



Mississippi Valley Workforce Development Board

Youth Committee Meeting Agenda

Monday, August 9, 2021 at 5:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/81590561729?pwd=aEFTRXhFajdEN0hJOUc4YlVsbUFqdz09>

Meeting ID: 815 9056 1729

Passcode: 984372

One tap mobile: 1-312-626-6799

Called to Order	Jacob Nye
Roll Call	Phyllis Wood
*Excused Absences	Jacob Nye
*Approval of Agenda	Jacob Nye
*Approval of Previous Meeting Minutes	Jacob Nye
*Follow Up Policy	Miranda Swafford
Equus July Youth Report	Kendra Schaapveld
Other Business	
Public Comment	
Adjourn	Jacob Nye

*Items Requiring a Vote ** Items Requiring a Roll Call vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need an accommodation, please contact: Miranda Swafford director@mississippivalleyworkforce.org or at 319-759-8980.



Mississippi Valley Workforce Development Board

Youth Committee Meeting

Monday, July 13th, at 5:00 p.m., via Zoom

Members Present: Jacob Nye, Heather Halbrook, Tasha Beghtol, Carrie Nudd, Rebecca Ruberg, Regina Matheson, and Ron Schaefer

Members Absent: Patrick Stock

Staff Present: Miranda Swafford, Executive Director and Phyllis Wood

CEO Present: None

Equus Staff: Cherisa Price-Wells, Kendra Schaapveld, Shannon Weaver and Robert Ryan

CALLED TO ORDER

Nye called the meeting to order at 5:00 p.m.

QUORUM

There was a quorum to conduct business.

EXCUSED ABSENCES

Schaefer made a motion to approve Stock's absence, seconded by Ruberg, motion carried.

APPROVAL OF AGENDA

Halbrook made a motion to accept the agenda, seconded by Schaefer, motion carried.

APPROVAL OF MINUTES

Schaefer made a motion to approve the meeting minutes, seconded by Nudd, motion carried.

EQUUS MAY YOUTH REPORT

Schaapveld reported that there were 180 contacts with potential participants in the month of May, there was \$745 paid in incentives, and \$5,941 for WBL. There were 0 ISY and 5 OSY enrollments during the month of May, and the average caseload is 24.25. Two work experiences started during May. Three participants completed iLegacy virtual classes. Outcomes included two OSY moved to unsubsidized employment and two OJT's moved to unsubsidized employment.

EQUUS JUNE YOUTH REPORT

Schaapveld reported that there were 116 contacts with potential participants in the month of June, there was \$640 paid in incentives, \$1,481 in OTJ wages, and \$8,690 in WEX wages. Added Winegard as an OTJ work sight. There were 0 ISY and 3 OSY enrollments during the month of June, and the average caseload is 30.7. One work experience started during June. Outcomes included two OSY gained unsubsidized employment, two ISY gained unsubsidized employment, 1 ISY and 1 OSY earned credentials in the form of a bachelor's degree and an associate degree. Some challenges identified are around participants in general and their follow through,

has always been an issue but is worse than usual right now, unrealistic work goals and expectations, and competing with hiring bonuses as opposed to enrolling in one of the programs.

Nye asked about internet being a barrier and how often they hear about it as a concern of participants. Rural southeast Iowans do struggle with internet accessibility with cost being a consideration for individuals who are struggling to make ends meet. Schaapveld responded it is not common as most participants accept that the internet is necessary. They take all barriers into consideration when working with a participant. There is a need to figure out what participants want and how to market the programs.

SOCIAL MEDIA DATA REPORT

Schaapveld gave a high-level overview of the report provided by Media Link. Ten-thousand-dollar social media campaign did better than expected in most target markets, reaching over 35,000 users, mostly on mobile devices, but were unable to utilize Facebook. Marketed on Gmail, Google, Pandora, Spotify, YouTube, and Snapchat platforms.

Halbrook questioned why we were unable to use Facebook and Instagram. Schaapveld explained a business Facebook page is necessary. IWD will not allow Title 1 programs to have their own Facebook pages but the board could. IWD controls the Facebook page and would not let Media Link in to administer a campaign. TikTok is a newer platform that IWD does not even allow to be visited on their equipment, but it could be something to look into in a future campaign. Price-Wells added TikTok is becoming more popular with adults as well and believes it will only grow in its reach and use as a professional development tool.

Swafford offered to put a board Facebook page on the Executive Committee's agenda if the committee felt it would serve to reach more participants. Schaefer responded it couldn't hurt. Nye offered that it may not be a priority for this committee but the board in general could use one. Added Instagram as a social media platform that may have better reach for the committee. Instagram is a Facebook owned app and having the Facebook account would allow for an Instagram.

LAPTOP CHECKOUT

Schaapveld shared that carryover funds were used to secure lending laptops. They are equipped with GPS and wipes the data with each restart. Can be remotely wiped as well. Other policies were reviewed to develop a Laptop Checkout Policy and Procedures document. Halbrook suggested adding a specific cost for unreturned charging cables. Ruberg added the library also lists charging cables separately as a cost. Halbrook asked if there was a bag the units went out in and suggested it also had a specific cost to the user if damaged or lost. Swafford acknowledged the specific costs for the charging cable and the bag can be added to the policy listed separately from the overall cost of the unit.

OUTREACH STRATEGIES

Swafford asked what other boards might be doing in response to the changing demands of the job seeker. Price-Wells responded that what we were doing in the past may not align with today's job seeker. Job seekers are prioritizing different things, so we have to do things differently. The past performance of a program is not an indicator of its success today. Looking at creating a separate space for the youth program within the Davenport office. Schaapveld offered a review of the incentives for the youth programs may be necessary. Starting a strategy which creates a letter for participants to take to interviews that would provide potential employers with some high-level information about the benefits of hiring the individual and working with the program. Schaapveld has a youth outreach specialist position in her PY21 budget request.

OTHER BUSINESS

Ruberg announced the Burlington Public Library has returned to pre-pandemic hours and availability of services. Meeting rooms and computer labs are open and available for public use. Hours are Monday through Thursday 9:00 a.m. to 8:00 p.m. and Friday and Saturday 9 a.m. to 5:00 p.m.

PUBLIC COMMENT

There were no public comments.

ADJOURN

Nye adjourned the meeting at 5:45 p.m.



Mississippi Valley Workforce Development Board

WIOA Title I Follow-Up Policy

Approved

Effective:

Purpose

The purpose of this policy is to provide guidance to the Mississippi Valley Workforce Area (MVWA) system, partners and contractors regarding the implementation of Follow-Up procedures required under the Workforce Innovation and Opportunity Act (WIOA) Title I. In accordance with WIOA this policy establishes the MVWA standards in the implementation and documentation of Follow-Up procedures for Title I Adult, Dislocated Worker and Youth program exiters.

Authority

The authority for this policy is derived from the following:

- WIOA, Section 124(c)(2)(A)(xiii)
- TEGL 10-16 Change 1
- TEGL 19-16
- TEGL 21-16
- 20 CFR 681.580

Background

Follow-up services are available to all WIOA Title I program participants, including Adult, Dislocated Worker, and Youth programs. WIOA defines Follow-Up services as a type of Career Service for Adult and Dislocated worker programs. For Youth, WIOA defines follow-up as a service element, within the required 14 Youth Elements.

Follow-up services are available to Adult, Dislocated Worker and Youth program participants upon exit or program completion. Career Navigators are required to explain and offer these services at enrollment and at exit; however, a participant can refuse the service. If a participant refuses follow-up services, Career Navigators must document the refusal with a program note in Iowa*WORKS* and in the client's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Follow-up services do not trigger the exit date to change or delay exit, as they may occur only after exit in Title I Adult and Dislocated Worker programs and can only occur after exit in the Title I Youth program (TEGL 10-16 Change 1). Follow-up can only be provided to individuals who have system-exited. Adult and Dislocated Worker participants are not eligible to receive Title I funds for supportive

services during follow-up; however, participants can receive referral for non-Title I supportive services, outside the WIOA program.

For Youth participants, the final rule states that follow-up services may include the following program elements:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information about in demand industry and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.

Provision of these program elements must occur after the exit date in order to count as follow-up services.

Local Policy

Adult and Dislocated Worker Program

WIOA follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after the first day of unsubsidized employment. Examples of WIOA Adult and Dislocated Worker follow-up services include, but are not limited to the following:

- Counseling individuals about the workplace
- Contacting individuals or employers to verify employment
- Assistance with work-related problems
- Required contact with the participant's employer
- Peer support groups
- Supportive service referrals
- Information regarding educational opportunities

Follow-up services are provided to ensure that the participant is able to retain employment, realize wage increases, and facilitate career progression. Follow-up services must include at least one contact in the first thirty (30) days and then one time every ninety (90) days for the remainder of the twelve (12) month follow-up. Contacts made only for securing documentation in order to report a performance outcome is not a valid Follow-Up attempt. Attempted contacts are not to be entered as a Follow-up service and should be entered as a "Follow-up contact" program note.

Youth Program

WIOA follow-up services are a required Youth program element and must be provided to all participants enrolled in the Youth program for a minimum of 12 months after completion of participation. Follow-up services are critical following a Youth exit from the program to help ensure successful employment and/or post-secondary education and training. Follow-up services provide support and guidance after placement to facilitate:

- Sustained employment and educational achievement;
- Advancement along a job and/or educational ladder; and
- Personal development

Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services include a broad range of activities identified as effective approaches, such as:

- Developing a close, trusting relationship before and after placement;
- Providing intensive support and case management during the first part of the follow-up period, since job loss and other setbacks may occur early in the post-program time period;
- Providing engaging activities to help young people stay connected to the program staff;
- Providing supportive services, as appropriate; and
- Maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

The types of services provided and the duration of services must be determined based on the needs of the individual identified in the Individual Service Strategy (ISS) and therefore, the type and intensity of follow-up services may differ for each participant. Examples of follow-up services include, but are not limited to the following:

- Counseling individuals about the workplace
- Supportive services
- Mentoring services
- Financial literacy
- Assistance with work-related problems
- Assistance with career development and securing opportunities
- Workplace peer support groups
- Supportive service referrals
- Information regarding educational opportunities
- Leadership development

Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. Follow-up services are not contacts or attempted contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL.

Career Navigators are responsible for ensuring Youth are offered an opportunity to receive follow-up services that align with their individual service strategies. The first follow-up service is required to be provided within thirty (30) days of exit from the program and should be in the form of a

personal contact (in person, via telephone or electronic means) with the participant. A second follow-up service must occur within 90 days after exit, and at least quarterly thereafter for the next three quarters.

In the event that a participant has been co-enrolled in the Adult or Dislocated Worker program, along with the Youth program, the youth follow-up service activity will serve as the follow-up activity for all funding streams. This will avoid duplication of follow-up services and unnecessary documentation.

Documentation

A primary contact and one alternative contact method is required to be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) at the time of enrollment and updated prior to the time of exit. Follow-up services are required to be explained at enrollment and offered at the time of exit and must be case noted. Career Navigators are responsible for the provision of follow-up services and documenting the follow-up service in a detailed program note. If a participant refuses follow-up services, career navigators are responsible for documenting the refusal with a program note in IowaWORKS, and may then remove the client from further follow-up. If a follow-up service was not needed by the client and the only client contact took place in a conversation, a follow-up service will not need to be entered in the Service and Training Plan; however, a note will need to be entered detailing the conversation.

Unreachable Client

The Career Navigator should attempt to contact the participant utilizing the primary contact number and the one alternative contact method, (i.e., email, Facebook, friend or family, etc.), Services may be ended after a minimum of 4 unsuccessful attempts to contact the youth over the course of 90 days. The Career Navigator needs to document in a case note what methods of contact were used on what dates, and that the client is being removed from follow-up services due to “refusal of follow-up services”.

Exceptions to this Policy

Follow-up services may be provided beyond the 12-month period at the discretion of the MVWDB. The WIOA Project Manager must submit a request to continue services to the MVWDB Executive Director with justification of the extension. The MVWB Executive Director will consult with the MVWDB Youth Committee Chair and provide a written response within 10 business days. The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities