



Southwest Iowa Local Workforce Development Board Executive Committee Meeting – 12/21/22

The agenda is as follows:

1. Call to Order
2. Agenda Approval
3. Approval of Minutes
4. Old Business
 - a. One Stop Operator
 - b. DOL Compliance
5. New Business
 - a. Ticket to Work Policy
 - b. Reimbursement Policy
6. Public Comment
7. Establish Next Meeting
8. Adjourn

Jesse Bolinger is inviting you to a scheduled Zoom meeting.

Topic: SWIAWDB Executive Committee

Time: Dec 21, 2022 07:30 AM Central Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84644228082>

Meeting ID: 846 4422 8082

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Southwest Iowa Local Workforce Development Board

Executive Committee Meeting Minutes – 12/14/22

Attendees: Jesse Bolinger, Amanda McVann, Katrina Fleharty, Daniel Ray Christensen, Dennis Brown

The agenda is as follows:

1. Call to Order
2. Agenda Approval
 - a. Motion to approve: SO MOVED
3. Approval of Minutes
 - a. Motion to approve: SO MOVED
4. Old Business
 - a. One Stop Operator
 - i. Jesse: we are not the only board that uses the One Stop Operator and they have been firing them due to slow communication
 1. Ashley has been great and he has just gotten a written report from her which has been sent to the board this morning
 2. The concerns have been with other companies
 3. Going to dig in a bit more into the report
 - ii. Katrina: They've fired them?
 1. Jesse: yes, SSPG hasn't been good to work with but Ashley is great to work with
 - iii. Daniel: Ashley is Northwest Iowa WD One Stop Operator
 1. Jesse: SSPG as a whole was fired, not Ashley who received a lot of positive comments; the next step, will go back to other two Directors to ask for more comments as well as going into some of Michelle's files
 - a. Report was sent on 12/12 but it was asked for 2-3 weeks ago; Ashley couldn't attend the last few meetings; send me any questions as you all go over the report
 - b. DOL Compliance
 - i. Jesse: DOL did monitoring on the state of Iowa with 3 areas
 1. On the state of Iowa which was a non-compliant MOU
 - a. It's behind with Workforce
 2. Low enrollment
 3. Low expenditures
 - ii. Jesse: A corrective action plan has been put into place
 1. Has the first of many meeting with the service provider
 2. Increasingly concerned about low enrollment
 3. Has asked firm questions about outreach and marketing with no follow up
 4. Has attended meetings where they should have been and they were not
 - a. I.e. Virtual Youth Summit (this later did attend)

- 5. Hoping to correct low enrollment by being creative because there are people that need these services
 - iii. Dan: low enrollment and expenditures has been a problem with IOA, so looking forward to tonight's meeting later
- 5. New Business
 - a. Reimbursement Policy
 - i. Jesse: Michelle and I discussed how there's never been a reimbursement policy, only doing something and then getting reimbursed
 - 1. Would like a formal way to be reimbursed and getting the conversation started
 - ii. Katrina: has the policy committee reviewed it? Do we have a committee that reviews this?
 - 1. Jesse: we do not have one, but we should have a governance committee as well as a Policy on how policies are created
 - a. Has discussed with Finance Committee on the next agenda item and on how
 - iii. Daniel: What should be reimbursed?
 - 1. Jesse: web services (Zoom), mileage, meals, conferences
 - a. Katrina: zoom is part of our budget already
 - b. Jesse: is it part of our budget because myself and Michelle have both paid for it and were reimbursed
 - i. Daniel: What does Zoom cost?
 - 1. Jesse: \$140/year for up to 99 people per meeting at a time, unlimited meeting length, cloud storage space, recording, etc.
 - iv. Jesse: should I take this back to the Finance committee?
 - 1. Daniel: yes
 - 2. Jesse: learning that we have funds to spend and ways to spend it that we haven't done before
 - v. Jesse: should we have a policy and governance committee?
 - 1. Daniel: probably something that we need to look at
 - a. Jesse: will look into researching this
 - b. National Association of Workforce Boards conference (March 25-28, 2023 Washington D.C.)
 - i. Jesse: has been recommended to attend by another Director because it would be a great learning opportunity to see how other Boards do things and gain great resources
 - 1. Budget comes from Ticket to Work funds which is over \$100,000
 - 2. Has met with the State and learned what they require from Ticket to Work funds
 - a. Currently working on a policy alongside Disability Access committee
 - 3. None of the Ticket to Work funds has been spent on anything, but it can go towards

- ii. Daniel: how long is the conference, how much it
 - 1. Jesse: in March 25-28th, 2023 in Washington, D.C. with \$1000 early bird registration but now might be <\$1500 along with a block of hotels and airfare, so it could be about \$3,000-4,000
 - a. I just need to get a policy on Ticket to Work finalized along with Disability Access; already talked to fiscal agent which would put part of it on their credit card and Jesse would submit the rest for reimbursement
 - 2. Daniel: So you've talked to Eric?
 - a. Jesse: yes
- iii. Jesse: other conferences are coming up as well but this one is coming up first and would truly be great to attend
 - 1. Katrina: so first step would be to get policy done and get it approved, and then get this approved
 - a. Jesse: we could have Executive Committee meet one more time in December for this purpose as well as for other parts we've talked about

6. Public Comment

7. Establish Next Meeting

- a. Jesse: would like to meet on Wednesday, December 21st @ 7:30 AM via Zoom
 - i. Daniel: You would have a policy?
 - 1. Jesse: yes
 - ii. Daniel: Does that work for Dennis?
 - 1. Dennis: yes

8. Adjournment

- a. Motion to adjourn: SO MOVED

Action Items:

- Upcoming meetings:
 - Wednesday, December 21st @ 7:30 AM via Zoom



SWILWDA One-Stop Operations Report December 14, 2022

One Stop Operator Report

Ashley West, One-Stop Operator, NWILWDA

awest@sppq.com

Key Indicators of Performance

Core Partner Collaboration

- Core Partner leadership meets monthly to discuss program activities, opportunities and barriers to success in serving job seekers and employers, and ways to collaborate to increase referrals and co-enrollments.
- Core Partner Staff meet monthly to discuss referrals, in addition to meet any training needs identified.
 - A Professional Development Survey has been sent out to core partner staff to identify training needs. During monthly core partner staff meetings, we will begin by reviewing WIOA core partner programs, services, eligibility, and examples of co-enrollment. We will then discuss labor market information, and the disability access committee.
- *Fall In-service (October 10, 2022)*
 - **WINTAC:** The morning session focused on completing the WINTAC Integration Continuum. This exercise assisted local offices in meeting the following standards within the One-Stop Certification process:
 - **Continuous Improvement- 8:** The center has robust internal processes in place to assess and improve operational efficiency and effectiveness, including but not limited to the level and effectiveness of partner integration, service planning and delivery coordination, center processes (e.g., welcome, referral, and other processes), review of WIOA key performance measures, etc.

- **Continuous Improvement- 9:** The center tracks progress of partner integration efforts through the use of the WINTAC integration model, or another model approved by the SWDB, to positively impact system integration across multiple center services, including outreach and intake, assessment, career services, case management, career pathways, and business engagement.
 - **Physical and Programmatic Accessibility- 6:** In compliance with WIOA sec. 188, the Center and/or the LWDB has policies, procedures, or other guidance in place regarding nondiscrimination and ensures equal physical and programmatic opportunity, accessibility, and inclusiveness for all customers.
 - **Physical and Programmatic Accessibility- 7:** Services are provided in an integrated and inclusive setting, as appropriate for the individual customer and in accordance with applicable laws, regulations, and policies.
 - **Physical and Programmatic Accessibility- 9:** Center partner staff provide opportunities for competitive, integrated employment for individuals with disabilities. Competitive, integrated employment is non-segregated, community-based employment with employers that also employ individuals without disabilities, in occupations comparable to those held by employees who do not have disabilities.
- **Integrated Resource Team Training (IRT):**
 - Following the WINTAC Integration Continuum exercise on October 10th, offices were provided with an Integrated Resource Team training which equipped staff to provide quality, wrap-around, and customer-focused services.

Referral System

- A Google Form referral system has been implemented across the local area (a PDF of the form is included as an attachment to this report). The form is housed with the One-Stop Operator and all Core partners have access to the form and use it to make cross-agency referrals. Efforts are being made to connect all required partners outlined in the MOU to this referral form. When a job seeker is referred to a program using the form, the program is immediately notified via an e-mail that includes a PDF of all customer details. This information is also included in a One-Drive spreadsheet, where staff and program directors are able to monitor all referrals made within the local area, track follow-up, and provide updates and outcomes for individual customers. A training on how to use the referral form was delivered to staff. As of the time of this report (12/9), the form has been used to make 8 interagency referrals since it was implemented in mid-November.

One-Stop Certification

Goals

- Support quality, consistency, and continuous improvement in the system
Establish shared baseline expectations
- Foster alignment and collaboration among workforce system partners and programs and in One-Stop operations and service deliver
- Advance customer-driven service design and delivery
- Identify and address technical assistance and training needs

Must assess and certify Comprehensive Centers (centers with Title I and III present full-time, with one other core partner present at least part-time) at least once every 3 years, using criteria and procedures developed by the State Workforce Development Board (SWDB).

Criteria

- Areas (3) - Standards (9/14/9) - Indicators (examples of documentation to provide to demonstrate that able to meet each standard)
- Area 1: Physical & Programmatic Accessibility
 - 9 Standards (must meet 8 out of the 9 to become certified)
- Area 2: Effectiveness
 - 14 Standards (must meet 12 out of the 14 to become certified)
- Area 3: Continuous Improvement
 - 9 Standards (must meet 8 out of 9 to become certified)

Future Planning

Monthly Core Partner Data Reports

- A template has been developed to collect programmatic data from the Core Partner programs on a monthly basis. The data report was shared this month with partners for a first reporting date on January 10, 2023. Moving forward, data reports will be due to the One Stop Operator each month on the 10th. This data will be included in each quarterly report to the Local Board and includes information on program capacity (including enrollments and exits), outreach efforts, partnerships, success stories and goals for the next month. Since data reporting will start in January, first quarterly data report will be available to the board for the March 2023 meeting.



SW Iowa Business Services Team

- The Northwest Iowa Business Services Team (BST) was established in September and now meets monthly as a group. The BST is comprised of business services/placement specialists from each of the Core Partner agencies. The purpose of the BST is to provide a platform for our Core Partners to address issues related to serving employers in NW Iowa, discuss ways to collaborate on service provision to local employers, and strategically plan on how to address employer needs.

Required Partner Meeting

- A required partners meeting is in the works for early 2023. This meeting will include all required partners captured in the MOU. This meeting will occur quarterly.

Ticket to Work Expenditure Policy

Purpose: The purpose of this policy is to provide guidance on the utilization of Ticket to Work funds by the Southwest Iowa Local Workforce Development Board.

Policy: It is the policy of the South West Iowa Local Workforce Development Board to utilize Ticket to Work funds for the advancement of individuals with disabilities living in the South West Iowa Local Workforce Development Board area. Funds may be utilized at the discretion of the local workforce development board. Fund requests must be submitted to the SWIWDB Executive Director. These requests will be reviewed, at minimum, by one committee and the full board.

Board Chair Signature _____

Date _____

Travel and Reimbursement Policy

Purpose: Establish a travel policy for reimbursement of expenditures incurred in the performance of duties by members of the Southwest Iowa Local Workforce Development Board.

Background: It is sometimes necessary for workforce board staff to travel distances outside of the community of Creston that incur expenses that should be reimbursed.

Policy: It is the policy of the South West Iowa Local Workforce Development Board (SWIALWDB) to reimburse individuals for travel expenses incurred in the performance of duties under the Workforce Innovation and Opportunity Act. Such reimbursement must meet requirements outlined in the attached regulations.

Action: Copies of travel regulations and travel reimbursement forms will be provided to the South West Iowa Local Workforce Development Board staff. Completed forms shall be returned to the Executive Director for inclusion in the Finance Committee packet within two weeks of travel.

Board Chair Signature _____

Date _____

Travel Regulations

A. General Guidelines and Information

1. Reimbursement for travel is authorized for official Workforce Development Board and Workforce Investment Corporation business within the budgetary limits established in the annual budget.
2. A travel expense form (sample attached) must be completed by each WDB or WIC or Committee member. The completed form should be submitted to the Workforce Development Board Program Director or her designee for approval and processing. Expense forms should be submitted no less frequently than quarterly.
3. No reimbursement will be provided if the traveler receives reimbursement through other sources.

B. Mode of Travel

1. WDB/WIC and Committee members are expected to select a mode of transportation, which is least expensive, taking into consideration both time and distance involved.
2. The rate of reimbursement for use of a privately owned vehicle will be that of the prevailing mileage established by the United States General Services Administration Per Diem Rates. This rate is intended to cover all operating costs of the vehicle (fuel, maintenance, insurance, etc.). Reimbursement will be for actual miles traveled using the shortest practical route.
3. A receipt will be required for travel by common carrier such as air, rail, or bus. Reimbursement will be for actual cost.

C. Subsistence

1. Allowable reimbursement for lodging will include actual expenses for overnight accommodations and all applicable taxes and surcharges. An original receipt from the hotel / motel will be required for reimbursement.
2. Cost of meals for overnight trips or for single day trips requiring travel of more than 60 miles one way will be reimbursed at the applicable per diem rate established by federal guidelines as outlined at the GSA website.

D. Miscellaneous

1. Registration fees or charges for attendance at conferences, meetings, seminars, etc. are reimbursable expenses. A receipt from the event sponsor shall be required for reimbursement if not prepaid.
2. Tolls, garage, and parking fees as a result of conducting workforce board business are reimbursable with receipt.

Travel Expense Statement

Name _____ Title _____
 Address _____
 City _____ State _____ ZIP _____ Phone _____
 Purpose of Travel _____

Date	Starting Point	Destination	Miles	Rate	Amount	Meals	Lodging	Other	Total
Total:									

I certify these costs, incurred in connection with my duties under the Workforce Innovation and Opportunity Act, are true, accurate, and actual, and do not reflect any costs or expenses reimbursed, or to be reimbursed, from any other source.

Signature _____

Date _____

Board Chair Signature _____

Date _____