening collaboration with local businesses and job seekers. We will improve access to our dedicated workforce partners through a fully integrated one-stop delivery system. Decisions will be data-driven to enhance our local economies and the quality of life for our communities.

Goals

Manager Role Goals

- Develop effective board practices that oversee the operational efficiency and performance of the American Job Centers.
- Engage board members to strengthen management practices and controls to fulfill the objectives and responsibilities of being effective stewards of public funds.

Convener Role Goals

- Expand workforce services for individuals at all levels of skill and experience.
- Enhance and nurture strong partners to build a skilled and ready workforce through innovation and alignment across programs to provide a comprehensive set of solutions for businesses and job seekers.
- Implement strategies to ensure that the local workforce system meets the needs of businesses in the local area and that businesses have the opportunity to engage with the system in meaningful ways.

Strategist Role Goals

- Expand workforce services for individuals and businesses through a fully integrated one-stop delivery system that provides a seamless customer experience.
- Expand outreach and services to all rural areas in the MVWA.
- Conduct research to understand the needs of business and industry in the local area and use data to drive strategic decision-making.
- Develop a nimble and responsive talent delivery system that meets current employers' needs and anticipates future challenges.

Optimizer Role Goals

- Continuously monitor performance and make policy or service adjustments to foster continuous improvement.
- Supplement public investment with commitments from industry, labor, public, and community partners to implement new ideas and strategies.

PROGRAM HIGHLIGHTS

- 16,095 Individuals were served through the Mississippi Valley Iowa *WORKS* Centers
- 4,100 Job Seekers Participated in Center Workshops
- 1,366 local area employers were provided over 16,000 business services
- 556 Veterans were served during the year
- 926 individuals at the Mt. Pleasant Correctional Facility were served
- \$136,000 was spent on support services for job seekers
- \$383,000 was paid out in 152 scholarships
- 158 in-house hiring events were held at the two Iowa *WORKS* Centers
- 9 Job Fairs were held in the MVWA
- 6 Businesses were provided Rapid Response Assistance
- 1,371 People with Disabilities were served and 161 were placed in employment with an average wage of \$13.95
- \$112,000 was paid to youth for work experience placements
- \$14,000 was provided in On-the-Job Training reimbursement to employers
- Mississippi Valley Workforce Development Board became a 501(c)(3)

CUSTOMER SATISFACTION

Month	Satisfaction Rate
February	100%
March	100%
April	89%
May	100%
June	100%

The MVWA One Stop Operator implemented a customer satisfaction survey in February and the average of the response ratings per month are broken down here.

EMPLOYER ENGAGEMENT SERVICES

To increase employer engagement and work-based learning opportunities the MVWA has two Title I Business Services Consultants, along with 3 Title III Business Services staff. They continually work with existing business customers of the system and collaborate with our partners to attract and conduct outreach to cultivate new relationships to meet the needs of our businesses. The One Stop Operator is currently overseeing the Business Services Teams in the MVWA to provide a consistent, unified business services strategy.

PY 21 saw a return to the regularly scheduled hiring events and periodic job fairs. The Burlington and Davenport offices held 158 in-house hiring events, which were attended by over 1,300 job seekers. Towards the end of the program year, the Davenport AJC implemented a new approach to the in-house hiring events by introducing Opportunity Knocks on Mondays.

These events took advantage of the large spaces available in the Davenport AJC, and feature 10-12 employers every Monday, rather than only one employer per day, four or five times a week.

The result was a dramatic upswing in foot traffic from jobseekers, from only a handful under the old format to averaging over thirty under the new format.

Nine Job Fairs were held in the MVWA in PY 21, the two most successful of which were the December 14th Quad Cities Success Fair at St. Ambrose, and the May 5th Job Fair in West Burlington, which attracted 180 and 335 jobseekers, respectively. Two of the Job Fairs employed a “Drive-Through” format, and one was a hybrid Drive-Through/In Person event. A similar approach is being introduced in Burlington in PY22.

1,366 local area employers were provided with over 16,000 business services in PY21. These services include but are not limited to assisting employers with accessing untapped labor pools, rapid response activities, job order follow-up and assistance, recruitment assistance, and guidance related to the establishment of Registered Apprenticeships.

Service	Total Employers	Total Services
Assisted Employer with Accessing Untapped Labor Pools	159	194
Employers view internal resumes	137	14,856
New Business Contact	27	27
Notification to Employer of Potential Applicant	17	21
Planned Layoff Response	5	5
Provided Employer Information and Support Services	361	435
Provided Job Fair Services	168	229
Provided Job Order Follow-up/Assistance	114	133
Provided Rapid Response / Business Downsizing Assistance	10	23
Provided Strategic Planning / Econ. Development Activities	30	35
Provided Training Services	39	50
Provided Workforce Recruitment Assistance	156	203
Referred Qualified Applicants	83	158
Registered Apprenticeship - Handoff to Office of App'ship	5	5
Registered Apprenticeship - In-Depth Meeting	24	52
Registered Apprenticeship - Intro Meeting	27	31
Registered Apprenticeship - Program Registered	4	4
Total	1,366	16,461

RAPID RESPONSE

Rapid Response activities are provided to businesses experiencing downsizing or layoffs. The following businesses were offered Rapid Response services in PY21.

- Blackhawk Services Corp
- KPI
- divvyDOSE
- Jabil Inc
- Siemens Gamesa
- Linwood Mining

REGISTERED APPRENTICESHIP

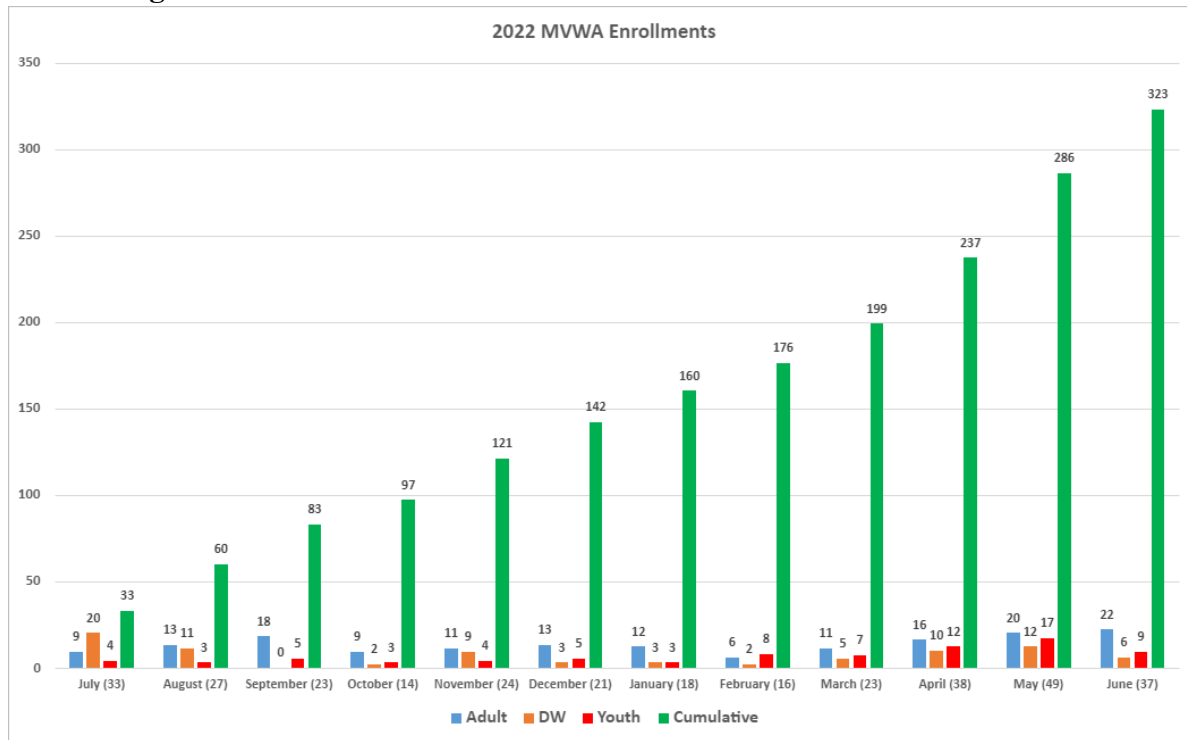
The Teacher Para Registered Apprenticeship (TPRA) Grant rolled out in June of 2022, to address the teacher and paraeducator shortage in Iowa. Many local school districts are participating in the development of a Paraeducator Registered Apprenticeship Program, a TPRA, or both. Districts in the Mississippi Valley Local area participating in one or both are as follows: Burlington, Davenport, Bettendorf, West Liberty, Pleasant Valley, North Scott, Muscatine, Clinton, West Burlington, Central Lee, Fort Madison, WACO, Danville, and Keokuk. Assigned Business Marketing Specialists have been collaborating closely with the school districts, Department of Education, and Office of Apprenticeship to get these programs registered by the beginning of the 2022/2023 school year.

Additional RA activities conducted include:

- Number of initial meetings held 27
- Number of in-depth meetings held 24
- Number of programs developed 4

ENROLLMENTS FOR ALL PROGRAMS

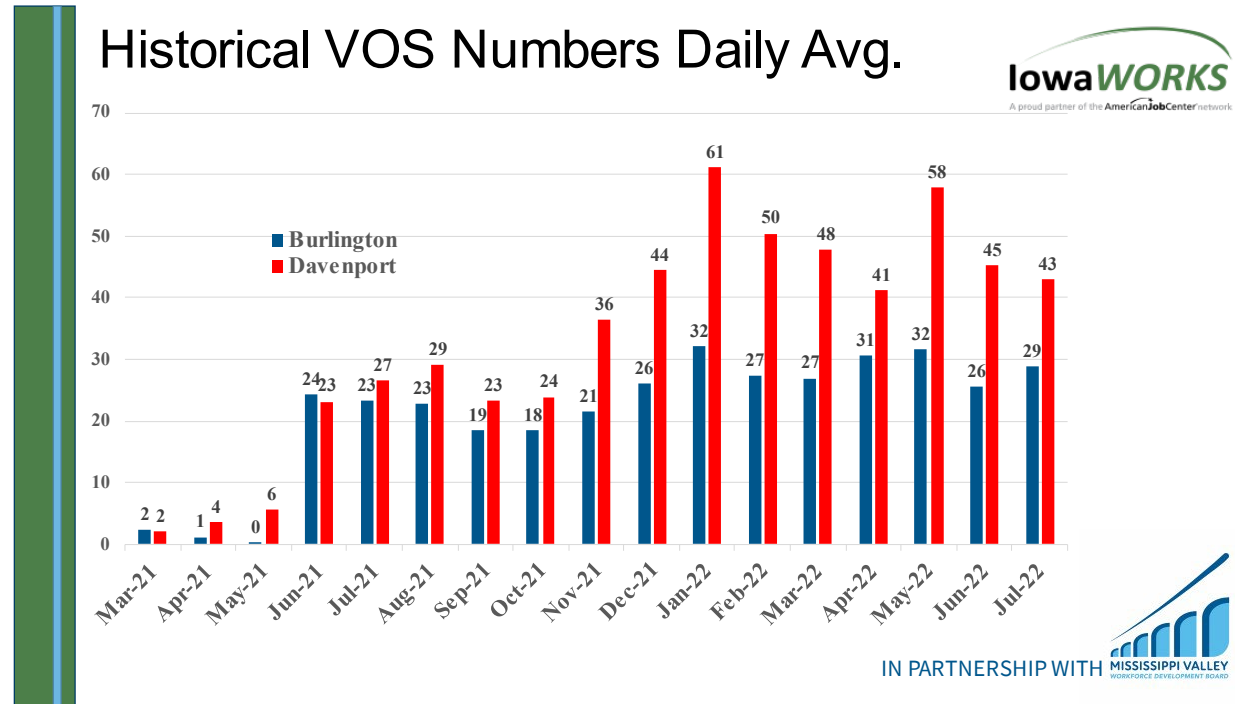
Title I Program Enrollments



PY21 Enrollments			
	Burlington	Davenport	TOTAL
Jobs for Veterans State Grant	15	64	79
Migrant and Seasonal Farm Workers	2	3	5
Wagner-Peyser	836	1556	2392
Title I Adult	31	129	160
Title I DW	63	20	83
Title I Youth	42	38	80
Adult Education	397	721	1118
Vocational Rehabilitation	644	730	1374

SERVICES PROVIDED

VOS Greeter Numbers



Workshop Attendance

Workshop	Attendees
Resumes	431
Job Search	339
Interviewing	978
Career Interest	76
Personal Growth	375
Work Readiness	240
Job Finding Club	1,331
Labor Market Info	116
Other	228

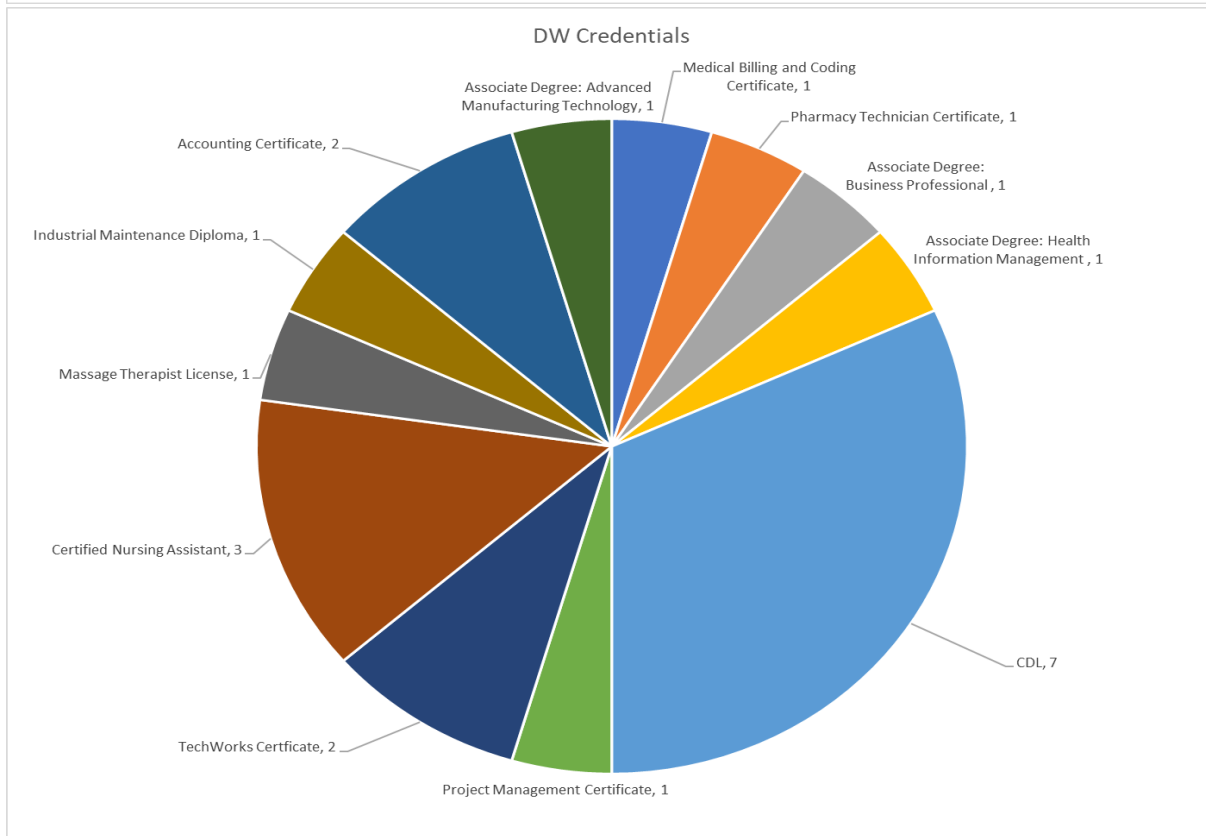
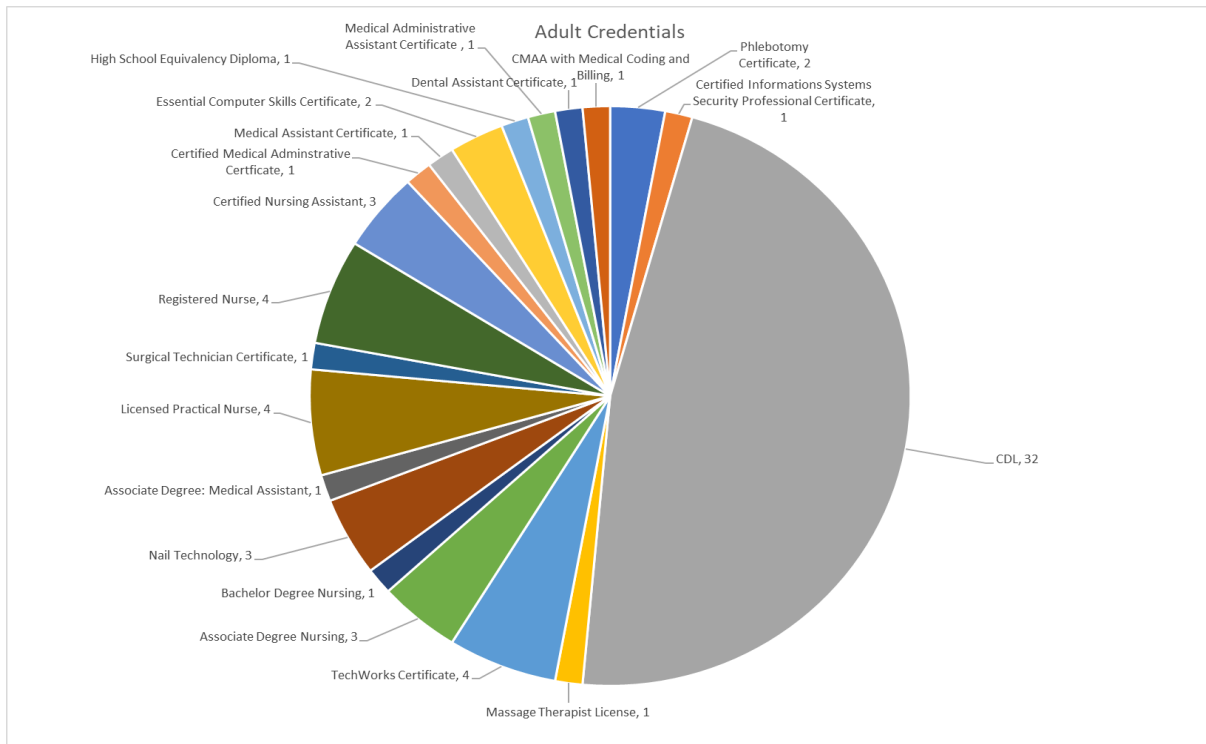
Referrals

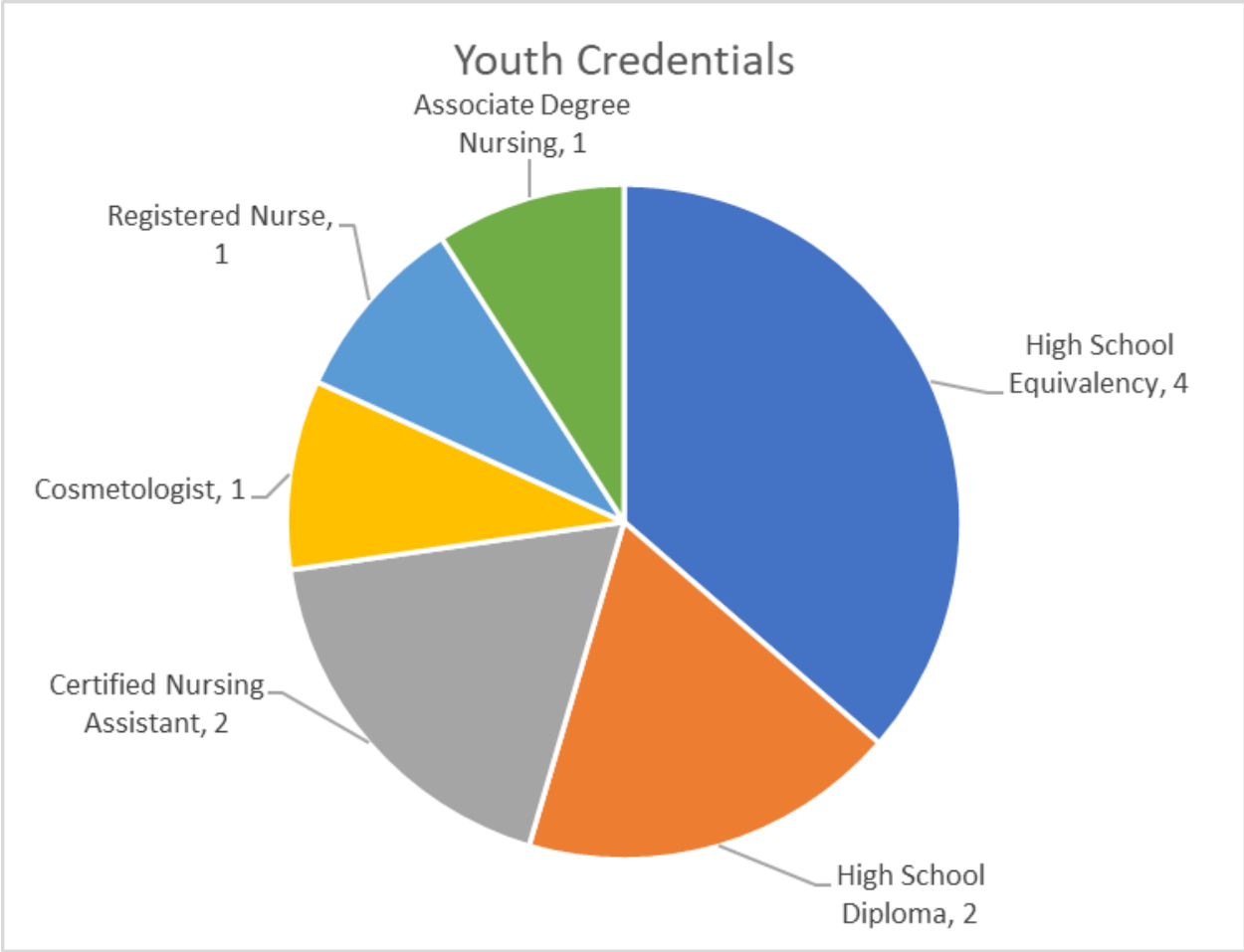
In PY21 the One Stop Operator implemented a formal referral process for all WIOA partners in the MVWA. Referrals to and from programs are both tracked and reported to the board.

Referred To	Burlington	Davenport
AARP/SCSEP	3	2
Career Tech. Educ.	2	1
IA Dept. For Blind	0	1
Various IWD	2	3
Title I Adult/DW	81	158
Title I Youth	32	18
Title II (AEL/HiSED)	4	11
Title IV (Voc Rehab)	13	22
Ticket To Work	2	1
Veterans	3	7

Referred From	# Of Referrals
AARP/SCSEP	1
AEL/HiSED	27
Promise Jobs	42
RCM/RESEA	150
Title III	107
Title I	19
Title IV	17
Trade/TAA	21
Veterans	1

CREDENTIALS





SERVING JOB SEEKERS WITH DISABILITIES



Vocational Rehabilitation (VR) is co-located in the Burlington and Davenport Iowa *WORKS* Centers and are an integral part of the workforce system. VR staff participate in the MVWA’s integrated business services teams and core partner meetings. The MVWDB has identified individuals with disabilities as the 4th priority of service for WIOA services, showing their continued dedication to serving this population.



Burlington Vocational Rehabilitation coordinated a Transition Summer Program for 38 high school students residing in Lee, Henry, Louisa, and Des Moines Counties. Staff introduced students to career pathways in partnership with 45 businesses. Programming ran on Tuesdays and Thursdays 6/7/22-7/28/22 with Volunteerism scheduled on Wednesdays. WIOA partners worked together on several program days to include the Game of Life and our final day of Mock Interviewing.

Student exit surveys highlighted the things those that participated felt were beneficial to include learning to talk more, job preparation, improved communication, teamwork, making friends, completing applications, interview skills, job attire, and college preparation.

VETERANS SERVICES

IowaWORKS collaborates with the Illinois Department of Economic Security, St. Ambrose University, the Rock Island Arsenal, and other community state holders to host a series of 3 annual Quad Cities Success Job Fairs. These events serve to be a bridge to employment for Veterans, Civilians, Transitioning Soldiers & the Community. After COVID restrictions, the series returned with a job fair on December 14, 2021, held at St. Ambrose University in Davenport. This event included 72 employers and 78 job seekers.

Planning, promoting, and coordinating continues throughout the year and is inclusive of Veteran Resources, Veteran-friendly employers, and other Veteran allies.

- Total Number of Distinct Veterans/Service Members/Spouse Served During the Year: 55
- Total Number of Services Provided: 4077

TAP Program Collaboration

One of the biggest accomplishments for the Davenport IowaWORKS team has been the evolving partnership with the Rock Island Arsenal and Transition Assistance Program (TAP) program. An agreement was made to host the TAP program series for service members exiting the military at the American Job Center. Services members are provided information and tools to help them prepare for their move from military to civilian life. These transitioning service members are introduced to the wide array of services offered by the IowaWORKS system, the Veteran Career planners, and the LVER. This partnership connects these service members to the IowaWORKS system of resources.

There were four TAP program classes held between July 1, 2021, and June 30, 2021. Each class had a cohort of about 25 service members.

In December 2021 5 Home Base Iowa Career planners were hired across the state to enhance the services provided to Veterans, transitioning service members, guard members, and spouses with the goal of making the state of Iowa the state of choice for Veterans. An HBI career planner is domiciled in both the Burlington and the Davenport offices. HBI career planners immediately contact Veterans who register in the Iowa*WORKS* system to offer career services that support them in their job-seeking journey.

Collaboration with Iowa National Guard

The Burlington Iowa*WORKS* office regularly partners with the local Iowa National Guard Units. In the early spring of each year, the ING holds a Trade Expo for high school students. Approximately 200 students from Henry, Lee, Des Moines, and Louisa counties attended a half-day expo where trade occupations with registered apprenticeships are highlighted. Businesses in attendance offer hands-on simulations of their different occupations. Additionally, Iowa*WORKS* co-presents with the ING regarding labor market information for these occupations. In June of each year, the ING hosts a summer Fitness Camp. Iowa*WORKS* has been fortunate enough to partner with this event for several years. Iowa*WORKS* staff give information to high school student attendees regarding services offered. Staff also participate in the closing ceremony each year. Both events are excellent outreach opportunities for high school students, and guard members, as well.

The Davenport and Burlington Iowa*WORKS* teams have also conducted outreach and collaboration with the local National Guard units by attending drill weekends to provide information regarding Iowa*WORKS* services to Guard Members looking to advance their civilian careers. Iowa*WORKS* team members have also attended yellow ribbon ceremonies.

Job postings on the statewide job board in Iowa*WORKS* go out to Veterans for first viewing for the first 24 hours. Annual staff trainings are held on Priority of Service

The Davenport Iowa*WORKS* team was recently selected to receive one of the Veteran Incentive Awards for excellence in practice in serving Veterans.

OFFENDER RE-ENTRY

We have two OWDS (Offender Workforce Development Specialist) certified career planners in the Mississippi Valley Local Area and a third is in the training certification process. These individuals are tasked with building support networks so re-entering citizens can be successfully released from incarceration with better job prospects.

Typically, career planners provide that outreach to community-based work release and county jail settings to provide career services. However, these services were not provided this past year due to continued limitations related to the COVID-19 pandemic. Plans and discussions have begun with Clinton County Jail to provide career services to those incarcerated in this jail-based setting, to return to services in Scott County Jail and work release program, and to expand services to other jails in the workforce area.

The MVWA does have one Re-Entry Career Planner located in the Mt. Pleasant Correctional Facility, which is a minimum-security facility that houses approximately one thousand men. Around 10% of these are turning over at any given time.

During the last program year, the re-entry career planner served 936 individuals.

Activities range from career counseling/assessments, registration in Iowa*WORKS*, resume assistance, mock interviews, job referrals, job applications, and communication with partner agencies such as DOT, IVRS, and DHS.

Not all individuals released from incarceration are required to stay in contact, so it is difficult to know the exact number of people who successfully gained employment immediately after release. One tactic used by the re-entry career planner is to petition for a different area of release based on employment. Typically, an incarcerated individual will return to the community they left when they were convicted. This does not always allow for the individual to have the best job opportunities. The re-entry career planner has been able to work with the Department of Corrections and plan for releases to different communities based on an accepted job offer that will allow for self-sufficiency.

Re-Entry career planner, Terry Zmolek, is the sponsor for the Incarcerated Veterans Group at the Mt. Pleasant Correctional Facility. This group meets monthly. Terry coordinates service agencies to attend the meeting, including the local DVOP, so that the incarcerated veterans can access services firsthand. The group holds monthly fundraisers and donates the profits to different veteran organizations. During the last program year, \$1000 was donated to the PENFED Foundation, Southeast Iowa Combat Veterans, and Tunnels to Towers.

PARTICIPANT SUCCESS STORIES

A.G. was incarcerated at the Mt. Pleasant Correctional Facility. He had a bachelor's degree from Iowa in Pharmacy Tech. He was an out of State Compact to Omaha, Nebraska. He was released on 11/03/21 and started working at Men's Warehouse in Omaha on 11/08/21. At the MPCF, he worked with career planner, Terry Zmolek to register for the Pharmacy College Admission Test (PCAT) at Nebraska and to complete his FASFA. He registered in the Iowa*WORKS* system, conducted staff-assisted job searches, resume writing, job applications, and follow-up on applications. He has obtained his driver's license and is scheduled to take the PCAT in February 2022, for graduate school admission.

Shane retired from the military in 2019, and after working as a government contractor in Iraq, decided his journey would return to where it started in Iowa. "I wanted to be closer to my children, and I was looking for something to bring me a sense of purpose and something where I could contribute," said Shane. Like many Veterans coming to Iowa, Shane connected with Home Base Iowa and the Burlington Iowa*WORKS* DVOP to aid him in his job search as a civilian. They recommended that he apply for a job as a Disabled Veteran Outreach Program Specialist (DVOPS) within Iowa*WORKS*. The Burlington Iowa*WORKS* office offered resume assistance and mock interviewing for Shane. He interviewed for the position at the Iowa*WORKS* office in

Cedar Rapids and they offered him the job. After helping to provide close air support for ground troops overseas, Shane now provides a different kind of support for his fellow Veterans. “It has become very satisfying to me to not just place veterans in jobs but in places where they are safe, happy, and want to make a career. It is incredible actually. A lot of these guys think that they are unemployable. They’re not. They are highly desirable to employers and I think that HBI does a great job advocating for Veterans in that way,” Shane said. Adam began services with Vocational Rehabilitation Services in 2017 when he was a freshman at Central Lee High School. Throughout his high school career, he worked with staff on exploring different career opportunities. Adam also participated in the summer program and was able to explore different careers and worked on different career-driven activities. Even though COVID-19 affected Adam’s high school career, he was still successful and was able to work with the Central Lee bus barn, Harvestville Farms, and assisted at his family-owned auto body shop. In 2021, Adam identified he would like to work with animals. He has enjoyed caring and tending to animals for years at his parents’ home and requested to make a career out of it. PAWS is a nonprofit, no-kill, animal shelter in Ft. Madison, Iowa. Sandy, the PAWS manager, was willing to meet with VR staff and Title 1 partners to explore options to bring Adam onto her staff. Title 1, VR, and Hope Haven all worked together to get Adam a place with PAWS. In 2022, Adam started an internship with PAWS through the Title 1 youth program. This allowed PAWS to evaluate Adam, and for Adam to see if PAWS is really where he wanted to work. Adam was allowed to work 500 hours that were fully paid before he would have to make a final decision. Adam and Sandy (PAWS) both decided in July of 2022 to move forward with permanent employment and Adam was officially hired on with PAWS. “Adam Wilhite began his PAW career in the spring of 2022. Adam works three mornings a week and is responsible for caring for two cat Rooms. It is Adam’s job to feed, scooped litter boxes and clean kennels, and spend time loving each cat in his care. (Adam’s favorite part of his job). It did not take Adam long to “fit in.” He can hold his own and jokes with the best of us. From dishes, laundry, and his cats- Adam has quickly become a part of our PAW family. We are all blessed by his humor, work ethic, and love for the animals he cares for.” Sandy Brown, PAW.

ANNUAL PERFORMANCE RESULTS

Wagner Peyser, Adult, DW, and Youth

Wagner-Peyser					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr.	73.0%	84.6%	54.3%	64.1%	68.1%
Employment 4th Qtr.	70.0%	N/A	N/A	88.9%	72.6%
Median Earnings 2nd Qtr.	\$6,100	\$6,775	\$6,004	\$6,938	\$6,973

Adult					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr.	73.0%	85.0%	83.3%	84.6%	84.2%
Employment 4th Qtr.	70.0%	N/A	N/A	80.0%	83.3%
Median Earnings 2nd Qtr.	\$5,400.00	\$6,948.00	\$6,948.00	\$6,948.00	\$6,775
Credential Attainment	67.0%	N/A	N/A	70.0%	78.9%
Measurable Skills Gain	44.0%	38.6%	43.2%	46.9%	56.3%

Dislocated Worker					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr.	85.0%	100.0%	94.1%	88.0%	86.0%
Employment 4th Qtr.	83.0%	N/A	N/A	100.0%	94.1%
Median Earnings 2nd Qtr.	\$8,400.00	\$7,274.00	\$8,166.00	\$8,418.00	\$8,633
Credential Attainment	68.0%	N/A	N/A	83.3%	73.3%
Measurable Skills Gain	31.0%	30.5%	32.0%	64.8%	62.6%

Youth					
	State Negotiated Rate (Goals)	Actual Rate Q1	Actual Rate Q2	Actual Rate Q3	Actual Rate Q4
Employment 2nd Qtr.	73.0%	85.7%	73.3%	72.4%	72.7%
Employment 4th Qtr.	72.0%	N/A	N/A	100.0%	93.3%
Median Earnings 2nd Qtr.	\$3,600.00	\$4,378.00	\$3,173.00	\$3,198.00	\$3,886
Credential Attainment	59.0%	N/A	N/A	40.0%	22.2%
Measurable Skills Gain	41.0%	19.2%	22.4%	22.2%	17.9%

Adult Education and Literacy

SCC AEL	
Participants	PY21
ABE (grade level 1-8)	297
HSE (grade level 9-12)	82
English as a Second Language	18
Total Participants	397
Graduates	PY21
Corrections	44
Community	16
Total Graduates	60
Took 1 or More HiSET	PY21
Corrections	76
Community	46
Total Tested	122

EICC AEL	
Participants	PY21
ABE (grade level 1-8)	411
HSE (grade level 9-12)	152
English as a Second Language	158
Total Participants	721
Graduates	PY 21
Corrections	6
Community	192
Total Graduates	198
Took 1 or More HiSET	PY21
Corrections	18
Community	266
Total Tested	244

Vocational Rehabilitation

IWD Region	County Name	PY2021 Count of Successful Closures (26-0)	PY2021 Average of Closure Hours Worked Per Week	PY2021 Average of Closure Hourly Wage
Mississippi Valley	Clinton	9	20	\$12.46
	Des Moines	34	29	\$14.54
	Henry	16	33	\$13.74
	Jackson	9	31	\$15.68
	Lee	18	29	\$10.78
	Louisa	5	34	\$14.54
	Muscatine	21	25	\$13.33
	Scott	49	29	\$14.94
Mississippi Valley LWDA Total		161	29	\$13.95

IWD Region	County Name	PY2021 Count of Participants Unsuccessful Closures (28-0)	Total Participants Served	Participants Co-Enrolled in other WIOA programs	Percent Co-Enrolled
Mississippi Valley LWDA	Clinton	33	183	8	4.4%
	Des Moines	46	299	92	30.8%
	Henry	12	100	13	13.0%
	Jackson	7	61	6	9.8%
	Lee	25	182	25	13.7%
	Louisa	6	60	2	3.3%
	Muscatine	20	97	4	4.1%
	Scott	55	389	56	14.4%
Total		204	1371	206	15.0%

- Adult/Dislocated Worker
 - Work-Based Learning: 27; 90% of Goal
 - Occupational Skills Training: 243; 270% of Goal
- National Dislocated Worker Grant
 - Co-Enrollments: 111; 275% of Goal
 - On-The-Job Training: 2; 7% of Goal
- Youth
 - Work-Based Learning 20%
 - Enrollments: 70; 116% of Goal
 - Occupational Skills Training: 17; 113% of Goal
- Title I Customer Satisfaction: 95.38%