



Mississippi Valley Workforce Development Board

Full Board Meeting Agenda **Monday, February 20, 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

One tap mobile [+13126266799](tel:+13126266799)..89520973270#

| | |
|---|------------------|
| Call to Order | Dennis Duke |
| Roll Call | Mandy Tripp |
| Introductions/New Members | Dennis Duke |
| * Excused Absences | Dennis Duke |
| *Approval of Agenda | Dennis Duke |
| *Approval of Previous Minutes | Dennis Duke |
| Newsletter Questions | Miranda Swafford |
| Executive Committee Report (page 11) | Dennis Duke |
| New Business | |
| *Davenport One Stop Certification (page 14) | Matthew Nicol |
| *Burlington One Stop Certification | Jana Wittenberg |
| *Budget Modification Policy (page 21) | Lori Bassow |
| *Adult Mentoring Policy (page 25) | Jacob Nye |
| *Unlikely to Return Policy (page 28) | Matthew Nicol |
| *Customer Survey Policy (page 32) | Matthew Nicol |
| *Job Quality Academy (page 35) | Miranda Swafford |
| Performance (page 42) | Miranda Swafford |
| Board Staff Report (page 44) | Miranda Swafford |
| Other Business | |
| Public Comment | |
| *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 accommodation, please contact Andrea Taylor at associate@mississippivalleyworkforce.org or at 1-844-



Mississippi Valley Workforce Development Board

Quarterly Board Meeting Minutes November 21, 2022

The meeting of the Mississippi Valley Workforce Development Board (MVWDB) was held on Monday, November 21, 2022, at 5:00 p.m. via Zoom conferencing.

CALL TO ORDER

Duke called the meeting to order at 5:01 p.m.

ATTENDEES

Board Members Present: Dennis Duke, Kirby Phillips, Matthew Nicol, Joyce Stimpson, Lori Bassow, Heather Halbrook, Andy Sokolovich, Martha Bell, Regina Matheson, Carol Reynolds, Mandy Parchert, Tim Brown, Jacob Nye, Cynthia Whalen, Ryan Drew, and Brad Quigley

Board Members Absent: Patrick Stock (unexcused), Cory Bergfeld (Unexcused), Jana Wittenberg (excused)

CEO Present: Jim Irwin, Chuck Holmes, Jack Willey, Nathan Mather

Staff: Miranda Swafford, Executive Director, Andrea Taylor, Associate Director, and Mandy Tripp Executive Assistant

Contractor Staff: Cherisa Price-Wells, Regional Project Director, Kendra Schaapveld, Project Director, Tabytha Siegfried, Quality Assurance, Taylor Longstreth, Operations Supervisor, Shannon Weaver, Operations Supervisor, Robert Ryan, One-Stop Operator

Guest: Matthew Meyer Program Participant

QUORUM

A quorum was established for the board to conduct business.

EXCUSED ABSENCES

Sokolovich made a motion to excuse absences for Wittenberg, seconded by Reynolds, and the motion carried. Stock and Bergfeld had unexcused absences.

APPROVAL OF AGENDA

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

APPROVAL OF MINUTES

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

SUCCESS STORY

Schaapveld introduced Matthew Meyer who reflected on how much the Title I services helped him get his CDL after he was laid off from Siemens back in April. He has now graduated and is working and happy to be working overtime hours in addition to his regular shifts. He advised he was so grateful for all services that were provided to him and said he has already told others about the services available.

EXECUTIVE COMMITTEE REPORT

Duke summarized the report introducing the new members, as well as, advising the Title I budget is approximately 25% expended, which is right on target for the end of quarter one but still could use some work to meet goals in the youth portion. There were no additional comments.

PARTNER REPORTS

ONE-STOP OPERATOR

Ryan gave current information on the October report and posed the question if it would be more beneficial to have a year-to-date report to give an overall view. The biggest concern is the satisfaction survey which was at 69.4% for the month, the concerns are IWD related regarding the unemployment system and getting help on the phone.

TITLE I EQUUS ADULT/DW/YOUTH

Schaapveld advised they purchased two locked cabinets to store the VR headsets in that allow them to charge at the same time. Schaapveld advised enrollment for Q1 had 37 in Adult, 59 Dislocated Worker, 4 NDWG, 3 In School Youth, and 24 Out of School Youth. There were 121 occupational skills training in Adult/DW and 8 youth. Work-based learning had no NDWG, surpassed the goal for youth with 24%, and had 4 Adults enter into WBL. 2 youths utilized the VR headsets for 10 hours of work base learning for training modules in customer service. Rapid response has been utilized at KPI Trade, Siemens Gamesa, ADM, Blessing Hospital, Great Reiver/Southeast Iowa Regional Health Center, Black Hawk Services, and Green State Credit Union. Legacy survey showed a 96% satisfaction rate.

TITLE II ADULT EDUCATION

Bell advised the number of participants for FY2021-2022 at EICC was 721 and SCC 397 with FY 2022-2023 as of October EICC having 405 and SCC having 245 participating. FY 2021-2022 HiSET testing showed EICC had 198 graduates with 244 individuals who took 1 or more tests and SCC had 60 graduates with 122 individuals who completed 1 or more tests towards their HiSET. EICC had 192 HiSET graduates from the community, while SCC had 16.

TITLE IV VOCATIONAL REHABILITATION

Whalen included enrollment numbers in her report as well as a program success story.

NEW BUSINESS

***RETRAIN & RETAIN**

Nichol discussed the grant overview with its main focus being to improve the skills of the workers and business processes allowing businesses to be more competitive. Matheson made a motion to approve the grant policy, seconded by Quigley and the motion carried.

***BUSINESS COMMITTEE**

Andrea Taylor discussed establishing a business committee to provide guidance to WIOA partners, to launch at the same time as the Retrain & Retain grant. Nichol made a motion to approve the committee, seconded by Phillips and the motion carried.

***RAPID RESPONSE FUNDS REQUEST**

Swafford explained the need to request rapid response funds from the state to assist the 350 workers that will be laid off by West Liberty Foods starting in December. The request is for \$10,000 to assist staff with creating information meetings and helping the workers affected by the layoff. Schaapveld provided information on how the number of layoffs is affecting the Dislocated Worker budget and that this is the route to take to get rapid response funds from the state to assist. Motion to submit the rapid response funds request by Nye, seconded by Drew, and the motion carried.

***LEE COUNTY PILOT PROGRAM**

Swafford advised the Governor has placed restrictions on transportation and childcare. Employers have also expressed they would like to see Employment 101 versus Manufacturing 101. Swafford proposed 3 options: keep it and have no support from the Lee County Employers, revise/resubmit, withdraw the proposal, and move forward with other programming to address the needs in Lee County. The CEOs would like to see the proposal revised and resubmitted. After discussion, a motion was made by Quigley to revise and resubmit the policy with no restriction on funding use and Employment 101, seconded by Nye, and the motion carried.

***NONDISCRIMINATION POLICY**

Swafford advised this is a standard required policy to be in place for compliance. There is a complaint process outlined in the policy. Matheson made a motion to accept the policy, seconded by Parchert, and the motion carried.

SUB RECIPIENT DISCUSSION

Swafford advised the state is requiring the implementation of a sub-recipient by July 1, 2023. There was an in-person meeting held for CEOs on 11/16/22 in Des Moines, but there are still a lot of unanswered questions, Swafford offered to have any one-on-one conversations to explain it to anyone who was interested as it is a very complex topic. Swafford advised all efforts are being made to hold an in-person CEO meeting in early December to get this matter settled a decision must be made by February 28, 2023.

PY22/PY23 PERFORMANCE LEVELS

Swafford advised Adult and Dislocated Worker are on track with underperformance being addressed in the youth program. Negotiated lower levels with the state and new policies should make meeting those new performance measures a non-issue.

OUTREACH CAMPAIGN UPDATE

Nichol advised there have been two initial meetings with Amplified Digital to start the rebranding process. These meetings were introductory and then one to go over the budget and vision on what is a priority for Amplified to focus their efforts on first.

BOARD STAFF REPORT

Swafford and Taylor gave the board staff report, Andrea Taylor is the new associate director and Mandy Tripp is the executive assistant. If you are interested in attending the spring NAWB

conference, the board needs to know by December 12, 2022, to take advantage of early bird registration prices.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There were no public comments.

***ADJOURNMENT**

Nye made a motion to adjourn the meeting, seconded by Nichol, and the motion carried. Duke adjourned the meeting at 6:38 p.m.

THE QUARTERLY ADVISOR



October 1 - December 31, 2022

Announcements

- February 8th - Quarterly Lunch & Learn
- February 20 - Center Staff In-Service
- February 20 - Full Board Meeting
- March 25-28 - NAWB Forum Conference

Business Services

2,510 Services Provided
 412 Businesses Served
 16 In-house Job Fairs
 0 Off site Job Fairs

Rapid Response Events

- West Liberty Foods
- Archer Daniels Midland
- Blackhawk Services
- Colony Brands



Retrain & Retain Grant applications Open February 1, 2023



Scan the QR code or visit the website for more information

www.mississippivalleyworkforce.org/grants

CUSTOMER SATISFACTION

80.1%

WORKSHOPS ATTENDED

769

PARTNER REFERRALS

164

JOB CANDIDATES SERVED



Adult & Dislocated Worker Services

| | |
|-------------------------------|-----|
| Enrolled: | 12 |
| Currently Receiving Services: | 242 |
| Services Provided: | 630 |
| Work Based Learning: | 6 |
| Scholarships: | 17 |

Youth Services

| | |
|-------------------------------|-----|
| Enrolled: | 33 |
| Currently Receiving Services: | 83 |
| Services Provided: | 409 |
| Work Based Learning: | 4 |
| Scholarships: | 4 |

Employment Services

| | |
|---------------------------|--------|
| New Enrollments: | 744 |
| Total Individuals Served: | 3,057 |
| Total Veterans Served: | 157 |
| Total Services Provided: | 27,259 |



Disability Services

| | |
|-------------------------------------|---------|
| Total Served: | 1160 |
| Successful Closures: | 83 |
| Hourly Wage of Successful Closures: | \$14.97 |
| Unsuccessful Closures: | 80 |

Success Stories

Vocation Rehabilitation



Joseph Stephens was a student at Fort Madison High School that worked with the Transition Alliance Program (TAP). He graduated in 2020 during COVID from FMHS. Joseph had an IEP with goals in reading, writing, and math along with a physical disability to his right hand.

So TAP Coordinator Heather Harter reached out to the Fort Madison Community School District Bus Director Rich Hand and Bus Secretary Lisa Yeargin to see if they would consider allowing Joseph to job shadow as a bus associate for a couple of days. They said yes and knew which bus and driver they felt would be a good fit. Since Joseph does not have a driver's license, they also suggested that they would just pick him up at his house before the route and drop him off when done. This accommodation was amazing as Joseph does not drive. After the job shadow, Joseph and the bus driver Joe felt they were a great fit and that Joseph could do the job.

Due to having this job, Joseph has been able to get himself a cell phone and help buy groceries for his family. He is very proud of himself and what he has accomplished. IVRS Counselor Aleena Garr and TAP Coordinator Heather Harter are also very proud of Joseph and the job he is doing!

The Board Corner

December 1, 2022 was the 3rd Annual Board training at the Merrill Hotel in Muscatine. The day was filled with activities such as client simulation and virtual reality headset activities as well as speakers on the Retrain & Retain Grant, Rideshare with Dart, LMI data, and recruitment strategies.



Unemployment Rates and Labor Force Data (November)

| <u>County</u> | <u>UI Rate</u> | <u>Labor Force</u> | <u>Unemployed</u> |
|---------------|----------------|--------------------|-------------------|
| Des Moines | 4.4% | 18,040 | 800 |
| Henry | 2.9% | 9,670 | 280 |
| Lee | 4.7% | 15,130 | 720 |
| Louisa | 3.0% | 5,880 | 180 |
| Muscatine | 3.2% | 20,620 | 660 |
| Jackson | 2.9% | 10,670 | 310 |
| Clinton | 3.7% | 22,160 | 830 |
| Scott | 3.4% | 91,100 | 3,100 |



Hiring Events

October

Burlington: 1 Events 10 Attendees

Davenport: 4 Events 89 Attendees

November

Burlington: 5 Event 47 Attendees

Davenport: 3 Events 71 Attendees

December

Burlington: 2 Events 29 Attendees

Davenport: 1 Event 31 Attendees

Average Daily Center Traffic

| <u>Vos Greeter</u> | <u>October</u> | <u>November</u> | <u>December</u> |
|--------------------|----------------|-----------------|-----------------|
| Burlington | 27 | 31 | 24 |
| Davenport | 58 | 68 | 84 |



Executive Committee Report

Executive Committee Report

Prepared for February 2023 Full Board Meeting

Board Re-Appointments and Nominations

- Jim Irwin was elected as the new CLEO
- New CEOs - Scot County Jane Dickson, Muscatine County Danny Chick, Jackson County Don Schwenker and Louisa County Shawn Maine

Approvals

- Modifications to Self Sufficiency, TJB, WEP, and Monitoring Policies were approved.
- Participant License Screening Policy approved.
- Fraud and Incident Reporting Policy approved.
- Iowa*WORKS* logo with Mississippi Valley directly underneath and centered approved.
- Q1 OSO KPI Report was approved.
- KPI Schedule for OSO was reviewed and updated to remove the Business Services task and increase partner communication and cross-training.
- Amplified Digital contract was terminated by Mutual agreement. Moving forward we will be using TAG to create a youth brand logo and utilizing Hootsuite as our social media centralized tool. We are in the process of creating a Style Guide to make all printed media and social media posts consistent with the location of the local Iowa*WORKS* logo and EOO statement. In the style guide will be the required elements as well as the required location of the Logo and EOO. The center staff will be trained on the style guide, DOL/State requirements, expectations, and access to post on social media channels.

Other Business

- In an effort to streamline meetings we are going to try a quarterly newsletter verses each core partner reporting out at every quarterly meeting.
- A center culture survey was completed and the areas of improvement include cross training and partner communications.
- The revised Lee County Pilot program was submitted.
- Sent letter with center ADA accessibility concerns to IWD to work out through DAS.

**Financial Summary on the Following Page*

WIOA Financial Report
Expenditures Through 12/31/2022 (50% through Program Year)

| Stream | Expended | % of Total | | Funds That End | | |
|-------------------|-----------------------|------------|-------|---------------------|-----------------------|-----------------------|
| | | Available | Spent | Total Available | Remaining Balance | 6/30/2023 |
| Admin | \$163,877.18 | 33.22% | | 493,239.02 | \$329,361.84 | \$167,124.02 |
| Adult | \$505,167.37 | 41.88% | | 1,206,299.97 | \$701,132.60 | \$212,751.97 |
| Dislocated Worker | \$404,944.77 | 47.55% | | 851,657.99 | \$446,713.22 | \$180,288.99 |
| Youth | \$631,919.98 | 32.76% | | 1,929,200.47 | \$1,916,109.56 | \$659,066.47 |
| Nat. DW Grant | \$13,090.91 | 5.59% | | 234,163.40 | -\$397,756.58 | \$234,163.40 |
| Total | \$1,719,000.21 | | | 4,714,560.85 | \$2,995,560.64 | \$1,453,394.85 |

Equus Program Expenditure Updates through 12/31/2022

| Adult | Budgeted | % of Total | Actual to Date | % of Total Spent |
|-------------------|------------------------|----------------|----------------------|------------------|
| Total P&O | 558,632.02 | 54.07% | 205,254.60 | 46.30% |
| Total Participant | 474,445.46 | 45.93% | 238,046.08 | 53.70% |
| Total | \$ 1,033,077.48 | 100.00% | \$ 443,300.68 | 100.00% |

| DW | Budgeted | % of Total | Actual to Date | % of Total Spent |
|-------------------|----------------------|----------------|----------------------|------------------|
| Total P&O | 439,513.28 | 64.78% | \$ 217,338.92 | 62.88% |
| Total Participant | 238,922.21 | 35.22% | \$ 128,281.18 | 37.12% |
| Total | \$ 678,435.49 | 100.00% | \$ 345,620.10 | 100.00% |

| Youth | Budgeted | % of Total | Actual to Date | % of Total Spent |
|-------------------|-----------------------|----------------|----------------------|------------------|
| Total P&O | 1180830.72 | 66.36% | 494221.6 | 87.15% |
| Total Participant | 598547.16 | 33.64% | 72855.51 | 12.85% |
| Total | \$1,779,377.88 | 100.00% | \$ 567,077.11 | 100.00% |

| WEP | Required to Date | Actual | % Met | % Required |
|-----|------------------|--------------|--------|------------|
| | 126383.996 | \$ 98,625.28 | 15.61% | 20% |

*One-Stop Certification

**One-Stop Certification
Evaluation Team
Recommendations
January 2023**

**Burlington IowaWORKS
January 20, 2023**

Program and Physical Accessibility

The evaluation team believes that each standard was met and had two recommendations for further continuous improvement.

- To strengthen standard 8 the team would recommend expanding the referral process to include reporting on how many individuals have successful enrollments to ensure that meaningful referrals to partner programs are being made.
- To better support the system in providing competitive integrated employment opportunities for people with disabilities a request should be made to IWD to provide this type of report in the IowaWORKS case management system.

Continuous Improvement

All standards were met but the teams' recommendations include:

- Start to integrate and coordinate WIOA performance indicators to lead to better results for all programs.
- Programs have professional development opportunities available but should promote more staff participation.
- Use new Business Satisfaction Survey data to refine service delivery.
- To increase the efficiency of the WINTAC model create subcommittees to complete tasks and timelines for accountability.

Effectiveness

The team did not feel that 2 standards were met:

- EFF5 - Through coordination by the OSO, leadership staff of on-site partners collaborate to manage the functions of the Center.
- EFF9 - The Center operates in a cost-effective manner. Center partners share Center costs as required by and in alignment with the Infrastructure Funding Agreement

Recommendations

- Strengthen functional teams by formalizing team structures and team report-outs at meetings.
- Review customer satisfaction data more regularly to inform decisions.
- Formalize and strengthen the use of integrated resource teams.
- Formalize the outreach strategy and plan.
- Continue to implement the board Business Services Plan
- Investigate the need for extended center hours to accommodate customer needs.

Davenport Iowa*WORKS*
January 27, 2023

Program and Physical Accessibility

The evaluation team believes that each standard was met and had one recommendation for further continuous improvement.

- To better support the system in providing competitive integrated employment opportunities for people with disabilities a request should be made to IWD to provide this type of report in the Iowa*WORKS* case management system.

Continuous Improvement

All standards were met but the teams' recommendations include:

- Formalize cross-training schedule and format of trainings.

Effectiveness

The team did not feel that 2 standards were met:

- EFF5 - Through coordination by the OSO, leadership staff of on-site partners collaborate to manage the functions of the Center.
- EFF9 - The Center operates in a cost-effective manner. Center partners share Center costs as required by and in alignment with the Infrastructure Funding Agreement

Recommendations

- Provide consistent onboarding orientation for all center staff despite their program.
- Have Adult Education and Literacy co-located in the center.
- Formalize functional teams.
- Formalize the Outreach Plan
- Use social media to promote a centralized theme and message across all programs.

Other Recommendations

- interview participants from various programs
- Evaluation team members should observe staff and be provided a tour of the center.
- Demonstrate knowledge of specific activities or tasks. For example, the location and function of assistive technology available.



Mississippi Valley Workforce Development Board

Evaluation Team Summary Form

Center Information

| | |
|----------------------------|--|
| Local Area Name | Mississippi Valley Workforce Area |
| IowaWORKS Center | Burlington |
| Address | 550 S. Gear Ave #35 West Burlington, IA |
| Type of Center | <input checked="" type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate |
| Date of On-Site Evaluation | 1/20/2023 |

Certification Team & Scores

| | | | |
|--|--------------------------------|-------------|---|
| Evaluator #1 Name Kendra Schaapveld | | | |
| Organization and Role | EQUUS/TITLE I Project Director | | |
| Contact Information | Kendra.Schaapveld@iwd.iowa.gov | | |
| Signature | | | |
| Category | | | |
| Category | # Yes | # No | Evaluator Recommendation |
| Physical & Programmatic Accessibility | 9 | - | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |
| Effectiveness | 12 | 2 | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) |
| Continuous Improvement | 9 | - | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |

| | | | |
|--|--------------------------------|-------------|---|
| Evaluator #2 Name Jana Wittenberg | | | |
| Organization and Role | IWD TITLE 3 Operations Manager | | |
| Contact Information | Jana.wittenberg@iwd.iowa.gov | | |
| Signature | | | |
| Category | | | |
| Category | # Yes | # No | Evaluator Recommendation |
| Physical & Programmatic Accessibility | 9 | - | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |
| Effectiveness | 12 | 2 | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) |
| Continuous Improvement | 9 | - | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |

| | | | |
|--|--------------|-------------|---|
| Evaluator #3 Name <i>Joyce Stimpson</i> | | | |
| Organization and Role | | | <i>ONH Industrial / Board Member</i> |
| Contact Information | | | <i>joyce.stimpson@cnhind.com</i> |
| Signature | | | <i>Joyce E. Stimpson</i> |
| Category | | | |
| Category | # Yes | # No | Evaluator Recommendation |
| Physical & Programmatic Accessibility | <i>9</i> | <i>-</i> | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |
| Effectiveness | <i>12</i> | <i>2</i> | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) |
| Continuous Improvement | <i>9</i> | <i>-</i> | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |

Final Scores

| Category | Team Recommendation |
|---------------------------------------|--|
| Physical & Programmatic Accessibility | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |
| Effectiveness | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |
| Continuous Improvement | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |

Full Certification: Full certification requirements have been met for each of the three categories as determined by the evaluation team.

Provisional Certification: A combination of full, provisional, and/or not certified requirements have been met across the three categories as determined by the evaluation team.

Not Certified: Evaluation of each of the three categories results in a not certified outcome as determined by the evaluation team.

Team Certification Recommendation

Additional Notes or Comments

Core partners working to develop reporting data from IowaWorks to show data across programs.



Mississippi Valley Workforce Development Board

Evaluation Team Summary Form

Center Information

| | |
|----------------------------|--|
| Local Area Name | Mississippi Valley Workforce Area |
| IowaWORKS Center | Davenport |
| Address | 1801 A E Kimberly Rd - Davenport, IA 52804 |
| Type of Center | <input checked="" type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate |
| Date of On-Site Evaluation | 1/27/2023 |

Certification Team & Scores

| Evaluator #1 Name | | | |
|---------------------------------------|-------|------|---|
| Organization and Role | | | Board Member - HNI |
| Contact Information | | | Matthew Nicol |
| Signature | | | |
| Category | | | |
| Category | # Yes | # No | Evaluator Recommendation |
| Physical & Programmatic Accessibility | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |
| Effectiveness | 12 | 2 | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) |
| Continuous Improvement | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |

| Evaluator #2 Name | | | |
|---------------------------------------|-------|------|---|
| Organization and Role | | | Coop Title IV - Supervisor |
| Contact Information | | | Cindy Whalen |
| Signature | | | |
| Category | | | |
| Category | # Yes | # No | Evaluator Recommendation |
| Physical & Programmatic Accessibility | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |
| Effectiveness | 12 | 2 | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) |
| Continuous Improvement | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) |

| | | | | |
|---------------------------------------|--------------|-------------|---|----------------------|
| Evaluator #3 Name | | | | |
| Organization and Role | | | | Title III Operations |
| Contact Information | | | | Tim Snyder |
| Signature | | | | <i>Tim Snyder</i> |
| Category | | | | |
| | | | | |
| Category | # Yes | # No | Evaluator Recommendation | |
| Physical & Programmatic Accessibility | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) | |
| Effectiveness | 12 | 2 | <input checked="" type="checkbox"/> Full certification (12 or more) <input type="checkbox"/> Provisional certification-(9-11) <input type="checkbox"/> Not certified (8 or fewer) | |
| Continuous Improvement | 9 | 0 | <input checked="" type="checkbox"/> Full certification (8 or more) <input type="checkbox"/> Provisional certification-(5-7) <input type="checkbox"/> Not certified (4 or fewer) | |

Final Scores

| Category | Team Recommendation |
|---------------------------------------|--|
| Physical & Programmatic Accessibility | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |
| Effectiveness | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |
| Continuous Improvement | <input checked="" type="checkbox"/> Full certification <input type="checkbox"/> Provisional certification <input type="checkbox"/> Not certified |

Full Certification: Full certification requirements have been met for each of the three categories as determined by the evaluation team.

Provisional Certification: A combination of full, provisional, and/or not certified requirements have been met across the three categories as determined by the evaluation team.

Not Certified: Evaluation of each of the three categories results in a not certified outcome as determined by the evaluation team.

Team Certification Recommendation

Full

Additional Notes or Comments

*Budget Modification Policy



Mississippi Valley Workforce Development Board

Budget Modification Policy

APPROVED DATE:

EFFECTIVE DATE:

PURPOSE

To provide guidance, set forth standards for sub-award budget modifications, and outline the Mississippi Valley Workforce Development Board (MVWDB) budget modification process.

BACKGROUND

Each recipient and sub-recipient of Federal funds must expend and account for the Federal award in accordance with established laws and regulations. In addition, recipients' and sub-recipients' financial management systems, including records, documentation, compliance with Federal statutes, regulations, and the terms and conditions of the Federal award, must be sufficient to permit the preparation of reports required by general and program-specific terms and conditions, and the tracing of funds to a level of expenditure adequate to establish that such funds have been used according to Federal statutes and regulations.

A sub-recipient financial management system must provide accurate, current, and complete disclosure of the financial results of each sub-award or program in accordance with the requirements found in 2CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

POLICY

MVWDB is responsible for adequately processing all budget modification requests, which will be considered only when proposed modifications are determined to be necessary and for the benefit of the specific program or project funded by MVWDB. Flexibility is allowed within any sub-award budget category as long as the total aggregate category is not increased or decreased by more than 5%.

Sub-recipients are permitted to modify a sub-award budget within the established parameters to meet unanticipated program or project requirements. However, any modification shall be consistent with the term and conditions of the sub-award agreement and the original intent of the approved/funded program or project. The sub-recipient shall request a budget modification in writing to the MVWDB for any of the following reasons:

- Total expenditures under the contract will exceed the total approved budget
- Total expenditures will result in less than 80% of the approved budget being expended

- total expenditures under any aggregate line-item budget will exceed the approved line-item budget by 5%

PRIOR WRITTEN APPROVAL

Budget modifications over 5% per aggregate category must receive prior written approval from MVWDB before they are executed. Requests for budget modifications will be accepted by MVWDB for review quarterly unless an emergency or unforeseen immediate need exists.

BUDGET MODIFICATION WRITTEN REQUEST

Any proposed budget modification that results in an aggregate category increase or decrease of 5% or more must include the following:

- Modification requests must be submitted via a dated cover letter, on organizational letterhead, signed by an authorized representative containing:
 - Amount of modification and summary of budget changes.
 - explanation of how the modification will benefit the project or program and
 - explanation of the projected outcomes of the modification.
- Budget Modification Form filled out in its entirety including a current budget, proposed modification, and narrative.
- MVWDB may request additional information/documentation as determined necessary and appropriate.

MVWDB will perform both a programmatic and fiscal analysis of the allowability, reasonableness, and need for the budget modification. MVWDB will notify the sub-recipient of the approval/disapproval of the modification request in writing. Written approval of the sub-recipient's modification request from MVWDB must be in place prior to the sub-recipient's implementation of the modification.

TRANSFER BETWEEN ADULT AND DISLOCATED WORKER

In accordance with Iowa Workforce Development (IWD) Field Memo 21-01, Transfer of Funds between WIOA Title IB Adult and Dislocated Worker and WIOA section 133(b)(4), Local Workforce Development Boards (LWDBs) may transfer up to 100 percent of a Local Workforce Development Area's (LWDAs) program year formula allocations between WIOA Title IB Adult and Dislocated Worker funds. IWD's request form must be completed and submitted to the MVWDB by February 15th of each year for any requested transfers.

OTHER BUDGET MODIFICATION REQUIREMENTS

- **Direct Participant Service** – All participant expenses may be increased throughout the year via approved budget modifications and award increases but may only be decreased in limited situations by the board.
- **Overhead** – Line items within Operating expenses may only be increased by approved funding increases or by decreasing a line item in one of the line-item categories. Line-item budget modifications affecting the aforementioned Operating sections must be net to zero or show a net decrease.

- **Direct Staff** – Salaries, Payroll Taxes, and Fringe/Work Comp line items may only be increased through approved funding increases or by pulling funding from an Operations line item. Any deviations from the above must be approved in writing by the MVWDB.

MVWDB reserves the right to mandate budget requirements, which may entail setting minimum and/or maximum requirements for any budgetary item or section.

BUDGET VS. EXPENDITURE

MVWDB approval of the original budget and/or any modification(s) does not constitute approval of actual expenditures, actual expenditures must comply with all applicable Federal statutes and/or regulations, and State and local policies.

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

*Adult Mentoring Policy



Mississippi Valley Workforce Development Board

Adult Mentoring Policy

Approved Date

Effective Date

POLICY

This policy provides guidance for the Youth Adult Mentoring Program service element that must be made available to youth participants.

BACKGROUND

Adult Mentoring is one of the 14 required youth elements that must be provided through the WIOA Title 1 Youth Program to participants. Mentoring is to be provided for no less than 12 months and may take place both during the program and following exit from the program. Adult Mentoring is a formal, long-term relationship between a youth and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company.

PURPOSE

Mentoring generally serves the following broad purposes:

- Education/academic: helps mentored youth improve overall academic achievement.
- Career: helps mentored youth develop the necessary skills to enter or continue on a career path or where they assist in matching a youth participant with an employer or employee of a company.
- Personal development: supports mentored youth during times of personal or social stress and provides guidance for decision-making.

ADULT MENTORING OPTIONS

Group mentoring activities and mentoring through electronic means are allowable as part of this activity, however, the youth must be matched to an individual mentor with whom the youth interacts on a face-to-face basis. It is encouraged that mentoring be provided by someone other than the Career Navigator. Adult Mentoring is arranged by the Youth Career Navigators. All mentors must pass a background check through their respective organizations and are not paid positions. Options include:

- Agreements for Adult Mentoring can be established for participants on a work experience through the work experience agreement.

- For mentors beyond those in the worksite, individual agreements will be established with community partners to ensure the Adult Mentoring service is being provided when available.
- Career Navigators are allowed to serve as mentors in areas where adult mentors are scarce.

Attempts to find a suitable mentor in the community who is not a Career Navigator must be documented in the participant's case notes. If a suitable community-based mentor cannot be found, a provider's Career Navigator may serve as a mentor when adult mentors are not available in the community.

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

***Unlikely to Return Eligibility Policy**



Mississippi Valley Workforce Development Board

Unlikely to Return Eligibility Policy

Approved Date:

Effective Date:

PURPOSE

This policy outlines the Mississippi Valley Workforce Development Board's (MVWDB) definitions and establishes the criteria for Unlikely to Return to a previous industry or occupation for determining eligibility for the Title I Dislocated Worker Program.

BACKGROUND

WIOA Section 3(15)(A)(iii) defines the term dislocated worker and identifies the dislocated worker categories individuals may qualify for WIOA services. Unlikely to return to a previous industry or occupation is an eligibility requirement for Dislocated Worker Category 1 and Category 2. § 680.130 allows Local Workforce Development Boards to establish policies to use in determining an individual's eligibility as a Dislocated Worker, including unlikely to return.

DEFINITION

Definition: "Unlikely to Return"- May be defined in terms of economic conditions, job availability, family, personal or financial circumstances that may affect the likelihood of an individual returning to his or her previous industry or occupation for employment.

CRITERIA FOR "UNLIKELY TO RETURN"

MVWDB has determined a Dislocated Worker is unlikely to return to a previous industry or occupation if one of the following criteria is met:

- Separating service members.
- Has a physical limitation or an injury that limits the individual's ability to perform the job from which they were dislocated or other problems which would preclude reentry into the former industry or occupation, as documented by a physician or other professional (e.g., psychiatrist, psychiatric social worker, chiropractor, etc.).
- Has exhausted Unemployment Insurance Benefits and has been unable to find a job in their previous industry or occupation.
- Individuals that may have worked seasonally can be considered unlikely to work in a previous industry or occupation as a temporary or seasonal worker, for a variety of reasons such as:
 - Change in a family situation that requires higher income
 - Disability that precludes returning to the same industry or occupation

- Natural disaster that results in lost wages
- Loss of agricultural land
- Mechanization
- Any significant variance to normal seasonal employment patterns resulting in uncertain return-to-work dates
- Individuals laid off on a temporary basis without a specific recall date. An individual is considered as likely to return to a previous industry or occupation if they have a specific recall date from the employer of the qualifying dislocation that is within 12 weeks of termination or layoff. Note: Individuals who have been temporarily laid off due to COVID-19 are eligible under this condition granted they do not have a recall date within 12 weeks of the layoff.
- Recent criminal charges that make the individual ineligible to work in their current industry or occupation.
- Has a gap in employment that decreases the chances of returning to the same level of occupation or type of position.
- Had a change in family/personal situation that prevents them from returning to their previous occupation.
- Unable to obtain credential required by the employer to remain employed.
- The number of jobs in the applicant's previous industry/occupation is declining based on Labor Market Information (LMI) data.
- The projected annual increase in employment growth within the local area based on LMI or O*Net is fewer than 100 jobs in the previous industry (including replacements) or the projected annual increase in growth openings is fewer than 30 jobs in the previous occupation.
- The applicant is dislocated from a job not found on the most recent local or state list of demand occupations (if applicable).
- The applicant has conducted a dedicated but unsuccessful job search in the previous industry/occupation, as evidenced by employer rejection letters or employer contact logs.

ALLOWABLE SOURCE DOCUMENTATION

- DD-214
- Labor Market Information Printout
- Documentation from a Medical Provider
- Unemployment Insurance Records
- Financial Records
- Employment Records/Statement
- Layoff Letter from Employer
- Court Records

REFERENCES

Workforce Innovation and Opportunity Act (WIOA) Final Rules WIOA Sec 3(15)(A)(iii), 20 CFR § 680.130, § 680.660, Workforce Services Policy Chapter 8 WIOA Title 1B Programs

*Customer Satisfaction Survey Policy



Mississippi Valley Workforce Development Board

CUSTOMER SATISFACTION SURVEY POLICY AND PROCEDURE

APPROVED DATE:

EFFECTIVE DATE:

PURPOSE

The purpose of this policy and procedure is to outline the expectations of partners and the One Stop Operator regarding the customer satisfaction survey administered through Iowa*WORKS*.

BACKGROUND

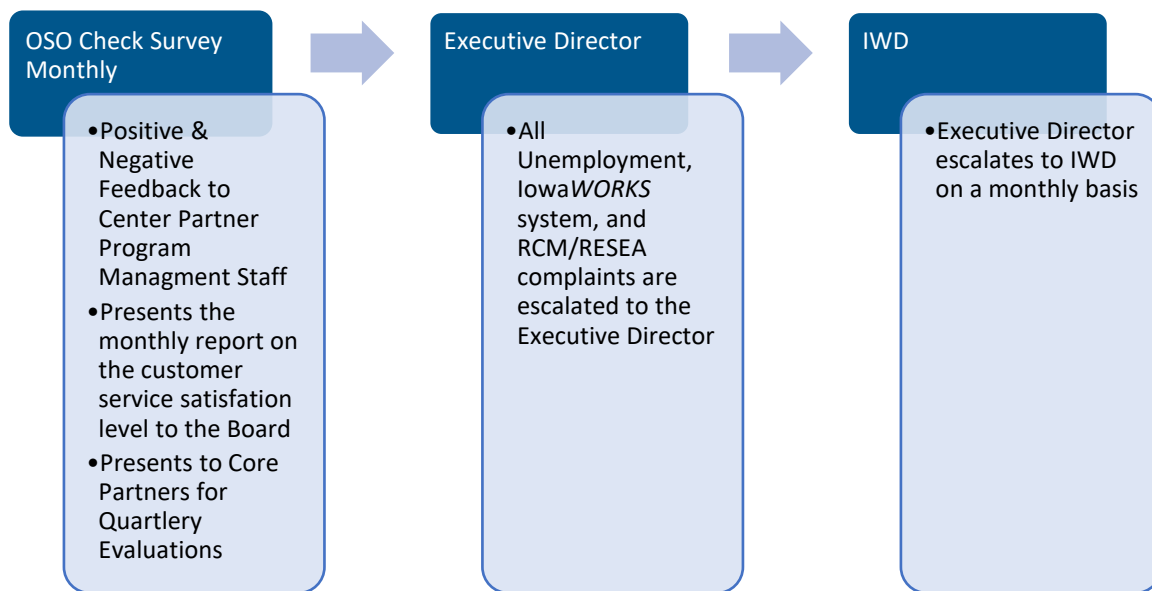
Local Workforce Development Boards are responsible for evaluating customer satisfaction levels in the Local Workforce Areas. Per the One Stop Certification standards the Iowa*WORKS* Centers must use customer feedback and data to assess and improve job seeker and employer satisfaction and the quality of services at the Center. This means that methods are in place to track customer satisfaction and feedback. These results are reported regularly to the local workforce development board and are used to refine service delivery within the center. The center maintains high customer satisfaction from job seekers and business customers as determined by the LWDB. Under WIOA local areas have two sets of customers: job seekers and businesses.

POLICY

This policy will outline the frequency that survey data is to be reviewed and how complaints should be handled and who is responsible for contacting those individuals who would like to be contacted. The One-Stop Operator provides monthly reports to the MVWDB regarding customer satisfaction/quality of services to customers.

Job Seeker Survey Process

1. The OSO will check the customer satisfaction response sheet monthly to check for newly completed surveys.
2. All positive and negative comments will be passed on to each center partner program management staff.
3. All complaints regarding unemployment claims, the Iowa*WORKS* system, and RCM programs will be directly given to the state to address on a monthly basis by the MVWDB Executive Director.
4. Monthly the OSO will provide a report on the customer satisfaction level, the number of surveys completed, and a list of all complaints received to the board.
5. The core partner team will evaluate customer feedback quarterly and use it to refine service delivery within the center.



BUSINESS CUSTOMERS SURVEY PROCESS

1. The designee monthly will send a survey out to business customers through the IowaWORKS system, other databases, QR codes, and links will be provided on IowaWORKS Business Outreach materials.
2. All positive and negative comments will be passed on to each center partner program management staff when identified.
3. All complaints regarding unemployment claims and the IowaWORKS system will be directly given to the state to address.
4. Monthly the designee will provide a report on the customer satisfaction level, the number of surveys completed, and a list of all complaints received to the board.
5. The Business Committee and local Business Service Teams will review this data quarterly to adjust service delivery and design as needed.

Job Quality Academy

Job Quality Academy

Application Deadline March 14, 2023

The U. S. Department of Labor is launching the Job Quality Academy, presenting a unique opportunity to help the workforce system focus on enhancing good jobs and opportunities for workers.

The Academy is a professional development and strategic planning experience, with up to 16 community-representing teams receiving intensive technical assistance towards developing job quality action plans for their communities. Selected community teams will attend two three-day in-person summits in Washington, DC in the spring and summer of 2023. Teams will learn how good job principles can be incorporated into workforce development strategies from experts in the field. With support and technical assistance along the way, Job Quality Academy participants will develop an action plan to put these ideas into practice by the end of the Academy.

WDBs and SWAs should incorporate the Good Jobs Principles described below into their Workforce Innovation and Opportunity Act (WIOA) strategies, which are documented in state and local plans.

Job quality expectations are directly related to WIOA; the purpose of WIOA is to help people attain economic self-sufficiency, while giving employers opportunities to train, hire, and retain workers. WIOA Section 2(3) declares one purpose of the statute is: “To improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.” Improving the quality of the workforce and increasing economic self-sufficiency calls for jobseekers to secure good jobs with family sustaining wages and advancement opportunities.

Evidence-based workforce strategies such as career pathways and sector strategies, when appropriately designed and implemented, can increase the quality of jobs that program participants enter and close equity gaps among program participants. The workforce system can design services and develop sector partnerships with employers, educators, labor organizations, and community partners to create good jobs and well-defined career pathways starting from entry-level positions.

To address disparities, it is important for the workforce system not only to prioritize good jobs with living wages but to prioritize such outcomes for every segment of its population, particularly historically underserved communities. This should include reviewing outcomes by race, ethnicity, gender, disability status¹¹, and veteran status, as well as intersectional analysis such as examining outcomes for women veterans or people of color with disabilities, and then targeting job quality strategies towards workers who have not obtained the same employment outcomes as their peers.

Key Attributes of Good Jobs

Defining a Good Job — A good job helps workers achieve economic stability and mobility, while prioritizing diversity and worker voice. To this end, the Departments of Commerce and Labor have jointly identified eight key principles of a good job.¹³ The Department strongly advises state and local workforce boards to integrate these principles into their policies, as appropriate. A foundational resource for workforce system partners, policymakers, and practitioners is the Department’s Good Jobs Initiative site (<https://www.dol.gov/general/good-jobs>).

- **Recruitment and Hiring.** Employers that prioritize good jobs are intentional in their recruitment and hiring activities. They actively recruit applicants from underserved communities, in recruitment drives designed to ensure equal opportunity as set forth under applicable nondiscrimination requirements. Further, applicants are evaluated using skills-based requirements, which may include nontraditional pathways and an emphasis on prior experience. Applicants and employees with disabilities are provided

reasonable accommodations, as¹⁰

- **Benefits.** Employers that prioritize good jobs provide both full- and part-time workers with family-sustaining benefits. These include, but are not limited to, health insurance, retirement plans, workers' compensation benefits, equal access to remote and telework work opportunities, and family benefits (such as paid leave and caregiving supports). Further, workers are empowered and encouraged to use those benefits.
- **Diversity, Equity, Inclusion, and Accessibility (DEIA).** All workers in a good job are respected, empowered, and treated fairly. DEIA is a core value in the workplace, and individuals from underserved populations (i.e., those adversely affected by persistent poverty, discrimination, or inequality) must not face systemic barriers to advancement. Workers in a good job also receive any necessary disability accommodation without difficulties or additional barriers.
- **Empowerment and Representation.** Workers can form and join unions and can engage in protected activity without fear of retaliation. Workers contribute to decisions about their work and organizational direction. Workers are informed of their rights and ways to resolve any issues that may develop on the job.
- **Job Security and Working Conditions.** Workers have a safe, healthy, and accessible workplace, built on input from workers and their representatives. Workers have job security without arbitrary or discriminatory discipline or dismissal. Workers also have adequate hours and predictable schedules. Workers are also free from harassment, discrimination, and retaliation at work, including at a minimum complying with EEO regulations. Finally, workers are properly classified under applicable laws; temporary or contractor labor solutions are minimized.
- **Organizational Culture.** All workers belong, are valued, contribute meaningfully to the organization, and are respected. This may be facilitated via strategies such as regular feedback sessions where workers can communicate with responsive, engaged leadership, through a transparent Human Resources infrastructure including processes for sharing concerns.
- **Pay.** All workers are paid a stable and predictable living wage, as determined by the local area cost of living,¹⁴ before overtime, tips, and commissions. Workers' pay is fair, transparent, and equitable (i.e., workers with similar skills and experience are paid the same wage for the same work). Workers' wages grow commensurate with increased skills and experience.
- **Skills and Career Advancement.** Workers have equitable opportunities and tools to progress to future jobs. Workers have transparent promotion or advancement opportunities. Workers have access to high-quality occupational training, such as on-the-job training (OJT), and continuing education opportunities.

Embedding Good Jobs Principles into Workforce Development

As states and local areas work towards embedding job quality principles into ongoing workforce development activities, tailored to the economy and community they serve, it will be important for workforce system program staff to be knowledgeable about these Good Jobs Principles, so they can empower workers and employer customers to prioritize job quality.

Below are some techniques the workforce system should implement to ensure job quality discussions are occurring with jobseekers, exiters, and potential employers. This is not an exhaustive list of ways the workforce system can integrate the Good Jobs Principles into its services.

Services to Jobseekers, Workers, and Employers

- Train jobseekers about good jobs. WIOA program staff, grantees, and workforce development partners can help individuals identify quality employment opportunities, understand and navigate benefit options, negotiate pay, and understand their workers' rights and where and how to seek recourse when those rights are violated. AJC workforce programs may also help jobseekers and workers find information about the quality of jobs within an industry, within specific occupations, or with respect to jobs of an individual employer.

- Embed good job discussions in all career services. To improve employment outcomes for program participants, AJC staff should include discussions about job quality as a component of career services. For instance, quality career counseling includes discussions of good job characteristics such as pay, benefits, and career advancement into any career pathways discussion, individualized employment plan, or individualized service strategy. Such discussion is useful at any point in a jobseeker’s career.
- For example, workforce development practitioners and other youth workforce development practitioners should work with youth to ensure they are connected to the appropriate work experience or employment opportunity for them, e.g., work experiences that prepare them for a high-wage job, a pre-apprenticeship, or living wage work. Additionally, workforce development practitioners should ensure that women are presented with all employment and training opportunities, including in non-traditional sectors for women. If a participant is already employed but could benefit from better pay and working conditions, AJC and grantee staff can help that individual identify and pursue alternate good job opportunities such as through a Registered Apprenticeship or find training
- programs convenient for working adults and offer supportive services during training to aid their progress into higher-paying or otherwise good jobs.
- Ensure jobseekers access needed supportive services to attend necessary training that will lead to a good job. AJC program staff should help connect participants to the supportive services they need to complete training or a Registered Apprenticeship—such as transportation, childcare, and housing support—whether via WIOA or a partner program. This is particularly important to help vulnerable individuals stay in a training program or Registered Apprenticeship, rather than taking a lower-quality job or multiple jobs simply to make ends meet.
- Collect data about job quality for program exiters. Workforce grantees can also collect quality information through follow-up conversations and feedback processes for participants post-employment, to share their experiences once on the job such as the employer’s benefits, pay, and workers’ perceptions of worker empowerment, potential career growth with the employer, and compliance with equal opportunity and anti-discrimination laws and guidelines. Grantees or the local WDB may choose to collect this feedback as a component of their participant follow-up services or customer satisfaction surveys.

Services to Employers

- Highlight job quality as a recruitment and retention strategy. WIOA program staff and workforce grantees can also incorporate job quality into services for businesses, particularly for smaller or medium sized employers that look to AJCs for recruitment and retention strategies. When examining new ways of increasing labor force participation, hiring, and retaining employees, an easy first step is a comparison of the cost of turnover versus the cost of increased wages or benefits.
- Assist employers in implementing Good Jobs Principles. Business services representatives can help employers attract and retain talent through becoming a Registered Apprenticeship sponsor, exploring pay scale adjustments and benefit options, and providing training on responsibilities for worker safety and health, preventing and addressing harassment in the workplace, and promoting equal opportunity for all. The local WDB and its employers may also choose to create a subcommittee that focuses on fostering the Good Jobs Principles.
- Work closely with local industry associations and employer groups. Local WDBs working to embed job quality can also partner with industry associations to test good job metrics and expand evidence-based strategies to support job quality. Interested employers or industry associations can use tools such as the Good Jobs Scorecard¹⁸ and U.S. Department of Commerce Job Quality Toolkit¹⁹ to self-assess and find opportunities to enhance the quality of their jobs.

Leveraging Good Jobs Career Pathways and Sector Strategies

An effective good job strategy also entails engaging a group of employers through sector- based partnerships to invest in high quality career pathways that take workers from entry- level to more senior level positions characterized throughout by good job quality. Below are some methods LDBs and SWAs can leverage to ensure they are creating and supporting successful career pathways in local growth sectors.

- Create partnerships for success. Successful career pathways in local growth sectors involve an infrastructure of partners, including employers, industry associations, community colleges and other educators, unions and other training providers, worker centers and other worker voice advocates, community-based organizations, and supportive service providers.
- Use data to identify growth opportunities. The workforce system can leverage labor market information (LMI) to identify which industries have long-term growth and stability potential for workers. Within those industries, the workforce system can identify in demand and forecasted growth occupations, and the relative quality of these jobs, as well as the requisite certifications and training providers who can help a participant to secure a good job in the industry of their choice.
- Additionally, state and local LMI analysts can use the Department’s Career Trajectories and Occupational Transitions (CTOT) Dashboard to help identify quality job pathways in their area.²⁰ The CTOT dashboard is an interactive tool that allows users to explore data on how workers in mid-level occupations move through jobs and occupational clusters. It identifies potential “launchpad” occupations, which are associated with higher wage growth. This tool can be used in tandem with state longitudinal data to inform career guidance, including for youth.
- Develop a good jobs infrastructure by creating a robust high road sector strategy. High road sector strategies bring together employers, workers, and worker organizations such as labor unions and training entities to create partnerships that support good jobs, equity, and environmental sustainability. This partnership model promotes systems change and leverages worker voice to build an economy based on equity, skills, innovation, and shared prosperity. The resulting jobs provide family-supporting benefits, worker voice, transparency, livable and fair wages, and training opportunities for worker growth.²¹ A state or local area can identify priority industries using LMI and invite employers with good job practices as a partner in the high road sector partnership. These sector partnerships do not just provide good jobs; they also recognize employers, workers, and worker organizations as industry experts and work to harness that expertise. The workforce system can create formal sector partnerships with those employers, as well as unions and other training providers, including labor management partnerships, to address and remedy employer challenges and help employers to continually improve job quality.

Developing a Good Jobs Framework

Local WDBs can create a holistic framework to better define good jobs locally and ensure job quality is a top priority for both employers and jobseekers. A good jobs framework should reflect the eight principles and provide both employers and jobseekers with standards for evaluating quality. Local board members can also serve as model employers by incorporating a framework into their own businesses, demonstrating how the eight principles work in practice. Jobs For

Application and Process

The Job Quality Academy is a professional development and strategic planning experience. By the end of the Academy, participants will:

1. Have a greater understanding of job quality principles
2. Know how to incorporate job quality into their policies and programs
3. Be prepared to take immediate actions and next steps on where to begin for the most impact

Applicants can identify a specific sector they wish to focus on, whether that's in-demand and growing sectors such as direct care or childcare, transportation, hospitality, manufacturing, broadband, or others.

Academy will include two 3-day in-person summits in Washington, DC. These summits will focus on helping teams define job quality within their communities; embed good jobs principles into policies, partnerships, and programs; develop localized frameworks for use by partners, including employers; and develop methods and tools for assessing progress. Between summits, the work will continue with teams from participants' local communities. Teams will apply and test strategies that fit their communities during this time, and have access to coaching, as well as opportunities to brainstorm with each other about what works, what doesn't, and what matters most when implementing job quality theories in practice.

Academy Benefits

- Intensive professional development for four to five months on cutting-edge job quality practices tailored to a workforce audience.
- One-on-one technical assistance and coaching from national subject matter experts to support strategic planning around job quality.
- Community engagement with like-minded, leading-edge organizations committed to creating good jobs in their communities.
- Support in developing strategic plans focusing on job quality.
- Travel expenses to DC paid for five team members for both Academy summits.

Required Partners (5, with Board as Lead Partner)

- Required partner organizations must include an organization that represents worker voice
- Other partners may include employer/industry partners, community-based organizations, American Job Centers and affiliates, or other similar organizations.

Required Application Information

1. Letter from each partner organization expressing commitment to participate in the Job
1. Describe how the lead organization and partners currently define job quality.
2. Describe, in detail, a specific opportunity in your community that can be maximized or expanded upon with the supports provided through the Job Quality Academy.
3. Identify specific sectors or employers on which you intend to focus to improve job quality within your community. Why has your team chosen this sector? If not currently engaged, how will you plan on engaging them through the Academy experience?
4. How might the Job Quality Academy provide a forum for improvement in the sector(s) described above? ETA's TEGl 07-22, provided as part of the application background, described several areas that workforce partners could focus their efforts.
5. Describe the lead organization's and partners' experience with advancing job quality generally or related initiatives and, more specifically, for historically underserved communities to date.
6. How will your team approach putting worker voice and worker experience at the center of your job quality efforts through the course of the Academy?
7. Describe any anticipated barriers to adoption or implementation of your job quality initiatives, mentioned above.
8. What do you hope to achieve by participating in the Job Quality Academy?

Job Quality Academy Additional Resources

DOL Application Information

https://jfforg-prod-new.s3.amazonaws.com/media/documents/JQA_Invitation_to_Apply_-_Final.pdf

TEGL 7.22

<https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2007-22/TEGL%2007-22%20%28Accessible%20PDF%29.pdf>

DOL Good Jobs Initiative

<https://www.dol.gov/general/good-jobs>

San Diego Good Job Initiative

<https://workforce.org/job-quality-wkdev-guide/>

High Road Training Partnerships

<https://cwdb.ca.gov/initiatives/high-road-training-partnerships/>

Career Trajectories and Occupational Transitions Dashboard

<https://www.dol.gov/agencies/oasp/evaluation/resources/career-trajectories-and-occupational-transitions-dashboard>

PY22/FY23 Performance Levels

MVWA Performance Data

Adult Program

| Indicator | PY21 | | | | PY22 | | | | |
|-------------------------|----------|---------|---------|--|----------|---------|----|----|----|
| | Required | Q3 | Q4 | | Required | Q1 | Q2 | Q3 | Q4 |
| Employment 2nd Qtr | 73.0% | 84.6% | 84.2% | | 72.5% | 82.9% | | | |
| Employment 4th Qtr | 70.0% | 80.0% | 83.3% | | 66.0% | 78.5% | | | |
| Median Earnings 2nd Qtr | \$5,400 | \$6,948 | \$6,775 | | \$6,100 | \$6,473 | | | |
| Credential Attainment | 67.0% | 70.0% | 78.9% | | 65.0% | 77.1% | | | |
| Measurable Skills Gain | 44.0% | 46.9% | 56.3% | | 44.0% | 46.7% | | | |

Dislocated Worker

| Indicator | PY21 | | | | PY22 | | | | |
|-------------------------|----------|---------|---------|--|----------|---------|----|----|----|
| | Required | Q3 | Q4 | | Required | Q1 | Q2 | Q3 | Q4 |
| Employment 2nd Qtr | 85.0% | 88.0% | 86.0% | | 85.0% | 83.7% | | | |
| Employment 4th Qtr | 83.0% | 100.0% | 94.1% | | 85.0% | 88.0% | | | |
| Median Earnings 2nd Qtr | \$8,400 | \$8,418 | \$8,633 | | \$8,900 | \$8,744 | | | |
| Credential Attainment | 68.0% | 83.3% | 73.3% | | 69.0% | 81.8% | | | |
| Measurable Skills Gain | 31.0% | 64.8% | 62.6% | | 44.0% | 53.8% | | | |

Youth

| Indicator | PY21 | | | | PY22 | | | | |
|-------------------------|----------|---------|---------|--|----------|---------|----|----|----|
| | Required | Q3 | Q4 | | Required | Q1 | Q2 | Q3 | Q4 |
| Employment 2nd Qtr | 73.0% | 72.4% | 72.7% | | 73.0% | 71.9% | | | |
| Employment 4th Qtr | 72.0% | 100.0% | 93.3% | | 73.0% | 80.0% | | | |
| Median Earnings 2nd Qtr | \$3,600 | \$3,198 | \$3,886 | | \$3,700 | \$3,454 | | | |
| Credential Attainment | 59.0% | 40.0% | 22.2% | | 52.0% | 41.2% | | | |
| Measurable Skills Gain | 41.0% | 22.0% | 17.9% | | 35.0% | 24.3% | | | |

Board Report



Mississippi Valley Workforce Development Board

Board Staff Report

February 13, 2023

- Bob Ryan has retired as the One Stop Operator and Nick Clayton started as the new One Stop Operator on January 23rd.
- The CEOs are in the process of selecting a Subrecipient to become effective July 1, 2023. This new role would serve as the administrative backbone of the board providing employer of record services, Fiscal Agent, legal, procurement, and IT support when needed. They have the option of subcontracting out the Fiscal Agent services. Discussions are occurring with Muscatine County who currently serves as the employer of record. The Subrecipient would charge an indirect rate on board salaries and hours directly billed to the grant.
- IWD Monitoring concluded and the final monitoring report was provided. There were 6 findings and no disallowed costs. We have submitted our corrective action plan and will review the report once fully completed.
- The board will be completing local monitoring beginning March 1st.
- The annual Statewide Board Training will be held on June 1st in Ankeny. More details to come.
- The NAWB Forum is March 25-28 and all 3 board staff, Matthew Nicol, Mandy Parchert and Regina Matheson will be attending.
- The Business Committee has had two meetings and elected Mandy Parchert as the Chairman and Brad Quigly as vice chair. There have been two Retrain and Retain Grant virtual lunch and learns held. A Business Satisfaction Survey has been launched and we are in the process of determining the most effective method to distribute for feedback. We are having regular meetings with Kathy Leggett from the new IWD business division to ensure we are collaborating and partnering moving forward.
- The system as a whole is working on an outreach strategy. The center Business Service Teams are working on their goals, the Disability Access Campaign is being worked on by the Disability Access Committee and the One Stop Operator is working with the core partners on developing the overarching plan and strategy. The board social media

strategy will fit into this plan. We hope to share the final product with you at the May full board meeting.

- The board applied for a grant through the Community Foundation of Des Moines County to assist with the launch and implementation of the Disability Awareness Campaign.
- Applicants for the Future Ready Iowa Youth Internship program this year are highly encouraged to partner with their local Title I Youth provider. Homestead 1839, Innovate 120, and Clinton Substance Abuse Council have reached out for letters of partnerships.
- There are now screen readers/magnifiers on all IWD skills floor computers statewide.
- Running radio ads in the QC area on NDWG grant to promote OJT's.
- Davenport Iowa *WORKS* is assisting with the Refugee Workforce QC Event.
- In initial planning stages on hosting a Driver's License Reinstatement Clinic at the Burlington center.