

Operations Committee Meeting Agenda

Wednesday, October 11, 2023, at 4:00 p.m.

Join Zoom Meeting

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

Meeting ID: 865 2857 9599 Passcode: 124664

One tap mobile: +16469313860,,86528579599# US

Called to Order	Matthew Nicol
Roll Call	Tyler Lanz
*Consent Agenda	Matthew Nicol
Excused Absences	
Approval of Agenda	
Approval of Previous Meeting Minutes	

STANDING REPORTS

One-Stop Operator Report (Page 5)	Nick Clayton
Adult/DW/RR Report (Page 7)	Kendra Schaapveld
Title III Report (Page 9)	Tim Snyder

NEW BUSINESS

*Self Sufficiency Threshold (Page 13)	Miranda Swafford
Predictive Reports (Page 23)	Kendra Schaapveld
MOU Attachments	Miranda Swafford

Other Business	
Public Comment	
Adjourn	Matthew Nicol

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

Accommodations

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

Operations Committee Meeting

Wednesday, September 13, 2023, at 4:00 p.m. via Zoom

Members Present: Matthew Nicol, Kirby Phillips (late), Erica Lee, Tim Snyder, and Amy McCabe

Members Absent: Nick Fogel (excused), Scott Schneider (excused)

CEOs Present: Jean Dickson

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Strategic Partnership Specialist, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

Service Provider Staff Present: Cherisa Price-Wells, Regional Director, Kendra Schaapveld, Project Director; Taylor Longstreth, Operations Manager; Shannon Weaver, Operations Manager

One-Stop Operator: Nick Clayton

Guest: Amy McCabe

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

CALLED TO ORDER

Nicol called the meeting to order at 4:02 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda, approval of previous meeting minutes, and approval of Fogel's excused absence. McCabe made a motion to approve the consent agenda, seconded by Snyder, and motion carried.

STANDING REPORTS

ONE-STOP OPERATOR REPORT

Clayton reviewed the numbers for August. Clayton highlighted the QC Success Fair which had 99 job seeker attendees and 64 employers. He also highlighted the upcoming Southeast Iowa Job Fair, which has 68 employers signed up already. Referral numbers rose again, likely due to individuals wanting to enroll in school and the referral form was recently reviewed and sent to staff again. The Customer Satisfaction rate rose to 92.5%. There was an uptick in the number of surveys completed and the ability to offer the survey to any customer appears to be helping as well. One complaint that was mentioned in the survey is the lack of access points in neighboring counties, which will be discussed at the next Core Partner meeting. Clayton advised that the MOU development process has begun with initial meetings held between partners, himself, and the board staff.

ADULT/DW/RR REPORT

Schaapveld reported they received 1 WARN notices in August and a worker information was held. They learned of 2 other layoffs and are collaborating with WIOA partners in Illinois to assist. There have been 7 Adult enrollments and 1 Dislocated Worker with the Adult caseload currently at 78 active and 93 follow-ups. Dislocated Worker currently has 96 active with 50 follow-up. There were 60 OST started due to the beginning of the fall semester in August, 2 WBL and there was a 97.37% customer satisfaction rate. Outcomes- 3 credentials, 5 unsubsidized employment, 1 measurable skills gain, and 2 WBL started. Schaapveld advised that Business Service Consultant in Davenport developed a newsletter for her business partners to talk about open WBL opportunities, which has led to an increase in reverse referrals. There was a discussion of pushing the newsletter out on social media as well.

TITLE III

McCabe advised most of the services provided out of both centers for Title III are unemployment focused and make referrals for other services when appropriate. REX labs, which began in July, appear to be having positive results and leading to fewer appeals and fewer warnings issued. McCabe highlighted an ongoing working group with World Relief and the upcoming Southeast Iowa Job Fair. There was discussion about labor market information and what the committee would like included in the packet moving forward to avoid redundancy. Nicol expressed an interest in commuting data and examining what is bringing workers into or out of the Mississippi Valley for work. Phillips expressed an interest in competitive compensation and benefits. Tripp advised that the labor market information currently available to us through Lightcast and IWD is more general and would not necessarily give the data we are looking for. Swafford advised that budgeting for the current program year has already been completed, but there may be research grants or future opportunities to conduct a more intensive labor market study. Swafford also mentioned that Job Quality Academy research is being completed in partnership with St. Ambrose University, which may shed light on some of those questions as well.

Q4 PERFORMANCE

Tripp presented the Q4 performance for the Adult and Dislocated Worker programs and advised that annual data would not be made available until October. The Adult program hit their deliverables. Some Dislocated Worker metrics dropped from Q3 to Q4, however improvements were made for both programs for Measurable Skills Gains. Swafford discussed that the Department of Labor is considering lowering the percentage of the goal that programs will have to meet.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There was no public comment.

ADJOURNED

Phillips made a motion to adjourn, seconded by McCabe, and the motion carried. Nicol adjourned the meeting at 4:36 p.m.

One Stop Operator Report

Documents Included: Executive Summary, Report (Appendix A)

September had a big highlight with hiring events with our Southeast Iowa Job Fair. It had over 70 employers and 333 signed in job seekers but we estimate the full number of job seekers in attendance to be closer to 375. It was a great event with contributions from multiple partners.

Workshops in September we saw a drop in most categories but nothing substantial. The drop is mainly accounted for just lower to center numbers for the month in both centers but nothing to the point of being any concern. We also had fewer days in the month so the averages are around the same as previous months. You will see that interviewing workshops did skyrocket in Burlington but this is a reflection of the job fair as this is the activity classification that goes into the system for the job seekers.

Facebook reach rose for both centers. I attribute this to sponsored posts for the job fair in Burlington and also the consistent posting that both centers are doing now due to the social media teams.

Customer Satisfaction dropped to 83% for the month of September. To put it in perspective if one of the dissatisfied customers that gave a 3/6 response changed one of their responses to positive we would have reached 86%. Again the biggest issue in my view is that we are not having enough surveys answered. Now that we can push out the survey more I have had a request from staff to make a visual guide on how to get to the survey on the dashboard which I plan to complete in October. I will also be working with center leadership to address issues such as responsivity on the phones. I did have the chance to look deeper into some of the comments and I view some of the dissatisfied customers as resolved due to the complaint stating that they did not have a reply back but there were casenotes in for them the next day that resolved their issue. Another complaint was that someone was not using IowaWORKS for their job searching but in the same note mentioned not getting unemployment benefits. IowaWORKS is required to put in job searches for unemployment and I am unaware if the individual is eligible for unemployment benefits. Most individuals are being contacted by IWD to schedule REX labs if they are not filing correctly so I am unaware if this individual is eligible if they have not been signed up and had that explained to them.

Referrals saw a slight dip more than likely due to most classes have already started so there is not many individuals looking at the moment for tuition assistance or other services. The dip was nothing substantial enough to be concerned about.

We had our Youth Event in Clinton on October 4th and plan to set up and do outreach at the upcoming Grow Clinton Career Fair and the two SCC Care Fairs in the month of October.

Continuous Improvement Opportunities include us finishing up the updates on the MOU services that the partners offer, still in discussions on adding access points. Also partners and board staff are in the process of researching a new referral system that will hopefully streamline referrals and the tracking of those referrals. A few partners and I have also recently met with a resource in the southern counties that has a mobile line that directs individuals with resources. We plan to have ongoing discussions with them to not only utilize their service for our customers but also make sure that we are properly being utilized by them.

Adult/DW Report

Documents Included: Executive Summary, Report (Appendix B)

Performance

The last month of the quarter, the program enrolled 4 adults and no dislocated workers. The program is now achieving 18% of the deliverable goal.

We ended the quarter with our sector event that focused on Trades. This event was held in conjunction with the southeast Iowa job fair at the mall on September 21st. There was a staff member always utilizing the virtual reality headsets to demonstrate the technology to the general public as a draw into the career experience. The images were cast onto a television screen. We also had stations set up for users for a personal experience. The jobs that were tried were restore power to a town, install solar panel, rebuild a destroyed communications tower, drill an underground system, fix a broken assembly line, and assist in a knee surgery. Overall, several people stopped by for career exploration and approximately 15 users experienced the headsets. Over 330 job seekers attended the fair.

The program had 2 participants start school in September leading to 68% of the deliverable goal. The program did not have any adults or dislocated workers start work-based learning.

Program customer service continues to perform above expectations at 96.34% customer satisfaction rate. There were 14 surveys completed.

Rapid Response Summary

We received 1 formal WARN notice for Sivyer Steele after the devastating fire. The Worker Information Meetings will be held in October. We were invited to be a resource to those impacted by the John Deere Harvester Works in East Moline.

We received noticed for CommUnity that had 4 employees in our local area but was primarily located in the Iowa City area.

Policy Deployment

Nothing to report

Title III Report

MVWA Title III Report September 2023

Services Provided:

Most Title III services continue to be UI assistance, resume, employer events, and veteran case management. We provide services to our customers to include workshops and make referrals to partner/outside agencies.

The RESEA & RCM Career Planners along with UI Staff assigned to first contact continue to provide one on one services. By making referrals to Veteran Services, partner agencies, and workshops.

NEW: The Burlington and Ottumwa Office were selected to plan, organize, and execute a Re-Employment Pilot Project. The two AJC's will target customers with 5 weeks to exhaust. They will be scheduled with Jennie to do targeted job referrals. They will be scheduled into an in-person Job Club that will be held bi-weekly and may differ in content each time. Still in the planning phase and hope to hold the first one Oct 16. The hope is to re-engage the customer at the end of their benefits before exhausting.

Burlington and Davenport Centers continue to put on the in-person REX Labs weekly on Mondays.

The Burlington Office put on the Southeast Iowa Job Fair on September 21st. This was a joint effort of all the partners with CP Shayla Taeger taking the lead in most of the planning and coordinating. There were 350 plus individuals that attended and 71 employers/services tables.

Labor Market:

The labor market in both the southern and northern counties of the workforce, offer a wide range of job opportunities for residents. Burlington is known for its manufacturing and healthcare sectors, with several manufacturing plants and healthcare facilities providing employment. The city also has a vibrant retail and service industry, creating jobs in various sectors.

Davenport area has a thriving manufacturing industry, particularly in agricultural equipment, construction materials, and automotive parts. The city is also experiencing growth in the IT sector, with technology companies and startups providing job opportunities. The tourism and hospitality industry in Davenport is also thriving, thanks to its riverfront attractions.

Both cities benefit from their transportation connections, with Burlington having access to major highways and an airport, while Davenport has a bustling river port. These connections contribute to the economic growth of the cities.

In summary, Burlington and Davenport offer diverse job opportunities in manufacturing, healthcare, retail, service, IT, and tourism sectors. Their transportation connections further enhance their appeal to businesses.

The Burlington and Davenport areas of Iowa have been facing a significant shortage of employees in recent years. The lack of available and qualified workers has become a pressing issue for businesses, hindering their growth and ability to meet customer demands. Sectors such as manufacturing, healthcare, hospitality, and retail are particularly affected. Higher wages and benefits are being offered to attract and retain workers, but the shortage still persists. Local businesses and educational institutions are collaborating to develop training programs and promote vocational education to address the issue. Efforts are also being made to attract new residents to the area. However, bridging the gap between job openings and the available workforce remains a challenging task.

Title III Report

Sep-23

Services Provided	Burlington	Davenport
Services Provided By Individual	3,129 services for 702 individuals	7,387 services for 1,112 individuals
Services Provided to Veterans	187 services 38 individuals	314 services 57 individuals
Individuals Enrolled	97	138

County	July	August
Clinton	3.80%	4.00%
Des Moines	4.30%	4.60%
Henry	3.80%	3.70%
Jackson	3.50%	3.70%
Lee	4.40%	5.00%
Louisa	3.10%	3.10%
Muscatine	3.20%	3.60%
Scott	3.60%	3.80%

County	23-Jul		23-Aug	
	In Labor Force	Unemployed	In Labor Force	Unemployed
Clinton	22790	860	22400	890
Des Moines	18760	800	18320	840
Henry	9510	360	9370	350
Jackson	10,990	380	10,750	390
Lee	14670	640	14520	730
Louisa	6130	190	5990	190
Muscatine	21210	670	20830	740
Scott	87480	3270	89340	3350

*Self Sufficiency Threshold

Reason: Eligibility Policy modification to make exceptions to the self-sufficiency threshold for certain circumstances

Documents Included: Draft policy

Action Requested: Approve exceptions to self-sufficiency threshold

WIOA Title I Eligibility Policy

Approved Date: March 22, 2021

Effective Date: March 22, 2021

Amended Date: July 26, 2021

Amended Date: January 10, 2023

A. Purpose

1. The purpose of this policy is to provide guidance on participant eligibility for enrollment. The Workforce Innovation and Opportunity Act (WIOA) Title I program is designed to provide employment and training opportunities to those who can benefit from, and who are in need of such opportunities.
2. Meeting the eligibility criteria for a WIOA-funded program does not entitle an Adult, Dislocated Worker, or Youth to receive certain employment and training services.
3. This policy covers WIOA participants under the funding streams of Adult, Dislocated Workers, and Youth.

B. Responsibilities

1. Service providers are responsible for understanding the eligibility criteria for WIOA-funded programs and for following the eligibility guidance contained in this policy, the WIOA legislation, the WIOA Rules, the Iowa policy, and any other local board policies.
2. The Mississippi Valley Workforce Development Board (MVWDB) is responsible for the oversight and revision of this policy.

C. Geographical Preference for Enrollment

1. Geographical preference for WIOA-funded activities and services will be first given to residents of the eight counties in the Mississippi Valley Workforce Area.
2. Second preference will be given to eligible participants from other Local Workforce Development Areas in the state of Iowa.
3. Third preference will be given to those individuals in adjacent counties in neighboring states affected by a mass layoff.
4. Lastly, individuals from other adjacent counties in other states may be served if funding is available.
5. Informational and basic career services will be available to all individuals regardless of residence.
6. Validation that the participant is not receiving services through another Local Area is required and must be noted in the Iowa *WORKS* case management system.

D. Economic Self-Sufficiency

1. Individuals who are employed full-time, but are not receiving self-sufficiency wages, may be eligible for WIOA individualized career and training services. The MVWDB establishes the self-sufficiency wage levels that will be used to determine eligibility for services.
2. Economic self-sufficiency is the minimum level of income an individual must earn in order to meet the most basic expenses without public or private assistance.
3. Self-sufficiency wage is defined as employment that provides a wage equal to or greater than the following:

Family of 1	Family of 2	Family of 3 or more
225% of LLSIL	200% of LLSIL	150% of LLSIL

E. Eligibility Determination

1. Determination of eligibility for WIOA Title I programs must be based on information gathered at, or prior to, the time of enrollment.
2. All individuals must be determined eligible before they can participate in any Title I activities. Requirements for verification of eligibility through source documentation are outlined in Appendix A: Allowable Source Documentation for WIOA Title I Eligibility located at <https://epolicy.iwd.iowa.gov/Policy/Home>
3. An application for WIOA Title I services is required. Once an application has been completed, career navigators must verify and document program eligibility within 30 days. Once an individual has been deemed eligible, they must be enrolled into a program service that triggers inclusion as a participant within 30 days of the date of eligibility determination. If any of these deadlines are not met, a new application for services is required and the same time requirements outlined apply.

F. Veterans Priority of Service

1. WIOA Title I eligibility determination must comply with the local Priority of Service policy.

G. Electronic Signatures

1. Electronic signatures are allowable on the application in the IowaWORKS case management system or may be on paper and uploaded to the data management system, as applicable. Additional paper forms and signatures verifying self-certification for eligibility criteria must be uploaded to the IowaWORKS case management system.
2. Acceptable electronic signatures include but are not limited to IowaWORKS electronic signature feature, HelloSign, DocuSign, and Adobe sign.

H. Adult Program Eligibility

1. Individuals are eligible for the WIOA Title I Adult program if they meet all of the following criteria:
 - a. 18 years of age or older; and
 - b. A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S; and

Commented [MS1]: Exceptions to this level?
Pay cut?
Expected change in income?
Quality Registered Apprenticeship exception

- c. Registered with Selective Service if applicable
- 2. There are no additional eligibility criteria for the Adult program. However, the priority for individualized career and training services funded by and provided through the adult program shall follow the local priority of service policy.

I. Dislocated Worker Program Eligibility

1. Individuals are eligible to receive individualized career services under the WIOA Title I Dislocated Worker program if they meet all of the requirements listed below:
 - a. 18 years of age or older; and
 - b. A citizen of the United States or U.S. Territory, a U.S. permanent resident, or an alien/refugee lawfully admitted to the U.S; and
 - c. Registered with Selective Service if applicable; and
 - d. Meet the requirements of at least one of the additional eligibility categories
2. Additional Eligibility Categories
 - a. An individual who has been terminated or laid off, or who has received a notice of termination or layoff from employment, including separation from active military service (other than dishonorable discharge) and;
 - i. is eligible for or has exhausted entitlement to unemployment compensation and is unlikely to return to a previous industry or occupation; or
 - ii. has been employed for a duration sufficient to demonstrate attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law and is unlikely to return to a previous industry or occupation.
3. An individual who:
 - a. has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantiation layoff at, a plant, facility, military installation, or enterprise;
 - b. is employed at a facility at which the employer has made a general announcement that such facility or military installation will close within 180 days; or
 - c. for purposes of eligibility to receive services other than training services, individualized career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.
4. An individual who was self-employed (including employment as a farmer, rancher, or fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. The MVWDB follows FEMA's definition of natural disasters. This includes:
 - a. family members and farm workers or ranch hands; or
 - b. Is a displaced homemaker; or
 - c. Is the spouse of:
 - i. a member of the Armed Forces on active duty who has experienced a loss of

employment as a direct result of relocation to accommodate a permanent change in the duty station of such member; or

- ii. a member of the Armed Forces on active duty and who meets the criteria for a displaced homemaker.

J. Serving Separating Service Members and Military Spouses with Dislocated Worker Funds

1. Under 20 CFR 680.660, service members exiting the military, including, but not limited to, those who receive or are eligible for Unemployment Compensation for Ex-service members (UCX), generally qualify as dislocated workers. Dislocated Worker funds under title I can help separating service members to enter or reenter the civilian labor force.
2. Generally, a separating service member needs a notice of separation, either a DD-214 from the Department of Defense or other appropriate documentation that shows a separation or imminent separation from the Armed Forces.
3. These documents meet the requirement that the individual has received a notice of termination or layoff, to meet the required dislocated worker definition.
4. In the case of separating service members because they may be on a terminal leave from the military, it may make sense to begin providing career services while the service member may still be part of the Active-Duty military but has an imminent separation date.
5. It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable. Lastly, ETA policy generally dictates that a separating service member meets the dislocated worker requirement that an individual is unlikely to return to his or her previous industry or occupation in the military.
6. Regarding military spouses, 20 CFR 680.630 expands the definition of dislocated workers to include military spouses who have experienced a loss of employment as a direct result of relocation to accommodate a permanent change in the duty station of the spouse. Military spouses also can qualify if they are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment (see WIOA secs. 3(15)(E) and 3(16)(A) and (B)) and 20 CFR 680.630 of the DOL-only Final Regulations). Military spouses may also qualify if they are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call, or order to active duty, a permanent change of station, or the service-connected death or disability of the service member.

K. Dislocation Designation

1. In determining the initial eligibility for Dislocated Workers, an individual may continue to be considered to be dislocated from a previous employer until:
 - a. The individual works in a permanent, full-time job (minimum of 30 hours per week) for four weeks; or
 - b. After an individual works for four weeks and is laid off again or subject to a plant closure, this employer becomes their new employer of dislocation; or

- c. If there is a National Dislocated Worker Grant (NDWG) or Rapid Response Additional Assistance Grant (RRAAG) for the original employer of dislocation and the individual was part of the target group, the individual may be served by the NDWG or RRAAG funds if they are still available, and the individual meets the definition of a Dislocated Worker. This is true even though the individual has worked for a new employer since the original dislocation.

L. Funding Eligibility upon Employment

1. If a Dislocated Worker is enrolled in a training service and works in a permanent, full-time job that leads to self-sufficiency, career planners must determine if WIOA Title I services can continue to fund the training service based on the following criteria:
 - a. If the individual has accepted full-time permanent employment to meet the basic needs of the individual or family to meet their immediate employment goal, training services can continue.
 - b. If the job that the individual has taken requires the training he or she is currently receiving, training services can continue. For example, a participant must obtain a teaching certificate to get or keep a teaching job.
 - c. If the participant has obtained full-time permanent employment and is no longer pursuing the career goal in the Individualized Employment Plan (IEP) but simply wants to complete the training services, funding for the training services should cease. In the event this precludes the participant from completing the training program, consideration to continue funding the training is at the discretion of the MVWDB.
2. The WIOA Title I Dislocated Worker program does not require an individual to return to the employer of dislocation. A description of their employment must be documented in the Iowa*WORKS* case management system.

M. General Youth Eligibility

1. To be eligible to receive WIOA Title I Youth services, at the time of eligibility determination an individual must meet all of the following criteria:
 - a. Be a citizen or non-citizen authorized to work in the United States.
 - b. Meet Military Selective Service Act registration requirements (males 18 years and older only). If an individual who is required to register at age 18 turns 18 during his period of youth program enrollment, he must register in order to remain enrolled in the program. Failure to register must result in immediate termination from the youth program.
 - c. Be an out-of-school youth (OSY) or an in-school youth (ISY).

N. Out-of-School Youth (OSY) Eligibility

1. To be provided services under the youth funding stream as an out-of-school youth (OSY), the individual must be:
 - a. Not attending any school as defined under State law.
 - i. Individuals attending Adult Education provided under WIOA Title II, YouthBuild, or Job Corps are also classified as out-of-school youth

- b. Not younger than age 16 or older than age 24; and
- c. One or more of the following:
 - i. school dropout
 - ii. within the age of compulsory school attendance, but has not attended school for at least the most recently completed school year calendar quarter
 - iii. a recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is also either one of the following:
 - I. Basic Skills Deficient, or
 - II. An English Language Learner
 - iv. offender
 - v. homeless individual, a homeless child or youth aged 16 to 24, or a runaway
 - vi. individual in foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship, guardianship, or adoption, a child who is likely to remain in foster care until 18 years of age, or in an out-of-home placement
 - vii. pregnant or parenting
 - viii. individual with a disability
 - ix. low-income individual or person living in a high-poverty area, requiring additional assistance to enter or complete an educational program, or to secure or hold employment
- 2. Per 20 CFR § 681.250 for OSY, only those youth who are the [recipient](#) of a [secondary school diploma](#) or its recognized equivalent and are either [basic skills deficient](#) or an [English language learner](#), and youth who require additional assistance to enter or complete an educational program or to secure or hold employment, must be low-income. All other OSY meeting OSY eligibility under [§ 681.210\(c\)\(1\)](#), (2), (4), (5), (6), (7), and (8) are not required to be low-income.

O. In-School Youth Eligibility

- 1. To be provided services under the youth funding stream as an in-school youth (ISY), the individual must be:
 - a. Attending school (as defined by State law)
 - b. Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21
 - c. A low-income individual; and
 - d. One or more of the following:
 - i. basic skills deficient
 - ii. English Language Learner
 - iii. offender
 - iv. homeless individual, a homeless child or youth aged 16 to 24, or a runaway
 - v. individual in foster care or has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child who is likely to remain in foster care until 18 years of age, or in an out-of-home placement
 - vi. pregnant or parenting

- vii. individual with a disability
 - viii. an individual who requires additional assistance to complete an educational program or to secure or hold employment
2. Not more than 5% of total in-school youth enrolled in the youth program can be enrolled under the “individual who requires additional assistance” component. The calculation is based on all in-school youth served within the given program year.

P. Additional Assistance

1. Per Iowa policy Chapter: 8 Section: 2.3.4 Youth who require additional assistance to complete an educational program or to secure or hold employment, include:
 - a. Migrant youth
 - b. Incarcerated parent
 - c. Behavior problems at school
 - d. Family literacy problems
 - e. Domestic violence
 - f. Substance abuse
 - g. Chronic health conditions
 - h. One or more grade levels below appropriate for age
 - i. Cultural barriers that may be a hindrance to employment
 - j. American Indian, Alaska Native, or Native Hawaiian
 - k. Refugee

Q. Locally Defined Additional Assistance

1. Client lacks significant work history for age/developmental level
2. Client lacks family, concrete community supports, and/or social supports.
3. Caseworker observation and attestation that the client lacks the interpersonal, cognitive, and/or reading/writing skills necessary for job seeking and retention

R. Low Income Exception

1. Five percent of Youth per region may be exempted from the low-income requirement based on the number of youths enrolled in a given program year who would ordinarily be required to meet the low-income criteria. Individuals who may go into this exception include:
 - a. All ISY, and
 - b. OSY who only meet the criteria of:
 - i. Basic Skills Deficient
 - ii. English Language Learner, or
 - iii. Require additional assistance to complete an educational program or to secure or hold employment.
2. This percent is calculated at the end of a program year based on new enrollees in that program year. Documentation for this exception must be maintained by the Title I Youth service provider.

S. High Poverty Area

1. A youth who lives in a high-poverty area is automatically considered to be a low-income individual for purposes of eligibility determination. A high poverty area is defined as one of the following that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey 5-Year data:
 - a. Census tract
 - b. Set of contiguous Census tracts
 - c. An American Indian Reservation
 - d. Oklahoma Tribal Statistical Area, as defined by the U.S. Census Bureau
 - e. Alaska Native Village Statistical Area or Alaska Native Regional Corporation Area
 - f. Native Hawaiian Homeland Area
 - g. Other tribal land, or
 - h. County

T. Authorization for Program Participation of Minors

1. For purposes of authorizing a minor to participate in the WIOA Title I youth program, the signature of a parent, guardian, or other responsible adult is required. Another responsible adult may include:
 - a. A relative with whom the individual resides,
 - b. An adult who has been delegated custodial or administrative responsibilities in writing, either temporarily or permanently, by parents or by an appropriate agency,
 - c. An agency or organization representative who is in a position to know the individual's circumstances (i.e., that they could not get a parent's or guardian's signature authorizing participation), for example, a clergy person, a schoolteacher or other school official, a probation or other officer of the court, a foster parent,
 - d. A representative of an agency that provided support services to the individual and who is aware of the individual's circumstances (i.e., that they cannot get a parent's or guardian's signature authorizing participation), for example, a social worker, a homeless shelter official, a child protective worker, a health clinic official; or
 - e. The local MVWDB allows legally emancipated minors to authorize their own participation.
2. Eligibility documents that a minor presents on behalf of a parent or guardian (e.g., income regarding family income) must be verified by a parent or guardian. Verification by another responsible adult would not be acceptable.

U. Self-Certification

1. There are limited circumstances that may warrant self-certification, as detailed in Appendix A Allowable Source Documentation. Self-certification is limited and only available after all other sources of eligibility verification are exhausted (i.e., self-certification is the "last resort" for documenting title I program eligibility). Self-certification occurs when a participant states his or her status for a particular eligibility criterion, and then signs and dates a form

acknowledging this status. The key elements for self-certification are:

- a. The participant identifying his or her status for permitted criteria, and
- b. Signing and dating a form attesting to this self-identification.

V. Ineligibility

1. If a participant is determined to be ineligible at any time, the individual must be informed of the determination in writing and given 30 days to respond. The MVWDB will mail a hard copy letter to the last known mailing address on file within 10 days of the determination. The letter will include the participant's name, date, location of the center, program, reason for ineligibility, and next steps if applicable.
2. Upon final determination of ineligibility for a program, the participant's activities must be closed. This must occur on the same day that the final determination of ineligibility is made. The reason for the ineligibility, the date of final determination of ineligibility, and the date of discontinuation of services must be documented in the data management system.

W. Closing services Due to Fraud

1. If at any time it is found that a participant has committed fraud to receive WIOA Title I assistance or has attempted to defraud a WIOA Title I program, the individual must be informed of the determination in writing and given 30 days to respond.
2. The MVWDB will mail a hard copy letter to the last known mailing address on file within 10 days of the determination. The letter will include the participant's name, date, location of the center, program, the reason for closing services due to fraud, and next steps if applicable.
3. If it is found the individual did commit fraud to receive services, the participant's activities must be immediately closed.
4. All circumstances related to the fraudulent act or attempt to defraud, along with the last date of services, must be documented and maintained in the data management system.

X. Non-Eligible Individuals

1. Any costs associated with providing WIOA Title I services to non-eligible individuals may be disallowed.

Y. Exceptions

1. Any exception to this policy must be approved by the MVWDB executive director in consultation with the appropriate Committee chair and documented in the IowaWORKS case management system.


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

Predictive Reports

Adult	PY23	Q1
Employment Rate 2nd Quarter	73%	81%
Employment Rate 4th Quarter	67%	68%
Median Earnings	\$ 6,100.00	\$ 6,326.00
Credential Rate	66%	47%
Measurable Skill Gains	44%	24%
Dislocated Worker	PY23	Q1
Employment Rate 2nd Quarter	85%	89%
Employment Rate 4th Quarter	85%	69%
Median Earnings	\$ 9,000.00	\$ 9,352.00
Credential Rate	70%	83%
Measurable Skill Gains	44%	30%
Youth	PY23	Q1
Employment Rate 2nd Quarter	74%	68%
Employment Rate 4th Quarter	74%	67%
Median Earnings	\$ 3,800.00	\$ 4,067.00
Credential Rate	57%	17%
Measurable Skill Gains	36%	24%


MOU Attachments

Appendix A: One Stop Operator Report



IowaWORKS
A proud partner of the AmericanJobCenter network

One-Stop Operator
September 2023



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WORKFORCE DEVELOPMENT BOARD

1

September Hiring Events/Job Fairs



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Date	Type	Location	Job Seekers
09/21/2023	Southeast Iowa Job Fair	Burlington IowaWORKS	333
09/22/2023	Opportunity Knocks	Davenport IowaWORKS	47



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WORKFORCE DEVELOPMENT BOARD

2

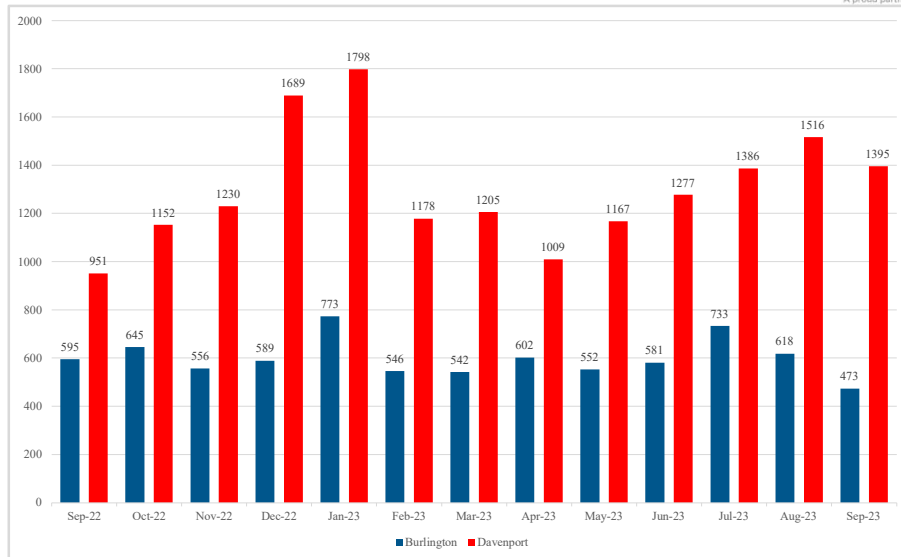
MVWA September Workshops

Workshop	Burlington	Davenport
Career Services	1	0
Resumes	14	96
Job Search	5	112
Financial Literacy	0	11
Interviewing	227	75
Career Interest	1	20
Personal Growth	7	59
Work Readiness	13	0
Labor Market Info	1	0
Unemployment Info	17	9
Job Finding Club	11	63
Other	1	0
NCRC testing	1	0

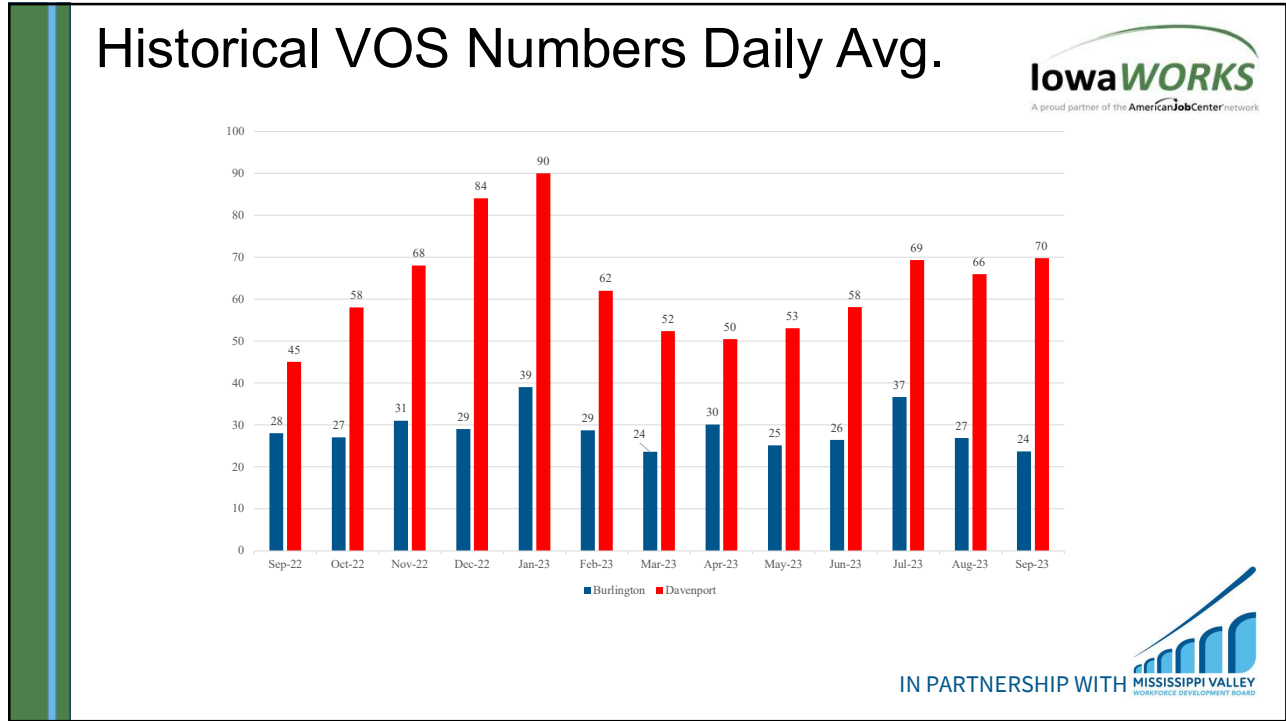


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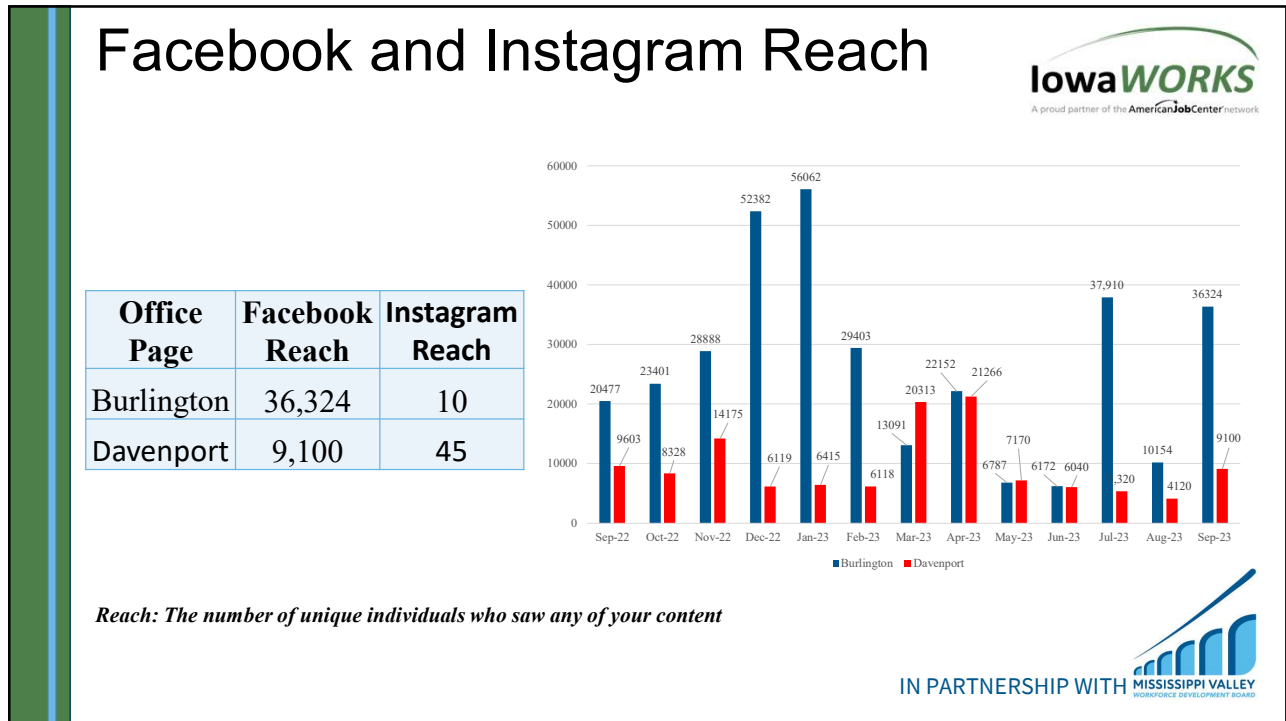
Historical VOS Numbers



4



5



6

Customer Satisfaction September



30 of 36 (83.3%) responded “somewhat or very satisfied” to a majority of the questions

5 of 5 (100%) from Dashboard

13 of 18 (72%) Davenport

4 of 4 (100%) West Burlington

8 of 9 (88.9%) Online exclusive

Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
92.5%	69.4%	85.1%	85.7%	66.7%	85%	78%	96%	82%	80%	77%	92.5%	83.3%



7

Customer Comments



Areas of Concern

- You claim to have disability accommodations but you only have them for the deaf and blind, as someone with a physical disability that relies on public transportation you offer no support or accommodations whatsoever. They have inflexible rex appointments only having them on Monday which many people like myself cannot find rides to despite being open every weekday. Your RCM workers do not listen and make rude remarks when you can't find transportation and then just flat out lie about things you can or can't apply for. The fact that I have to struggle as a disabled person to go to an appointment outside Muscatine that lasts three minutes at best is a joke! There's no reason why you people can't adapt to other days of the week or allow zoom screenshares.
- I zoomed with one of your workers. She told me that she would have my resume looked over in an hour & she would contact with me feedback. I didn't hear back so I emailed her the next day. Her answer was that she was just busy with the Park Fair Mall location & she would look it over that week & call me the next week. I emailed that morning to see when she would be calling me later that day. NO REPLY BACK. That was a couple months ago. I really wanted help this summer to get my resume done but I had to keep initiating the contact to her, but never did she seem like she cared about helping me.
- I am not really using Iowa works while looking for employment. I use other resources. Haven't been told or shown how to use Iowa Works.


Positive Comments

- Everyone is very helpful and does there best at answering everyone's questions.
- My questions were addressed, looked up, and answered completely. Thank you all!
- Everyone is very helpful and does there best at answering everyone's questions.




8

MVWA September Partner Referrals



IowaWORKS
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Referred To	Burlington	Davenport	Referred From	# of Referrals
Title I Adult/DW	15	24	AEL/HiSED	1
Title I Youth	4	4	Promise Jobs	21
Title II (AEL/HiSED)	3	2	RCM/RESEA	15
IWD	0	2	Title I	2
Title IV (Voc Rehab)	2	7	Title III	31
Title IV (IDB)	0	1	Voc Rehab	5
Veterans	3	2		
AARP	1	0		
CTE	1	1		
Ticket 2 Work	0	1		
IowaWORKS	0	2		
Total Referrals	29	46		
	75			



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WORKFORCE DEVELOPMENT BOARD


9

September Events



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- 9/21 Southeast Iowa Job Fair
 - 333 Job Seekers signed in (estimated 375 total)
 - 71 Employers



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10

Upcoming Events

- 10/4 Clinton Youth Event
- 10/11 Grow Clinton Career Fair
- 10/11 SCC Keokuk Care Fair
- 10/18 SCC West Burlington Care Fair



11

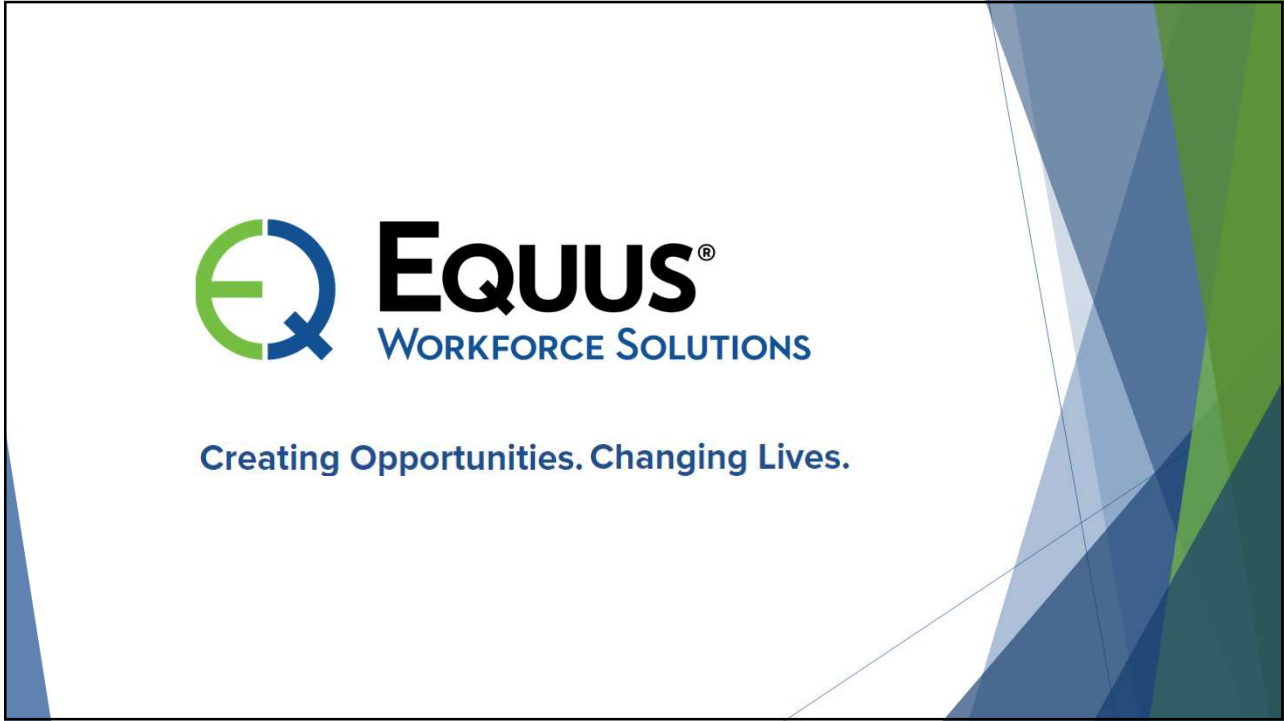
Continuous Improvement Opportunities

- MOU Meetings
- Potential Access Points
- Unite Us
- Mobile Connections

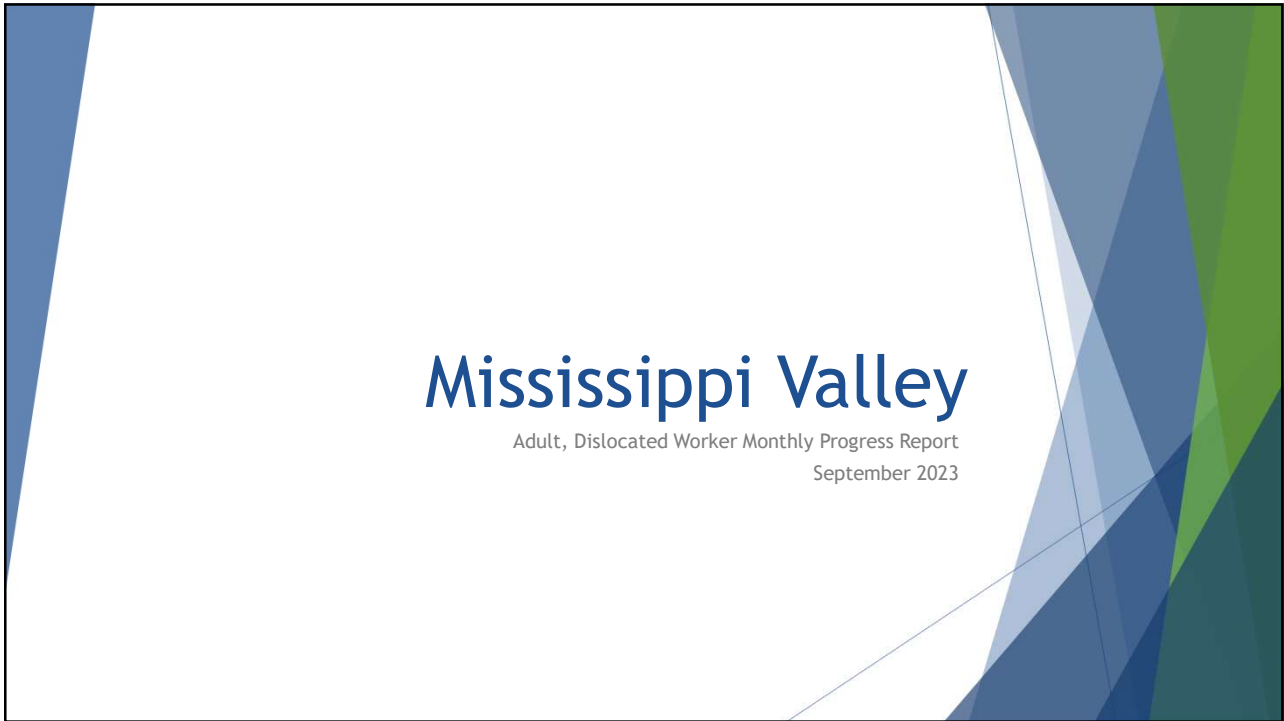


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Appendix B: Adult/DW Report



1



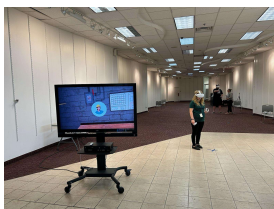
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Rapid Response

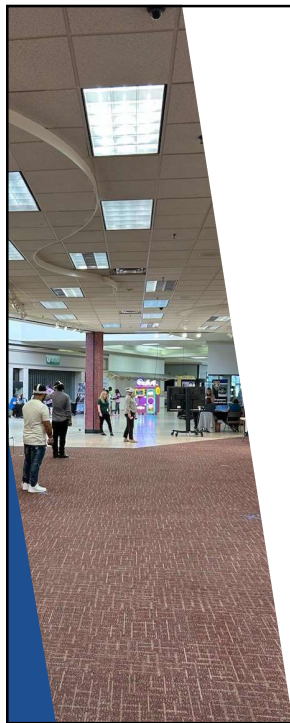
- ▶ Invited to be a resourced for impacted workers with John Deere Harvester Works
- ▶ CommUnity
 - ▶ Eastern Iowa, 4 workers in our local area
- ▶ Sivyer Steele
 - ▶ WIM's in October

3

Sector Event



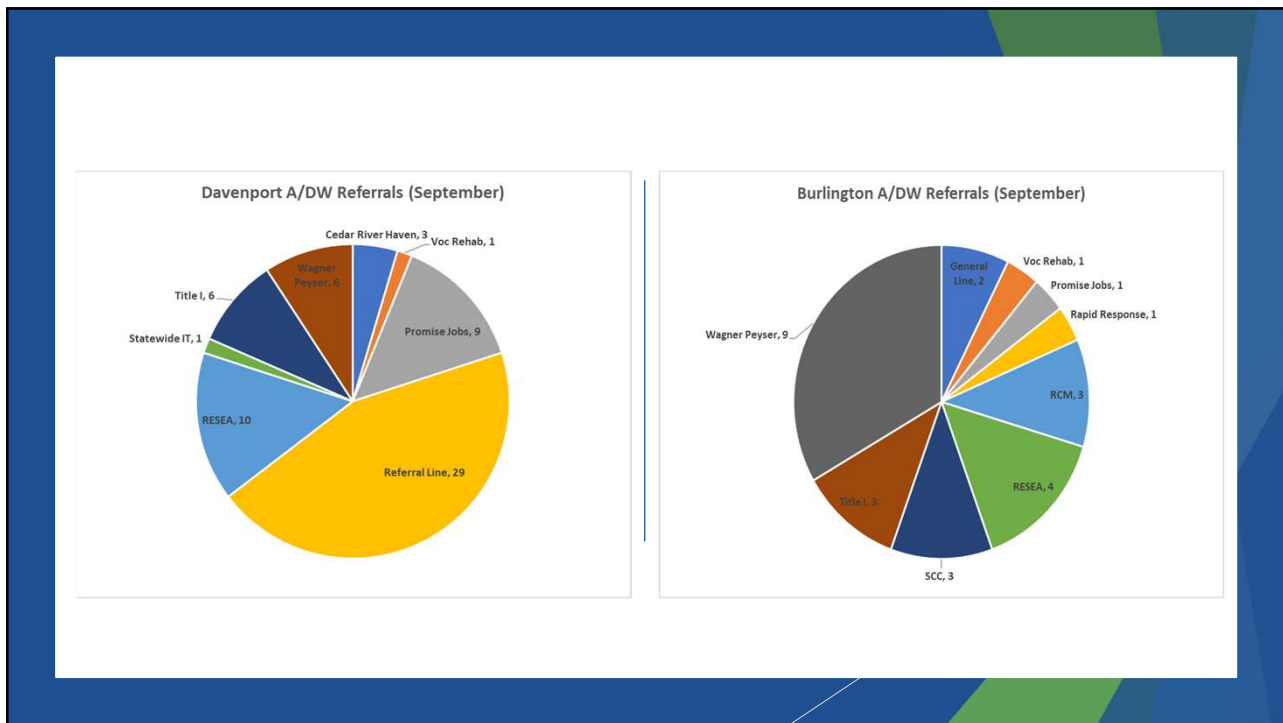
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Sector Event

- ▶ September 21, 2023
- ▶ Staff member continually cased the experience to draw in a crowd
- ▶ Held during the southeast Iowa job fair
- ▶ Stations set up for user experience
 - Restore power to an entire town
 - Install a solar panel
 - Rebuild a destroyed communications tower
 - Drill an underground system
 - Fix a broken assembly line
 - Assist with knee surgery
- ▶ Approximately 15 people utilized the headsets
- ▶ Over 330 job seekers attended the job fair

5



6

Performance

Enrollments	September	YTD Goal	YTD Actual	% of Goal
Adult	4	125 (Total)	19	
Dislocated Worker	0	125 (Total)	3	18%

Scholarships	September	YTD Goal	YTD Actual	% of Goal
Occupational Skills Training	2	100	68	68%

WBL	September	YTD Goal	YTD Actual	% of Goal
Work Based Learning	0	40	6	15%

7

Caseload

Adult

- ▶ 78 Active
- ▶ 92 Follow Up
- ▶ 28.33 Average caseload
- ▶ 5 Exit
 - ▶ 5 Employed

Dislocated Worker

- ▶ 83 Active
- ▶ 57 Follow Up
- ▶ 23.33 Average caseload
- ▶ 5 Exit
 - ▶ 5 Employed

8

IA MISSISSIPPI VALLEY IOWA ADW	09/18/23	
IA MISSISSIPPI VALLEY IOWA ADW	09/20/23	
IA MISSISSIPPI VALLEY IOWA ADW	09/25/23	
IA MISSISSIPPI VALLEY IOWA ADW	09/26/23	Anna trade act coordinator is amazing!!!
IA MISSISSIPPI VALLEY IOWA ADW	09/25/23	Ever one there has been kind and courteous. And my adviser Michaela Specketer is extremely helpful and checks on my progress frequently, and always ask how she help me.
IA MISSISSIPPI VALLEY IOWA ADW	09/25/23	Michaela is a great rep and above all else having the supportive efforts and knowing she is rooting for me makes me feel so much better about the task I am taking c life!
IA MISSISSIPPI VALLEY IOWA ADW	09/01/23	Staff is exceptional Meagan is truly an asset to your company always following up with me and replying back promptly.
IA MISSISSIPPI VALLEY IOWA ADW	09/22/23	Verv professional.

96.34% Customer Satisfaction Rate

14 Surveys completed

Legacy in Action

9

► 0 enrollments

Dislocated Worker Industries

10

Outcomes

Credentials

- 2 CDL

3 Unsubsidized Employment

11

Participant Highlights

1. Henry County DW Participant beginning job as System Support Specialist at Jefferson County Hospital. Wages are \$27.59 with IPERS benefits.

12

ON THE COVER:

FROM DEAD-END JOB TO FAST LANE:
Electrical Maintenance Technician Prepares for Takeoff

Three years ago, James Balmer found himself at a crossroads. His employment in Fort Madison had just closed. Strangely, it was the opportunity he had been looking for.

"The job was ok, but I really wanted more," said Balmer.

He decided it was time to make a change and took advantage of the retraining program for displaced workers. After doing some research, he enrolled in SCC's Industrial Maintenance Technology program on the Keokuk campus.

"I've always loved working on machines and taking stuff apart," he continued. "It just felt like a good fit."

He liked that it was class and the schedule allowed him to work a job and still take classes.

"The schedule was nice because we could work at our own pace."

Over the next two years, Balmer would earn specialized credentials in electrical and mechanical equipment troubleshooting and repair. He graduated in May with his specialized degree.

"I really liked the hands-on learning and the instructors were great," he added.

During the last semester of classes, he landed an entry-level position in the packaging department at Conagra Brands in Fort Madison. Barely six months later, degree in-hand, he took a position as an electrical technician. Now he spends his day troubleshooting the facility, troubleshooting control circuits, fixing programming errors, and keeping the lines running smoothly.

"I've never worked in a place this big and so it took a few months until I was fully comfortable," Balmer said.

James Balmer, Electrical Maintenance Technician, Conagra Brands

He really loves digging into complex programming issues. "I'm not afraid of a challenge."

He credits SCC for preparing him to learn what it takes to be successful at his job.

"I've got my eye on a few of the more advanced positions in my department," said Balmer. "I've got the training. Now I just need to put the time in and get more experience. Then I'll be ready."

While he had a sense of where he wanted to take his career, the time he spent learning it a fine inside. Now, not only is he considering a bachelor's degree, he wants to earn a supervisory certificate to set himself up for a management position at some point in the future.

"I'm proving to myself that I'm capable of a lot more than I ever thought I was."

Balmer says there are plenty of opportunities for someone who's not afraid to put in a little effort.

"If you've got a good work ethic and you like to learn and improve yourself, there are jobs in this field," Balmer explained. "Once you're in the door, you're going to get a lot of experience really fast and have a chance to move up."

For more information on SCC's industrial technology programs, visit scctw.edu or call (319) 311-1923.

Participant Highlights

- Dislocated Worker, Lee County was highlighted in the CBiz catalog with Southeastern Community College