

**Southwest Iowa Local Workforce Development
Operations Committee Meeting Minutes
November 1, 2021**

1) Call to Order – The meeting was called to order by Chairperson Darla Helm at 1:04 P.M.

2) Roll Call – Board/Committee Members Present: Darla Helm, William Berning, Steve Gilbert.
Board Staff: Michelle Wilson; Absent: Sally Rolf, Dean Robins

3) Agenda: Adopted agenda; no additional items

4) Committee Overview: Reviewed key tasks of the Operations Committee:

The Operations Committee should have members from all core partners, and required partners as applicable in the area. Title I (Adult, Dislocated Worker, and Youth) may be represented by a member of the Board, not the contractor.

Operations Committee Responsibilities:

1. Reviews quarterly performance reports and makes recommendations for areas of improvement;
2. Reviews monthly reports from the One Stop Operator, and Title I Adult/DW program.
3. Recommends Title I Adult/DW policies and procedures, based on state and federal guidelines;
4. Provides oversight and guidance of the One Stop Operator procurement process and Title I Adult/DW programs;
5. Serves as the policy and oversight entity for issues relative to the operations of the One Stop System;
6. Monitors quarterly continuous quality improvement activities;
7. Establishes and maintains the One-Stop Certification System;
8. Monitors and reviews customer satisfaction levels in the One-Stop Centers;
9. Reviews initial complaints or appeals made by Training Providers;
10. Reviews labor market information and trends; identifying area employment and training needs; recommending programs and activities to meet identified employment and training needs; and making recommendations to the SWLWDB on WIOA-funded and appropriate non-WIOA funded employment and training programs;
11. Additional assignments as determined by the SWLWDB Chair.

Darla proposed that the 10 key tasks of the committee be divided among the members to distribute the duties. All present agreed.

The committee agreed that obtaining a quarterly program report from the service provider would be ideal, in order to more efficiently review the data.

Customer satisfaction surveys-IWD is developing a new electronic survey in the new case management system, with input from local areas. William agreed to follow up on this.

Key Task Assignments:

1,2,6: Darla

5,7-Sally (Will check with her)

8, 10: William

9: Steve

3,4: Full committee shared responsibility

5) Committee Updates:

- Program Monitoring: Michelle presented the PY20 final monitoring report to the committee. Both findings have been corrected. Next comprehensive monitoring is scheduled for January 2022.
- Business Roundtable: Darla and William provided a highlight of the Business Roundtable hosted by IWD and SWCC. Topics covered included a focus on work-based learning, employer needs (childcare needs were of concern); businesses were encouraged to report individuals who did not attend interviews or accept employment, as this can effect their UI benefits.
- One Stop Operator Updates: The state has not yet provided a policy on One Stop Operator procurement, and there is no formal deadline for the local areas to have this completed. Darla is on the OneStop Operator Certifications Standards Committee at the state level and explained that the OSO oversight and center certification by the board are key tasks that are going to be very important in years to come.

6) Next Tasks: The committee agreed to meet in December and January, in order to establish key policies and procedures to recommend to the full LWDB. Michelle will email the committee the most recent performance report to the committee following the committee, as well as a list of recommended key policies the board needs to develop.

Next meeting scheduled for 12/11 at 11 am via Zoom.

Meeting adjourned at 2:15 pm