



# Mississippi Valley Workforce Development Board

## Full Board Meeting Agenda Monday, August 15, 2022, 5:00 p.m. – 6:30 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/89520973270?pwd=yWvjLxi8jRKgvX0o2YQC9Jo2EzLaxg.1>

Meeting ID: 895 2097 3270 Passcode: 597113

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5:00	Call to Order	Dennis Duke	
5:01	Roll Call	Phyllis Wood	
5:05	Introductions/New Members	Dennis Duke	
5:08	* Excused Absences	Dennis Duke	
5:10	*Approval of Agenda	Dennis Duke	
5:12	*Approval of Previous Minutes	Dennis Duke	
5:14	Success Story	Kendra Schaapveld	
5:20	Executive Committee Report	Dennis Duke	PAGE 6

### Partner PY21 Annual Reports

5:25	One Stop Operator	Miranda Swafford	PAGE 9
5:30	Title I Adult/DW/Youth	Kendra Schaapveld	PAGE 17
5:35	Title III Wagner Peysers	Carolyn Farley	NOT INCLUDED

### New Business

5:40	*Performance Negotiations	Dennis Duke	PAGE 26
5:45	*Social Media RFP	Matthew Nicol	NOT INCLUDED
5:50	*RFP Selection Committee	Dennis Duke	NONE
5:52	*OSO Contract Extension	Dennis Duke	PAGE 28
5:55	*PY22 OSO KPI's	Miranda Swafford	PAGE 30
6:00	*Incentive and Stipend Policy	Jacob Nye	PAGE 33
6:05	*Accessibility Plan	Cynthia Whalen	PAGE 41
6:10	*Limited English Proficiency Plan	Cynthia Whalen	PAGE 48
6:15	*Board Member Qualifications Policy	Miranda Swafford	PAGE 53
6:23	Other Business		
6:25	Public Comment		
6:30	*Adjournment	Dennis Duke	

\*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](mailto:director@mississippivalleyworkforce.org) or at 319-759-8980.



# DRAFT

## Mississippi Valley Workforce Development Board

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### Quarterly Board Meeting Minutes May 16, 2022

The meeting of the Mississippi Valley Workforce Development Board (MVWDB) was held on Monday, May 16, 2022, at 5:00 p.m. via Zoom conferencing.

#### **CALL TO ORDER**

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

#### **ATTENDEES**

**Board Members Present:** Dennis Duke, Kirby Phillips, Matthew Nicol, Lori Bassow, Ron Schaefer, Cory Bergfeld, Jacob Nye, Cynthia Whalen, Carolyn Farley, Martha Bell, Regina Matheson, Ryan Drew, and Carol Reynolds

**Board Members Absent:** Joyce Stimpson, Heather Halbrook, Andy Sokolovich, Patrick Stock, and Todd Earnest

**CEO Present:** Nathan Mather, Shane McCampbell, and Jim Irwin (late)

**Staff:** Miranda Swafford, Executive Director, Liz Rodriguez, Associate Director, and Phyllis Wood, Executive Assistant

**Contractor Staff:** Cherisa Price-Wells, Regional Project Director, Kendra Schaapveld, Project Director, Shannon Weaver, Operations Supervisor, and Taylor Longstreth, Operations Supervisor

**One-stop Operator:** Robert Ryan

#### **QUORUM**

A quorum was established for the board to conduct business.

#### **EXCUSED ABSENCES**

Nicol made a motion to excuse absences for Stimpson, Halbrook, Sokolovich, and Stock but Earnest would be unexcused, seconded by Phillips, the motion carried

#### **APPROVAL OF AGENDA**

Nicol made a motion to approve the agenda, seconded by Nye, the motion carried.

#### **APPROVAL OF MINUTES**

Nicol made a motion to approve the previous meeting minutes, seconded by Nye, the motion carried.

#### **SUCCESS STORY**

Schaapveld shared a dislocated worker, veteran who completed his CDL credential and was able to obtain gainful employment in that field. Schaapveld will ask participant to write a summary to share with the board.

#### **EXECUTIVE COMMITTEE REPORT**

# DRAFT

Duke reviewed the packet information regarding Executive approvals of language changes to the Youth Work Experience, Transitional Jobs, and Support Services policies. There was an approval of a transfer of \$85,000 between aggregate categories in the dislocated worker budget from participant to admin expenses. Additional approvals included One Stop Operator 2<sup>nd</sup> quarter report, new Electronic Resources policy, \$60 monthly cell phone stipend for board staff, a revision of the Committee Description and Appointment policy, and approval of a Ticket to Work budget. Rodriguez was appointed the Local Equal Opportunity Officer for the MVWA. In process are the CDL Screening policy, Ticket to Work Funding Request policy, social media strategy, purchase of assistive technology for the centers, and the ADA evaluations of the centers are scheduled. Highlights include the Clinton Regional Development Corporation donation of \$1000 to MVWDB for Clinton County residents. The Central Iowa Juvenile Detention Center won the request for bid for fiscal agent services. June 9<sup>th</sup> is the Statewide Workforce Board Training in Marshalltown from 10AM to 5PM. Swafford added the financial summary is in the packet and if anyone has question, direct them to her.

## PARTNER REPORTS

### **ONE STOP OPERATOR**

Ryan reported on January, February, and March of 2022. The center hiring events are more frequent and participation numbers reflect better attendance. The centers are still hosting virtual only workshops. Burlington VOS greeter numbers show continued growth in foot traffic averaging about 28 people per day. Davenport VOS greeter numbers averaging about 51 people per day. Ryan had numbers for foot traffic to the outer county locations through April. Between both centers, 509 businesses received 2,435 services. The Facebook pages for Davenport had a total reach of 12,871 and Burlington had 11,472. The partner referral form started the second week of February and has been well received. Through March 31, 2022, eight different partner programs have received at least one referral with the majority going to the Title I Adult & Dislocated Worker and Youth programs. The majority of referrals are coming from the RCM/RESEA and Title III programs.

### **TITLE I EQUUS ADULT/DW/YOUTH**

Schaapveld provided their third quarter for PY21 report for all programs. ITA's were written for a total of \$106,450.30, \$38,359 was spent on work experience, and \$24,423 on support services. New equipment purchased during the quarter includes a RICOH Network printer, 6 Dell Latitude Laptops, 2 Brother Printers, a desk, 3 office chairs, and a monitor. There are a total of 39 Adult/DW enrollments and 18 Youth for the program year. Caseload average for Youth was 34, Adult was 38, and 22 for Dislocated Worker. Occupational Skills Training is the most popular service with 65 Adult/DW enrollments in the quarter and 10 Youth enrollments; the deliverable for the year have been met. Work Based Learning (WBL) challenges with TRADE covering education for NDWG participants limits availability for WBL enrollments. The Youth WBL deliverable for the year is at 20% of goal and Adult/DW is at 73% of goal. Equus continues to offer iLegacy for Youth participants but due to utilization reduced the class offerings to once a week in the afternoons. Equus started offering a Career Accelerate course to provide skills about how to keep employment which is seeing 2-3 participants attend each week. Legacy in Action customer satisfaction survey for the quarter reflects a 92.98% satisfaction rate.

# DRAFT

## NEW BUSINESS

### **\*CONTRACT EXTENSIONS**

Duke stated we need to vote to continue our Adult/DW and Youth contracts with Equus. Nicol made a motion to extend Equus contracts for another program year, seconded by Nye, the motion carried.

### **\*YOUTH CONTRACT DELIVERABLES**

Youth committee voted to keep deliverables the same as previous program year at 60 program enrollments, 20% Work Based Learning expenditures, and 15 Occupational Skills Training enrollments. Matheson made a motion to approve Youth deliverables, seconded by Reynolds, the motion carried.

### **\*ADULT/DW CONTRACT DELIVERABLES**

Nicol reviewed the new program year deliverables would see Work Based Learning enrollment stay at 30, an increase to the Occupational Skills Training enrollments raised that deliverable to 125, and added a program enrollment goal of 125. Matheson made a motion to approve the Adult/DW deliverables, seconded by Phillips, the motion carried.

### **\*ELECTIONS**

Duke listed the current officers as Chair, Dennis Duke, Vice Chair, Kirby Phillips, Secretary, Matthew Nicol, and Treasurer, Lori Bassow and then asked if there was any discussion about nominating alternatives or keeping the same roster. Matheson made a motion to keep the same officers, seconded by Schaefer, the motion carried.

### **\*MONITORING REPORTS**

Rodriguez reported there were no findings in the program monitoring. The areas of concern identified about labeling and consistency in the IowaWORKS system are being addressed through conversations with IWD leadership. There were some opportunities around OSO and Board roles and responsibilities that Nicol asked board staff to bring action items to the next operations committee meeting to help address those opportunities. Swafford reported on fiscal monitoring in which there was one finding for misrepresentation of hours billed but the charges were for the correct number of hours. Swafford said the fiscal agent is conducting the fiscal monitoring of the service provider, but those reports have not been received. Once available the report will be shared with the board and voted on separately. Nicol made a motion to approve the presented monitoring reports, seconded by Nye, the motion carried.

### **\*FEO MODIFICATIONS TO YOUTH POLICY**

Nye spoke about the specific modifications to the Future Economic Opportunity section of the Youth Incentive and Stipend policy approved by the Youth committee. Matheson made a motion to approve the modifications as presented, seconded by Drew, the motion carried.

### **\*POLICY REVISION PROCESS**

Rodriguez presented her proposal for a policy revision process to ensure when modifications are considered the changes are laid out clearly and the process is accessible to anyone who wants to suggest a modification. Nicol made a motion to approve the Policy Revision Process, seconded by Nye, the motion carried.

# DRAFT

## **\*BOARD MEMBER QUALIFICATIONS POLICY**

Rodriguez presented the modifications to include criteria for committee members. Additionally, a section on values was created based on the board manual. Rodriguez would like the board to look and discuss the added section. Duke asked how to proceed with discussion. Rodriguez will email the added values section to the board members and have them respond with feedback. Rodriguez will compile the feedback for the next board meeting. Discussion concluded with tabling the vote on the policy until the next meeting to allow for review and additional discussion.

## **PY22 ESTIMATED BUDGETS**

Swafford reviewed the estimated PY22 numbers provided by IWD. IWD said these estimates were on the low side so changes to actual numbers would be increases. The only concern is the amount of Youth dollars which Schaapveld will be presenting some program ideas to the Youth and Finance committees to try and increase spending to our communities and participants and not allow funds to be recaptured by the state. The draft admin budget details a tentative budget and Swafford would like to hear input or ideas from any board member for the admin or program budgets. Swafford stated the program budgets do not have to exclusively go to Equus and gave the example of procuring a third party to manage outreach campaigns which could come from program dollars. Swafford encouraged members to send ideas to her over the next month.

## **NAWB UPDATES**

Several members attended the National Association of Workforce Board conference which include promising practices and innovative service ideas. Schaapveld, Nicol, Swafford, Phillips, and Farley spoke on their top takeaways. The goal is to look at which practices and ideas the board can incorporate to improve service delivery. Schaapveld and Farley both had ideas about how they could incorporate ideas into their current service delivery.

## **OTHER BUSINESS**

Swafford encouraged board members who had not registered for the June 9<sup>th</sup> training to do so as soon as possible.

## **PUBLIC COMMENT**

There were no public comments.

## **\*ADJOURNMENT**

Schaefer made a motion to adjourn the meeting, seconded by Nicol, the motion carried. Duke adjourned the meeting at 6:26 p.m.

# Executive Committee Report



# Mississippi Valley Workforce Development Board

## Quarterly CEO and Executive Committee Report for MVWDB Prepared for August 15<sup>th</sup>, 2022 Meeting

### Board Re-Appointments and Nominations

- **Re-Appointments** - Lori Bassow, Cory Bergfeld, Ryan Drew, Heather Halbrook, Matthew Nicol, Joyce Stimpson, and Cynthia Whalen.
- **New Board Members** – Brad Quigley and Tim Brown

### Approvals

- Youth budget modification moving \$100,000 from salary to equipment to cover virtual reality headset expense.
- Approved \$3,000 of unobligated Youth funding to be moved to the board staff salary line item to cover WEX activities.
- Staff salary increases of 3.5% for the Executive Assistant and Associate Director and a 5.3% raise for the Executive Director. The Associate Director’s mid-year raise was to align all raise schedules with the program year.
- On-the-Job Training Policy modifications.
- Travel Policy modifications
- Virtual Reality Work Experience Plan.
- One Stop Operator Q3 Key Performance Indicator Report.
- One Stop Certification Assessment and Evaluation Teams.
- Annual Inventory Report.
- Contract modification to only track equipment with a cost of \$500 or more.
- PY22 Admin and Program Budgets.
- PY21 Monitoring Reports with no Findings.
- ADA Center Accessibility Reports.
- Outer County Access points in Muscatine, Clinton, Jackson, Henry, Lee and Louisa Counties closed.
- Extended SEIPRC contract through August 15<sup>th</sup> to aid in the transition and close out of PY21 contracts as requested by IWD.

### PY22 Committee Officers

Committee	Chair	Vice Chair
Executive	Dennis Duke	Kirby Phillips
Operations	Matthew Nicol	Mandy Parchert
Finance	Lori Bassow	Cory Bergfeld
Youth	Jacob Nye	Rebecca Ruberg
Disability Access	Cindy Whalen	Chad Pratz


### **Other Business**

- IRS 501(c)(3) Status Approved.
- IWD supports the board's social media strategy proposal.
- Michelle McNertney (IWD Division Administrator) and Tim Goodwin (IWD New Business Engagement Division Administrator) will be guests at the in-person executive committee meeting on October 11 in Muscatine.
- Liz Rodriguez accepted the Executive Director position with East Central Local Workforce Board and her last day was August 9<sup>th</sup>.

*All policies can be found on the board website at [www.mississippivalleyworkforce.org](http://www.mississippivalleyworkforce.org)*



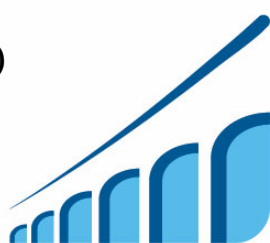
# OSO ANNUAL REPORT



**IowaWORKS**


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One-Stop Operator  
PY '21 (July 1, 2021 – June 30, 2022)



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## MVWA PY21 Job Fairs/Hiring Events

- 9 Job Fairs
- 158 In-House Hiring Events
- 1,327 Job Seekers
- New this year: Multiple Employer In-House Hiring Events (“Mini Job Fairs”)



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## MVWA PY21\* Partner Referrals



Referred To	Burlington	Davenport	Referred From	# of Referrals
AARP/SCSEP	3	2	AARP/SCSEP	1
Career Tech. Educ.	2	1	AEL/HiSED	27
IA Dep't For Blind	0	1	Promise Jobs	42
Various IWD	2	3	RCM/RESEA	150
Title I Adult/DW	81	158	Title III	107
Title I Youth	32	18	Title I	19
Title II (AEL/HiSED)	4	11	Title IV	17
Title IV (Voc Rehab)	13	22	Trade/TAA	21
Ticket To Work	2	1	Veterans	1
Veterans	3	7		

*\*Referral form has been in place since February 1, 2022*



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## MVWA PY21\* Customer Satisfaction




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

*\*Customer Satisfaction Survey has been in place since February 3<sup>rd</sup>, 2022*




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## Services Provided Employers PY21



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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
<b>Total</b>	<b>1,366</b>	<b>16,461</b>



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## One Stop Certification Update



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# One-Stop Certification – When?



- **May/June 2022:** *Self Assessment Team* is assembled, and *Evaluation Teams* are proposed. Evaluation Team is approved by the *MVWDB*.
- **June 2022:** Additional training provided by *IWD/AIR*.
- **July 2022:** *Self-Assessment Team* begins the review of the 32 individual standards. The self-assessment process offers the opportunity to identify potential needs for technical assistance and areas for improvement prior to the center certification evaluation.
- **January 2023:** *Evaluation Team* begins the review process. The Evaluation Team will conduct a review each of the 32 individual certification standards, as well as the submitted indicators of compliance. The Evaluation Team will make a recommendation to the Board to grant Full Certification, Provisional Certification, or to deny certification.
- **February (?) 2023:** *Full Board* meeting: Certification recommendation.
- **September 20, 2023:** Deadline for Certification process to be completed.



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# One-Stop Certification Assessment



Assessment Scoring Rubric			
Category of Standard	Physical and Programmatic Accessibility	Effectiveness	Continuous Improvement
Number of Standards	9	14	9
Full Certification Score	8 or 9	12, 13, or 14	8 or 9
Provisional Certification Score	5, 6, or 7	9, 10, or 11	5, 6, or 7
Not Certified Score	Less than 5	Less than 9	Less than 5

Assessment Scoring Results			
Category of Standard	Physical and Programmatic Accessibility	Effectiveness	Continuous Improvement
Davenport (07/22/22)	6/9	4/14	8/9
Burlington (08/03/22)	6/9	6/14	8/9



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# One-Stop Certification Assessment



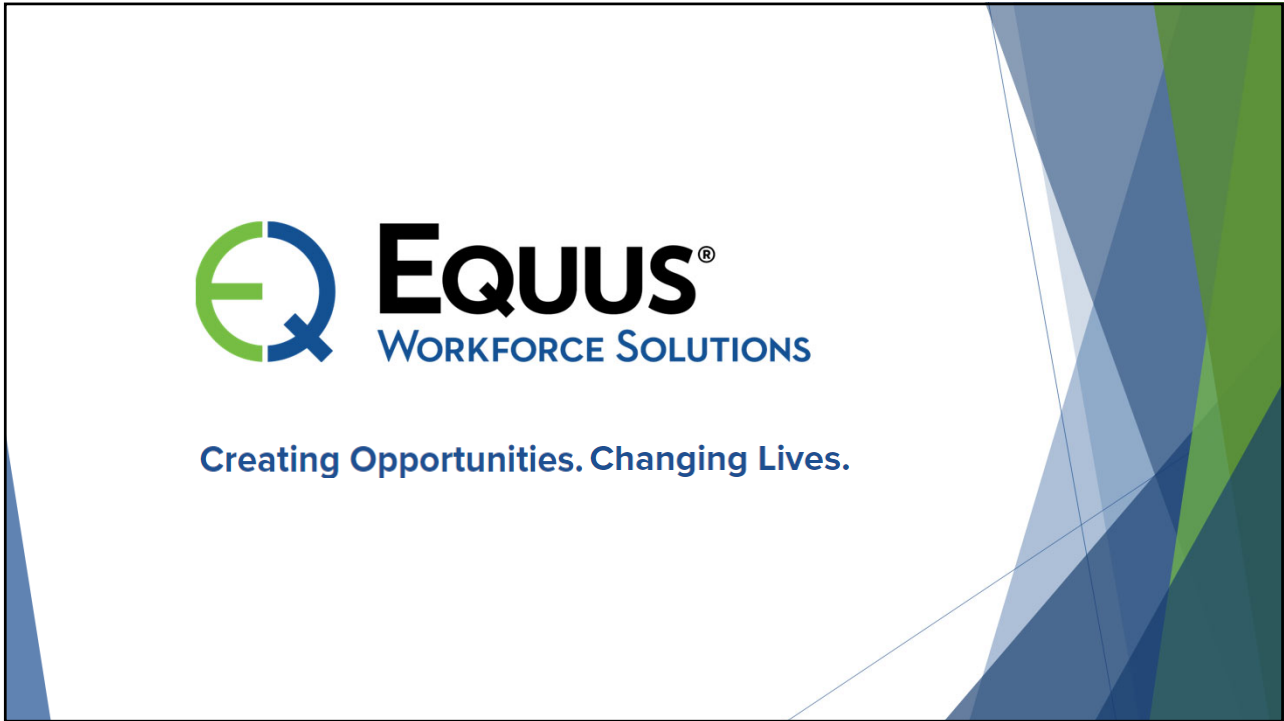
## **Follow-up actions needed include (but are not limited to):**

- Create a Center Organizational Chart
- Create a Local Area Standard Operating Procedures document
- Create integrated business Outreach materials
- Create and implement business feedback tool
- Create a Local Area/Center Communication Plan
- Evaluation Team will interview staff

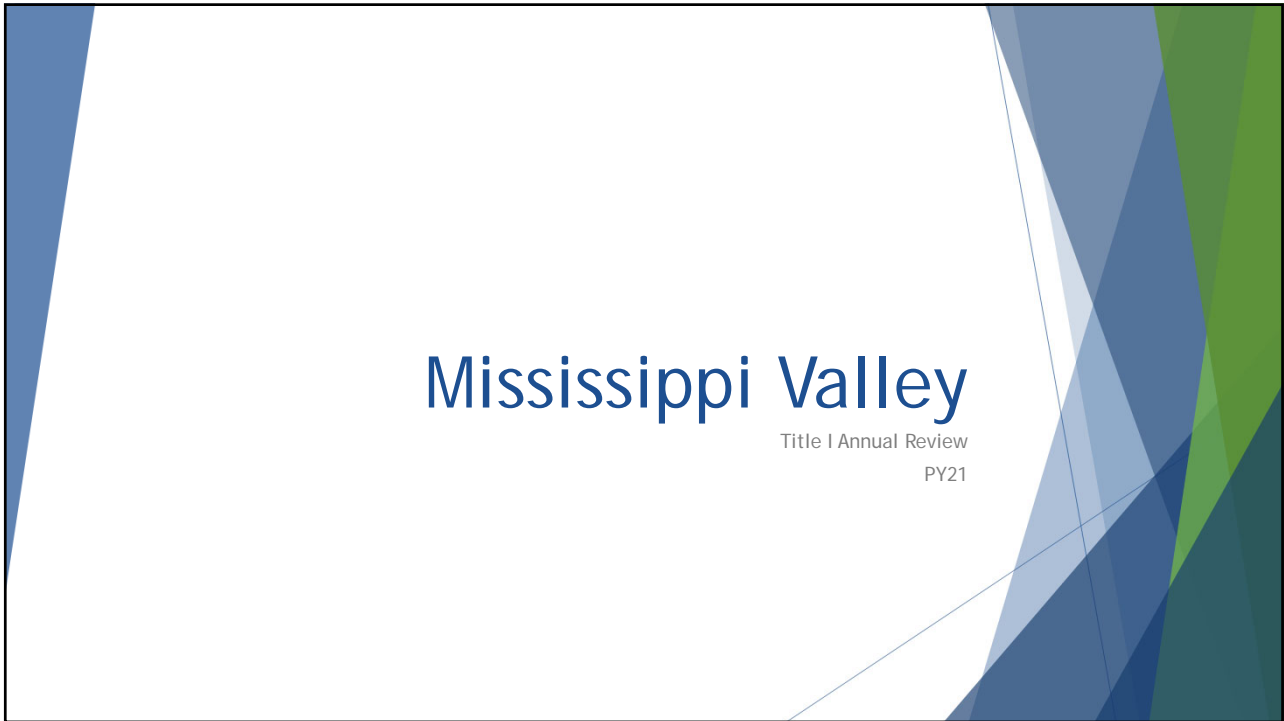




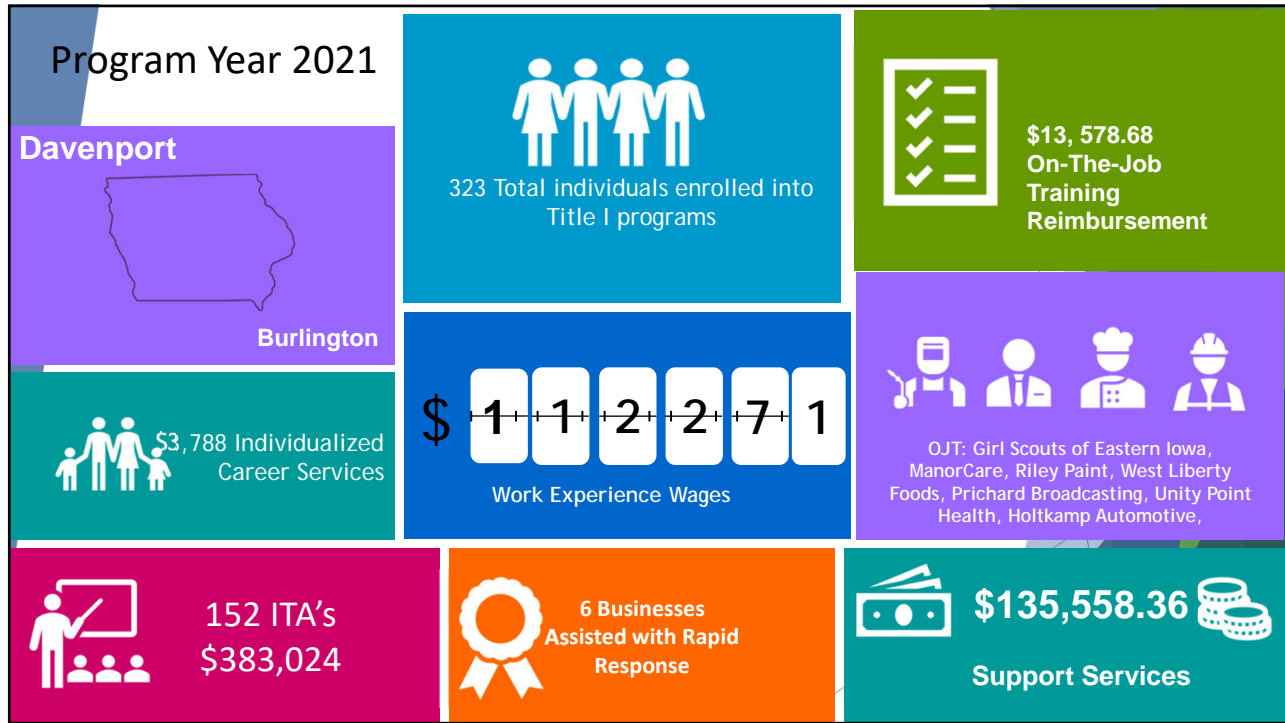
# TITLE I ANNUAL REPORT



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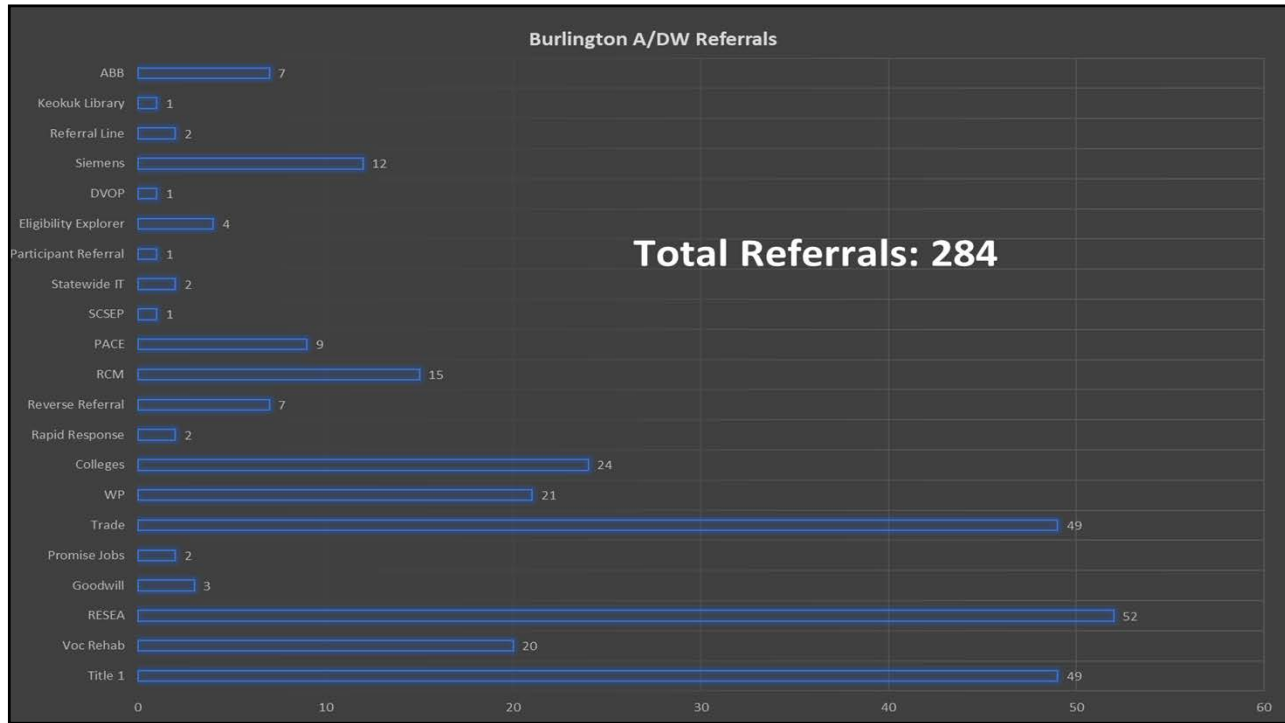


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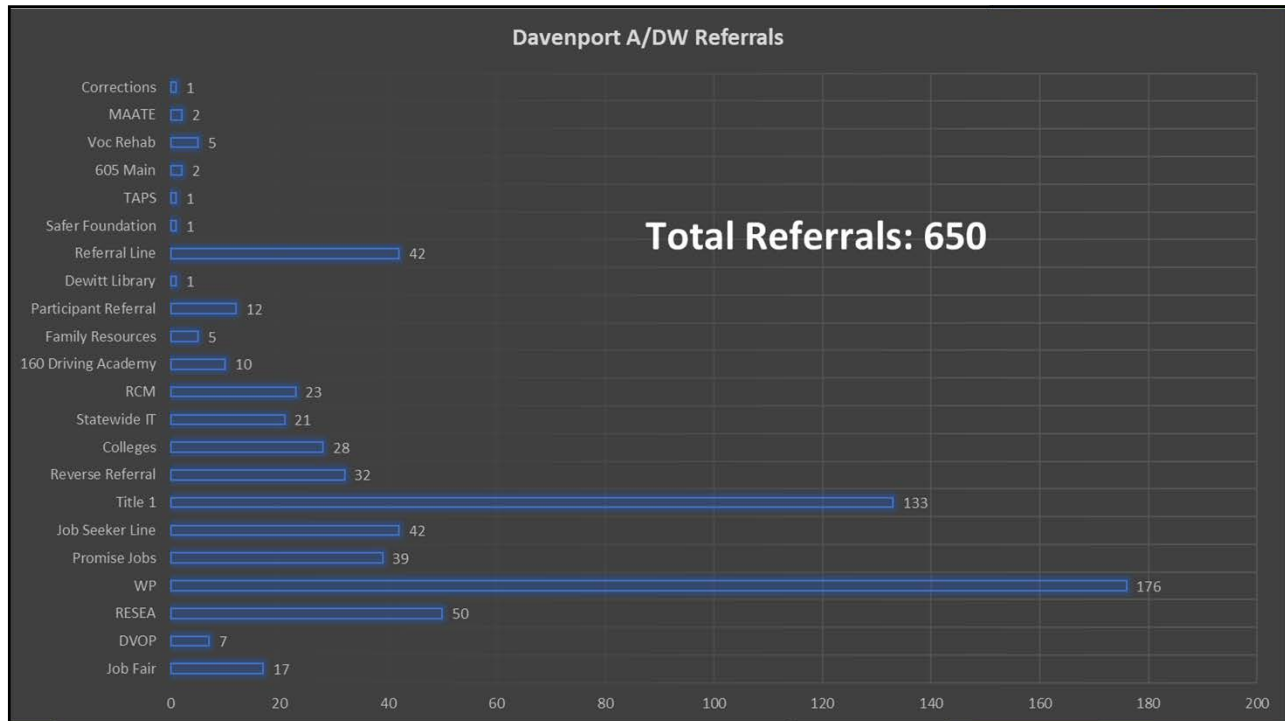
## Rapid Response

- ▶ Worker Information Meetings
  - ▶ Blackhawk Services Corp
  - ▶ KPI
  - ▶ divvyDOSE
  - ▶ Jabil Inc
  - ▶ Siemens Gamesa
  - ▶ Linwood Mining

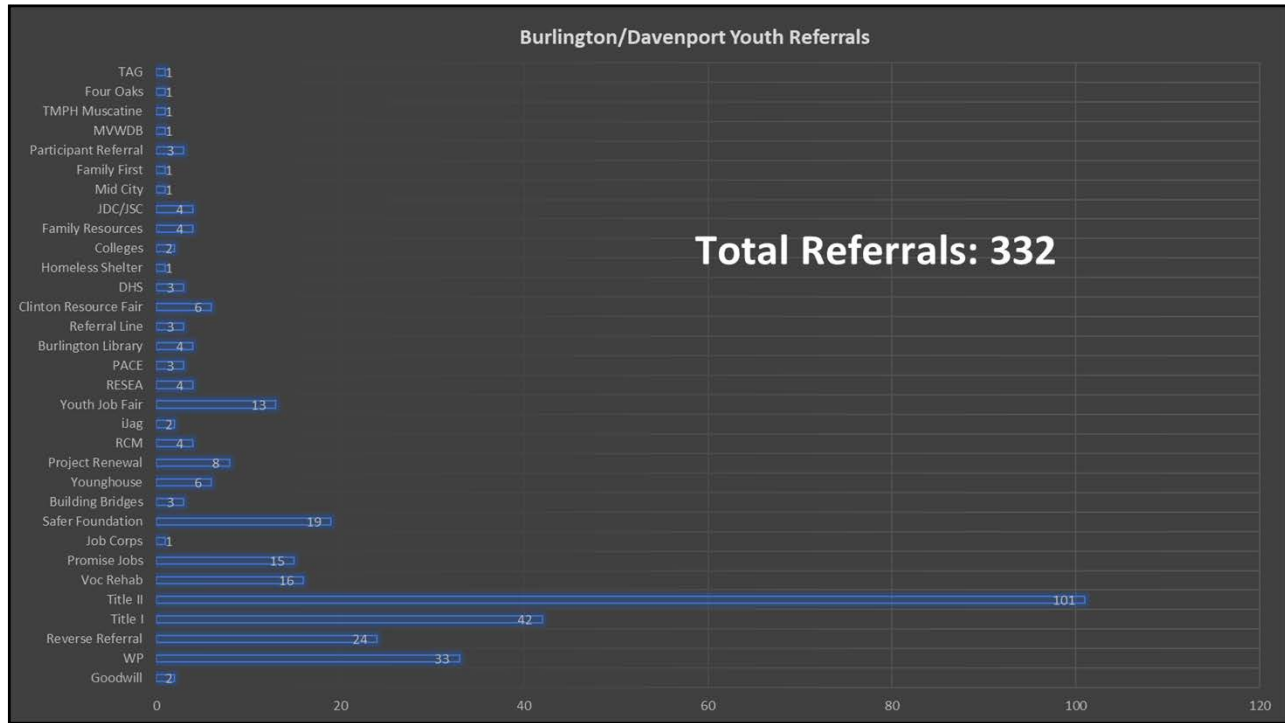
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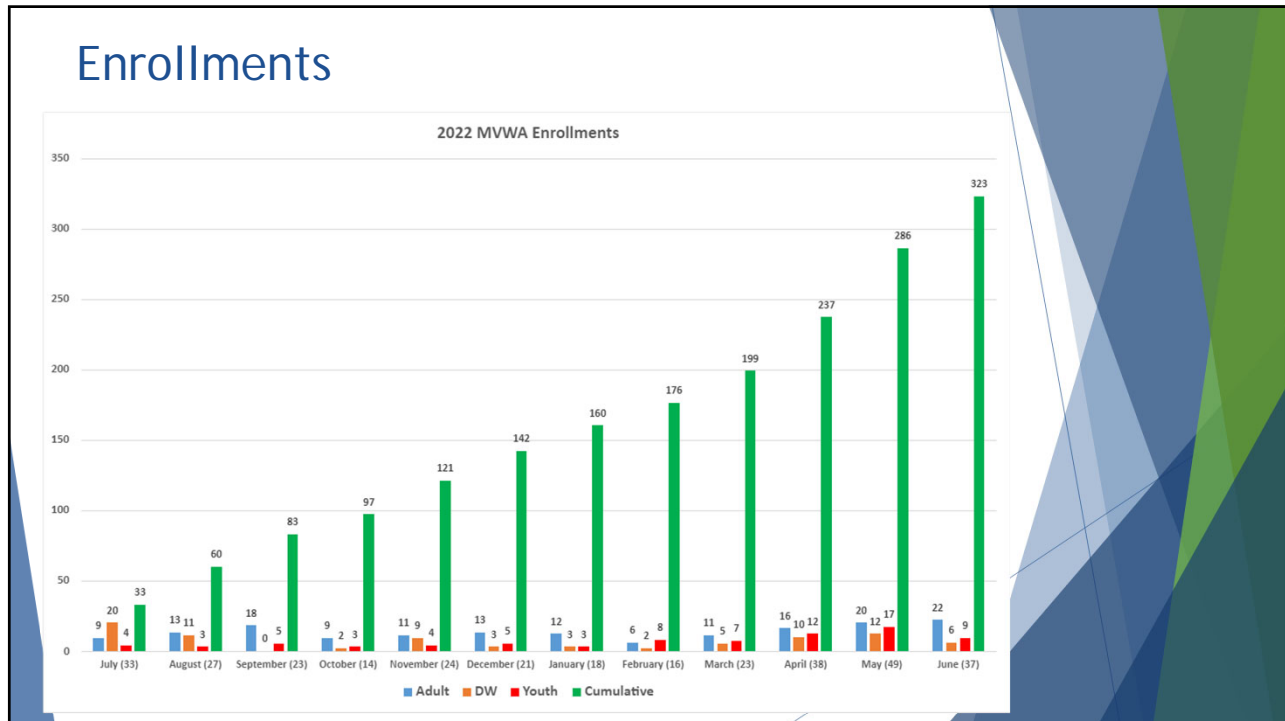
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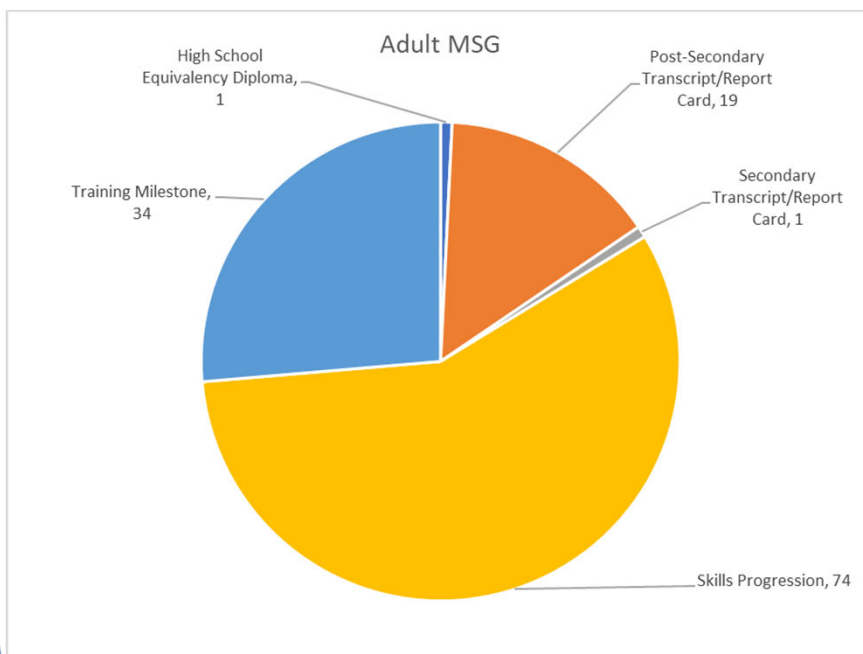
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## Deliverables

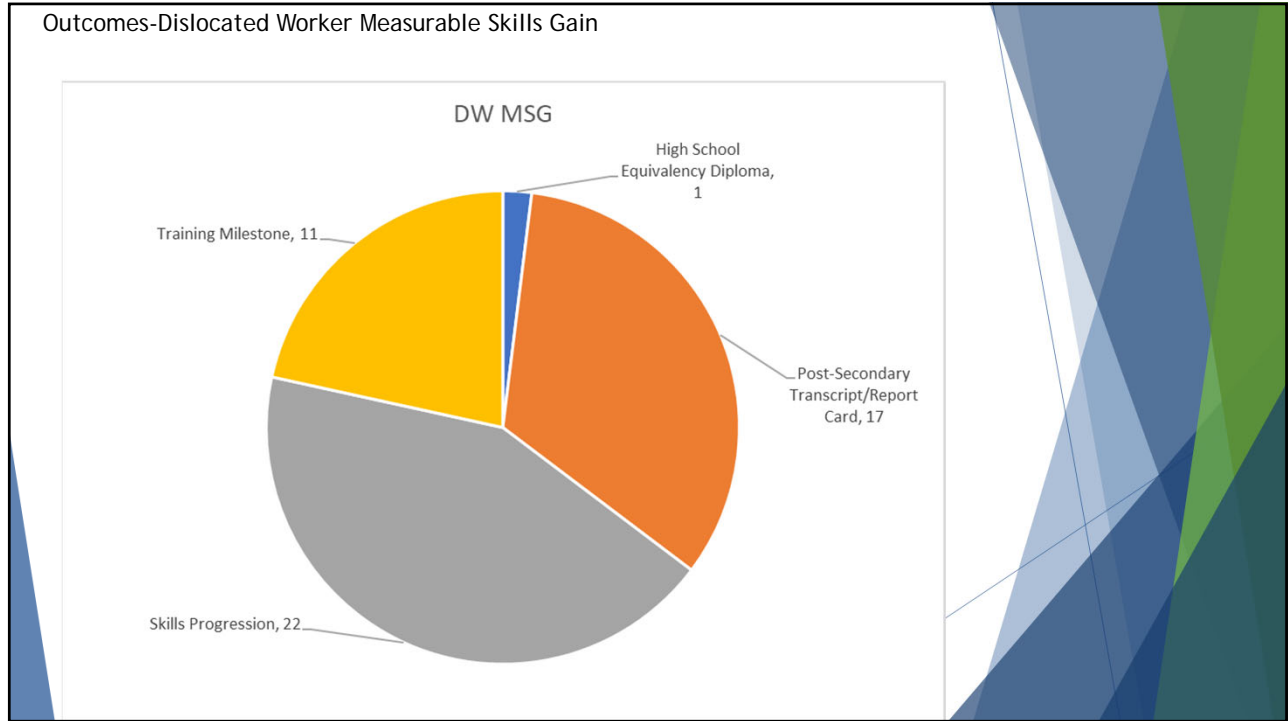
- ▶ Adult/Dislocated Worker
  - ▶ Work-Based Learning: 27; 90% of Goal
  - ▶ Occupational Skills Training: 243; 270% of Goal
- ▶ National Dislocated Worker Grant
  - ▶ Co-Enrollments: 111; 275% of Goal
  - ▶ On-The-Job Training: 2; 7% of Goal
- ▶ Youth
  - ▶ Work-Based Learning %: Met per fiscal agent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

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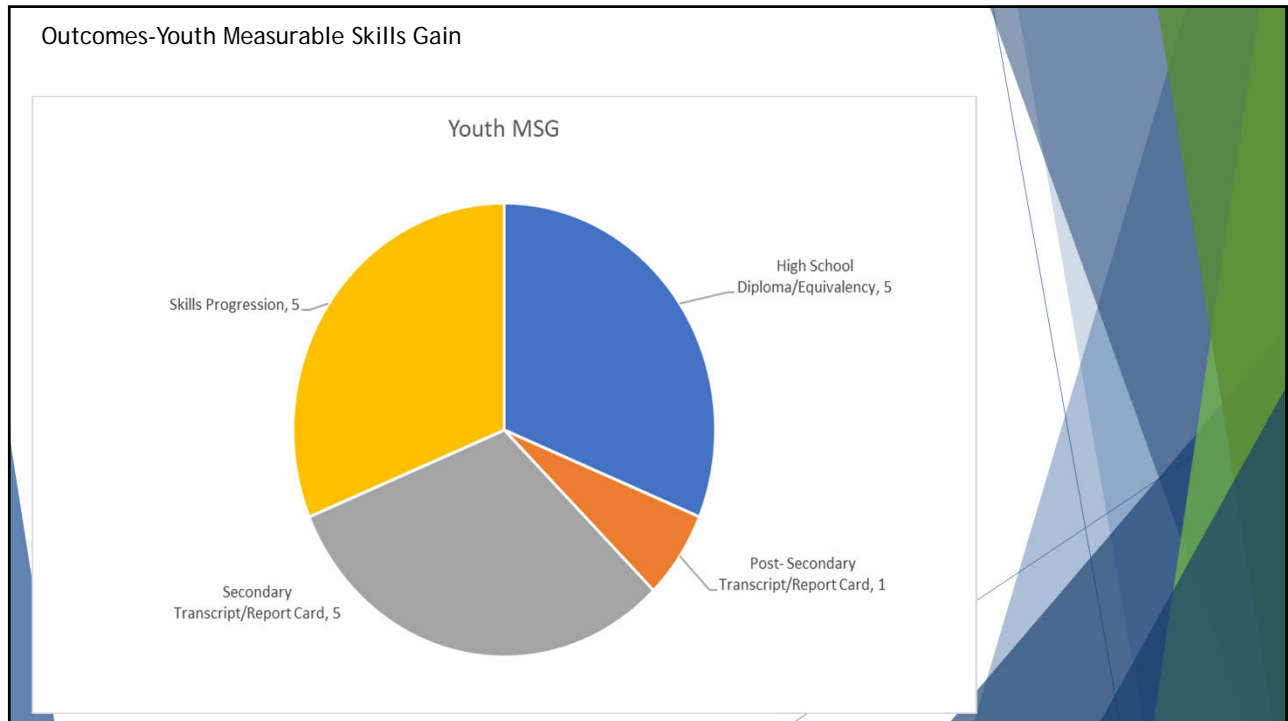
## Outcomes-Adult Measurable Skills Gain



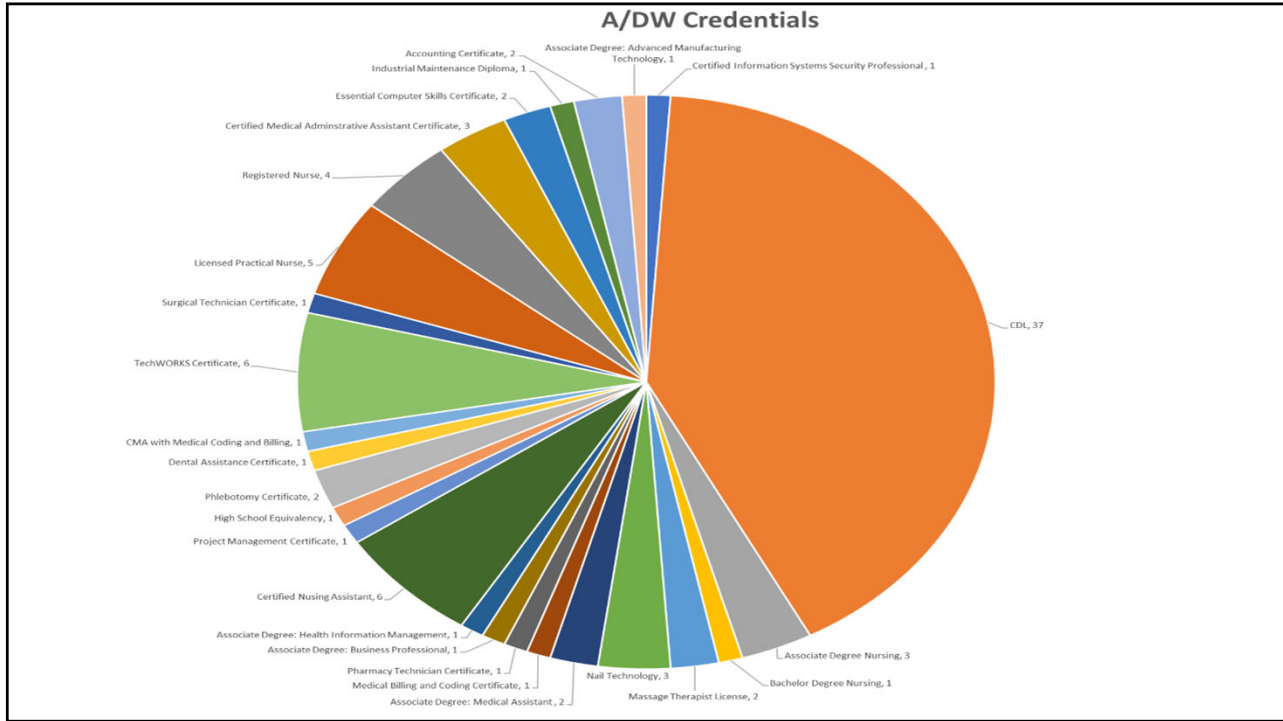
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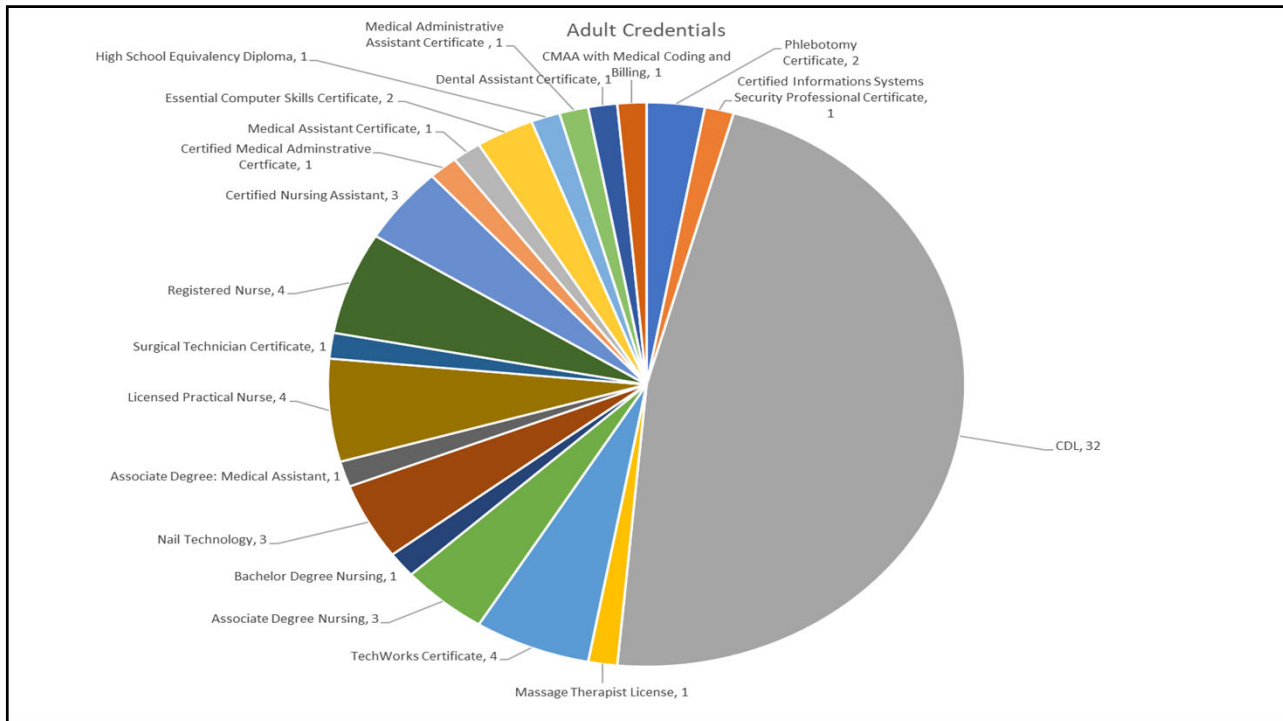
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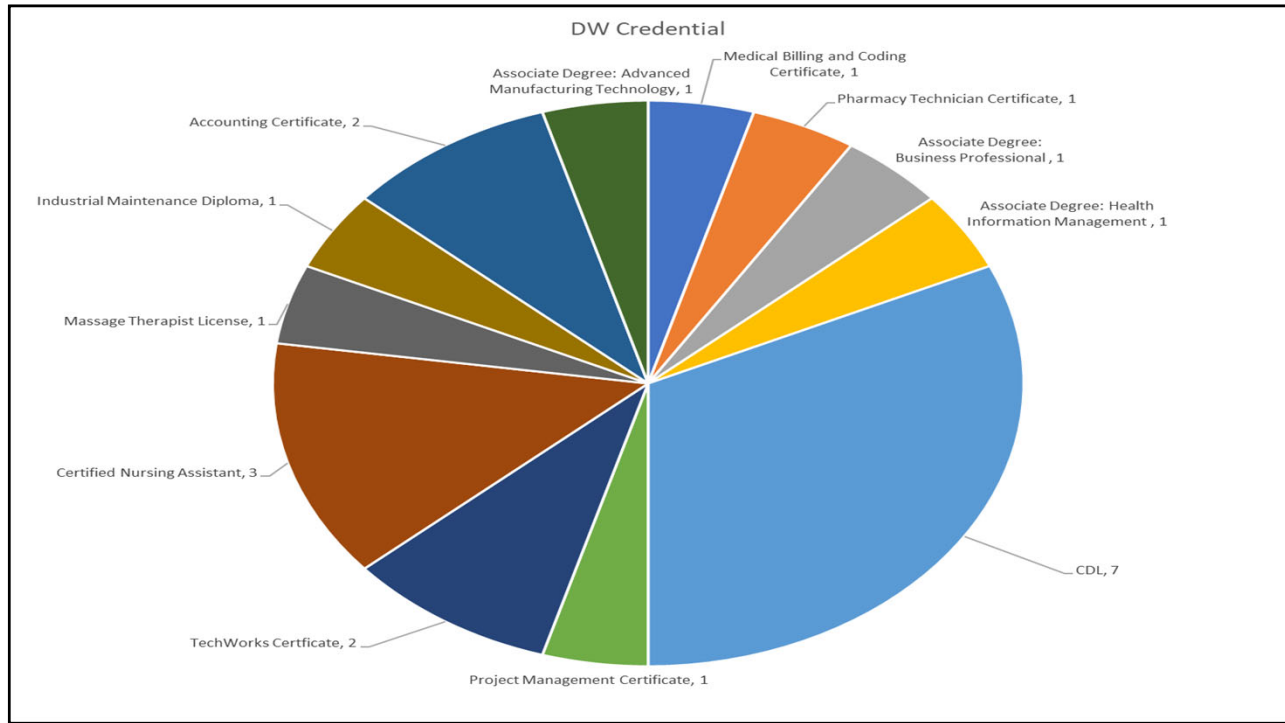


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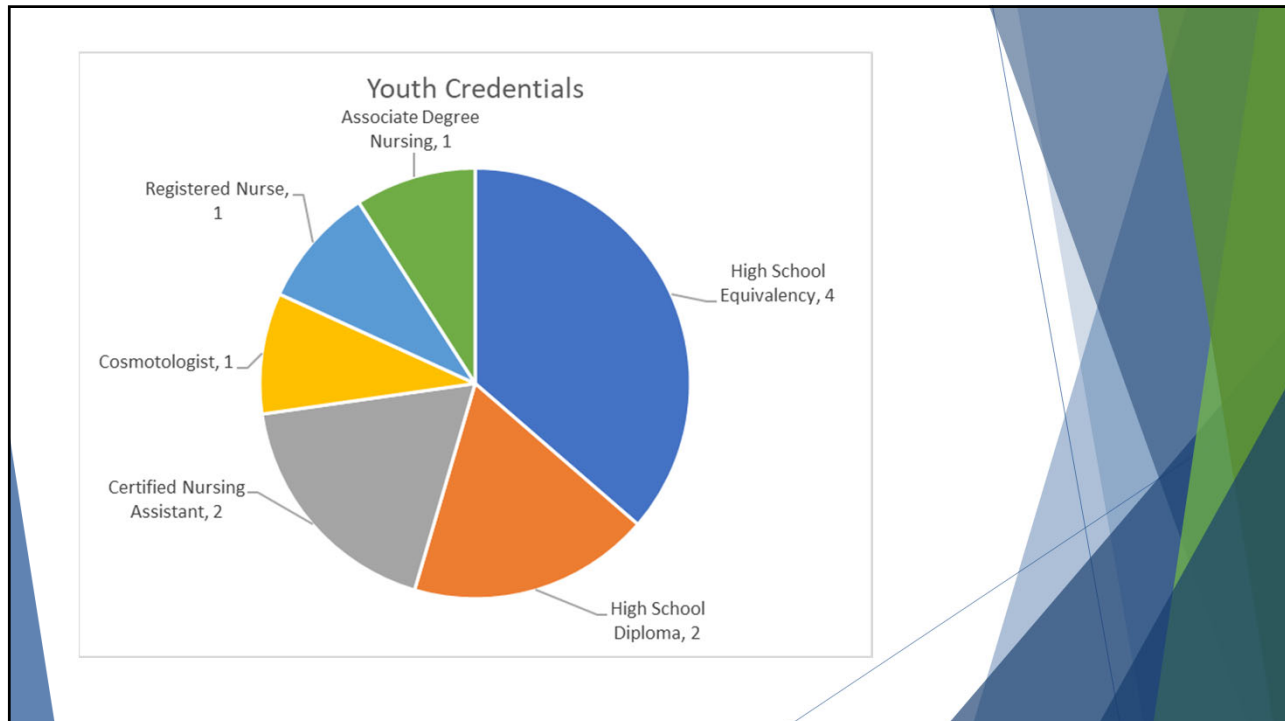


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# PERFORMANCE NEGOTIATIONS

**Local Performance Negotiations for PY22 and PY23**

<b>Adult</b>		
	<b>PY21 Rate</b>	<b>Q3 Actual Rate</b>
Employment 2nd Qtr	73.0%	84.6%
Employment 4th Qtr	70.0%	80.0%
Median Earnings 2nd Qtr	\$5,400	\$6,948
Credential Attainment	67.0%	70.0%
Measurable Skills Gain	44.0%	46.9%

<b>State PY22 Negotiated Rate with DOL</b>	<b>State PY23 Negotiated Rate with DOL</b>
72.50%	73.00%
66.00%	67.00%
<b>\$6,100</b>	<b>\$6,100</b>
65.00%	66.00%
44.00%	44.00%

<b>Dislocated Worker</b>		
	<b>PY21 Rate</b>	<b>Q3 Actual Rate</b>
Employment 2nd Qtr	85.0%	88.0%
Employment 4th Qtr	83.0%	100.0%
Median Earnings 2nd Qtr	\$8,400	\$8,418
Credential Attainment	68.0%	83.3%
Measurable Skills Gain	31.0%	64.8%

<b>State PY22 Negotiated Rate with DOL</b>	<b>State PY23 Negotiated Rate with DOL</b>
81.00%	81.50%
81.50%	82.00%
<b>\$8,900</b>	<b>\$9,000</b>
69.00%	69.50%
44.00%	44.00%

<b>Youth</b>		
	<b>PY21 Rate</b>	<b>Q3 Actual Rate</b>
Employment 2nd Qtr	73.0%	72.4%
Employment 4th Qtr	72.0%	100.0%
Median Earnings 2nd Qtr	\$3,600	\$3,198
Credential Attainment	59.0%	40.0%
Measurable Skills Gain	41.0%	22.2%

<b>State PY22 Negotiated Rate with DOL</b>	<b>State PY23 Negotiated Rate with DOL</b>
73.00%	74.00%
73.00%	74.00%
<b>\$3,700</b>	<b>\$3,800</b>
56.00%	57.00%
41.00%	41.00%

# OSO CONTRACT EXTENSION

## **One Stop Operator Contract Extension**

One-stop operators are expected to meet key performance indicators and report out indicators on a quarterly basis. The determination of Contract extensions will be based on meeting the key performance indicators during the Contract period. To be determined to have satisfactory performance, the sub-recipient(s) must show satisfactory progress in 13 of the 16 measures shown below as determined by the executive committee.

### **Executive Committee Approvals**

**Period 1 Performance:** Approved report with 16 out of 16 KPIs completed.

**Period 2 Performance:** Approved report with 16 out of 16 KPIs completed.

**Period 3 Performance:** Approved report with 16 out of 16 KPIs completed.

### **Period 4 Performance**

### **PY21 Key Performance Indicators**

1. Document at least 5 hours quarterly learning partner programs.
2. Coordinate 3 core partner meetings quarterly.
3. Coordinate 1 required partner meeting quarterly.
4. Implement and maintain a customer satisfaction survey of at least 85%.
5. Provide updates on strategies to improve information sharing among partner programs.
6. Provide updates on relationship building activities to assist in the integration of one-stop partner programs.
7. Show quarterly progress on the implementation of a referral process.
8. Provide monthly reports on referral tracking, and follow up activities.
9. Coordinate a minimum of 2 cross training activities each quarter.
10. Demonstrate collaboration on workforce partner activities.
11. Provide updates on outreach strategies progress.
12. Provide updates on social media strategies.
13. Provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
14. Submit monthly reports to the board and CEOs.
15. Attend committee meetings monthly as designated by the board.
16. Meet with the executive director on a weekly basis.

### **Options:**

- Discontinue contract and release new RFP for One Stop Operator Services
- Extend One Stop Operator contract for a one-year period.
- Extend the One Stop Operator contract through June 30, 2023 to align with program year and other program contract periods (Recommended).

# OSO PY22 KPI's

## **Proposed PY22 One Stop Operator Key Performance Indicators**

1. Document at least 5 hours quarterly learning partner programs.
2. Coordinate 3 core partner meetings quarterly and 1 required partner meeting quarterly to discuss ways to reach common goals (i.e., performance, financial, customer satisfaction), leverage resources across partner organizations, discuss programmatic and financial issues faced by the partners as well as any misunderstandings that may exist between participating partners (troubleshooting of issues), and share details on flagship programs, events, and initiatives.
3. Assist the board with ensuring that the Memorandum of Understanding and all Attachments with all one-stop partners is executed, adhered to by all parties, as well as tracking completion, updates and expiration of activities outlined.
4. Implement strategies to improve information sharing among partner programs and relationship building activities to assist in the integration of one-stop partner programs to include but not limited to a quarterly Newsletter for distribution to partners and public, including collection of relevant information, development of the newsletter, maintenance of the recipient list and distribution.
5. Coordinate a minimum of 2 cross training activities for center staff each quarter and two in-person in-service days each program year.
6. Participate in the boards social media strategy by gathering information from partners, scheduling meetings, posting for partners without access to the platforms, and develop outreach strategy for center partners as outlined in the MVWDB Branding Guide once developed.
7. Maintain a customer satisfaction survey of at least 85% and provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
8. Develop, implement, manage, track and oversee a business customer satisfaction program to allow for informed business decisions while maintaining a satisfaction rate of 85%
9. Assist the board to incorporate an integrate and aligned business services strategy among one-stop center partners to present a unified voice for the one-stop center in its communications with employers.
10. Coordinate quarterly Unified Business Services Meetings as outlined in the MOU, including identifying and scheduling guest speakers, creating the agenda, communicating

effectively to maintain partner participation; lead the meetings with a goal toward consensus building; complete tasks assigned at meetings and/or follow up as necessary.

11. Collaborate on and oversee the center Wednesday morning meetings and manage meeting spaces, maintain the schedule and resolve conflicts related to use of the rooms.
12. Increase the co-located services through the IowaWORKS Centers and those that are co-located electronically and/or shared space that is used on a scheduled basis
13. Visit the Davenport center in-person at least twice a month.
14. Review and update IowaWORKS Standard Operating Procedures Guide to reflect new SOPs, local level policies and structure, including local core partner's values/vision/mission.
15. Update the WINTAC Continuum Model and complete required activities annually prior to the beginning of the program year.
16. Assist the board in meeting One Stop Certification standards by completing required activities to include but not limited to creation of a communication plan, center organizational chart, trainings and other tasks identified during the assessment and evaluation process.
17. Submit monthly reports (including referrals, VOS numbers, hiring events, workshops, social media reach, # of business services provided and updates from Business Services Team meetings) to the board and CEOs and attend committee meetings to present and review reports.
18. Meet with the executive director on a weekly basis.



# YOUTH STIPEND AND INCENTIVES



## Youth Incentive and Stipend Policy

**Approved Date:** October 19, 2020

**Effective Date:** July 1, 2020

**Amended Date:**

### A. Introduction

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1. As WIOA youth programs are driven by performance outcomes, incentives encouraging successful completion are beneficial to youth, program providers and local areas. The Mississippi Valley Workforce Development Board Youth Incentive and Stipends Policy will ensure that allowable and necessary incentives and/or stipends will be given to WIOA youth participants to help encourage achievement of goals outlined as part of their Individual Service Strategy (ISS).

### B. Policy

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1. The criteria for incentive awards are tied to the youth performance outcomes as established by WIOA. Incentives may be awarded to participant based upon their progress and/or achievement of milestones in the program tied to work experience, education, or training outlined in their Individual Service Strategies (ISS).
2. A participant may receive more than one incentive for the achievement of multiple outcomes. Incentives will be awarded to participants through follow-up services. Due to availability of funds, incentive amounts may vary throughout a program year.
3. Incentive and Stipends must be:
  - a. Outlined in writing before the commencement of the program that may provide incentive payments
  - b. Align with the local program's organizational policies
  - c. Are in accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200 in regards to cost principles and audit requirements for federal awards.
4. The Mississippi Valley Workforce Development Board WIOA youth provider will make sure that Incentive and stipend payments are administered in a manner which ensures all participants receive equal rewards for equal achievements/activities.

### C. Definitions:

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1. Incentive
  - a. An incentive is a payment to an enrolled youth participant for successful participation

and achievement of expected outcomes as identified in the participant’s Individual Service Strategy (ISS).

- b. The incentive must be linked to attendance or achievement and must be related to training, education, work readiness and or an occupational skills attainment activity that specifically addresses at least one of the fourteen (14) required youth program elements.
- c. Such achievements must be documented in the IowaWORKS case management system and the participant’s Individual Service Strategy (ISS).

2. Stipend

- a. The stipend payment must be a lump sum based on attendance, for a specific time frame, and may not be based on an hourly rate to encourage participation.
- b. The stipend is used as a subsidy and is for activities such as classroom instruction.
- c. Stipends must be paid based on actual hours of attendance.
- d. Attendance in the activity must be documented as the basis of stipend payments.
- e. Payment must be based on actual time of participation in the activity as documented on the attendance sheet.
- f. The attendance sheet must be signed by the participant and the instructor/Case Manager and submitted for payment.
- g. The original will be maintained in the participant’s file.

**D. Allowable Incentives and Stipends**

Incentive	Amount
High School Diploma	\$1000
High School Equivalency	\$1000
High School Grades	\$100 A/80 B/60 C
Achievement of Basic Skills/Benchmark Goal	\$300
Completion of Workplace Readiness Curriculum	\$300
10 Future Economic Opportunity Credits	\$100
Completion of Work Based Learning	\$500
Monthly Perfect Attendance for Employment	\$250
Credential Attainment	\$750
Employed 2 <sup>nd</sup> Quarter After Exit	\$250
Employed 4 <sup>th</sup> Quarter After Exit	\$250
Employed for both 2 <sup>nd</sup> and 4 <sup>th</sup> Quarter After Exit	\$250
Stipend	Amount
9 Hours of High School Equivalency Classes	\$100 for 70 week max
*High School Full Week of Attendance	\$100 for 70 week max
Class Directly Related to the 14 Youth Services	\$50 max for max 6 per yr

**E. Description and Documentation Requirements**

- 1. In order to process the incentive, the required documentation will be placed in the participant's file, documented in the appropriate IowaWORKS screen, and case noted in IowaWORKS demonstrating the criteria to receive the incentive has been met.

2. A completed request form (with supporting documentation) will be submitted for approval to the WIOA Supervisor
3. High School Diploma Incentive Award
  - a. Participants, enrolled in education at the date of participation or at any point during the program, or within 365 days after exit are authorized to receive an incentive award for earning a high school diploma.
  - b. The amount of the incentive can be seen in the Incentive and Stipend table in Section D.
  - c. In order to receive the incentive, documentation, in the form of a copy of the diploma or transcripts, will be submitted.
4. High School Equivalency Incentive Award
  - a. Participants who earn their high school equivalency after the date of participation, or at any point during the program, or within 365 days after exit are authorized to receive an incentive award for successful completion of the program.
  - b. Participants will receive an incentive that can be seen in the Incentive and Stipend table in Section D after successful completion.
  - c. In order to receive the incentive, documentation in the form of a copy of the High School Equivalency transcript or comprehensive score report indicating scores will be submitted.
5. High School Grades Incentive Award
  - a. Participants, enrolled in high school at the date of participation or at any point during the program, are authorized to receive an incentive award for earning a grade of "C" or better, in each subject, at the end of each formal grading period.
  - b. High School Grade Incentives will not be paid for "C" or better grades at the end of any formal grading period in which the participant earned "F" or "Failing" grades for any High School class/course.
    - i. Participants will be eligible to receive certain amounts for certain grades as listed in the Incentive and Stipend table in Section D.
    - ii. In order to receive the incentive, documentation in the form of a formal grade card will be submitted.
    - iii. Participants enrolled in both high school and college courses simultaneously will be eligible for incentives pertaining to high school grades only.
  - c. Participants, enrolled in adult high school at the date of participation or at any point during the program, are authorized to receive an incentive award for earning a passing grade in each subject, upon completion of course.
    - iv. Participants will be eligible to receive certain amounts for certain grades as listed in the Incentive and Stipend table in Section D.
    - v. In order to receive the incentive, documentation in the form of a formal grade card will be submitted.
  - d. This award shall be given no more than once per course.
6. Achievement of Basic Skills/Benchmark Goal Incentive Award
  - a. In the youth program, goals are determined as part of the Individual Service Strategy

(ISS).

- a. The amount of the incentive is listed in the Incentive and Stipend table in Section D.
  - b. Benchmark goals are set to enable participants to receive incentives for accomplishing those benchmarks.
  - c. Goals must be attainable within one year of the date established; if one is accomplished another goal can be set.
  - d. Example goals include but are not limited to:
    - i. obtaining unsubsidized employment,
    - ii. completing semesters of post-secondary education,
    - iii. completion of entrepreneurship courses, attaining a certificate that is not a credential (OSHA 30, etc.),
    - iv. basic skills improvement goals,
    - v. and any activity that links to the 14 elements and is appropriate for the individual participant.
7. Completion of a Workplace Readiness Curriculum Incentive Award
- a. Participants who complete 6 hours of ILegacy will receive an incentive in the amount listed in the Incentive and Stipend table in Section D. ILegacy consists of 4 hours of training covering resume writing, interviewing skills, and financial literacy.
  - b. The participant will also have to complete 2 additional hours of relevant coursework.
  - c. To receive the incentive a score of 80% must be obtained on the final test.
8. 10 Future Economic Opportunity (FEO) Credits Incentive Award
- a. A full list of the FEOs can be found in Attachment A. A student must complete 10 activities listed to receive the incentive listed in the table. Maximum per participant is \$400.
9. Completion of a Work Based Learning Incentive Award
- b. Participants who successfully complete a Work Based Learning associated with an ISS identified goal during WIOA youth participation are authorized to receive an incentive award.
  - c. The amount of the incentive is listed in the Incentive and Stipend table in Section D.
  - d. In order to receive the incentive, documentation in the form of a participant evaluation form will be completed showing satisfactory progress or better on all training objectives and placed in the file.
  - e. Incentive is limited to one per participant.
10. Monthly Perfect Attendance for Subsidized/Unsubsidized Employment Incentive Award
- a. Participants who are in either subsidized or unsubsidized employment who have a perfect attendance record in any given month will receive amounts as listed in the Incentive and Stipend table in Section D.
  - b. Perfect attendance must be backed up by a signed or official communication from the employer.

- c. Maximum per participant \$1500.

11. Achievement of a Credential Incentive Award

- a. Participants, enrolled in education at the date of participation or at any point during the program, are authorized to receive an incentive award for attainment of a credential as defined by WIOA.
- b. The amount of the incentive is listed in the Incentive and Stipend table in Section D.
- c. In order to receive the incentive, documentation in the form of a copy of the degree, certificate, or transcript will be submitted.

12. Employed for Both 2<sup>nd</sup> and 4<sup>th</sup> Quarter After Exit Incentive Award

- a. As a performance measure, any participant who is successfully employed in the 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit will receive an incentive in the amount listed in the Incentive and Stipend table in Section D.
- b. If verification is received from a participant for both 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit employment, and addition award will be dispersed as listed in the Incentive and Stipend table in Section D.

**F. Stipends**

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1. Stipend payments may not be paid for more than 70 weeks total.

- a. Minimum of 9 Hours of High School Equivalency Classes Stipend
  - i. A stipend listed in the Incentive and Stipend table in Section D will be awarded to students who attend a documented minimum of 9 hours of High School Equivalency classes in a week.
- b. High School Full Week of Attendance Stipend
  - i. A stipend listed in the Incentive and Stipend table in Section D per week will be awarded to enrolled high school students with a documented full week of attendance as defined by school district policy.
- c. Class Directly Related to the 14 Youth Services Stipend
  - i. A stipend listed in the Incentive and Stipend table in Section D per class for attending and successfully completing any class directly related to the 14 youth services will be paid to participants.
  - ii. Classes include but are not limited to: leadership development, entrepreneurial skills and financial literacy, up to a maximum of \$300.00 per program year.



**Attachment A: Future Economic Opportunity (FEO) Credits**

ACTIVITIES	CREDIT VALUE
<b>Academic Skills</b>	
Increase at least one grade level in math (Can earn credit only once a month) Non-Basic Skills Deficient only	5
Increase at least one grade level in reading (Can earn credit only once a month) Non-Basic Skills Deficient only	5
Increase typing skills by 10 wpm	2
Complete computer literacy class (Basic Computers, Word and Excel)	5
<b>Occupational</b>	
OSHA 10-hour certification	5
First Aid/ CPR training/certification	5
<b>Career and work readiness</b>	
Create a workable resume	2
Obtain 2 letters of recommendation (non-family)	1
Complete a scholarship application/letter (1 credit for each, up to 5)	1
Complete the FAFSA application (Work through worksheet first with case manager)	1
Attend a college tour	5
Create a workable cover letter	1
Complete LinkedIn Learning course for Entrepreneurship	1
Create LinkedIn profile	2
Participate in job shadowing (min 2 hours)	3
Complete 3 hours of LinkedIn Learning courses	3
Participate in mock interview with another case manager	1
Participate in employer mock interview (Above average Rating)	3
National Career Readiness Certification - at least a Silver	5
Attending a job fair/hiring event and get info for three employers/positions	2
Complete three job applications (verified)	2
Complete a master application and review with case manager	1
Attend a center workshop that does not qualify for a youth stipend	1
<b>Leadership</b>	
Attend City council meetings	1
Participate in community presentations	1
Attend a smoking cessation class (each time)	1
Serve on community committees (each time attend)	1

Attend MVWA Youth Committee Meetings	1
<b>Personal Growth</b>	
Open a savings account	2
Make monthly deposit into savings account (1 credit per month with minimum \$25 deposit - up to 6 months)	1
Do a budget for housing	2
Complete income tax return	2
Participate in parenting classes (each time)	1
Register to vote	1
Attend class on how to plan a trip (location, transportation, food, and activities)	2
Set up an appropriate email account	1
Create an appropriate voice mail message	1
Obtain a library card	1
Utilize library services monthly (each time)	1
Read a book and write a one-page report (each time)	1
Create appropriate social media page/make current page job appropriate	1
Participate in home visit/family support/human service visit (each time) up to 6	1
<b>Wellness/Leisure</b>	
Attend counseling/treatment classes (each time)	1
Complete a continuing education class/demonstrate skill	5
Attend workout class/session	1
Getting/establishing medical and dental providers	1



# ACCESSIBILITY PLAN



# Mississippi Valley Workforce Development Board

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## Accessibility Plan

### A. Purpose

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1. The Mississippi Valley Workforce Development Board (MVWDB) oversees WIOA programs and activities provided at the American Job Centers (AJC) or IowaWORKS Centers in the Mississippi Valley Workforce Area (MVWA). AJCs and IowaWORKS Centers will be referred to as MVWA Center or Center(s) in this plan.
2. In order to comply with the Code of Federal Regulations (CFR), specifically as it relates to Part 38.12 “Discrimination prohibited based on disability”, the MVWDB has established this Accessibility Plan to ensure reasonable accommodations are available to support full accessibility of programs and services for individuals with disabilities.
3. One Stop Certification also requires both availability of assistive technology and staff’s ability to effectively utilize these technologies in a way that ensures accessibility of our services.
4. It is the intent of the MVWDB through the development and dissemination of this plan that assistive technologies be fully integrated into all operations, especially those utilized by program participants administered by and through the MVWA IowaWORKS Centers.

### B. Background

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1. 29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA “prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.”
2. This means that “no individual in the United States may, on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation in any WIOA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA Title I-financially assisted program or activity.”
3. 29 CFR Part 38.2 Applicability “Programs and activities that are part of the one-stop delivery system and that are operated by one-stop partners listed in section 121(b) of WIOA, to the extent that the programs and activities are being conducted as part of the one-stop delivery system”.

### C. Requirements

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1. In order to meet the requirements outlined above, IowaWORKS Center employees must not intentionally or unintentionally impair an individual with disabilities’ access or participation in programs or activities including any aid, benefit, service, or training provided in any of the following ways.

2. They must take care not to:
  - a. Deny the individual any aid, benefit, service, or training,
  - b. Provide to the individual any aid, benefit, service, or training that is different, or is provided in a different manner, from that provided to others,
  - c. Subject an individual to segregation or separate treatment,
  - d. Restrict an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving the same or similar services
  - e. Treat an individual differently from others in determining whether the individual satisfies any admission, enrollment, eligibility, membership, or other requirement or condition for services,
  - f. Otherwise limit an individual enjoyment of any right, privilege, advantage, or opportunity enjoyed by others.
3. It is important that careful consideration of accessibility requirements be implemented when administering the following processes, practices, programs and services in the MVWA IowaWORKS Centers:
  - a. Outreach and recruitment;
  - b. Registration;
  - c. Counseling and guidance;
  - d. Testing;
  - e. Selection, placement, appointment, and referral;
  - f. Training; and
  - g. Promotion and retention.

#### **D. Administration**

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**Disability Access Committee (DAC).** The MVWDB has a Disability Access Committee (DAC) that includes individuals with expertise in assisting people with disabilities, and other workforce partners to evaluate the referral processes and program and training services to ensure quality access for all individuals. The Disability Access Committee (DAC) will ensure that all staff are trained on all aspects of assistive technology. The DAC is also consulted to identify and address gaps in accessibility within their IowaWORKS Centers. If gaps in accessibility are found, the DAC also documents steps taken to address identified deficiencies.

**One Stop Operator (OSO).** The MVWDB has a One Stop Operator (OSO) whose responsibility is to coordinate service delivery in a way that supports compliance with accessibility requirements and this accessibility plan.

**Equal Opportunity (EO) Officer.** The MVWDB Equal Opportunity (EO) Officer monitors and evaluates compliance with equal opportunity laws, guidelines, and policies. As such, any complaints or areas of non-compliance found related to equal opportunity requirements and this accessibility plan will be submitted to, reviewed and addressed by either the local EO Officer, or, in their absence, the designated state EO Officer.

#### **E. Accessibility Requirements**

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1. MVWA IowaWORKS Centers must ensure physical and programmatic accessibility.
2. **Physical accessibility** means that facilities must be accessible and usable by individuals with

disabilities. MVWA IowaWORKS Centers must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards.

3. **Programmatic accessibility** means that reasonable accommodations for individuals with Disabilities must be made if needed and/or requested to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.
  - a. These types of reasonable accommodations include but are not limited to:
    - i. making reasonable modifications to policies, practices, and procedures,
    - ii. administering programs in the most integrated setting appropriate,
    - iii. communicating with persons with disabilities as effectively as with others, and
    - iv. providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary. (29 CFR 38.13)

## **Programmatic Accessibility Standards**

### **F. Auxiliary Aids and Services**

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1. MVWA IowaWORKS Centers are required to “furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities, including beneficiaries, registrants, applicants, eligible applicants/ registrants, participants, members of the public, and companions, an equal opportunity to participate in, and enjoy the benefits of, a WIOA Title I-financially assisted service, program, or activity of a recipient” (29 CFR 38.15(a)(2)(i)) and programs and activities that are part of the one-stop delivery system
2. “The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place.” (29 CFR 38.15(a)(2)(ii))
3. Auxiliary is an adjective describing something that provides additional help. The terms auxiliary aid and auxiliary service describe communications tools or assistance offered to someone with a sensory disability. (A sensory disability is sometimes also called a communications disability.)
4. In determining what types of auxiliary aids and services are necessary, MVWA IowaWORKS Center staff must give primary consideration to the requests of individuals with disabilities.
5. The types of disabilities that may substantially limit an individual’s ability to access or participate in a MVWA IowaWORKS Center services include, but are not limited to:
  - a. Deafness substantially limits hearing;
  - b. Blindness substantially limits seeing;
  - c. Intellectual disability substantially limits brain function;
  - d. Partially or completely missing limbs or mobility impairments requiring the use of a wheelchair substantially limit musculoskeletal function;
  - e. Autism substantially limits brain function;
  - f. Cancer substantially limits normal cell growth;

- g. Cerebral palsy substantially limits brain function;
  - h. Diabetes substantially limits endocrine function;
  - i. Epilepsy, muscular dystrophy, and multiple sclerosis each substantially limits neurological function;
  - j. Human Immunodeficiency Virus (HIV) infection substantially limits immune function; and;
  - k. Major depressive disorder, bipolar disorder, post-traumatic stress disorder, traumatic brain injury, obsessive compulsive disorder, and schizophrenia each substantially limits brain function.
6. In order to be effective,
- a. the threshold issue of whether an impairment substantially limits a major life activity should not demand extensive analysis and,
  - b. auxiliary aids and services must be provided:
    - i. in accessible formats,
    - ii. in a timely manner, and
    - iii. in such a way as to protect the privacy and independence of the individual with a disability.

**G. Use of Assistive Technology**

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- 1. Assistive technologies usually take the form of auxiliary aids or services, but also may include modifications to the physical environment related to the use of devices.
- 2. Assistive technologies include products, equipment, and systems that enhance learning, working, and daily living for persons with disabilities, specifically those disabilities that substantially limit their ability to receive or to communicate information about themselves, programs, or services.

**H. Assistive Technology at MVWA IowaWORKS Centers**

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- 1. Listed below is the minimum assistive technology equipment available at each of the MVWA IowaWORKS Centers.

Minimum Assistive Technology Requirements	
Trackball Mouse	Adjustable Keyboard Tray
Large Print Keyboard	Large Computer Monitor
Adjustable Height Table	Text to Speech Device
Magnifiers	Assistive Listening System
Screen Reader	Virtual Lobby
Screen Magnifier	ASL / LEP Remote Services
Headphones	Virtual Appointments
Alternative Materials	Closed Captioning
Language Line	Note Taking Assistance

2. MVWA IowaWORKS Center staff ensure that the assistive technology listed is functional by testing on a regular basis to identify any technology that is not operational.
3. It is not feasible for the MVWA IowaWORKS Centers to have all assistive aids available at their location, but staff must know the process to acquire the aids in a timely manner.
4. If a participant needs an accommodation not provided through the MVWA IowaWORKS Centers, staff will make referrals to Iowa Vocational Rehabilitation Services, the Iowa Department for the Blind or through one of the agencies listed in the [Assistive Technology Resource List. \(Attachment A\)](#)

### **I. Grievance Process**

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1. In the event of a grievance complaint, procedures, forms and any other necessary information will be made available to individuals with disabilities and submitted to:
  - a. the One Stop Operator to coordinate an appropriate response on behalf of the MVWA IowaWORKS Center
  - b. The Local EO officer to oversee corrective action and appropriate and timely reporting to the MVWDB and if necessary, the state EO Officer and the DAC for assessment and corrective action.

### **J. Monitoring**

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The MVWDB meets their requirements for oversight of MVWA IowaWORKS Center physical and programmatic accessibility by tasking the DAC with conducting a full ADA assessment that includes a summary of findings and corrective actions annually as outlined in the MVWDB monitoring policy.

## **Attachment A.**

### **Assistive Technology Resource List**

#### **K. Interpretation Services**

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1. HandsUp Communication
  - a. Fees are charged per interpreter based on the contracted time (ask your local Operations Manager or One Stop Operator for account information).
  - b. ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning: email [scheduling@handsupcommunications.com](mailto:scheduling@handsupcommunications.com) or call 319-213-9920
  - c. ASL VRI: email [aslvri@handsupcommunications.com](mailto:aslvri@handsupcommunications.com)
  - d. Spoken Language VRI: email [vrispoken@handsupcommunications.com](mailto:vrispoken@handsupcommunications.com)
  - e. Submit an interpreter request on their website at [www.handsupcommunications.com](http://www.handsupcommunications.com)

#### **L. EasterSeals**

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1. EasterSeals offers a lending library with a variety of assistive devices through a loaner program free of charge to qualified individuals. Some of these include activities of daily living, from bathing to eating, memory aids, devices to assist with medication management, computer adaptations, from one-handed keyboards to voice activated software, safety devices from anti-fall devices to wander notification alarms and many more items to help in the home, the car, and the office.
  - a. Contact information:
  - b. Phone: 515-289-1933 | TTY: 515-289-4069
  - c. [info@eastersealsia.org](mailto:info@eastersealsia.org)
  - d. [www.easterseals.com/ia/](http://www.easterseals.com/ia/)

# LEP PLAN





# Mississippi Valley Workforce Development Board

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## Limited English Proficiency (LEP) Plan

**Approved:**

**Effective Date:**

**Amended Date:**

### A. Purpose

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The purpose of this plan is to establish and affirm the full commitment of the Mississippi Valley Workforce Development Board (MVWDB) to ensure customers, regardless of their national origin or language barriers, shall receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services and information of the IowaWORKS Centers 29 CFR 37.35. This plan provides the framework to ensure Limited English Proficiency (LEP) individuals will be provided meaningful and equitable access to all programs and services offered through Mississippi Valley Workforce Area (MVWA) One Stop, IowaWORKS Centers.

### B. Background

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1. The MVWDB oversees WIOA programs and activities provided at the American Job Centers (AJC) or IowaWORKS Centers in the MVWA. AJCs and IowaWORKS Centers will be referred to as MVWA IowaWORKS Center or Center(s) in this plan.
2. In order to comply with the Code of Federal Regulations (CFR), specifically as it relates to Part 38.9 “Discrimination prohibited based on national origin, including limited English proficiency”, the MVWDB has established this LEP Plan to ensure no individual is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination due to any of the following:
  - a. they (or their families or ancestors) are from a particular country or part of the world,
  - b. their ethnicity or accent (including physical, linguistic, and cultural characteristics), or
  - c. a perception that the individual is of a certain national origin.

### C. Requirements

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1. LEP individuals are those individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
2. Center staff must take reasonable steps to ensure meaningful access to each LEP individual served or encountered so that LEP individuals are effectively informed about and/or able to participate in the program or activity.
  - a. Reasonable steps to provide meaningful access to training programs may include, but are not limited to, providing:
    - i. Written training materials in appropriate non-English languages by written translation or by oral interpretation or summarization; and
    - ii. Oral training content in appropriate non-English languages through in-person interpretation or
    - iii. telephone interpretation.

3. For languages spoken by a significant number or portion of the population eligible to be served, or likely to be encountered, the IowaWORKS Center must have available translation of vital information in written materials into these languages and make the translations readily available in hard copy, upon request, or electronically such as on a website.
  - a. Vital information is defined as information whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law. 29 CFR 38.9 (g).
4. In order to full fill the requirements in this section, the MVWDB has established the following local LEP Plan.

## **LEP Plan**

### **D. Administration of Plan**

**Disability Access Committee (DAC).** The MVWDB has a Disability Access Committee (DAC) to support efforts that ensure quality access for all individuals. The Disability Access Committee (DAC) will ensure that all staff are trained on all aspects of LEP individual Center access and support.

**One Stop Operator (OSO).** The MVWDB has a One Stop Operator (OSO) whose responsibility is to coordinate service delivery in a way that supports compliance with this LEP individual plan.

**Equal Opportunity (EO) Officer.** The MVWDB Equal Opportunity (EO) Officer monitors and evaluates compliance with equal opportunity laws, guidelines, and policies. As such, any complaints or areas of non-compliance found related to equal opportunity requirements and this policy/plan will be submitted to, reviewed and addressed by either the local EO Officer, or, in their absence, the designated state EO Officer.

### **E. Interpreter Limitations**

1. LEP individuals are not required to provide their own interpreter and there should be no expectation on the part of the service provider(s) at the Center that the LEP individual will provide their own interpreter, this includes the LEP individual's minor child or adult family or friend(s).
  - a. An LEP individual's minor child or adult family or friend(s) may interpret or facilitate communication in emergency situations while awaiting a qualified interpreter; or
  - b. An accompanying adult (but not minor child) may interpret or facilitate communication when:
    - i. the information conveyed is of minimal importance to the services,
    - ii. the LEP individual specifically requests that the accompanying adult provide language assistance,
    - iii. the accompanying adult agrees to provide assistance, and
    - iv. reliance on that adult for such assistance is appropriate under the circumstances.
2. When the accompanying adult is permitted to provide such assistance, Center staff must make and retain a record of the LEP individual's decision to use their own interpreter.
3. Local Procedure:
  - a. Center staff will provide adequate notice to LEP individuals of the existence of

interpretation and translation services and that these language assistance services are available free of charge.

- b. A language identification flashcard is located at each Center reception area for LEP customers to identify their language. For LEP individuals, the Center will offer assistance through the State contracted services of Language Link. Local staff have access to the service is via a toll-free number.

## **F. Access to Vital Information**

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1. Center staff must include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information.
2. Examples of documents containing vital information include, but are not limited to
  - a. applications;
  - b. consent and complaint forms;
  - c. notices of rights and responsibilities;
  - d. notices advising LEP individuals of their rights under this part, including the availability of free language assistance;
  - e. rulebooks;
  - f. written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required;
  - g. and letters or notices that require a response from the beneficiary or applicant, participant, or employee.

## **G. Referrals**

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Center staff are encouraged to make referrals to Adult Education and Literacy programs for customers wishing to advance their English proficiency.

## **H. Inclusion Efforts**

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1. In an effort to broaden the composition pool of individuals considered for participation in programs and activities and to ensure the MVWA provides outreach to all populations and identified target populations, the MVWDB utilizes its local demographic information.
2. The demographic information (race, ethnicity, gender, age, and English-proficiency) is compared to data that represents demographic information for the individuals we are serving.
3. This locally specific information is used for planning efforts and to develop services in accordance with specific local population growth.
4. The data is analyzed periodically to ensure the local area is serving the populations it represents by the core partner leadership team.

## **I. Outreach**

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The local Equal Opportunity Officer or designee will develop outreach plans based on multiple resources including, but not limited to, feedback from Center staff, comments and concerns from customers/participants, and results of the Equal Opportunity Officer’s data analysis. The Center’s core partner leadership team is responsible for implementing the outreach plan within their centers. The local Equal Opportunity Officer will assist and follow up with each Center to ensure the outreach plan is being followed.

## **J. Annual Evaluation**

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The local Equal Opportunity Officer or designee, in partnership with the One Stop Operator and appropriate Core and Required Partners will conduct an on-site evaluation of each Center to review procedures to ensure compliance with this plan and identify any areas where policies, processes and procedures can be improved as it relates to providing LEP individuals meaningful and equitable access to Center programs and services.

# BOARD MEMBER QUALIFICATION POLICY



## Mississippi Valley Workforce Development Board

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### Board Member and Committee Member Qualifications

**Approved Date:** 11/9/2020

**Effective Date:** 11/9/2020

**Amended Date:** N/A

**Counties:** Jackson, Scott, Clinton, Muscatine, Louisa, Henry, Des Moines and Lee

#### A. Purpose

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1. The purpose of the Mississippi Valley Workforce Development Board (MVWDB) is to serve as the Local Area's expert and leader in workforce development by identifying workforce issues and concerns, and by bringing together the necessary assets to facilitate solutions for Local Area prosperity. MVWDB members are customers of the system, visionaries, advisors, and change agents, as well as custodians of the local workforce development system. They act as a voting member of the MVWDB with full authority and responsibility to develop policies for the operation of the Board; to monitor its financial and programmatic performance; and to connect the Local Area with the resources needed to meet the needs of the businesses and job seekers that the MVWDB serves.

#### B. Qualifications

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1. Demonstrated interest in the economic vitality of the community and related goals of the MVWDB.
2. Desire to make a positive contribution to the Local Area's economy by helping to shape a workforce development system that meets the needs of employers and individuals.
3. Commitment to devote time and expertise to working with other board members, stakeholders, staff, businesses, public officials, and public and private sector partner organizations to improve the quality of the regional workforce pipeline.
4. Experience or knowledge in at least one of the following elements: resource development, evaluation, training and education, program development, policy administration, business operations, finance, human resource administration, talent acquisition, or public relations.
5. Ability to represent the challenges and opportunities of your industry and the Local Area.
6. Possess optimum policymaking or hiring authority for your organization.
7. Committee members may live or work in Iowa or within 20 miles of the Local Area.
8. Board members must live and work in Iowa. Exemptions must be approved by the CEOs.

#### C. Expectations

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1. Regularly attend and actively participate in board and committee meetings.
2. Notify the appropriate chair/MVWDB staff when you are unable to attend meetings.
3. Participate in committees to which you are appointed (see list below).

**Commented [ER1]:** Name change from "Board Member and Committee Description" to "Board Member and Committee Member Qualifications" – reason: to focus in on the policy scope, it is no longer a committee description document as it was previously

**Commented [ER2]:** Addition to policy to provide framework around where Board staff can recruit committee members and Board member qualification(s) related to living and working in the state

4. Prepare for board and/or committee meetings by staying informed about board matters; reviewing materials sent in advance of the meetings; and maintaining awareness of Local Area workforce development, education, and economic development challenges and opportunities.
5. Analyze labor market information to identify employment trends, skill gaps, and education and training needs, and use to prioritize Local Area resources and service delivery.
6. Comply with the Board's policies and by-laws, including attendance requirements.
7. Take advantage of opportunities to become more educated about the board and/or committee's duties and the Local Area's IowaWORKS centers and services.
8. Foster a positive and fruitful relationship with all other Board and/or committee Members.
9. Act as an ambassador of the Board and/or committee with community organizations and businesses.
10. Act and vote on behalf of the long-term interests of the Board and/or committee and the community.
11. Avoid conflicts of interest. If a conflict of interest on a particular issue is unavoidable, disclose the conflict and follow Board and/or committee policies for abstaining from discussion and/or vote on that issue.
12. Understand and observe the respective roles of the MVWDB, board and/or committee staff, the One-Stop Operator, service providers, and the Chief Elected Officials.

Commented [ER3]: Added to expand scope from board to include committee(s)

Commented [ER4]: New language to help highlight importance of attendance

#### **D. Values and Professional Conduct**

1. Our Board and Committee Members have a huge impact on what we do in our workforce area as well as how we do it. It is very important that those involved with the MVWDB understand the importance of adhering to MVWDB values and professional conduct during their time working with and for the MVWDB. We accomplish this by:
  - a. Engaging in meaningful discussion with all MVWDB stakeholders.
  - b. Fostering continuous improvement through collaboration and evaluation of relevant data and information.
  - c. Nurturing strong partnerships through respectful exchange of ideas and service oriented, transparent, integrated policies and processes.
  - d. Keeping the needs and success of our participants and customers as the primary focus of our work with the MVWDB.

#### **E. Time Commitment**

1. Board Members.
  - a. Quarterly Board meetings normally last 1.5 hours.
  - b. Committee meetings time commitments vary, but normally last around 1-2 hour.
  - c. Additional events and ad hoc meetings as requested may require 1 hour or less.
  - d. Average total time commitment for board members is approximately 3-4 hours per month.
2. Non-Board Committee Members.
  - a. Average time commitment for committee meeting preparation and participation is

approximately 2-3 hours a month.

Commented [ER5]: Hours changed to better reflect commitment

#### **F. Benefits of Board and/or Committee Membership**

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1. Network with other business owners, human resources professionals, and community leaders.
2. Represent your industry's workforce needs.
3. Learn about workforce trends at the local, regional, state, and national levels.
4. Guide regional service delivery and impact local business and job seeker needs.
5. Represent your community on a regional level.
6. Learn about new and/or pending legislation affecting businesses and communities.

#### **G. Possible Board Committees**

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1. Youth Committee
2. Executive Committee
3. Finance Committee
4. Operations Committee
5. Disability Access Committee
6. Other committees, Sector Partnerships and initiatives as they are developed

Commented [ER6]: Reflects update to committee name

Commented [ER7]: Addresses expansion of policy scope

#### **H. Related Information**

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1. Policy: Committee Descriptions and Appointment Policy

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