



# SWDB BOARD MINUTES

Date: 02-19-21

Location: Virtual

## Voting Members

Voting members serve four-year terms.

No.	Name	Organization	Affiliation	Present	Not Present
1.	Governor Kim Reynolds	State of Iowa	Governor		X
2.	Senator Waylon Brown	Senate Appointed by President	State Senator	X	
3.	Representative Dave Deyoe	House of Representatives Appointed by Speaker of the House	State Representative		X
4.	Director Beth Townsend	Iowa Workforce Development	Director	X	
5.	Director Ann Lebo	Iowa Department of Education	Director or Designee		X
6.	Director Emily Wharton	Iowa Department for the Blind	Director or Designee		X
7.	Director David Mitchell	Iowa Vocational Rehabilitation Services	Administrator IVRS or Designee	X	

## Voting Members

Appointed by Governor, confirmed by the Iowa Senate, serving staggered four-year terms.

No.	Name	Organization	Affiliation	Present	Not Present
8.	Lynn Schreder <b>Chair</b>	KHI Solutions, LLC	Business	X	
9.	Jay Iverson <b>Vice Chair</b>	Home Builders Association of Iowa	Business	X	
10.	Anne Parmley	Pearson	Business	X	
11.	Amy Larsen	United Equipment Accessories	Business	X	
12.	Sondra Meyers	Katun Corporation	Business	X	
13.	Becky Jacobsen	Smithfield Foods	Business	X	
14.	Jeff DeVries	WestWing Logistics	Business	X	
15.	Daren Westercamp	Ag Leader Technology	Business		X
16.	Kelly Barrick	The Private Bank	Business	X	
17.	John (Jack) Hasken	Jackson Manufacturing, Inc.	Business	X	
18.	LuAnn Scholbrock	Coloff Digital	Business	X	
19.	<b>VACANT</b>		Business		
20.	Teresa Hovell	Vermeer	Business	X	
21.	Curt Strouth	City of Sheldon	Business	X	
22.	Jessica Dunker	Iowa Restaurant Association	Business	X	
23.	<b>VACANT</b>		Business		
24.	Daniel Tallon	Unity Point	Business	X	
25.	Carrie Duncan	International Association of Machinists Local 1010	Labor	X	
26.	Rich Kurtenbach	Labor Organization: Construction Industry	Labor		X
27.	Charles Wishman	Iowa Federation of Labor, AFL-CIO	Labor	X	
28.	Andy Roberts	Plumbers and Steamfitters Local #33	Labor		X
29.	<b>VACANT</b>		Joint Labor – Management Apprenticeship Program		

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	Name	Organization	Affiliation	Present	Not Present
30.	Jayson Henry	The Well	Community Based	X	
31.	Carmen Heck	Goodwill of the Heartland	Community Based		X
32.	Mayor Quentin Hart	City of Waterloo	City Elected		X
33.	Nancy McDowell	O'Brien County Board of Supervisors	County Elected	X	

### Ex Officio, Nonvoting Members

Ex officio, nonvoting members are appointed or designated by entities in accordance with Iowa Code § 84A.1A(1)(b).

No.	Name	Organization	City	Present	Not Present
	Senator William Dotzler	State of Iowa Senate, Minority Leader Appointee	Waterloo		X
	Representative Kirsten Running-Marquardt	State of Iowa House of Representatives, Minority Leader Appointee	Cedar Rapids	X	
	Drew Conrad	University of Northern Iowa, Board of Regents Designee	Cedar Falls	X	
	John Smith	Drake University, Association of Independent Colleges Appointee	Des Moines	X	
	Rob Denson	Des Moines Area Community College	Ankeny	X	
	Director Debi Durham by <b>Rita Grimm</b> (Director   Designee)	Iowa Economic Development Authority (IDEA)	Des Moines	X	
	Director Kyra Hawley (Director   Designee)	Iowa Department on Aging (IDA)	Des Moines	XX	
	Director Beth Skinner (Director   Designee)	Iowa Department of Corrections (DOC)	Des Moines	X	
	Director Kelly Garcia by <b>Cindy O'Brien</b> (Director   Designee)	Iowa Department of Human Services (DHS)	Des Moines	X	
	<b>VACANT</b>	Apprenticeship			
	Mary Cannon-James	Largest Statewide Labor Organization for State Employees American Federation of State, County, and Municipal Employees Council 66	Davenport		X
	<b>VACANT</b>	Labor Organization: Construction Industry			
	<b>VACANT</b>	Labor Organization: Manufacturing Industry			

### Other Attendees.

Attendee	Organization	Present	Not Present
Shelly Evans, Board Administrator	IWD	X	
Ryan West, Deputy Director	IWD	X	
Michael Witt, Division Administrator	IWD	X	
Michelle McNertney, Division Administration	IWD	X	
Jon Peppetti, Attorney	IWD	X	
David Steen	IWD	X	
Brooke Axitois	IWD	X	
Michael Spurgin	IWD	X	
Chad Matchie	IWD	X	

## MEETING MINUTES

**Call to Order**, Lynn Schreder, **Chair**.

**Roll Call and establish Quorum**, Shelly Evans, Board Administrator.

### ACTION ITEM

ACTION	1 <sup>st</sup>	2 <sup>nd</sup>	Unanimously Approved
Approval of Agenda.	<b>LuAnn Scholbrock</b>	<b>Amy Larsen</b>	<b>X</b>

### ACTION ITEM

ACTION	1 <sup>st</sup>	2 <sup>nd</sup>	Unanimously Approved
Approval of Minutes from 10/23/20 meeting.	<b>Jeff DeVries</b>	<b>Jessica Dunker</b>	<b>X</b>

**Welcome** by Lynn Schreder, Chair.

Sharing SWDB website. <https://www.iowawdb.gov/> Sharing calendar, WIOA information, training for state and local boards by Maher and Maher. State plan located here. Desire to get new board members acclimated. Bring everyone up to speed while serving. Board does not have a good set of working Bylaws. Task Force has been formed. Jay Iverson volunteered to chair. Kelly Barrick also volunteered to serve. Ben Flickinger, SWDB attorney from Attorney General's office. Jon Peppetti. Anyone has a desire to work on bylaws, reach out. Hope is to have final bylaws to vote on by November 2021 meeting. Strategic planning meeting for board to have road map in board's service. Hoping to take level of involvement one step further. Due to COVID look to fall meeting as well as holiday event in December timeframe. Meetings are quarterly, at the bottom on the Agenda and on the SWDB website. No reasons not to attend via Zoom. Provide me any feedback. Would like members get to know each other. Will reach out to 3-5 members to take a minute to spotlight each board member. Who you are, what you do and why are you serving on this board? All have different whys. Will reach out to various members and ask for shares.

**Director's Report** by Director Beth Townsend, Iowa Workforce Development.

- Presentation to legislators last week. Story of what agency has been doing over the course of the pandemic. Talked about what is happening in other states about implementing all of the other programs. About 6 new programs created by President. Other states' experiences have been difficult. Iowa has been able to implement programs in about 4 weeks. At beginning of pandemic, 139 employees and moved about 340 employees into insurance claims and processing. Implemented mandatory overtime from beginning of pandemic and we are still requiring all staff to work 50 hours per week. First 4 months required to work on Saturdays. Many IT staff worked 3 months without a day off. Dedicated employees. Saturday overtime continues and hope to turn it off shortly. Testament of IWD staff during the pandemic. Unprecedented call volume during 2020 – 1,587,636 calls. New feature that will allow call back instead of remaining on hold. Positive response without having to wait on call line. Will announce to public and help reduce anxiety. Worked hard to keep wait times less than an hour. When needed, we will put more employees on the phone lines. Provided as much information as possible and get information out consistently. Robust website for information. 8 different languages. Website traffic is overwhelming. Getting webinars, press releases and translation services to provide real time customer service in languages other than English. Real time in over 68 languages and served over 15,000 calls. New programs created by Congress. Complex programs. Takes 7-10 days for USDOL to provide guidance. Some programs average 6 weeks to implement. Volume of work 1.0 million claims processed, in 2020 4.2 million. Add in federal programs it is 5.5 million claims. IWD 1 year of work every month since March of 2020. Speaks volumes about commitment and competency of staff. Possible because we have moved employees out of other activities and into UI. Important to see what has been paid out. 3 billion in 202 in benefit payments. In 2019 381.8 million. Ten times the amount than last year. Employers have contacted our agency indicating the need for workers. Job fairs, virtual job fair software. About 70,000 current openings in Iowa. Gave out \$16 million in grants, including to community college partners. 3 million went to CAN programs or direct care workers in over 800 training slots in the last 3 months. UI benefits are taxable both state and federal. Taxes collected from employers. Good sign because employers have been able to maintain the same level of UI from the year before. Budget is primarily federal and no different this year. Expenses out of P&I fund this year and goes to help pay for services at field offices and support. Expecting more funds to go to Home Base Iowa. Two coordinators now as opposed to one. Governor's recommendations of appropriations – about \$19 million. Governor deposited COVID \$491 million of COVID money into the Trust Fund in June for us to remain in table 7 and employers would not suffer adverse due to the Trust Fund balance. Currently

over \$900 million in Trust Fund. NASWA so helpful throughout the pandemic. Network with peers in other states, best practices, share our experience with Congress. Hard to articulate what the staff has been through. Take the time to say thank you, well done. I share messages with staff and they mean a great deal.

- Within a week of signing the modernization contract to develop and purchase software for benefits program. Started process before pandemic. Awarded contract and pandemic took us off timeframe because of lack of availability. Diligent during last few months, clarify last few items and sign the contract. Time well spent and money very well spent. Main frame performed much better than expected. Not created to handle the volume it has or the programs that it has. Not reflection on the programs but never thought we would see the volume that we have had during the pandemic. Opening field offices very shortly.
- Agency and LMI will participate with UNI statewide survey to assess current impact of pandemic on Iowa businesses and non-profit organizations. Participated in previous surveys. Help push out to employers to increase response rate. IDEA and many other groups use this data to help design strategic plans for recovery and return from the pandemic. If you are employer, please fill it out as it is help information to the Governor and others.

#### Questions:

Lynn Schreder: Who can we reach out to send thank you to IWD team.

Director: Email to note to me or Shelly and we can cut and paste to single email to staff. Try to do this as we get messages. Legislators this week wanted me to pass long to staff. Good for staff to see a name attached.

Lynn: speak for board. Let's flood Shelly and Director to share sentiments with IWD team. Keep lifting people up and we couldn't do this without them.

Jessica Dunker – Every meeting I sound like a broken record. Creativity and streamlining of programs and organizations were able to tap. Got COVID grant and teach 500 people in state who were most impacted. Taught in Spanish and English. Owners that cried on the phone saying thank you. Most tangible and real things to help them recover. Really helpful to this hurting industry. Staff is great but Director Townsend has been to war, admirable, great communication, representation of state and confidence that the State of Iowa should have, should not go unrecognized. Thank you and for the programs. Sure community colleges feel the same way.

Kristie Fisher – Community colleges follow up with that. Grant brought in low income, needy folks to bring up their skills. 20 was goal to enroll and 15 to completion. Got 12 during quarantines during that short period. Students brought to tears too by being able to start their path with manufacturing skills. Hit at rotary and community has been touched by it.

Jack Hasken – mandatory overtime, when do you think that is going to ease up?

Director – told senior staff this week is my hope is to end in March. It's unrealistic that they have worked it this long. Not gotten negative feedback from staff, have been good soldiers and have done everything we have asked them to. Want to give them back their lives and give them back 40-hour work week. Hope that the rest of the state will be understanding and supportive.

Jack – have to worry about burn out happening and after all the hard work would not want them to hate their jobs.

Director – gave all state employees 2 extra holidays this year. When holiday weekend would shut down and no one was permitted to work until Monday. Some may have without her permission or knowledge. Tried to give as much time off at holidays as they could so they could spend time with families.

Senator Brown – legislator and small business hats. Department as a legislator has been amazing over last year. Ryan West is rock star. Anytime I could reach out and within 24 hours the problem was resolved. Small employer hat. 2 questions. An employee not contesting claims is there a way to set up phone system as employer can call it so there is no delay for that individual. Did have situation where took 4 weeks to get that individual their first check. Phone option for employer to confirm legitimate claim. What can we do to support SIDES program?

Director – excellent points. Ryan is a rock star and tremendous asset to the agency. Staff as well as senior staff have worked incredibly hard. Without them none of this would be possible. Check with UI folks about process for employers. Really good idea if that is not in place. Email box probably easier due to phone volume regarding non-contests. Have been talking with employers about SIDES program and the more we can talk about the program the better off we are going to be.

Any Roberts – some insight on legislative affairs of IWD. SSBI 172, HB203. Reasons behind the one-week delay on UI benefits. Insight would be appreciated.

Director – IWD only had one bill to remove Greer Sisson for the board. Encourage to get ahold of legislators. They are not workforce bills.

Andy – you are not aware of SSBI 172 bill?

Director – I’ve heard of the bill but not sure who put the bill forward.

Senator Brown – I can speak on that. My understanding this has come up in the past as well. One-week period to allow claims legitimate. Seen both sides but do not see this bill moving forward. System we have is working quite well in the state. Biggest thing is if we have a way that employers can jump on and indicate it is not a contested claim. Conversations about notifications, regular, certified or email notice. Take advantage of technology and open communication line to process claims as quickly as we can.

Andy Roberts – as for bill on Greer. Said once and say it again. Disappointed of moving Greer out of position of non-voting. Vent frustration. With the amount of apprenticeships grown over the last decade thought she was a viable resource on the board. Disappointed she is not able to be a non-voting member of the board.

Director – I couldn’t agree with you more. Went all the way to the US Secretary of Labor. Not Trump decision but USDOL. New administration feels that there should not be a member. Greer has been a rock star with apprenticeships in Iowa and a great service to this board. Not what IWD wanted to do.

Andy – We know we sometimes struggle with active members of the board. Greer was active with the board. I am opposed to bill. Disappointing. Don’t like it but I get it.

Charlie Wishman – in subcommittees on UI bill, ABI is bringing it forward. Legislators talking to IWD about it. Someone is communicating with IWD on impact. Pretty clear that ABI is moving it. Pretty much copy and paste job of what IWD has proposed in non-pandemic years. Ask about legislation that Andy brought up. We oppose that as well. Has IWD reached out to the new administration on this? Our belief that Secretary Walsh comes from building trades in Boston. Someone supportive of apprenticeships and would be surprised if that would be the direction he would go. Has someone reached out to new administration? Do we have to codify this? Can position be there and be vacant while we try and get USDOL to see importance of it? Important position and provides good resource. Instead of calling quits to fight for it.

Director – not a Trump recommendation. USDOL. Governor called Secretary Scaila at the time because IWD objected to it. Advocated strongly for Greer to be a member. USDOL says WIOA statute does not support this position on local board. Other states also required by this national policy. Attorneys at the USDOL and no impact from Secretary Scaila. We would have to go back to USDOL. Because it has been enforced around the country I would not expect a different outcome. Not an administration policy, interpretation of statute.

**Introduction of Ben Flickinger, Assistant Attorney General, and update on dismissal of appeal** by Lynn Schreder, Chair. Brief update from October meeting. Vendor appeal from Mississippi Valley workforce area. Incumbent Provider was not chosen. Appealed it. In January appeal was dismissed so no longer on our plates. Looking forward we still have question on whether we need to have rules in place. Do not expect this to be common but will happen in the future. Keep in mind and plan for.

Lynn - Ben has agreed to be on taskforce for bylaws. Thank you Ben for getting plan together so that we can put into bylaws.

**Update on vacancy of Vice Chair Position** by Lynn Schreder, Chair.

A couple meetings ago requested volunteers. Reached out to Jay Iverson to see if he would be willing and he said yes.

**8.1 -- ACTION ITEM**

<b>ACTION</b>	<b>1<sup>st</sup></b>	<b>2<sup>nd</sup></b>	<b>Unanimously Approved</b>
<b>Motion for Appointment of Vice Chair.</b>	<b>Andy Roberts</b>	<b>Becky Jacobson</b>	<b>X</b>

**Update on Guidance for Local Disability Access Committee** by David Mitchell, Administrator of Iowa Vocational Rehabilitation Services (IVRS) and Chairperson of the Disability Access Committee.

Lynn – hot topic and appreciative of feedback. Lively conversation.

David – echo comments. Highlights – Director Townsend in one of her slides had reference to FRI. If you go to the website, you will see a box that says accessibility and disability resources. Click on link and a series of training seminars designed to provide information on range of disability topics. Over 30 video links. Disability Access Committee has information on the SWDB website. Integration continuum model. Number of areas on this model and designed to drive services forward at the local level. Vision moving towards integration model. Down to 9 local areas and several areas that have more than one job service center in that area. Transition to local boards with compliance and driving local services and further conversations.

Template was offered and asked for priorities from local areas. Moved to integrated model. Gives local areas for chance of ownership. Appreciate all work at the local level. Meeting scheduled for March 17<sup>th</sup> at 2:30 pm. Meeting will review history, current regulations and listen to local board areas' issues. Will share feedback with the SWDB.

Lynn – shared Local Workforce Development Area map and links to standing committees, including the Disability Access Standing Committee.

David – outlines work going on with the local boards. Participated in national call to move the Act forward. Key partners are doing key things.

### **Local Workforce Development Area Spotlight.**

➤ **South Central Iowa LWDB transformation update by:**

- Krista Tedrow, Board Staff and Executive Director of South Central Iowa LWDB
- Jason Roudabush, CLEO Poweshiek County and CLEO of South Central Iowa
- Don Seams, Vice CLEO and Wayne County Supervisor.
- Natalie McGee, chair LWDB and Assistant Vice President, Human Resources, Hy-Vee
- Teri Brockting, Vice Chair, VP Human Resources, Cambridge Investment Research, Inc.
- Mark Cooper, Board Member.
- Linda Rouse, District Manager IWD.
- Jennifer Erdmann, Title I Operations Manager for Ottumwa and Marshalltown.

Lynn – thanks to all for jumping on call today. See and hear the passion and gratifying to see what is happening out in the field. Continue to do spotlights.

**Presentation and facilitated discussion on SWDB's role in One-Stop Certification Standards** by Lynn Bajorek and Gretchen Sullivan, Maher & Maher.

Revisit the vision under WIOA and tools for the SWDB for operating. Visions: WIOA vs. SWDB. One workforce vision. Key operational strategies to achieve the WIOA vision. SWDB tools for operationalizing the vision.

One-Stop Certification Standards. What it is, how it works, what does it evaluate, how does it benefit the system, what could it look like, what is SWDB's role and how to move the work forward for Iowa. Delivering customer service and customer value. Iowa's WIOA state plan themes. Integrated service design. Physical and programmatic accessibility.

Facilitated discussion to identify core values and priorities. Identify SWDB's core values and priorities. What is critical? Effectiveness. Customer driven. Expectations?

Jack Hasken – from employer standpoint. Data driven. Know information and actual data on the customer. Is it a good match?

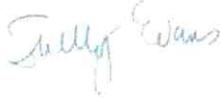
Single point of contact. Co-location and addressing where partners are located. Team based services as well.

Physical and programmatic accessibility. Key priorities.

Jack Hasken – In manufacturing, get better at what you do.

Most effective way to get feedback?		
Next Steps. Core partner group's plan to move forward.		
<b>MOTION</b>		
Motion to Adjourn. Adjournment at 1:07 p.m.		

Respectfully Submitted,



Shelly Evans, Board Administrator



Lynn Schreder, **Chair**