

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

Wednesday, March 1, 2017, 11:00 a.m.
Arkansas Workforce Center at Harrison, Harrison, AR

Agenda

Call to Order.....John Dyess, Chair

Staff Report Janie Wheeler, Workforce Administrator

Agenda Item 1 – Action

Transfer funds from Dislocated Worker to Adult Program.....Janie Wheeler

Agenda Item 2 – Action

Sector Strategies UpdateJanie Wheeler

Agenda Item 3 – Action

Recommendations from review Adult Education RFPs.....Janie Wheeler

Action Item 4 – Action

One Stop Operator and Title I Services Procurement and Timeline.....Janie Wheeler

Agenda Item 5 – Action

Policies.....Janie Wheeler

Agenda Item 6 – Action

Exceed Room Rate at NAWB Conference John Dyess

Agenda Item 7 – Action

Consent Agenda John Dyess

- Minutes of December 7, 2016 LWDB meeting
- Eligible Training Provider Programs

Agenda Item 8

- Thinking and Working Strategically
 - Workforce Development Four Year Plan
 - Discussion on Board Goals as related to State Goals

Announcements/Other Business

Adjourn

Mark your calendars for these upcoming meeting dates:

- National Association of Workforce Boards Forum 2017 March 25-28, 2017
- Wednesday, June 7, 2017
- Wednesday, September 6, 2017
- Wednesday, December 6, 2017



**NORTHWEST ARKANSAS
ECONOMIC DEVELOPMENT DISTRICT, INC.**

NWAEDD PLAZA

818 Highway 62-65-412 North • P.O. Box 190

Harrison, Arkansas 72602-0190

(870) 741-5404

TO Northwest Workforce Development Board
Northwest Chief Elected Officials

FROM Janie Wheeler, Workforce Administrator

DATE March 1, 2017

SUBJECT Request to Transfer Funds

The Workforce Innovation and Opportunity Act of 2014 allows for the transfer of up to 100% of funds to be transferred between the Adult and Dislocated Worker Programs.

The Northwest Arkansas Certified Development Company, the WIOA Title IB service provider for Northwest, is requesting that up to 75% of the funds from Program Year 2016 (FY17) be transferred from the Dislocated Worker Funding stream to the Adult funding stream. This is requested because there are many more Adult participants requesting services than individuals from the Dislocated Worker group. There will be adequate funds to serve dislocated workers with this transfer.

Program	FY2017 allocation	Transfer Amount (75% max request)	FY2017 after transfer
Adult	\$607,867	\$375,134	\$983,001
Dislocated Worker	\$500,179	<\$375,134>	\$125,045

**Department of Workforce Services Issuance PY 16-10, Implementation of Sector Strategies
is a handout/attachment to this Agenda**

Northwest Workforce Development Region Planned Budget

- 1. Allowable grant activities:** Allowable grant-funded activities include:
 - a. Development or enhancement of sector partnerships
 - b. Research and data analysis to better understand the needs of target industry sectors
 - c. Convening employers in target industry sectors to discuss their workforce needs
 - d. Mapping of career pathways in target industry sectors
 - e. Development of work-based learning models
 - f. Workforce training for groups of employers in target industry sectors
 - g. Other initiatives may be allowable; consult with ADWS prior to developing application to confirm

- 2. Unallowable grant activities:** Grant funding may not be used for the following activities and costs
 - a. Equipment purchase or rental
 - b. Administrative costs in excess of 10 percent [10%]
 - c. Food and beverage purchase
 - d. Indirect costs

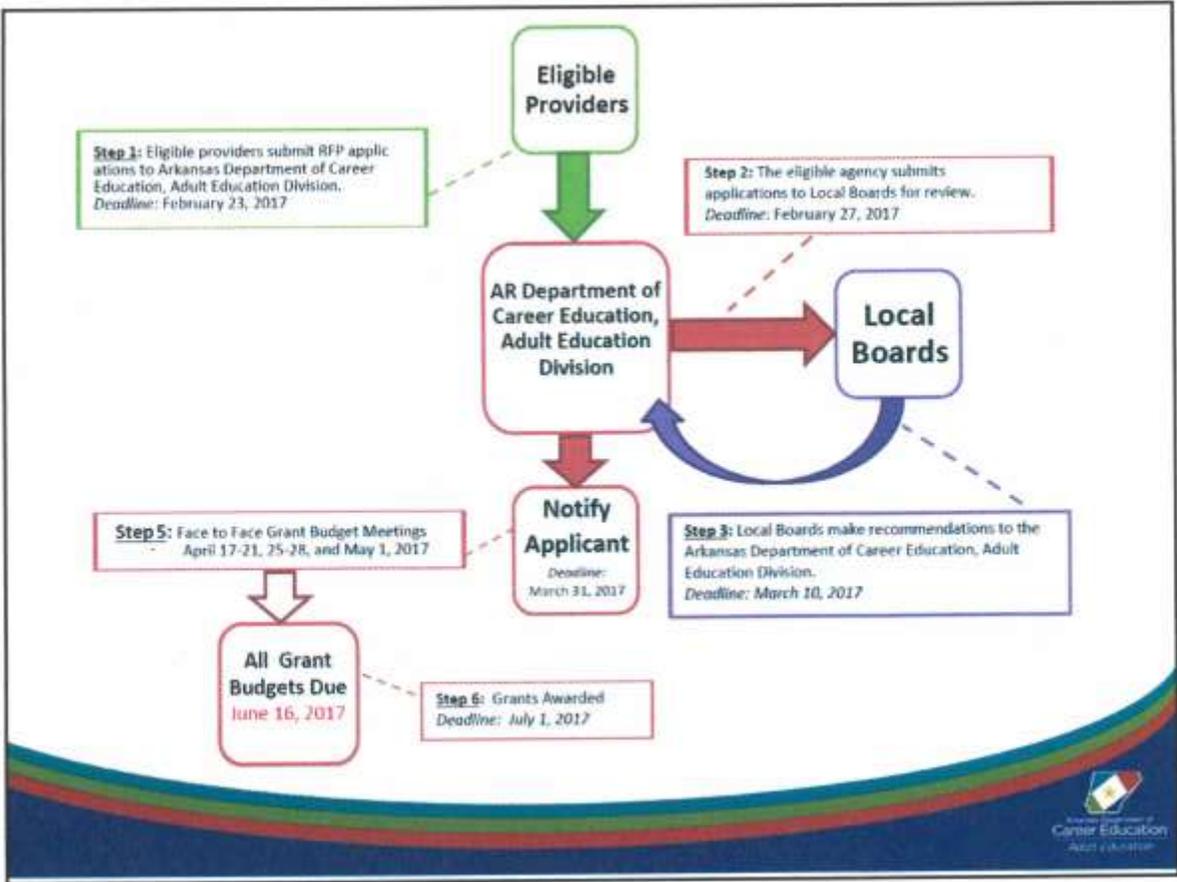
ADMINISTRATION (Limited to 10%)	
Salaries	\$1,130.00
Fringe Benefits	\$370.00
ADMINISTRATION TOTAL	\$1,500.00

PROGRAM ACTIVITIES	
Other Planning Related Expenses to Include:	
Meeting Costs	\$500.00
Outreach	\$375.00
Printing and planning materials	\$750.00
Travel Costs	\$250.00
Other Planning Costs	\$11,625.00
Research & data analysis \$10,000; staff salaries & fringe \$1,625, etc.	
PROGRAM ACTIVITIES	\$13,500.00

TOTAL FUNDING	\$15,000.00
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Recommendations from Review Committee of Adult Education Requests for Proposals

RFPs were reviewed Tuesday, February 28, 2017 by Board Members Keith Vire, Billie Reed and Walter Hinojosa and comments made on the three areas



Receive RFP from ADCE, Adult Education Committee meets to review, comments and prepares recommendation for Board	Monday, February 27, 2017 Tuesday, February 28, 2017
Full Board meets and Review committee makes recommendation of comments for approval	Wednesday, March 1, 2017
Workforce Administrator prepares and sends recommendations to ADCE, Adult Education	No later than March 10, 2017



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TO Northwest Workforce Development Board
Northwest Chief Elected Officials

FROM Janie Wheeler, Workforce Administrator

DATE March 1, 2017

SUBJECT One Stop Operator and Service Provider Procurement, Independent
Consultant

The Workforce Innovation and Opportunity Act has significant changes from the previous Workforce Investment Act.

One such requirement is the rules related to procurement of a One-Stop Operator. Under the new Law, One-Stop Operators must be procured in a competitive process and youth, adult, and dislocated worker services are strongly encouraged to be competitively bid.

Procurement requires that the Local Board must establish an arm's length request for proposal process that ensures that no conflict of interest will exist. In Northwest Arkansas, some of the Chief Elected Officials comprise the Board of Directors for the Northwest Arkansas Economic Development District. The Development District is the fiscal agent and administrative entity including Workforce Board support.

In consideration of ensuring an arm's length approach, the Task Force for the procurement process should include Workforce Development Board Members who have no conflict of interest. It is recommended that at least three (3) private sector Board Members be selected to participate along with the Board Chair. A combination of fairly new Board Members along with experienced Board Members should be considered.

It is staff recommendation that the Northwest Arkansas Workforce Development Board seek an independent consultant to facilitate the process of One-Stop Operator and Title I Youth, Adult and Dislocated Worker Service Provider Procurement. The draft procurement for an independent consultant follows for Board consideration and approval.

Procurement will follow federal and state guidelines.

DRAFT
NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD
ONE-STOP OPERATOR AND TITLE I SERVICE PROVIDER PROCUREMENT

Project:

Northwest Arkansas Workforce Development Board is seeking an independent consultant to facilitate the process of One-Stop Operator and Title I Youth, Adult and Dislocated Worker Service Provider Procurement.

Background:

The Workforce Innovation and Opportunity Act has significant changes from the previous Workforce Investment Act. Board Members will need to compare and contrast the differences and begin to embrace the transition requirements.

One such requirement is the rules related to procurement of a One-Stop Operator. Under the new Law, One-Stop Operators must be procured in a competitive process and youth, adult, and dislocated worker services are strongly encouraged to be competitively bid.

Procurement requires that the Local Board must establish an arm's length request for proposal process that ensures that no conflict of interest will exist. In Northwest Arkansas, some of the Chief Elected Officials sit on the Board of Directors for the Northwest Arkansas Economic Development District. The Development District is the fiscal agent and administrative entity including Workforce Board support.

In consideration of ensuring an arm's length approach, the Task Force for the procurement process should include Workforce Development Board Members who have no conflict of interest. It is recommended that at least Three (3) private sector Board Members be selected to participate along with the Board Chair. A combination of fairly new Board Members along with experienced Board Members should be considered.

The Northwest Arkansas Workforce Development Board is contracting with an independent consultant to support the procurement of the Board's One-Stop Operator and service provider functions within the One-Stop System.

One-Stop Operator Roles/Responsibilities:

- Be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive One-Stop Centers.
- Convene partner meetings on a regular basis as well as stakeholder meetings including all core program partners and advising the Administrative Entity and Board Staff on partner operational challenges and successes.

- Coordinate service delivery among partners
- Manage hours of operation at the comprehensive Centers
- Facilitate customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the WIOA MOU
- Communicate Board and Administrative policies and procedures to all partners
- Report to the Administration and Board on Center activities
- Submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the Workforce Development Board.
- Gather data for the Board from the partners on a quarterly basis including: common measure information; tracking incoming clients; resource room usage; and program specific referrals as outlined in the WIOA MOU.

Service Provider Roles/Responsibilities:

- Facilitate recruitment, intake, eligibility, assessment, and screening for Title I services
- Provision of basic career services as agreed upon in Memorandum of Understanding between partner agencies
- Provision of individualized career services for Adults and Dislocated Workers
- Provision of training services for Adults and Dislocated Workers
- Provision of follow-up services for Adults and Dislocated Workers
- Provision of youth training services including all 14 required elements.
- Meet and/or exceed performance measures mandated by WIOA and performance success indicators established by the Local Workforce Development Board
- Work closely with Core Program Partners and Required Partners
- Facilitate career pathways and sector strategies
- Provision of employer services and business development activities in collaboration with partners
- Carry out responsibilities outlined in the negotiated Memorandum of Understanding with partner agencies.

Project Steps:

- The Workforce Board Chair appoints at least 3 private sector Board Members to serve on the Task force Review Team.
- Meet with Task Force in person or via phone to discuss requirements of a One-Stop Operator and service provider and go over action steps. (minutes required but must be kept confidential until process is complete)
- Task Force discusses request for proposal distribution and compile list and strategy.
- Consultant will review proposed local integrated plan.

- Consultant tours comprehensive American Job Centers.
- Consultant review current State and Local policies and procedures for One-Stop Operator.
- Consultant writes draft request for proposal or request for qualifications.
- Task Force review draft request for proposal or request for qualifications with appropriate task force members by phone or in-person.
- Consultant finalizes request for proposal or request for qualifications.
- Consultant releases request for proposal or request for qualifications.
- Consultant prepares draft evaluation tool and finalizes it with the Task Force.
- Task Force reviews proposals at a face-to-face meeting.
- Task Force makes recommendations to full Board and to Chief Elected Officials.
- Board makes award.

Cost:

The proposed cost is \$ _____

Tentative Timeline:

Task	Complete By
Board Chair names Task Force	March 10, 2107
Consultant gets contact information for Task Force and sets up Dropbox for communication	March 15, 2017
Meet with Task Force by phone or in-person	March 25, 2017
Release request for proposal or request for qualifications	March 31 , 2017
Mandatory letter of intent to apply due to consultant	April 7, 2017
Deadline for questions from potential bidders	April 11, 2017
Proposals/Qualifications due to consultant electronically	April 28, 2017
Task Force evaluates and establishes recommendation on award	May 8, 2017
Chief Elected Officials validate Task Force recommendation	May 15, 2017
Board or Executive Committee votes to award contract	May 15, 2017
Announce award of contract	May 15, 2017

One-Stop Operator Procurement under WIOA

Based on the Local Workforce Development Board vision, resources, planning, and partnerships, the board must certify through a competitive process the One-Stop Operator for the local area system. Based on the size of the local area, this may include one operator overseeing the system or multiple operators coordinating together. The board must also consider whether the competitive process will include other entities that are responsible for services that the board may desire the operator to perform.

Who May Be an Operator?

- A public, private, or non-profit entity
or
- A consortium of entities that must include at least three (3) or more required partners
It CAN be
- An institution of higher education
- A State Wagner-Peyser Employment Agency
- A Community-based, nonprofit, or intermediary organization
- A Private for profit entity
- A Government Agency
- Interested Organizations such as a local Chamber of Commerce, business or labor organization
It CANNOT be
- An Elementary or Secondary School, except non-traditional public secondary schools and area career and technical education schools

Considerations

- Conflict of Interest – If the Operator has multiple functions there must be a clear delineation of duties via a written agreement with the Chief Elected Official(s) and the Local Board
- Universal Services – the operator may not create disincentives to serving those with barriers

Operator Role Required under WIOA

- Coordinate Service Delivery among Partners
- Coordinate Service Delivery among Physical and Electronic sites
- Coordinate Services across Local Area System
Primary Provider of Services at Physical Centers

Includes:

- Manage hours of operation at all sites
- Manage technological resources such as websites, case management information, business networking software, on-line testing sites
- Manage daily operations thru coordination with WIOA Fiscal Agent for lease, utilities, and other invoice remittance
- Manage partner responsibilities as defined in MOU
- Manage services for individuals
- Manage services for business
- Provision of basic services such as orientations, information on careers and labor markets, and resource rooms
- Submission of annual staffing, and operational budgets
- Following federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Implementation of board policies
- Reporting to Board on operations, performance accountability, and continuous improvements

Additional functions that may be considered for the Operator during procurement

- Provision of Career Services under the WIOA Adult and Dislocated Worker Programs
- Provision of Youth Program Services
- Provision of Other Services
- Fee for Service Activities
- Outreach and Recruitment of customers and voluntary partners
- Staff and partner training
- Membership and/or participation with local associations and workgroups
- Entering into lease agreements for the physical sites
- Specialized site management

Functions the Operator May Not Perform

- Convene System Stakeholders to assist in the development of the local/regional plan
- Prepare and Submit local plans
- Be responsible for oversight of itself
- Manage or Participate in the Competitive Selection Process for Operators
- Select or Terminate One-Stop Operators, Career Services, and Youth Providers
- Negotiate Local Performance Measures
- Develop and Submit Budget for Activities of the Local Board

Must use the most restrictive procurement policy applicable to the procuring entity.

Policies/Guidelines for Consideration
Additions for Updated Regional/Local Workforce Plan

The Northwest Workforce Development Board at its September 2, 2015 meeting approved the Board Bylaws and at its December 2, 2015 approved to grandfather current policies, agreements (including memoranda of understanding) and other items required for operation until such time that final regulations for the Act and State policies have been provided in order to guide development of and changes to policies affecting the programs.

The State is currently working on a policy manual that will cover eligibility and other policies. When this is completed and approved the Northwest Workforce Development Board staff will review and modify local policies as needed.

The Northwest Workforce Development Regional/Local Plan was submitted to the State December 14, 2016. The Plan is currently being reviewed at the State level and some general guidance has been received with instruction to update the Plan from a Two Year Transitional Plan to a Four Year Plan. With that the following are policies that will need to be included in the updated Plan.

Youth Additional Barrier

The WIOA regulations allow the local workforce board to define an “additional barrier” that can be used when certifying youth for WIOA program services under sec. 129 (C)(VII) “an individual who requires additional assistance to complete an educational program or to secure or hold employment”. The NWAADB has approved the following definition to be used for this purpose.

- 1) Barrier – A 16-24 year old youth who never obtained full-time employment defined as working for 40 hours per week for 6 consecutive months.

Reason for Barrier – The website, <http://www.governing.com/gov-data/economy-finance/youth-employment-unemployment-rate-data-by-state.html> provides statistics showing the high unemployment rate as follows:

Age 16 – 24 – 17.7%

Age 16 – 19 – 26.20%

Age 20 – 24 – 14.805%

Even though the unemployment rate in Arkansas is declining it remains high for the population served in the WIOA youth program, therefore causing a barrier to these individuals finding a meaningful career and employment.

According to “Helping OSY Attain Labor Market Success” report at www.nyu.edu/gsas/dept/politics/faculty, employers that offer jobs with good wages and advancement opportunities are reluctant to hire youth with no or limited work history. These youth are often in short-term positions and fail to gain the training and valuable skills for careers.

- 2) Barrier – Children of incarcerated parents (current or past).

Reason for Barrier- the website, www.prb.org/Publications/Articles/2014/incarcerated-parents-an-children-health.aspx states that children of incarcerated parents are extremely vulnerable group, and much more likely to have behavioral problems and physical and mental health conditions than their peers, reports Kristin Turney, a University of California-Irvine sociologist. All of these things conditions can affect the youth's ability to gain meaningful training and valuable skills for careers.

- 3) A youth who grew up in or lives in a single parent household.

Reason for Barrier- The website, <http://datacenter.kidscount.org/publications> on the Annie E. Casey Foundation website children growing up in single-parent families typically do not have the same economic or human resources available as those growing up in two-parent families. Compared with children in married-couple families, children raised in single parent households are more likely to drop out of school, to have or cause teen pregnancy and to experience a divorce in adulthood.

- 4) A youth who was or is being raised by his/her grandparent(s) or caretaker (other than natural parent).

Reason for Barrier –The website, <http://www.prb.org/Publications/Articles/2012/US-children-grandparents.aspx>, provides the following information:

By contrast, skipped-generation or custodial grandparent households are made up of grandparents and grandchildren only, and are frequently the result of the grandchild's parents' substance abuse but also incarcerations, death, mental illness or child neglect. Difficult family circumstances often lead to custodial grandparent care and custodial grandchildren have higher levels of emotional and behavioral problems than children in the overall U.S. populations, according to a study Smith conducted with support from the National Institute of Mental Health.

- 5) A Youth who lives in a rural area. Definition of "rural area" is any land population in a county that is classified as Non-Metro.

Reason for Barrier – The website, http://www.afterschoolalliance.org/Issue_briefs/issue_rural4.pdf, provides the following supporting documentation:

Partly due to structural conditions such as geographic isolation, fewer services, fewer jobs and fewer opportunities rural communities are ill-equipped to break out of the poverty cycle. Consequently, children who grow up in rural poverty face obstacles early in life that make it difficult for them to escape poverty as adults.

Note the following 5 percent categories below:

In School Youth (ISY) Limitation: Per WIOA Section 129(a)(3)(B), not more than 5 percent of the ISY served during a program year may be eligible based only on the additional assistance criterion.

Low-Income Exception: WIOA 129(a)(3)(A) allows for 5 percent of youth served during a program year who may be eligible but are not low income. The 5 percent may be figured on Out of School Youth (OSY) or In School Youth (ISY) or both combined. For OSY, the 5 percent is only those OSY who are eligible based on one of the two elements that require the OSY to be low income. 1) additional assistance and 2) high school diploma plus basic skills deficient or English language learner. ALL In School Youth are low income.

Individual Training Accounts

Individual Training Accounts (ITA) may be issued for WIOA eligible individuals through the One Stop System if it is determined that the individual needs training in order to obtain skills to seek self-sufficiency wages. The ITA may only be issued for programs that are currently on the Eligible Training Provider (ETP) list. The procedure for issuing ITA's follows:

- Participants are determined eligible for WIOA services and the application has been approved by a supervisor
- Participants are enrolled in a program of study that is on the ETP list
- Participants are informed that WIOA will only pay for classes that are on the degree plan of approved program
- An ITA will cover cost of tuition/books/required fees. Any other "like to have" charges will not be covered with WIOA funds
- Generally ITA's are written for a maximum of a two year timeframe. Time limits exceeding a two year timeframe must be approved by WIOA Management.
- Participants may be dropped from the program for unsatisfactory attendance or grades. Staff needs to consult with WIOA Management staff BEFORE making the decision to drop a participant from the program. Clients may be counseled and placed on probation for failure to comply with policies and procedures instead of dropping the entirely from the program
- Applicants seeking assistance for Bachelor Degree programs must be in their last two years of training. The participant must have completed enough semester hours to be classified as a junior by the training institution. Exceptions to this rule must be approved by WIOA Management
- Other participant cost required for participation in a training program may be approved on a case by case basis and is not considered part of the ITA cost
- A cap of \$9,000 has been established for ITA's. Exceptions to this cap may be approved by WIOA Management after reassessment of participant need
- Participants will sign an agreement outlining their responsibilities to continue receiving WIOA assistance
- Participant obligations are to be tracked in a spreadsheet to avoid over obligation of ITA funds
- Participants applying for WIOA services are required to apply for other funding including Pell grants. Verification will be maintained in participant files

Procurement

The Northwest Arkansas Workforce Development Board and its programs will use current federal and State procurement guidelines.

National Association of Workforce Boards
Forum 2017 Conference
March 25-28, 2017
Washington, D.C.

Northwest Arkansas Workforce Development Board members who will represent the Local Board at the National Association of Workforce Boards Forum 2017 Conference in Washington, D.C. March 25 through March 28, 2016 are Kelley Sharp, Keith Vire, Walter Hinojosa, Amy Jones, John 'Bo' Phillips, Billie Reed and John Dyess.

The current maximum Federal Room rate is \$242 per night plus tax. The room rate is \$293 per night plus tax at the Washington Hilton Hotel, the conference location.

Local Workforce Development Board approval is required to exceed the federal lodging per diem rate.

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

Minutes of Meeting December 7, 2016

A meeting of the Northwest Arkansas Local Workforce Development Board (LWDB) was held Wednesday, December 7, 2016, at Arkansas Workforce Center at Harrison, 818 Highway 62-65-412 North, Harrison, AR at 11:00 A.M.

Board Members present were:

MR. BEN ALDAMA, NWACC ADULT ED
MR. JOHN DYESS, ALTRONIC RESEARCH, INC.
MR. WALTER HINOJOSA, NWA LABOR COUNCIL
MR. ALEX MARTINEZ, THE JOB GUIDE
MR. CLINT MORRIS, LOCAL 155 PLUMBERS AND PIPEFITTERS
MR. ROSS PARKER, PARKER FARMS AND RENTALS
MR. STEVE PERCIVAL, WASHINGTON REGIONAL MEDICAL SYSTEM
MS. BILLIE REED, OUR COOPERATIVE
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE
MR. RICKY TOMPKINS, NWACC – proxy Keith Peterson
MR. KEITH VIRE, ARKANSAS SUPPORT NETWORK

Board members not present, but represented by proxy were:

MR. DAVID BELL, DAVID BELL, LLC. – proxy Ross Parker
MR. STEVE CLARK, FAYETTEVILLE CHAMBER OF COMMERCE – proxy Chung Tan
MR. RICH DAVIS, BLACK HILLS ENERGY – proxy Steve Percival
MS. AMY JONES, ARKANSAS REHABILITATION SERVICES – proxy Trisha Wiatt
MS. JANA KINDALL, AR DEPARTMENT OF WORKFORCE SERVICES – proxy Jody Stewart
MS. PATTY METHVIN, HARRISON REGIONAL CHAMBER OF COMMERCE – proxy Billie Reed
MR. BO PHILLIPS, TIERPOINT COMMUNICATIONS – proxy John Dyess

Board Members absent were:

MS. AMANDA CONNELL, DHS SERVICES FOR THE BLIND
MR. JUSTIN RUMMER, PACE INDUSTRIES
MR. WAYNE THOMPSON, FERGUSONS COUNTRY STORE

Others present were:

Ms. Susan Sangren, NWACDC
Ms. Donna Carney, NWACDC
Ms. Susan Daniel, NWACDC Fayetteville
Mr. Taff Grice, NWACDC
Mr. Jamie Thornton, NWACDC
Mr. Joe Willis, NWAEDD
Mr. Jeremy Ragland, NWAEDD
Mr. Eddie Treece, NWAEDD
Ms. Janie Wheeler, NWAEDD
Ms. Pat Becker, ADWS Little Rock
Ms. Kathleen Dorn, NTI Adult Ed
Mr. Keith Peterson, NWACC

The meeting was called to order at 11:05 A.M. by Chair JOHN DYESS. CHAIR DYESS welcomed the Board and guests.

CHAIR DYESS asked Ms. Janie Wheeler to provide the staff report. Ms. Wheeler discussed the continuing transition and implementation of the Workforce Innovation and Opportunity Act at the federal, state and local level. Ms. Wheeler thanked the Board and stakeholders that helped work on the Local WIOA Transition Plan. She described the Open House at the Fayetteville Workforce Center October 13, told of the Apprenticeships Partnership meetings. Ms. Wheeler updated the Board on programs and grants currently in progress. She named the nine individuals attending the National Association of Workforce Boards Forum 2017 March 25-28, 2017 in Washington, DC.

Ms. Wheeler referred the Board to the Northwest Arkansas Regional/Local Transition Plan for Program Years 2016 and 2017. She stated that no comments were received during the public comment period that ended November 30, 2016. A motion to approve the Plan was made by MS. BILLIE REED and was seconded by MR. KEITH VIRE. Motion carried.

Ms. Wheeler then presented Policies that are related to the now approved Plan. These Policies are listed in the Plan Assurances and a motion to approve the Policies was made by MR. ROSS PARKER and seconded by MR. KELLEY SHARP. Motion carried.

The Annual Report with performance for Program Year 2015 was presented by Ms. Wheeler. Motion to approve the Annual Report and Performance was made by MR. SHARP and seconded by MR. CLINT MORRIS. Motion carried.

Presenting the Performance Goals for Program Years 2016 and 2017 Ms. Wheeler stated that all 10 Workforce Areas negotiated and agreed to accept the same goals as the State. Using the tool provided by the Department of Labor showed great differences between the Local Areas and in order for everyone to have a fair playing field the agreement was reached. Motion to accept the Performance goals was made by MR. VIRE and seconded by MR. ROSS PARKER. Motion carried.

Discussion about the Board's role in reviewing the upcoming Adult Education RFP followed and the following individuals volunteered to be part of the Review Committee. Those individuals then appointed by CHAIR DYESS were MR. VIRE, MS. REED and MR. WALTER HINOJOSA. They will review and make recommendations at the next Board meeting, March 7, 2017.

Approval of the consent agenda including the minutes of the September 7, 2016 meeting and the approval of the Eligible Training Provider List was made on a motion by MR. KEITH VIRE and seconded by Mr. Ricky Tompkins. Motion carried.

Announcements included support for Mike Fohner's family, whose son Josh was injured in an accident 10 weeks ago. There is a GoFund me set up to help with expenses. MS. REED told about the OUR events held recently.

There being no further business CHAIR DYESS entertained a motion to adjourn. Motion was made by MR. KELLEY SHARP and seconded by MR. VIRE. Motion carried and meeting was adjourned at 12:15 P.M.

Eligible Training Provider List for Approval March 1, 2017

Program Name	CIPCode	Training Level	Application Date	Certification Date
Northwest				
Indian Capital Technology Center-Sallisaw Campus - Sallisaw				
<u>Licensed Practical Nursing</u>	51.3901	Certificate of Proficiency	2/10/2017 10:22:24 AM	2/13/2017 to 2/12/2018
Indian Capital Technology Center-Stilwell Campus - Stilwell				
<u>Licensed Practical Nursing</u>	51.3901	Industry Recognized Certification	2/10/2017 10:59:14 AM	2/13/2017 to 2/12/2018
Indian Capital Technology Center-Tahlequah Campus - Tahlequah				
<u>Licensed Practical Nurse</u>	51.3901	Industry Recognized Certification	2/10/2017 10:01:01 AM	2/13/2017 to 2/12/2018
North Arkansas College (South Campus and North Campus) - Harrison				
<u>Administrative Medical Assistant</u>	51.0710	Certificate of Proficiency	1/10/2017 1:59:34 PM	1/11/2017 to 1/10/2018
<u>Clinical Medical Assistant</u>	51.0802	Certificate of Proficiency	1/10/2017 1:58:27 PM	1/11/2017 to 1/10/2018
<u>Medical Assistant</u>	51.0801	Technical Certificate	1/10/2017 1:57:20 PM	1/11/2017 to 1/10/2018



Strategic Goals

Thinking SMART

What can we do in our area to achieve...

Goal 1

Develop an efficient partnership with employers, the educational system, workforce development partners, and community based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers?

Goal 2

Enhance service delivery to employers and jobseekers

Goal 3

Increase awareness of the State's Talent Development System

Goal 4

Address Skills Gap

Transitional Plan will need to be reworked to be more reflective of regional/local for a four year Plan

Vision

Northwest Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.

Goals

Strategic Goal 1: Develop an efficient partnership with employers, the educational system, workforce development partners, and community based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.

Goal 1 Objectives:

1. Expand employer partnerships through the support of industry engagement.
2. Identify and promote best practices (private and public) for developing and sustaining partnerships.
3. Expand partnership with economic development to refine sector strategies.
4. Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
5. Increase accountability and clarity of action between all workforce related boards.
6. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
7. Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.
8. Partner with K-12 education, higher education, career and technical education, and adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.
9. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).
10. Expand small business participation.

Strategic Goal 2: Enhance service delivery to employers and jobseekers.

Goal 2 Objectives:

1. Utilize a common intake process developed by the State for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
2. Utilize an integrated data system developed by the State that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
3. Promote training that leads to industry recognized credentials and certification.
4. Support transportable skill sets for transportable careers.
5. Support career pathways development and sector strategy initiatives as a way to meet business and industry needs.
6. Expand service delivery access points by the use of virtual services.
7. Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
8. Develop a menu of services available at each service delivery access point that provides a

list of the services and training opportunities available through Arkansas's talent development system.

9. Utilize customer satisfaction surveys to ensure continuous improvement of the State's talent development system.
10. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).

Strategic Goal 3: Increase awareness of the State's Talent Development System

Goal 3 Objectives:

1. Increase access to the workforce development system through a no wrong door approach to services.
2. Work to change employer and jobseeker perceptions of the workforce system.
3. Utilize an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the State.
4. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
5. Develop a user-friendly website that provides a common repository of information about career development opportunities that are relevant to K-12 education, parents, educators, adults, employers, government agencies, and the general public.

Strategic Goal 4: Address Skills Gaps

Goal 4 Objectives:

1. Participate in a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.
2. Help to implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program and the Workforce Alliance for Growth in the Economy (WAGE) program.

Specific	Measurable	Achievable	Realistic	Time-Bound
<p>What exactly are we going to do?</p> <p>What strategies will we use?</p> <p>Is the objective clear?</p> <p>Is the objective described with strong action verbs such as conduct, develop, build, plan, or execute?</p> <p>Who will be involved?</p> <p>Is the outcome specified?</p> <p>Will this objective lead to the desired results?</p>	<p>How will we know that change has occurred?</p> <p>Are we able to gather these measurements?</p>	<p>Can it be done in the proposed timeframe?</p> <p>Are the limitations and constraints understood?</p> <p>Can we do this objective with the resources available?</p>	<p>Do we have the resources available to achieve this objective?</p> <p>Is it possible to achieve this objective?</p>	<p>When will this objective be accomplished?</p> <p>What is the stated deadline?</p>