

## IOWA PLAINS COMMITTEE

**Date:** February 14, 2025

**Time:** 8:30 AM

**Facilitator:** Holly Espenhover-Chair

### IN ATTENDANCE

- Andrew Sheffield (CJ Bio America)
- Brittney Gutzmann (Vocational Rehabilitation)
- Carolyn Farley (Iowa Workforce Development)
- Cassy Bennett (Lunch Time Solutions)
- Chelsie Dobney (UnityPoint Health)
- Danielle Michalski (Abstract Associates of Iowa, Inc.)
- Holly Espenhover, Chair (UnityPoint Health)
- Jen Pellant (Western Iowa Labor Federation)
- Kent Heronimus (Interstates)
- N. Omar Valentine (Iowa Workforce Development)
- Randall McQueeney (Iowa Workforce Development)
- Renea Anderson (Harrison County Development)
- Sara Blair (Country Maid)
- Tammi Erlbacher (Life Skills Connections)
- Teresa Larson-White (Iowa Workforce Development)

### AGENDA

- **Metric Discussion Recap**
  - Overview of discussion
  - Overview of Excel spreadsheet
  - Discussion on next steps
- **Iowa Plains Title I Program Updates**
  - Staffing changes/updates
  - January 2025 Recap
- **One-Stop Operator Updates**
  - Presentation of VOS Greeter numbers for January 2025
  - New Survey Rollout
  - In-Service Presentations
  - DAC (Disability Access Committee)
- **Policy Discussion**
  - Monitoring Policy

- OBA Policy
- Supportive Services Policy
- Adult Mentoring Policy
- Conflict of Interest Policy
- **Next Meeting**
  - March 14, 2025 / 8:30am – 9:30am

**NOTES:**

Kent presented on the metric discussion that had occurred on January 21, 2025. An Excel sheet was emailed to the group with a sample of requested metrics. Group consensus was that the Excel format is acceptable providing there is an addition of charts and/or graphs with goal and trend lines added.

Teresa presented Title I updates, including a January recap and staffing updates. Both Creston and Denison AJCs are now without Career Planners due to staff movement. Denison's position is posted and applications are being accepted. Outreach will continue by a Career Planner in another office for the Creston area until enrollments are high enough to warrant replacement of the Creston Career Planner position.

Tammi showed VOS Greeter numbers for the local area in January. These are the number of customers who entered each AJC for assistance. She also presented a new customer satisfaction survey that will roll out in all offices on March 1, 2025. It will be available from a QR code in both English and Spanish. The QR code will take a respondent to a few simple questions in a Google form that feeds over to a spreadsheet for ease in tracking. The new survey will be reevaluated at the end of March to see if it is working effectively. Staff In-Services are scheduled for all offices in the local area in the near future. The topics for these sessions were developed by a committee whose main area of focus was to heighten teamwork in the offices. Kevin Kush is being brought in to speak and provide training on this subject for all offices. Each office will be doing a WIOA Trivia as a fun and educational activity, as well.

During the most recent Core Partner Meeting, a discussion was held about development of a Disability Access Committee (D.A.C.). At this point, the committee is still in the discussion phase, but knows that a D.A.C. is needed for the local area.

The group talked about several policies. There was question about if there was a set cycle in place to review policies. Omar stated the goal is to have policy review done before the end of each Program Year. The committee agreed they were ready to finalize policies.

The next Executive Committee Meeting will occur March 14, 2025 at 8:30 a.m.