

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

Wednesday, December 1, 2021, 11:00 a.m.

JPH Center, North Arkansas College

In Person, Conference Call and Zoom

Agenda

Call to Order – Introduce Guests John Dyess

Staff Report Patty Methvin

Agenda Item 1 – Action

Title 1 Program Provider

Agenda Item 2 – Action

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Agenda Item 8 – Action

Consent Agenda..... 42

- Minutes of September 1, 2021 LWDB meeting
- Eligible Training Provider Programs

Announcements/Other Business

Adjourn

Mark your calendars for these upcoming meeting dates:

- NW Workforce Development Board Meeting Wednesday, March 2, 2022
- NW Workforce Development Board Meeting Wednesday, June 1, 2022
- NW Workforce Development Board Meeting Wednesday, September 7, 2022
- NW Workforce Development Board Meeting Wednesday, December 7, 2022

Northwest One Stop Operator/Program/Fiscal Monitoring Procurement Task
Force
Report to the NW Workforce Board
December 1, 2021

- The NW OSO/Program/Fiscal Monitoring Procurement Task Force met via Zoom on Friday, November 5, 2021.
- The Task Force approved the minor changes to the Request for Proposal.
- The notice of NW OSO/Program/Fiscal Monitoring RFP was sent out to the Northwest Chief Elected Officials, Northwest Workforce Development Board, Northwest Workforce Guests, and those listed on the Northwest Potential Bidders list.
- The notice of NW OSO/Program/Fiscal Monitoring RFP will be advertised in the Arkansas Democrat Gazette on November 28, December 5 and December 12, 2021.
- Application Period: November 22 to December 21, 2021

Northwest Arkansas Workforce Development Area Request for Proposal (RFP) Monitoring of the One-Stop Operator and WIOA Title I Service Provider

Application Period: November 22 to December 21, 2021

Section 1. Objective

This Request for Proposal has been prepared and published by Northwest Arkansas Workforce Development Board (NWAEDB) for the purpose of soliciting proposals for the performance of monitoring the One-Stop Operator and WIOA Title I Service Provider for the Northwest Arkansas Workforce Development Area.

Section 2. Background Information & General Instructions:

- a. **Background:** Northwest Arkansas Economic Development District (NWAEDD, Inc.) is committed to helping local governments and citizens by acting as a regional forum to identify issues and opportunities; and to provide leadership in planning and implementing programs to improve the quality of life in our District. NWAEDD, Inc. serves as Administrative Entity/Fiscal Agent and WIOA Title I Service Provider for programs funded under the Workforce Innovation and Opportunity Act (WIOA) in the Northwest Arkansas Workforce Development Area as well as serving as the One Stop Operator.
- b. **Service Area:** The Northwest Arkansas Workforce Development Area is comprised of Baxter, Benton, Boone, Carroll, Marion, Madison, Newton, Searcy and Washington counties.
- c. **Acceptable proposals:** Acceptable proposals must come from entities such as consultants, auditors, and/or entities that meet the independence standards specified in the generally accepted government auditing standards or from public accountants who also meet such/required standards.
- d. **Timeframe to be monitored:** The monitoring to be performed will cover One-Stop Operations and WIOA Title I Services between February 1 – September 1, 2022. An annual option up to an additional three (3) years may be considered based upon performance, funding availability, acceptable negotiations, and approval by the NWAEDB. Each annual option will be to monitor the current year.
- e. **Questions and Answers:** Prospective proposers are invited to ask questions or request additional information relative to this RFP by sending an e-mail by December 14, 2021 to pmethvin@nwaedd.org or ssangren@nwaedd.org.
- f. **Submission:** Interested and qualified proposers should electronically submit a proposal in response to the RFP to Patty Methvin at pmethvin@nwaedd.org or ssangren@nwaedd.org

Proposals must be received by NWAEDD at the above address no later than 4:00 p.m. on December 21, 2021. Late submissions will not be considered.

- g. **Federal & State Requirements:** Entities selected for monitoring services are subrecipients of Federal funds and thus are required to follow the Uniform Guidance and all required federal, state, and the requirements herein addressed. The WIOA, Federal regulations, and Training & Employment Guidance Letters can be located on the Department of Labor’s website at <https://www.dol.gov/agencies/eta/wioa/>. The State of Arkansas information can be located at <https://www.dws.arkansas.gov/programs/workforce-innovation/>. The proposer is responsible for reading, understanding, and implementing all of the Federal & State requirements.
- h. Respondents must ensure that conflicts of interest, real or apparent, do not occur in activities undertaken pursuant to this proposal process.
- i. The monitor shall perform a monitoring review that will focus on sections of the compliance review as follows:
1. One-Stop Operator - The monitor shall use a monitoring tool that aligns with the Roles of One-Stop Operator as described in the Code of Federal Regulations, Title 20, Part 678 – Description of the One-Stop Delivery System under Title 1 of the Workforce Innovation and Opportunity Act.
 2. WIOA Title I Service Provider – The monitor shall use the State of Arkansas Program and Financial Monitoring Instrument. A copy of the tool can be found at <http://www.nwaedd.org>.

Section 3: Description of Services Required

a. Scope of Work to be Performed

- The auditor shall perform a monitoring review that will focus on sections of the compliance review supplement below and conduct a review focused on services and eligibility for the Northwest Arkansas Area’s One-Stop Operator for PY 2017 – PY 2020.

The review should adequately cover the programmatic issues described in pages 6 thru 16 of the “WIOA Cluster” requirements found in the OMB A-133 Compliance Supplement for 2017,

https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/circulars/A133/2017/Compliance_Supplement_2017.pdf for Program Year 2020. This would include, but is not limited to:

1. Priority of service for Veterans under the WIOA,
 2. Priority of service for individuals with barriers as defined in Arkansas’ WIOA Title I-B Policy 2.8, and
 3. Those procedures defined in the aforementioned OMB Supplements covering Allowable Activities and Eligibility.
- The auditor shall perform a review of the governance, administrative, financial, and program aspects of the One-Stop Operator for PY 2017 – PY 2020 in accordance with 20 CFR 683.410; including terms and conditions of appropriate contracts and agreements.

- The auditor shall use a monitoring tool that aligns with the Roles of One-Stop Operator as described in the Code of Federal Regulations, Title 20, Part 678 – Description of the One-Stop Delivery System under Title 1 of the Workforce Innovation and Opportunity Act.
- The auditor shall perform an on-site review of participant files, policies, procedures, customer observations, operations observation, and conduct interviews of key managers, staff, and partners.
- The auditor in charge will conduct an entrance conference and exit conference with the NWAEDD Executive Director, NAWADB Director or designee.

b. Reports to be Issued

- Following the completion of the audit review, the auditor shall issue a written report communicating all discovered best practices, abnormal activity, past or present, its quantification, cause, and consequence.
- Immediately upon completion of the audit review during the exit conference, the auditor shall orally report its findings to the NWAEDD Executive Director, NAWADB Director, and other appropriate parties.
- It is further expected that the auditor will advise and recommend to the NWAEDD and NAWADB appropriate actions to prevent future abnormal activities relating to forthcoming of a similar nature.
- All working papers and reports must be retained, at the auditor's expense for a minimum of seven (7) years unless the firm is notified by the NWAEDD in writing to extend that time period. In addition, the auditor shall respond to reasonable inquiries of successor auditors and allow successor auditors to review working papers relating to matters of continuing accounting and contractual significance.

Section 4. Proposal Instructions and Format for Responses

- 1. Format:** Each submitted proposal should include the following outlined sections to format their document. Each section must be clearly labeled and should follow the same format listed below in order to be eligible to receive the maximum number of points on the Evaluation Criteria Form – Attachment C). The proposal must address all the questions and issues included in each section. Incomplete proposals may not be considered.

Each proposer should submit one proposal. Responses should be submitted as follows:

- Typed on 8 1/2" by 11" paper,
- One inch margins,
- May be single or double-sided,
- Twelve or larger font size, and
- Pages should be sequentially number.

- 2. Information required in the proposal:**

- Complete Attachment A – Coversheet
- Complete Attachment B – Budget
- Describe specific documentable experience monitoring One Stop Operators

- Describe specific documentable experience monitoring WIOA Title I Service Providers
- Demonstrate adequate understanding of federal and state laws and regulations.
- Detail how the organization will fulfill and perform the monitoring.
- Disclose any disallowed and/or questioned costs by your organization in the past five (5) years.
- Disclose if the organization or entity's principal employees are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by a Federal department or agency.
- Disclose if the organization is unable to be properly bonded or insured.
- Disclose if the organization or its employees are engaged in fraud or abuse.
- Disclose any Labor union disputes or issues.

Evaluation of Proposals: Proposals submitted in response to this RFP will be evaluated individually by the Workforce Development Board or its Executive Committee. All proposers are urged not to contact any member, other than the representative marked in the Questions and Answers section. During the evaluation process, proposers may be requested to participate in an oral interview with the evaluation team in order to clarify their proposals as deemed appropriate or necessary by the committee.

The evaluation will be based on the following evaluation criteria information. Proposals must meet a **minimum aggregate average of 70 points** from the total 100 points possible on the proposal rating sheets in order to be considered for funding. Unnecessarily elaborate proposals and brochures are not required as a response to this RFP.

Section	Points Possible
Complete Cover Sheet (Attachment A)	0
Describe specific documentable experience monitoring One-Stop Operators	15
Describe specific documentable experience monitoring WIOA Title I Service Providers.	15
Demonstrate adequate understanding of federal and state laws and regulations.	15
Detail how the organization will fulfill and perform the monitoring.	20
Proposed Amount	20
Disclosures	15
Total Points Possible	100

Section 5. Rights & Disclaimers

The NWAADB reserves the following rights and disclaimers:

1. The right to accept or reject any or all proposals.
2. If your organization is selected, it does not guarantee your organization a contract. The NWAADB and the successful proposal will be beginning negotiations on the final contract. If negotiations do not result in a contract, the NWAADB reserves the right to select another proposer or reissue the RFP.

3. The NAWADB rejects any legal liability in refusing to award a contract or to pay any of the proposers' costs in preparing or submitting a response as a result of this RFP. The successful proposer must not enter into any proceedings before an official contract has been signed by the proposer and the NAWADB.
4. The NAWADB will not be held financially responsible for any costs incurred prior to the signing of an official contract by both parties. If proceedings are initiated prior to signing, the negotiations will be null and void.
5. All proposers shall receive notification as to if their proposal was successful or unsuccessful by email.
6. The successful proposer must be prepared to accept sole responsibility for performance under the contract including financial and all other liabilities.

Section 6. Grievance Procedures

The NAWADB or the NAWADB Executive Committee is the responsible authority for handling complaints or protests regarding the proposal selection process. No protest shall be accepted by the Arkansas Workforce Development Board (AWDB) until all remedies at the NAWADB level have been exhausted. This includes, but is not limited to, false or inaccurate information, disputes, claims, protests of award, source evaluation or other matters of a contractual nature. Matters concerning violation of law shall be referred to such authority as may have proper jurisdiction.

The NAWADB or the NAWADB Executive Committee would like to have the opportunity to respond to any inquiry or resolve any dispute prior to the filing of an official complaint by the protester. The protester should contact by email, pmethvin@nwaedd.org or ssangren@nwaedd.org, so that arrangements can be made for discussion between the parties.

The NAWADB's or NAWADB Executive Committee's disposition of the protest will be provided to the organization's lead representative in writing via certified mail and will be final.

PROJECT EXPECTED TIMELINE

ACTION	TIMEFRAME	DEADLINE
Requests for Quotes Procurement Period	November 22 – December 21, 2021	December 21, 2021
NWAWDB Reviews Proposals	January 10 – January 14, 2022	January 14, 2022
Entity Notified & Award Granted	*January 17 – January 21, 2022	January 21, 2022
Contract Negotiated, Issued & Signed	*January 24 – January 28, 2022	January 28, 2022
One-Stop Operator Monitoring Review	*February 1 – September 1, 2022	September 1, 2022
Monitoring Report Issued by Reviewer	30 calendar days after Review is completed	TBD
One-Stop Operator Response Due	30 calendar days after Report is Issued	TBD

**Action(s) may occur at any time during this timeframe*

**Northwest Workforce Development Board PY 2021 Estimated Budget
Revised December 2021**

Expenditures	
Staff	
Salaries & Wages	114,235.00
Employer Taxes	8575.00
Medical, Life, Vision Insurance	7,830.00
Retirement	4,463.00
Advertising/Outreach	350.00
Postage	100.00
Communication – Telephone	800.00
Materials & Supplies	125.00
Membership/Sub/Pro Activity	1,500.00
Printing & Reproduction	50.00
Rent – Building/Storage	1,700.00
Travel – Training & Education	3,500.00
Mileage – Travel	3,500.00
Board	
Meeting Costs	200.00
Consultants	3,500.00
Board Training	2,500.00
Board Mileage	1,000.00
Board Travel	3,500.00
Total	157,428.00

Northwest Arkansas Economic Development District
PY 21 Budget-Revised 11/17/2021

ADMIN REVENUE	TOTAL	NEG AR31	TOTAL FORMULA	YOUTH	ADULT	DLW
PY 19 Allocation	18,000.00	\$ 18,000.00	-			
FY 21 Allocation	12,000.00		12,000.00		12,000.00	
PY 21 Allocation	78,489.00		78,489.00	59,153.00	9,677.00	9,659.00
FY 22 Allocation	86,712.00		86,712.00		45,610.00	41,102.00
Total Allocation	195,201.00	18,000.00	177,201.00	59,153.00	67,287.00	50,761.00
Total Available Admin	195,201.00	18,000.00	177,201.00	59,153.00	67,287.00	50,761.00
ADMIN BUDGET						
Salaries & Wages	65,450.00	7,000.00	58,450.00	19,511.70	22,194.71	16,743.59
Payroll Expense - Other	500.00		500.00	166.91	189.86	143.23
Fringe Benefits	13,600.00	2,600.00	11,000.00	3,672.01	4,176.93	3,151.06
P/A-Admin Costs	93,266.00	8,150.00	85,116.00	28,413.31	32,320.36	24,382.33
Communication - Telephone	360.00	250.00	110.00	36.72	41.77	31.51
Computer Software Maint/Renewals	0.00		-	-	-	-
Motor Pool	0.00		-	-	-	-
Bank Service Fees	860.00		860.00	287.08	326.56	246.36
Materials & Supplies	145.00		145.00	48.40	55.06	41.54
Membership/Sub/Pro Activity	50.00		50.00	16.69	18.99	14.32
Printing & Reproduction	0.00		-	-	-	-
Rent - Bldg/Storage	0.00		-	-	-	-
Travel-Training & Education	0.00		-	-	-	-
Mileage - Travel	0.00		-	-	-	-
Total Salaries & Overhead	174,231.00	18,000.00	156,231.00	52,152.82	59,324.24	44,753.93
Carryover July - Sept 2022	20,970.00	-	20,970.00	7,000.18	7,962.76	6,007.07
Total Admin Budget	195,201.00	18,000.00	177,201.00	59,153.00	67,287.00	50,761.00

Northwest Arkansas Economic Development District
PY 21 Budget-Revised 11/17/2021

PROGRAM REVENUE	TOTAL	NEG AR31	TOTAL FORMULA	YOUTH	ADULT	DLW
PY 19 Allocation	9,000.00	9,000.00	-			
PY 20 Allocation	-		-			
PY 20 Allocation	410,624.00		410,624.00	370,624.00		40,000.00
PY 21 Allocation	631,173.00		631,173.00		257,971.00	373,202.00
PY 21 Allocation	706,418.00		706,418.00	532,384.00	87,097.00	86,937.00
PY 22 Allocation	780,417.00		780,417.00		410,499.00	369,918.00
Total Allocation	2,537,632.00	9,000.00	2,528,632.00	903,008.00	755,567.00	870,057.00
Total Available Program	2,537,632.00	9,000.00	2,528,632.00	903,008.00	755,567.00	870,057.00
Program Budget						
Salaries & Wages	701,600.00	1,000.00	700,600.00	250,193.55	209,342.54	241,063.92
Payroll Expense - Other	10,000.00		10,000.00	3,571.13	2,988.05	3,440.82
Fringe Benefits	148,065.00	200.00	147,865.00	52,804.55	44,182.75	50,877.70
P/A-Admin Costs	85,000.00		85,000.00	30,354.63	25,398.40	29,246.98
Outreach	50.00		50.00	17.86	14.94	17.20
Postage	500.00		500.00	178.56	149.40	172.04
Communication - Telephone	14,150.00		14,150.00	5,053.15	4,228.09	4,868.76
Computer Software Maint/Renewals	1,365.00		1,365.00	487.46	407.87	469.67
Depreciation Exp	9,745.00		9,745.00	3,480.07	2,911.85	3,353.08
Equipment	1,750.00		1,750.00	624.95	522.91	602.14
IFA Costs	32,000.00		32,000.00	11,427.62	9,561.75	11,010.63
INTEREST EXPENSE	1,000.00		1,000.00	357.11	298.80	344.08
Motor Pool	1,385.00		1,385.00	494.60	413.84	476.55
Materials & Supplies	13,545.00		13,545.00	4,837.10	4,047.31	4,660.59
Membership/Sub/Pro Activity	3,365.00		3,365.00	1,201.69	1,005.48	1,157.84
Printing & Reproduction	2,285.00		2,285.00	816.00	682.77	786.23
Professional Services/Consultant			-	-	-	-
Rent - Bldg/Storage	41,415.00		41,415.00	14,789.85	12,374.99	14,250.16
Travel-Training & Education	3,370.00		3,370.00	1,203.47	1,006.97	1,159.56
Employee Tuition Reimbursement	500.00		500.00	178.56	149.40	172.04

Northwest Arkansas Economic Development District
PY 21 Budget-Revised 11/17/2021

Mileage - Travel	5,150.00		5,150.00	1,839.13	1,538.84	1,772.02
Meeting Cost	945.00	-	945.00	337.47	282.37	325.16
Total Salaries and Overhead	1,077,185.00	1,200.00	1,075,985.00	384,248.50	321,509.32	370,227.17
Participant Costs	1,287,491.27	7,800.00	1,279,691.27	506,260.53	386,430.74	387,000.00
Carryover July - Sept 2022	172,955.73	-	172,955.73	12,498.97	47,626.94	112,829.83
Total Program Budget	2,537,632.00	9,000.00	2,528,632.00	903,008.00	755,567.00	870,057.00
Total Budget	2,732,833.00	27,000.00	2,705,833.00	962,161.00	822,854.00	920,818.00

Northwest Arkansas Local Workforce Development Board
Annual Report for Program Year 2020
July 1, 2020 – June 30, 2021

Arkansas Workforce Centers

List of the location's workforce centers operated throughout the program year. Indicate if any new workforce centers were opened during the year and if any centers were closed. Indicate for each center the type of center it is, i.e., comprehensive or affiliate.

Four Arkansas Workforce Centers in Northwest Arkansas operated throughout Program Year 2019. The Siloam Springs office closed February 8, 2020.

Arkansas Workforce Center at Harrison, Comprehensive
818 Highway 62-65-412 North, Harrison, AR 72601

Arkansas Workforce Center at Mountain Home, Affiliate
1058 Highland Circle #20, Mountain Home, AR 72653

Arkansas Workforce Center at Fayetteville, Affiliate
2143 W. Martin Luther King Blvd., Fayetteville, AR 72701

Arkansas Workforce Center at Rogers, Affiliate
100 N. Dixieland, Suite B1-5, Rogers, AR 72756

WIOA Implementation Activities

A description of the activities in which the local board has engaged to implement the Workforce Innovation and Opportunity Act (WIOA). The description should include partner engagement, partner and board meetings, and efforts to integrate services to employers and jobseekers.

Northwest Workforce Board and partner staff continues to work vigorously to implement the Workforce Innovation and Opportunity Act (WIOA). Staff of the Northwest WIOA Team (Core Four and Core Four Plus) partners have been meeting quarterly since March 2015 to ensure that the partners are coordinating activities within the Workforce System of Northwest Arkansas. These regular meetings have deepened the relationships and understanding of the law and guidance around the WIOA as well as the programs' benefits and needs.

With partners as Board members, the opportunity to educate and interact with the Board is ensured at a minimum of quarterly; however, Board members are continually involved with several of the partners throughout their communities.

Northwest has supported secondary Career and Tech Education (CTE) through the Educational Cooperatives with their regional employer partnership councils. Board members and staff have helped in the organization and participation in Education Cooperative Summits which brings students, educators and employers together to build the talent pipeline we need for the future.

The Workforce Board is supporting the Regional Workforce Grants funded by the Arkansas Department of Higher Education. Exciting and innovative opportunities continue to be developed through partnerships of all levels of education at Arkansas State University at Mountain Home, North Arkansas College, Northwest Arkansas Community College and the University of Arkansas Global Campus.

Integration of services to employers and job seekers is being addressed with the Core 4 partners meetings quarterly and is happening through referrals to our partners, working with apprenticeship partners, chambers of commerce and other venues.

Employer Services

A description of the programs and strategies for serving employers at the local level.

Employers are served through the Arkansas Workforce Center, local and regional job fairs, rapid response activities, chambers of commerce, and economic development groups. The Centers provide interviewing space, schedule interviews, pre-screen applicants, take and post job orders for employers. We promote the Arkansas Career Readiness Certificate to jobseekers for credentials and for businesses for identifying qualified jobseekers.

Northwest has developed and built upon relationships with the local chambers of commerce. These relationships have allowed staff to strengthen the communication and outreach for services offered by our Workforce partners. Regional Business Service Teams coordinate activities prior to each major job fair or hiring event.

Sector Strategies are being used in our Northwest area to work with industries to focus on where the jobs are and will be. The creation and distribution of Labor Market Information for each of our nine counties has been beneficial in recruiting business as well as for grant writing purposes. Area educational organizations have used the Labor Market Information to assist with their Perkins grant applications.

We have hosted or participated in job fairs and hiring events throughout the year.

Northwest's One-Stop Operator is in consistent contact with all Core 4 Partners throughout the district, gathering data for Quarterly reports to the Workforce Board and discussing success stories and any issues that each entity might be experiencing. Due to COVID these meetings have been via virtual platforms or phone.

Innovative Service Delivery

A description of the local area's unique programs and recent accomplishments. The local area should highlight any innovative service delivery strategies, including program activities that support dislocated workers, low-skilled/low-income adults and disadvantaged youth.

Northwest's strategy for serving the out-of-school youth population, who are dropouts, is to partner with the Adult Education programs providing GED training and directing a work component. Typically, an individual will attend GED classes half day and be in a work experience the other half.

Participants are paid a wage for the work experience. Staff secures an employer for the work experience and closely monitors both the training and work activities, if either is being neglected or there are issues then the Career Advisor works to resolve the issue. This has been extremely successful because of close oversight and the young person has financial resources to stay focused on completing the GED while gaining valuable experience in the world of work. This has shown greater performance success for both the Adult Education and Youth programs. Many started as high school dropouts and are climbing the career ladder via higher education.

Northwest continues the regional partnership started in 2006 with the Workforce Boards in Southwest Missouri, Northeast Oklahoma and Southeast Kansas by working together to coordinate job fairs and business services, share staff training and other opportunities to leverage resources.

Northwest Workforce is a partner of the Carroll County Collaborative (C3 and C4) which brings together employers, community leaders, educators, the elected officials, workforce and economic developers to find and implement solutions that have allowed Carroll County to work together to begin to address the unmet needs of the employers and communities. Carroll County is ‘where Woodstock meets livestock’ and this innovative partnership is manifesting with the addition of a new tech center for high school students at the old Armory with all three high schools in partnership with business.

Workforce staff participated in the Workforce Initiative Network (WIN) summit sponsored by the Ozark Unlimited Resources Educational Cooperative, Boone County Economic Development Corporation, North Arkansas College and Harrison Regional Chamber of Commerce. The focus of these meetings were round table discussions between educators and industry.

Workforce staff also participated in round table discussions at the Baxter County Forward strategic planning workshops.

Services to Targeted Populations

A description of the programs, initiatives, and strategies for serving Veterans at the local level, including a description of how veterans’ priority of service is being implemented for all training programs. A description of efforts and strategies employed by the local board to increase enrollments of individuals on public assistance, disabled individuals, out-of-school youth, at-risk youth, ex-offenders, high-school dropouts and other groups that may be identified by the local board as priority populations.

Not a high school graduate

Veterans

Low-Income Persons

TANF Recipients

Receives Public Assistance (not TANF)

Ex-offenders

Single Parent

Displaced Homemaker

UI Exhaustee

Out-of-School Youth/High School Dropouts

Basic Skills Deficient Youth

Pregnant/Parenting

Youth

Response to COVID 19 Pandemic

During the pandemic the Northwest staff created a detailed workflow process to ensure that all documentation needed is received with the least amount of person to person contact and that all the participant needs were provided. Most of the communication with the participant was done via phone and internet. Fillable forms were utilized to help the flow of information.

Northwest worked with UA Global Campus to get many of their classes through the Eligible Training Provider process and approval, as well as applying for and implementing an IT Pre-apprenticeship program.

Northwest partnered with North Arkansas College to provide short term distance learning classes that could have been completed while participants were off work during the pandemic.

The staff of Northwest participated in numerous on-line webinars and calls to keep up to date on the status of business and employers in our region.

Northwest staff participated in a large number of Zoom meetings to promote WIOA programs and to stay abreast of the changing needs of employers. Staff also took advantage of several marketing opportunities including TV interviews, radio interviews, newspaper interviews and newspaper advertising.

Services to Veterans

All staff members have been trained to ensure Veterans Preference. Services for veterans and eligible spouses are integrated within our delivery network through a variety of means. Primarily, veteran staff is co-located at Workforce Centers and is an integral part of the employer outreach team. In addition to these activities, veteran staff conducts outreach to and network with local veteran service organizations both as a means of developing additional referral contacts for services outside the scope of employment, and promoting available services targeted to veterans.

Depending on the needs of the individual, each veteran has available services such as job search (including receiving veteran preference for job referrals); resume preparation, training and more. Initiatives and programs such as the Gold Card, ARVets, VRAP and vocational rehabilitation work to ensure that our veterans get the extra services that they deserve.

DWS screens veterans at intake point using a self-attestation tool to identify 'severe barriers to employment' and are referred to the Disabled Veterans Representative for intensive case management. This ensures that qualified veterans are receiving the high level of service due to them.

Adults

Not a high school graduate is served by partnering with the six local Adult Education programs (with outreach to outlying communities) for referrals, participate in high school and elementary parent nights to speak to parents about GED, Career Readiness Certificate, English Language Classes, outreach to Ozark Literacy Council and Benton County Literacy Council partnerships with Goodwill, Salvation Army, Ozark Center of Hope and House of Hope.

Veterans are served by referrals to and from the DWS Veteran Representatives in the Centers; outreach and referrals to/from Ozark Guidance; homeless shelters; Hiring Our Heroes events; County Veterans Service Offices; Veterans Center (hospital); federal TRIO program; Disabled American Veterans.

Low Income individuals are served by partnerships and referrals to/from area food pantries, Department of Human Services, Office of Human Concern, Care Community Center, Ozark Share and Care, homeless shelters, Salvation Army, area churches, Career Pathways, Educational Opportunity Center, Resource Council meetings, TRIO, Ozark Center of Hope, churches, post-secondary schools, elementary schools, School Open Houses, high schools, housing authorities, Credit Counseling of the Ozarks, county health departments, relationships with city, and community and business leaders.

TANF recipients are served through partnerships with DWS TANF case managers, DHHS and Career Pathways staff.

Receives Public Assistance (not TANF) individuals are served by partnerships and referrals to/from housing authorities, emergency resources, food banks, Department of Human Services, libraries, Salvation Army, Ozark Center of Hope, Career Pathways and post-secondary schools.

Offenders receive services through relationship with Department of Community Corrections, Probation and Parole, sheriff and police departments, partnerships with Ozark Center of Hope, Boone County Recovery Project, Goodwill programs, 2nd Chance Employers, Juvenile Services, provide information about Federal Bonding Program and Work Opportunity Tax Credit, and staff conduct workshops for offenders coming back into the community to help individuals adjust to society standards.

Single Parents receive services through partnerships to include cross referrals with TANF staff, Single Parent Scholarships, housing authorities, Career Pathways, Department of Human Services, Office of Human Concern, post-secondary and secondary schools, local business and community leaders, Goodwill Industries, local food pantries, TRIO and Resource Council meetings.

Dislocated Workers

Displaced Homemakers are served through partnerships to include cross referrals with emergency resources, shelters for women and the homeless, Career Pathways, Department of Human Services, Goodwill Industries, Single Parent Scholarships and Credit Counseling of the Ozarks.

Veteran Referrals are to and from the DWS Veteran Representatives in the Centers; outreach and referrals to/from Ozark Guidance; homeless shelters; Hiring Our Heroes events; County Veterans Service Offices; Veterans Center (hospital); recruit for National Disaster Grants; federal TRIO program; Disabled American Veterans.

UC Exhaustee customers are served through partnerships and coordination to include cross referrals with DWS unemployment staff, UI profiled participants, recruit to fill National Disaster Grant temporary employment positions.

Single Parents are provided services through partnerships to include cross referrals with TANF staff,

Single Parent Scholarships, housing authorities, Career Pathways, Department of Human Services, Office of Human Concern, post-secondary and secondary schools, local business and community leaders, Goodwill Industries, local food pantries, TRIO and Resource Council meetings.

Youth

Out-of-School youth are recruited and served with partners that include cross referrals with Goodwill Industries, secondary schools working with teachers, counselors and students for outreach, Youth Strategies, Teen Challenge, Ozark Center of Hope, Adult Education Centers counselors and instructors, Alternative schools and high school staff.

Dropouts are served with partnerships with Adult Education centers, secondary and alternative schools, Literacy Councils, Youth Strategies, Teen Challenge, Job Corps, and Goodwill Industries.

Basic Skills Deficient youth receive services through partnerships with secondary and alternative schools, special education teachers and counselors, Goodwill Industries, Job Corps, Twin Lakes Literacy Council, and Adult Basic Education.

Pregnant/Parenting youth are served by partnerships with Circle of Life, TANF staff, New Beginnings, Department of Human Services, the Jones Center, Youth Strategies, schools including teachers, counselors and administrators, Ozark Center of Hope, Salvation Army, Pregnancy Resource Center and referrals from mentors.

Low Income youth receive services through partnering and referrals to/from area food pantries, Department of Human Services, Office of Human Concern, Care Community Center, Ozark Share and Care, homeless shelters, Salvation Army, area churches, Career Pathways, Educational Opportunity Center, Resource Council meetings, TRIO, Ozark Center of Hope, post-secondary schools, high schools, housing authorities, Credit Counseling of the Ozarks, county health departments, relationships with city, community and business leaders.

Offenders are reached and served by relationships with Department of Community Corrections, Probation and Parole, sheriff and police departments, partnerships with Ozark Center of Hope, Boone County Recovery Project, Goodwill programs, 2nd Chance Employers, Juvenile Services, provide information about Federal Bonding Program and Work Opportunity Tax Credit, and staff conduct workshops for offenders coming back into the community to help individuals adjust to society standards.

Leveraging Resources

Efforts to leverage additional resources – identify the local boards efforts to identify additional funding sources, including state and federal agencies, corporate and philanthropic foundations.

Northwest was the recipient of a National Disaster Grant AR 31 for \$390,000.00. This grant helps with the cleanup and recovery from severe storms that occurred in June of 2019. The signed grant was received June 4, 2020 and will provide temporary workers assisting with projects across two counties (Madison and Newton) repairing and replacing bridges, culverts and roads, debris cleanup, moving dirt and gravel and more. Without this help these counties and cities would be hard pressed to get the

much-needed work done in a timely manner. Northwest received a modification of the NDG AR 31 grant that included a time extension to March 21, 2022 and an additional \$54,631. The extension also included serving an additional 4 participants.

Northwest was the recipient of an Arkansas Expands Apprenticeship (AREA) grant for \$145,000.00. This grant will help train and enroll 50 eligible participants in Registered Apprenticeship Programs for plumbers and electricians. Thirty-five electricians and 15 plumbers. Training began August of 2019. Northwest received a six-month extension for this grant. This grant ended April 30, 2021.

Northwest also received the AREA (Arkansas Expands Apprenticeship) grant for \$10,500.00. This grant will help train and enroll three participants in Registered Apprenticeship Programs for Bakers. Rockin' Baker will be the training provider and will focus on participants with special needs. Northwest received a six-month extension for this grant. This grant ended April 30, 2021.

Northwest received the AREA (Arkansas Expands Apprenticeship) grant for \$84,325.23. This grant will help train and enroll 40 participants in Registered Apprenticeship programs for bi-lingual interpreters. Aha Interpreting Solutions serves as the Apprenticeship Sponsor, training provider and employer for these apprentices. Northwest received a six-month extension for this grant. This grant ended April 30, 2021.

In addition, Northwest received the AREA grant for \$421,628.00. This grant will help train and enroll 200 participants in Registered Apprenticeship Programs for Information Technology. The apprenticeship sponsor is the Arkansas Center for Data Sciences and the training provider is the University of Arkansas Global Campus. Apprenticeship employers include Metova, Movista and Whytespider. Northwest received a six-month extension for this grant. This grant ended April 30, 2021.

Northwest received an AREA grant modification for \$40,000 to enroll 12 eligible participants in an approved USDOL turf management registered apprenticeship program working in partnership with North Arkansas college and participating employers. We received a 6-month extension for this grant. The grant ended March 30, 2021.

In April of 2020 Northwest received an AAPI (Apprenticeship Pathways Initiative) grant for \$42,000.00. This grant will help train 100 Pre-Apprenticeship participants in Information Technology with the goal of encouraging the participants to enter into the IT Apprenticeship program. The Pre-Apprenticeship Sponsor is Arkansas Center for Data Sciences, and the training provider is the University of Arkansas Global Campus. We have received a six-month extension for this grant. The grant ended March 30, 2021.

In January of 2021 Northwest received a modification of the AREA grant that allowed us to work in partnership with Tyson Foods, Springdale High School, and Northwest Arkansas Industries for Education, Inc. to enroll and train up to 3 high school students to participate in a pre-apprenticeship training program that leads to registered apprenticeship opportunities with Tyson Foods within the industrial maintenance field. The pre-apprentice students will be from the Marshallese population at Springdale High School. The grant ended April 30, 2021.

Northwest also received a modification for the AAPI grant to include a partnership with Tyson Foods and Northwest Technical Institute to enroll up to 21 Industrial Maintenance electrical Instrumentation registered apprentices with training to begin in February 2021. The grant ended March 30, 2021

In August of 2020 Northwest received a Temporary Assistance for Needy Families (TANF) grant. This grant was for UI claimants who did not qualify for the additional \$300 per week (Lost Wage Assistance) benefit. It was estimated that there were over 700 participants that could qualify for these funds in our area. Qualifying families will receive a payment of \$300 per week for a total of 8 weeks.

Continuous Improvement

A description of the local area's efforts for continuous improvement of the services offered in the Arkansas Workforce Centers through customer feedback.

Workforce Centers in the Northwest region provide customer satisfaction surveys to job seekers. The results of these surveys are available for managers and board to review. Managers address any issues as they arise and have personal interaction with customers on a regular basis. The Centers strive to move forward to improve the quality of services provided to job seekers and employers and meet with partners to discuss issues or changes to improve the system.

Success Story by Carole Shaver, Rogers Career Advisor

Lourdes Murguia was referred to the Workforce Center in Rogers by Northeast Tech in Kansas, OK. She had a CNA and a dream to become an LPN. Lourdes was 24 with 2 children, working as a CNA. She made too much for SNAP, but not enough to be self-sufficient.



Lourdes was enrolled as an Out-of-School Youth. She needed 2 classes for eligibility for the LPN program at Northeast Tech. WIOA provided tuition assistance and supportive services. Taking the TABE 11 /12 was a requirement for the LPN application. Lourdes had to make the 10th grade level or higher to be eligible. Math was her nemesis. She went to NWACC Adult Ed. in Siloam Springs, practiced, and took the test the 5th time. Success! During all this, Lourdes decided to cast a larger net and applied at Northwest Technical Institute (NWTI) in Springdale for the LPN program. Lourdes was not chosen for the LPN program at Northeast Tech; but was for NWTI. She started the LPN program January 19, 2019. She struggled the first semester with learning how to study and family illness. Lourdes conquered both!

June 11, 2020 should have been a celebration for Lourdes & her family, NCLEX been taken or scheduled, and new job as an LPN. However, the pinning ceremony was held without family and friends, NCLEX assessments are taking longer to schedule, and Lourdes' new career on hold until she can take the NCLEX. Covid-19 didn't beat

Lourdes either. She is upbeat and positive. She looks toward the future and raising her children in a better environment. She took ownership of the opportunity and ran with it, taking charge of her own destiny.

North Arkansas Adult Education Program -



Betty Krumwiede graduated from the Northark Adult Education program with her GED in 2019. She was recognized as an outstanding student for her high score in the Math and Reading Language Arts portions of the GED exam. She began working for Northark Adult Education as an Administrative Assistant in August of 2020.

She enrolled in the Northark Adult Education program because she recognized the need to complete her GED so she could begin college courses.

Betty's GED instructor Chris Adams, had this to say about her *"Betty came into the GED program with a strong work ethic and a positive attitude. I knew Betty would progress through the GED program and would be successful in life. Anyone that will work hard a keep a positive attitude can accomplish just*

about anything they decide to do. Betty is a great example of how to approach an education and life in general.”

Northark Adult Education is fortunate to have Betty working with us; she understands what it is like to be a student in Adult Education, therefore she truly relates to everyone who walks through our doors. She is very energetic and brings positivity to our office atmosphere. She said she likes working at Northark Adult Education because she “is able to help other people succeed”. Betty is the perfect example of what can be accomplished if you try hard and set your mind to achieving your goals.

Success Story – Michael Salentine, Former NEG Participant



Michael Salentine, pictured in the back row to the left with a hat on, was a participant on the National Emergency Grant (NEG) program for the City of Bull Shoals. Tina Hopkins was his career advisor. He was able to continue working there after the program ended and now assists with operation of the wastewater system. Jeremy Ragland, NWAEDD Deputy Director, met Michael at the groundbreaking event held in Bull Shoals in late September at the wastewater treatment facility.

He told Jeremy he loves his job and was very appreciative of the opportunity that the WIOA program gave him. NWAEDD helped get Bull Shoals \$1.8 million in grants for the project.

Success Story – Shujuan Bankson, Adult Participant by Sharon Wilkinson



Shujuan Bankson graduated with honors from Northwest Arkansas Community College (NWACC) with an Associates of Applied Science Computer Aided Design Architecture Design on August 14, 2020. She did not make it this far without removing a few barriers out of her way. She knew education could improve her life, and she had a strong desire to obtain a good education for herself. One factor that held her back was the financial means to go to college. Without the money she needed, higher education seemed like it was out of her reach. Shujuan decided that was not going to stop her. She worked hard trying to save up the money herself working several different jobs but was still struggling to accrue the kind of savings she would need to earn her degree. Shujuan explained that she had a revelation one day when reading an article. The article explained that we all need a little help sometimes, and it is this act of helping and caring for one another that created civilization. Shujuan shared, *“I was so touched and suddenly made up my mind that I will ask for help and I will help others. Why? Because civilization starts when people help*

each other.” This was a pivotal moment for her. The realization to seek help opened many opportunities for her future.

The next step was applying for financial aid and enrolling in classes at NWACC in 2018. One of her teachers then introduced her to the Arkansas Workforce Scholarship. From there, began her relationship with Sharon Wilkinson, Career Advisor for NWAEDD. Shujuan described the experience she received from her Career Advisor. *“She was friendly and talked slowly to make sure I am following her. I was so relieved from the shame, nervousness, and self-conscious. She was very patient with me and showed me one step by one step of how to fill out the paperwork, and she followed up to remind me to get the paperwork done. With Sharon’s help I got the scholarship.”* The feeling of gratitude was mutual. Sharon Wilkinson commented, “It was an honor to serve Mrs. Bankson and help her reach her education and employment goal.”

Shujuna’s story is very motivational and shows us not to not see money as a barrier to keep us from accomplishing our goals. She provided the following advice for others, *“I want to let my friends know, not to let money limit your dream, there are a lot of great people in great organizations want to help you. All you need to do is, reach out for help, follow your dream, work hard, and care for others.”* She currently works at CEI Engineering Associates Inc. as their Public Works Tech. Shujuan expressed her gratitude to Northwest Arkansas Economic Development District (NWAEDD) for allowing her the opportunity to participate in the WIOA program. The Career Advisors at NWAEDD are always ready to help! If you have questions or may be interested, please contact one of our Workforce Centers.

Virginia Abo, WIOA Adult and One of First Marshallese Students in NWTI Nursing Program



Virginia Abo is one of the first two Marshallese students to enroll in the NWTI licensed practical nursing (LPN) program. Her mother died of COVID in June at the age of 54 and was part of her inspiration for enrolling in the program. Virginia moved to Springdale with her family from the Marshall Islands in 1997. She graduated from Springdale High School in 2005. She has observed a need for medical care within the Marshallese community. “People around me had a lot of diabetes and heart failure,” she said.

Melba Miller, career advisor in the Fayetteville office, enrolled Virginia in the CNA program at Petro through the

WIOA Adult program. Verginia graduated in October 2021 and started the LPN program in January 2021.

Success Story – Charm Keef, NDWG Participant, by Julie Smith, Harrison Career Advisor

Charm Keef had been laid off due to the COVID crisis in 2020. She came to NWAEDD with limited work skills which became a barrier to her finding new employment. Charm was placed in a full-time work experience at the City of Jasper under the National Dislocated Worker grant program. Charm's job duties included supervising other NDWG participants at her worksite and was responsible for making sure all the FEMA paperwork was completed timely and accurately. Her supervisor at the City of Jasper bragged on Charm saying that she was a great employee, was friendly and always showed up on time. Thanks to the experience Charm gained through the NDWG grant she was able to get a full-time job in customer service with Windstream. Her position with Windstream provides an increase in her income and also provides additional employee benefits. Charm is thankful to NWAEDD's WIOA program and the City of Jasper for the opportunity to increase her skills and their help with finding a full-time job.



Northwest Arkansas Economic Development District

Policy Name:	Work Experience Policy – Adult/DLW/Youth
Date Approved by the Board	December 2, 2020
Date Revised by the Board	September 1, 2021

The Northwest Arkansas Workforce Development Board Work Experience policies include the State’s policy plus the following information.

Purpose: Local Workforce Development Boards must have a work experience policy that outlines specific details and allowances for the area. Each policy must address the length of time for each work experience, the rate of pay, and the allowances of raises during work.

Policy: Work experience is defined as “a planned, structured learning experience that takes place in the workplace for a limited period of time that contributes to the achievement of the participant’s employment goal.” The Work Experience worksite may be in the private-for-profit sector, the non-profit sector, or the public sector. The Work Experience is not designed to replace an existing employee or position. Wages are provided by NWAEDD and paid directly to the participant. Labor standards apply as the Fair Labor Standards Act. Employers are not monetarily compensated.

Policy Guidelines:

- The work experience must provide a planned and structured learning experience that will contribute to the achievement of the participant’s employment goals.
- The work experience is designed to assist individuals to establish a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment.
- Work Experiences for Adults and Dislocated Workers are limited to six months duration realizing that most will be less than six months. Exceptions to the length of participation must be approved by management.
- ~~Participants will be paid the same hourly rate as other employees at the worksite factoring in the job description and entry level position.~~

- The rate of pay will be a set amount determined by the budget each year but can never be less than minimum wage.

Selection of training sites:

NWAEDD Supervisors will approve all training site locations.

When selecting training sites Career Advisors should be looking for sites that meet the following criteria:

1. The nature of the work at the site has a direct similarity to the goals of the participant's employment goals
2. The worksite meets federal, state, and local labor laws and agrees that the laws will be followed.
3. The worksite has a person designated as the supervisor. There must be alternate personnel to supervise in the absence of the supervisor.
4. Supervisors must be willing and motivated to meet the terms of the training site agreement.
5. The worksite will provide meaningful and continuous work during working hours.
6. The worksite agrees to cooperate with monitoring efforts as required by WIOA legislation and adhere to all other applicable local, state, and federal rules and regulations.
7. The worksite provides a description of the work experience activities and will provide the necessary paperwork including time and attendance records and participant evaluations.
8. Participants will be provided a work environment that meets health and safety standards.

Payroll Procedures

Participants are employed in work experience activities and Northwest Arkansas Economic Development District will be the employer of record, using WIOA funds.

Time/attendance records will be submitted for payment twice monthly. Upon enrollment participants will be provided a payroll schedule.

The Records Manager will ensure that all enrollment and payroll requirements are completed when participants are entered in the payroll system . Paperwork must be submitted in a timely manner, so the Records Manager has time to add participants to the payroll system. Failure to submit information timely could result in the participant not getting paid on schedule.

Payroll Forms:

Include AJL Universal Page Printout , Demographic Information Page, and Work Experience Service Page.

W-4, State Tax Form, 1-9 and Backup, Direct Deposit Forms.

Hours:

Participants on work experience are never to work more than 40 hours per week. The budget does not allow for overtime pay. Career Advisors must inform the participant and the worksite supervisor that the maximum work time is 40 hours per week. The work week starts on Sunday and ends the following Saturday. If a worksite allows a participant to work more than 40 hours the worksite will become responsible for the overtime pay.

Holidays:

The WIOA program does not pay for holidays unless the participant actually works on a holiday. Straight time will be paid if this occurs.

The Northwest Arkansas Workforce Development Board will not have a set pay for work experience participants. The following will be taken into consideration when determining the pay of Work Experience participants; minimum wage, employer's starting pay wage and the need of each individual participant.

Work Experience participants will not be allowed to work over 80 hours on a bi-weekly pay period basis. No overtime will be allowed. Allowances of raises will not be given to any work experience participant.

Adult and Dislocated Workers will be allowed to participate in the work experience program for up to 6 months. Exceptions to the length of participation must be approved by management.

Out of School Youth who are attending GED classes will be allowed to work up to 1040 hours. Which is the equivalent of six months of work experience at 40 hours a week. Career Advisors are responsible for assuring hours are not exceeded. Exceptions to the length of participation must be approved by management.

*Youth must attend GED classes full time and show monthly progression in grades to participate in work experience.

Out of School Youth who are not attending GED classes can work up to 6 months. Exceptions to the length of participation must be approved by management.

In School youth can work up to 8 weeks each summer they are participating with WIOA. In School Youth will also have an option to work throughout each school year until graduation. Exceptions to the length of participation must be approved by management. Career Advisors will conduct orientation with each supervisor at the worksite to assure sign-in-

sheets are completed accurately and participants are not exceeding hours permitted by the LWDB policy. Orientation will also be conducted with participants to assure their understanding of the policy.

Each Youth Work Experience must include an academic and occupational education component. The academic and occupational component refers to contextual learning that accompanies a work experience. The component includes the information necessary to understand and work in specific industries and/or occupations. The educational component may occur concurrently or sequentially with the work experience. Academic and occupational education may occur inside or outside the work site. The educational component may include workforce preparation activities, occupation, occupational cluster, or career pathway. The occupational component may include information concerning occupations and/or career paths related to the work experience. The educational and occupational component is more than general education, except as the education is related to the occupation, and current duties of the work experience.

NWAEDD has the flexibility to decide the appropriate type of academic and occupational education related to a specific work experience and the provider of the education component for the work experience. The academic and occupational component must be recorded in the participant files [20 CFR 681.600; TEGL 21-16]. In addition, these components must be described in AJL under the appropriate work experience service on the Service and Training Plan.

*Documentation will be timesheets signed by supervisor, participant, and Career Advisor.

John Dyess, Chair



Northwest Arkansas Workforce Development Board Policy

Policy Name	Supportive Services
Effective Date	June 7, 2017
Date Approved by the Board	June 7, 2017
Date Amended by Executive Committee	May 12, 2020
Date Ratified by the Board	June 3, 2020
Amendment Date	March 3, 2021
Amendment Date	December 1, 2021

The term "supportive services" means services such as transportation, childcare, dependent care, housing and needs related payments, that are necessary to enable an individual to participate and be successful in activities authorized under WIOA.

Supportive Services may be the key to assisting the hard-to-serve participants enrolled in WIOA programs. There are numerous agencies and programs providing health care, temporary shelter, financial counseling, transportation, childcare and other support, which are well suited to customer needs. WIOA staff will make referrals to other programs prior to providing supportive services with WIOA funds. When no other services are available, they will make a request to a supervisor to provide services. Staff must document that the participant has exhausted all other means of providing the supportive services requested by having the participant complete a "Lack of Supportive Services Resources" statement.

Continued eligibility: At a minimum, each semester staff will revisit a participant's need for continued supportive services and will document that the review has occurred and the results of that review.

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services, are governed by the DOL-only Final Rule at 20 CFR 680.900 through .970.

Supportive services may be available to any youth, adult or dislocated worker participating in Title I career services or training activities or transitioning into new employment who is unable to obtain supportive services through other programs

providing such services. Supportive services may NOT be provided to an adult or dislocated worker participant once they exit WIOA program or during follow-up. This does not apply to youth participants. They may still receive supportive services during follow-up if it is deemed necessary and appropriate.

Supportive services may include, but are not limited to:

- Assistance with transportation;
- Assistance with childcare and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960 and 680.970);
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and Legal aid services;

Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training services. Needs-related payments may not be provided for participation in Career Services [WIOA § 134(d)(3)(A); 20 CFR 680.930].

To receive needs-related payments, an Adult must meet **all** of the following bulleted eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.940]:

- Be unemployed
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be enrolled (registered for classes) in a WIOA Title I-B training service

To receive needs-related payments, a Dislocated Worker must meet one of the following two numbered eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.950]:

1. For DLWs who qualified for unemployment benefits or trade readjustment allowance under TAA, meet all of the following bulleted requirements:

- Be unemployed
- Have ceased qualifying for, unemployment compensation or trade readjustment allowance under TAA

- Be enrolled (registered for classes) in a program of WIOA Title I-B training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for the DLW program, OR if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months

2. For DLWs who did not qualify for unemployment benefits or trade readjustment assistance under TAA, meet all of the following bulleted requirements:

- Be unemployed
- Did not qualify for unemployment benefits or trade readjustment assistance under TAA
- Be enrolled (registered for classes) in a WIOA Title I-B training service

Needs-related payments may be paid while a participant is waiting to start training classes, provided he or she has been accepted into a training program and enrolled in (registered for) classes, and provided the classes will begin within 30 days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances [20 CFR 680.960].

If needs-related payments are provided to Adults, the local level of needs-related payments made to eligible Adults must be established by the LWDB's supportive services policy [20 CFR 680.970(a)]. The level of a needs-related payment made to an eligible Dislocated Worker may not exceed the greater of:

- (a) the applicable level of unemployment compensation; or
- (b) if the DLW did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, adjusted to reflect changes in total family income, as determined by the LWDB policies [WIOA § 134(d)(3)(C); 20 CFR 680.970].

20 CFR 680.330(c) specifically states that needs-related payments may be provided to adults and dislocated workers in registered apprenticeship programs, as described in 20 CFR 680.930 – 970. On the other hand, 20 CFR 680.940 - 950 state that needs-related payments may not be provided to employed participants. TEGLs 10-16 and 13-16 state that participants in registered apprenticeship programs are considered to be employed from the first day of their RA training. Because of this conflict, it is recommended that local areas not give needs-related payments to individuals in registered apprenticeship programs.

Although needs-related-payments is listed as a potential supportive service for Youth in WIOA § 3(59), 20 CFR 681.570, and TEGL 21-16, there are no specific eligibility requirements given for youth. If a local area plans to provide needs-related payments to Youth, guidelines must be given in the local Supportive Service Plan.

Northwest will follow the Arkansas State guidelines for the level of the needs related payment.

Definitions and approved services including initial limits. (Limits can be exceeded with management approval based on a participant's needs).

Combined funding for training and supportive services is limited to \$15,000 per eligible WIOA participant. However, this limit may be increased with approval from the Executive Director of the Northwest Arkansas Economic Development District.

- A) Clothing
The costs of items such as clothes and shoes which are necessary for participation in WIOA training activities are allowable.
- B) Counseling
The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. Generally, major personal or emotional problems are outside the scope of WIOA services, therefore referrals to counseling services are critical.
- C) Childcare
Agreements can be made with licensed childcare facilities for participants who do not qualify for childcare assistance through other sources. The maximum amount to be paid by WIOA fund will be in accordance with comparable rates in the area which the participant lives. Total amounts per participant will be approved by the supervisor.
- D) Residential
The cost of rent, house payments, internet and utility assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive service from other WIOA and/or non-WIOA partners. A secure nighttime residence is essential to the success of our participants.

Documentation required for rent or house payments includes a copy of the lease agreement with the participants name listed or a payment statement from the lease holder stating that the participant is responsible for a portion of the rent/house payment. The lease agreement must be included with the payment statement.
The Landlord must complete a W-9 form if applicable.

Documentation required for internet and/or utility assistance includes a copy of the statement from the internet or utility provider with the participants name listed or a payment statement from the person responsible for the bill stating that the participant is responsible for a portion of the internet or utility. The statement from the internet or utility provider must be included with the payment statement.

Training programs require some participants to be away from their nighttime residence in order to complete training. An example of this is traveling to another city to complete a rotation required for clinical training for an RN student. This is an allowable supportive service and staff is required to find the most economical means of hotel charges for the participant. It is based on need and the requirement for overnight stay because of distance to training.

E) Health

The health category includes such items as vaccinations or physicals required for a participant to enroll in a particular training program. It may also include things such as one-time dental work or eyeglasses if not otherwise available from another source.

Insurance - Health related insurance may be purchased for a participant if it is a requirement for participation in training activities.

F) Transportation

Transportation may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive service from other WIOA and/or non-WIOA partners.

The cost of transportation to assist participants to get to and from training activities including job search activities is allowable. Participants will be given a limit based on a locally developed formula. The formula is distance to training x 2 x number of days per week divided by miles per gallon x a set price per gallon of gasoline. We will use gas cards or agreements with service stations as a method of providing assistance. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval. Signed gas receipts will be used to verify what participant received the service. Other methods that are reasonable will be worked out with Operations Managers if needed. The dollar limit for this service will vary based on participant need.

Cost of transportation can include car payments, gas, car repairs, insurance payments, registration fees and other provisions as identified through assessment by the Career Advisor.

Tires and car repairs may be made with management approval if the participant cannot participate in training without this service. Participants will contribute a portion of such cost when possible. This service requires management approval, and the amounts will vary based on participant need.

The process for paying supportive service varies based on the availability of vendors. Wal-Mart cards and purchase cards may be used when needed.

OneDrive will be used to track all purchases and signed receipts will be on file.

- G) Emergency Food - Under extreme circumstances staff may purchase food for a youth participant at a restaurant or grocery store; for example, a youth participant who has no funds to purchase lunch during their work or training day. These limits will be approved case by case basis with management approval.
- H) Needs related payments will be awarded only when the provision of the other supportive **services do not provide the assistance a participant needs. WIOA regulations will be followed when providing this service.**
- I) Other services may be provided if allowable within WIOA and regulations with management approval as situations arise.
- J) **Lap-tops and software required to complete Occupational Skills Training may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment themselves and the participant is not able to receive services from WIOA and/or Non-WIOA partners.**
- K)
 - a. In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:
 - i. The training provider must provide a written explanation for the necessity of the equipment.
 - ii. The participant must provide written acknowledgement that he/she must return the equipment if he/she does not complete the course, for whatever reason.
 - iii. Career Advisors will submit documentation to the Operations Manager for approval.

Assistance with educational testing - for example testing fees required for an LPN license.

Reasonable accommodations for individuals with disabilities; for example, an amplified stethoscope may be needed for a participant who is hearing impaired and enrolled in LPN training.

Health care - insurance premiums may be paid after all other health care options have been exhausted and the coverage is a requirement to attend a training program Examples include preventative and corrective care necessary to enter training; participate in training, to be employed or to retain employment. Drug and alcohol treatment are not included in this body of health care. Glasses, dental corrections, etc., may be required to be employable or to complete training. Treatment not covered by medical insurance or program elements may be provided to a trainee or employee in some cases.

Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; - must be a requirement for the job or the training program and not just a nice to have item.

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post- secondary education classes; - must be a requirement for the training and not just a nice to have item.

Payments and fees for employment and training-related applications, tests, and certifications; - for example a background check required for entrance into a training program, or a COL text packet required for entrance into a truck driving program.

Legal aid services- for example, payment of a minor offense so a participant may retain or obtain a driver's license.

Those in work experience or OJT will be allowed supportive services for two months during the training period. Extensions to these time frames require management approval and the extension will vary based on participant need.

Those in Occupational Skills Training will continue to receive supportive services as they have need during the training period.

John Dyess, Chair

Date

Legal aid services- for example, payment of a minor offense so a participant may retain or obtain a driver's license.

Those in work experience or OJT will be allowed supportive services for two months during the training period. Extensions to these time frames require management approval and the extension will vary based on participant need.

Those in Occupational Skills Training will continue to receive supportive services as they have need during the training period.

John Dyess, Chair

Date

One Stop Operator Report July 1, 2021 through September 30, 2021

Title 1

Core 4 NWAEDD

(Services Include – In-School Youth, Out-of-School Youth, Adults and Dislocated Workers)

Location	1st Quarter Participants		Year to Date Participants	
	PY 20	PY 21	PY 20	PY 21
Fayetteville	37	68	37	68
Harrison	68	52	68	52
Mtn. Home	41	29	41	29
Rogers	64	51	64	51
Total	210	200	210	200

Title 2

CORE 4 Adult Education Northwest District

(Services Include - English Language Learners, U.S. Civics preparation, Adult Basic and Secondary Education, Workplace Education, Family Literacy, Integrated Education and Training)

Location	1st Quarter Reportable Individuals		1st Quarter Participants		Year to Date Reportable Individuals		Year to Date Participants	
	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21
Arkansas State University at Mountain Home	65	57	41	35	65	57	41	35
Fayetteville Public Schools	123	102	104	77	123	107	104	80
North Arkansas College	132	167	75	133	132	167	75	133
Northwest Arkansas Community College	768	668	232	399	768	668	232	399
Northwest Technical Institute	340	394	199	225	340	394	199	225
Ozark Literacy Council	70	75	3	28	70	75	3	72
Total	1,498	1,463	654	897	1,498	1,468	654	944

Title 3

Core 4 Division of Workforce Services

(Services Include - Job Service, TANF Clients, Unemployment Insurance)

Location	1st Quarter Customers		Year to Date Customers	
	PY 20	PY 21	PY 20	PY 21
Fayetteville	4,835	2,990	4,835	2,990
Harrison	4,254	1,043	4,254	1,043
Mtn. Home	1,527	785	1,527	785
Rogers	5,652	2,661	5,652	2,661
Total	16,268	7,479	16,268	7,479

Title 4

Core 4 Arkansas Rehabilitation Services Northwest

DISTRICT 1 – (Services Include - Case Review, Career & Technical Training and Education, transition from school to work or postsecondary education, on-the-job training, ancillary support services, and employee performance issues because of a disability in the workplace)

LOCATION	1st Quarter Applicants		1st Quarter # Closed		Year to Date Applicants		Year to Date # Closed		Current Active Clients Served	
	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21
Fayetteville	81	106	72	62	81	106	72	62	1,299	1,158
Harrison	19	12	3	4	19	12	3	4	132	80
Total	100	118	75	66	100	118	75	66	1,431	1,238

Title 4

Core 4 Services for the Blind

DISTRICT 1 – (Services Include - Case Review, Career & Technical Training and Education, transition from school to work or postsecondary, on-the-job training, ancillary support services, employee performance issues because of a disability in the workplace)

LOCATION	4th Quarter Referrals		Year to Date Total Referrals		Year to Date Served		Total
	PY 20	PY 21	PY 20	PY 21	PY 20	PY 21	
Benton County	15	11	15	11	64		44
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	8	10	8	10	21		16
Washington County	16	4	16	4	42		42
Total	39	25	39	25	127		102

Meetings

The Arkansas Workforce Development Board met July 20, 2021.

Arkansas Adult Education Centers participated in the third annual Arkansas' Adult Education Open House on September 19, 2021.

The Arkansas Division of Workforce Services (ADWS) hosted its Fall WIOA Partner's Meeting on September 21 -23, 2021. This meeting was convened virtually.

DWS Job Fairs at Arkansas Workforce Center in Harrison

The following job fairs were held in Harrison for Pace Industries, North Arkansas Transportation Services (NATS), CATO Fashions, Tyson Foods, Peoplelink Staffing, Strand Composites, Casey's General Store, Independent Living, Area Agency on Aging, Autumn Hill Therapy and Living Center in Berryville and Brighton Ridge Therapy and Living Center in Eureka Springs.

Arkansas Rehabilitation Services



Food Therapy – Jermaine Woodard

Jermaine, also known as Chef Jay in Northwest Arkansas, came to Arkansas Rehabilitation Services by word-of-mouth June 2019. He had extensive culinary experience in the Navy and catering knowledge from his time in Virginia. With a longtime goal of owning his own business he decided to see what guidance ARS could offer.

Over the course of the last twenty- eight months Jermaine and VRC Smith worked together to identify how Jermaine’s passion for culinary might be realized in his career goal. Through his collaboration with VRC Smith it was decided that

Jermaine was up for the task of being a small business owner. Jermaine was sure he wanted to with food after sixteen years into the Navy. He knew food was his passion/purpose once he retired from the military. Jermaine wanted to be his own boss. Jermaine understood that entrepreneurship was not going to be an easy path. VRC Smith provided Jermaine with the appropriate small business resources, thoroughly explained the agency’s policy manual, and connected Jermaine with area entrepreneurs to help develop a strong business plan.

About one year from having made that initial visit to Arkansas Rehabilitation Services, Chef Jay became the proud owner of a food truck, which he coined *Food Therapy*. Region I welcomed the presence of Food Therapy to serve as a physical reminder of the impact ARS yields during disability awareness month. This event also provided a platform to educate our neighboring community members about disability employment awareness resulting in attendance from the area Chamber of Commerce and local businesses.

When asked about his thoughts on his overall experience with Arkansas Rehabilitation Services, Jermaine was complimentary of the agency saying, “I feel like everything fell into place”. Though he warns future clients that “*you* have to do the leg work” in achieving those career goals. Despite opening his business during a pandemic, Jermaine remains hopeful in his ability to grow his business and to then have the opportunity to employ individuals with disabilities.

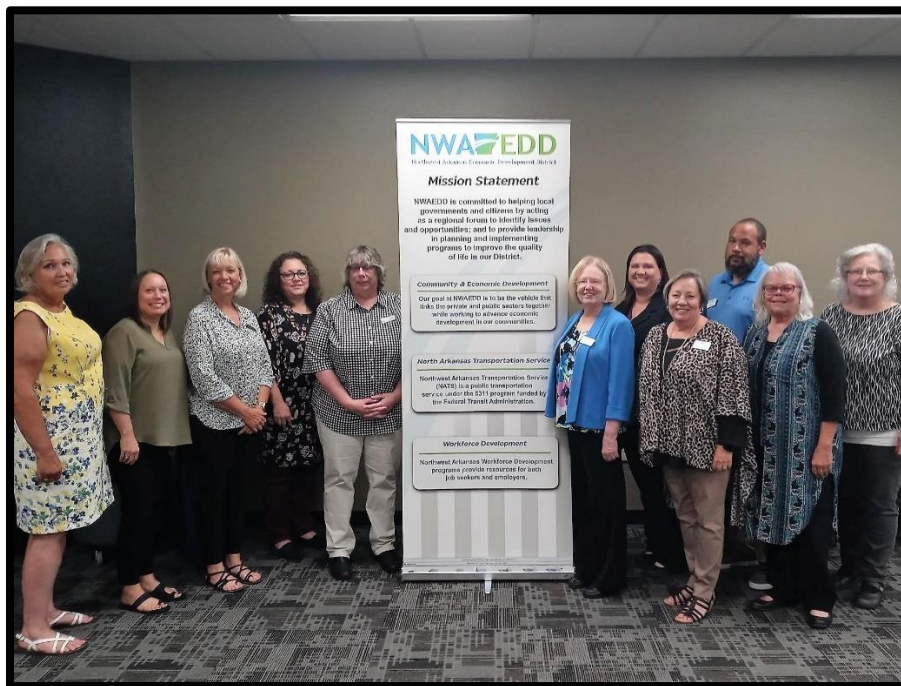
Jermaine has successfully opened his own food truck business which has been a goal of his for quite some time. Since establishing his business, Jermaine has obtained contracts with the VA, Wal-Mart, and Subaru in Northwest Arkansas which allows him to grow his business and clientele. He states satisfaction with his self-employment and has the skills to continue in this work satisfactorily.



Carroll County Career Center C4 Program

In July 2021 Patty Methvin, Karen Henry, Julie Smith and Susan Sangren toured the Carroll County Career Center in Berryville. The C4 program offers junior and senior students from the Berryville, Eureka Springs and Green Forest school districts the opportunity to pursue a technical education during the day. Some of the companies involved are Tyson Foods, Nighthawk Custom, Ducommun, Campco, Nomad Piping & Fabrication and Silver Dollar City.

NWAEDD Annual Board Meeting



NWAEDD Title 1 staff, from offices in Harrison, Mountain Home, Fayetteville and Rogers, attended the District Annual Board meeting on July 21, 2021, at the John Paul Hammerschmidt Conference, North Arkansas College. Pictured are April Turner, Lorie McMaster, Karen Henry, Michelle Ryan, Chris Kellem, Susan Sangren, Julie Smith, Patty Methvin, James Moss, Carole Shaver and Melba Miller.

Expenditure Report
7/1/2021 to 9/30/2021

	Budget	Expenditures	Balance	%
Personnel Services/Salary	\$18,486.00	\$3,405.53	\$15,080.47	18%
Fringe Benefits	5,546.00	1,714.80	3831.20	31%
Travel	1,000.00		1,000.00	0%
Training & Education	300.00		300.00	0%
Telephone/Internet/Fax/Postage	600.00	120.00	480.00	20%
Printing/Reproduction	100.00		100.00	0%
Materials & Supplies	100.00		100.00	0%
Membership/Subscriptions/Professional Services	100.00		100.00	0%
Maintenance and Repair	100.00		100.00	0%
Indirect Costs	6,468.00		6,468.00	0%
Total	\$32,800.00	\$5,240.33	\$27,559.67	16%

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Minutes of Meeting September 1, 2021

A meeting of the Northwest Arkansas Workforce Development Board (LWDB) was held Wednesday, September 1, 2021, in person, conference call and via Zoom.

Board members present in person and via Zoom meeting were:

MR. BEN ALDAMA, NWACC ADULT ED.
MR. EDDIE BARTLETT, BARTLETT FAMILY DENTISTRY
MR. DAVID BELL, DAVID BELL, LLC.
MS. SARAH BROZYNSKI, BAXTER REGIONAL MEDICAL CENTER
MS. CHERYL DAVENPORT, ADVANCED MARINE PERFORMANCE
MR. JOHN DYESS, ALTRONIC RESEARCH, INC.
MR. KEVIN ESTES, DHS SERVICES FOR THE BLIND
MR. WALTER HINOJOSA, NWA LABOR COUNCIL
MS. AMY JONES, ARKANSAS REHABILITATION SERVICES
MS. JANA KINDALL, AR DIVISION OF WORKFORCE SERVICES
MR. BOB LARGENT, HARRISON REGIONAL CHAMBER OF COMMERCE
MS. BILLIE REED, REED CONSULTING
MR. RICKY TOMPKINS, NWACC

Board members absent and excused were:

MR. ROSS PARKER, PARKER FARMS AND RENTALS, proxy Eddie Bartlett
MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON, proxy John Dyess
MS. ERIN POE, TEC STAFFING
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE

Others present were:

Ms. Susan Sangren, NWAEDD
Ms. Patty Methvin, NWAEDD
Ms. Karen Henry, NWAEDD
Ms. April Turner, NWAEDD
Ms. Michelle Ryan, NWAEDD
Ms. Chris Kellem, NWAEDD
Ms. Lorie McMaster, NWAEDD
Ms. Julie Smith, NWAEDD
Ms. Rebecca McWilliams, NWAEDD
Mr. Tim Simpson, NWAEDD
Ms. Tina Cole, NWAEDD
Mr. Taff Grice, NWAEDD
Mr. Nicholas Ryburn, Adult Education
Mr. James Moss, NWAEDD
Ms. Cherie Conner, Adult Education North Arkansas College
Ms. Mary Beth Hatch, North Arkansas College
Mr. Don Sugg, North Arkansas College
Mr. Elisha Snow, Office of Senator Boozman
Dr. Rick Massengale, North Arkansas College

Ms. Fawn Kurtzo, North Arkansas College Adult Education
Ms. Julie Garrett, North Arkansas College Adult Education
Mr. Elijah Snow, Office of Senator Boozman
Ms. Melissa Bray, North Arkansas College
Ms. Joyce Akidi, Arkansas Department of Workforce Services
Ms. Hannah Henderson, Office of Senator Boozman
Ms. Teri Garrett, Office of Congressman Womack
Mr. Dean Lee, Carroll County Berryville Chamber of Commerce
Mr. Chad Brown, ADWS
Mr. Robbie Cornelius, Fayetteville Adult Education

The meeting was called to order at 11:05 a.m. by CHAIR JOHN DYESS. CHAIR DYESS informed the attendees that the meeting was being recorded and that each vote will be conducted through a roll call vote.

MS. PATTY METHVIN gave the quarterly staff report. MS. Methvin discussed the 2018 ADWS Final Determination for findings letter sent to each Northwest Workforce Board member and Northwest Chief Elected Officials. MS. Methvin shared that several other districts are encountering some of the same findings. Northwest is in substantive discussions with ADWS, and those discussions are continuing. MS. METHVIN explained in more detail the two findings that were referred to in the letter.

MS. METHVIN informed the Board that Northwest did receive the Out of School Youth Waiver for 2019/2020 on June 30. The waiver allows Northwest to use more of the youth funds for In School youth. With the waiver the percentages spent change to 50% for both Out of School Youth and 50% for In School Youth. Northwest has almost doubled the number of participants from past years and increased the number of worksites. MS. METHVIN monitored all the Summer Youth worksites and participants. MS. METHVIN shared how impressed with all the supervisors and the efforts they put into helping each participant grow and learn good work skills. The amount of work the participants have done at the worksites is very impressive. The participants are genuinely thankful for the opportunity to work and are just awesome people.

MS. METHVIN reported to the Board of 5 hiring events at the Harrison DWS office. Northwest has supported these events by reaching out to newspapers, radio stations and Chambers to help promote the hiring events. MS. METHVIN reported on several Business Services meetings held since the last meeting.

MS. METHVIN shared that Northwest has applied for a TANF (Temporary Assistance for Needy Families) grant. The participants (up to 36 participants) would be a NWAEDD employee for up to 6 months so that they can learn the skills needed for the job with the goal of being hired on as a full-time employee by the employer.

MS. METHVIN introduced new NWAEDD employees – Lorie McMaster, Mountain Home Career Advisor, Tim Simpson, Rogers Career Advisor, Rebecca McWilliams, Fayetteville Career Advisor. Northwest is currently advertising for a Business Services Coordinator position. This position will report to MS. METHVIN and be based out of the Fayetteville office.

Agenda Item 1 – Election of Officers

MR. DYESS referred to the current slate of officers listed on the agenda. MR. RICKEY TOMPKINS made a motion to elect Mr. John Dyess, Chairperson, Mr. Bo Phillips, Vice-Chairperson, Mr. Kelley Sharp, Secretary. MR. DAVID BELL seconded the motion. The motion

carried.

Agenda Item 2 – Program Year Board Budget

MS. METHVIN explained that the changes to the Board budget are salary adjustments. A motion to approve the Program Year Board Budget was made by MR. EDDIE BARTLETT and seconded by MR. TOMPKINS. The motion carried.

Agenda Item #3: Updated Workforce Budget

MS. METHVIN informed the Board that there were no major changes in the budget. MR. TAFF GRICE was on the Zoom call and available for questions. MR. BARTLETT made a motion to approve the Updated Workforce Budget. MR. BELL seconded the motion. The motion carried.

Agenda Item #4: Program Year 2021 Full WIOA Budget

MS. METHVIN presented the Program Year 2021 Budget. MR. BARTLETT made a motion to approve the Program Year 2021 Full WIOA Budget. MR. WALTER HINOJOSA seconded the motion. The motion carried.

Agenda Item #5: NW OSO Program/Fiscal Monitoring RFP

MS. METHVIN updated the Board on the progress of the RFP. The RFP was advertised and sent to the bidders list and several other entities. There were 5 responses requesting the RFP. There were no bidders by the deadline. MR. BELL made a motion to accept and approve the work of the OSO Program and Fiscal Monitoring Task Force to date and to allow the Task Force to re-procure the Program and Fiscal monitoring. MR. RICKY TOMPKINS seconded the motion. The motion carried.

Agenda Item #6: Policy Changes: Work Experience

MS. METHVIN explained to the Board that the changes to the Work Experience policy was required by ADWS. MR. BARTLETT made a motion to approve the changes to the Work Experience policy. MR. BOB LARGENT seconded the motion. The motion carried.

Agenda Item #7: One Stop Operator Report

MS. SUSAN SANGREN presented the One Stop Operator Report to the Board. MR. LARGENT made a motion to approve the One Stop Operator Report. MR. BARTLETT seconded the motion. The motion carried.

Agenda Item #8: A motion was made to approve the consent agenda by MR. HINOJOSA and seconded by MR. BELL. The motion carried.

MR. BARTLETT moved to adjourn the meeting. MR. BELL seconded the motion. The motion passed and the meeting adjourned at 11:45 a.m.

John Dyess, Chair

Eligible Training Provider Approval List 9/02/21 to 11/30/21

Training Provider	Program Name	Approval Date
NWACC	Food studies – Artisanal Foods	10/18/2021
NWACC	Food Studies – Baking Arts	10/18/2021
NWACC	Dental Assistant	10/18/2021
NWACC	Pharmacy Technician	10/18/2021
NWACC	Child Advocacy Studies	10/18/2021
NWACC	Bicycle Assembly and Repair Technician Program	10/18/2021
NWACC	Certified Medical Administrative Assistant with Medical Billing	10/18/2021
NWACC	Agriculture, Food and Life Science	10/18/2021
NWACC	Medical Billing and Coding	10/18/2021
NWACC	CAD Architectural Design	10/18/2021
NWACC	Food studies – Culinary Arts	10/18/2021
NWACC	Marketing Research	10/18/2021
NWACC	Business Management – Banking and Finance	10/18/2021
NWACC	Food Studies – Baking and Pastry Arts	10/18/2021
NWACC	Criminal Justice – Technical Certificate	10/18/2021
NWACC	CNA/PCA	10/18/2021
NWACC	Business Management - Retail	10/18/2021
Arkansas College of Electricity	Electrician	11/1/2021