

# NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

Wednesday, December 6, 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  
One Stop Operator Agreement Amendment ..... 1

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- Minutes of September 6, 2017 LWDB meeting
- Eligible Training Provider Programs

Agenda Item 7

- Thinking and Working Strategically

Announcements/Other Business

Adjourn

Mark your calendars for these upcoming meeting dates:

- Wednesday, March 7, 2018
- National Association of Workforce Boards Forum 2018 March 24-27, 2018
- Wednesday, June 6, 2018
- Wednesday, September 5, 2018
- Wednesday, December 5, 2018

**NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD**  
**One-Stop Operator AGREEMENT**  
**Proposed Amendment December 6, 2017**

The following One-Stop Operator AGREEMENT (AGREEMENT) sets forth the terms of AGREEMENT for the Northwest Arkansas Workforce Development Board (WDB) and the Northwest Arkansas Economic Development District.

**I. Purpose of AGREEMENT**

It is the purpose of this AGREEMENT to specify the roles and responsibilities of the One-Stop Operator as they relate to implementing, managing and operating the One-Stop system in the Northwest Arkansas Workforce Development Area under the Workforce Innovation and Opportunity Act. The One-Stop Operator was selected through a competitive process that was voted on by the Northwest Arkansas Workforce Development Board and agreed to by the Local Chief Elected Official(s).

**II. One-Stop Center Commitments**

The One-Stop Operator will ensure that each comprehensive One-Stop Center and affiliate sites operate in a manner that supports the operational policies and procedures of the Northwest Arkansas Workforce Development Board and of the Workforce Innovation and Opportunity Act of 2014 One-Stop required partnerships. The organizations operating at, or in association with the One-Stop Center, comprehensive or affiliate, sign a Memorandum of Understanding outlining their commitments. The Memorandum of Understanding, at a minimum, includes:

1. A description of services to be provided through the One-Stop delivery system, including the manner in which the services will be coordinated and delivered through the system;
2. AGREEMENT on funding the costs of the service and operating costs of the system, including:
  - a. Funding of infrastructure costs of One-Stop Centers; and,
  - b. Funding of the shared services and operating costs of the One-Stop delivery system;
3. Methods for referring individuals between the One-Stop Operator and partners for appropriate services and activities;
4. Methods to ensure that the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system;

5. The duration of the Memorandum of Understanding and procedures for amending it; and,
6. Assurances that each Memorandum of Understanding will be reviewed annually, and if substantial changes have occurred, renewed, to ensure appropriate funding and delivery of services.

The Memorandum of Understanding, infrastructure and resource sharing AGREEMENT for each required partner organization, further defines the operational commitments.

### III. One-Stop Operator Role and Function

The One-Stop Operator must coordinate the service delivery of core and required one-stop partners and other partners working with the comprehensive One-Stop Centers. This includes managing partner responsibilities in the comprehensive One-Stop Centers as defined in the Memorandum of Understanding.

The Workforce Innovation and Opportunity Act Memorandum of Understanding serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral AGREEMENTs, etc. In the end, the overall goal is to ensure efficiency within the Northwest Arkansas workforce system.

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014, and went into effect July 1, 2015. The Workforce Innovation and Opportunity Act supersedes the Workforce Investment Act of 1998, and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

The Workforce Innovation and Opportunity Act has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: Workforce Innovation and Opportunity Act Adult, Dislocated Workers, Youth; Wagner-Peyser labor exchange; Adult Education and Literacy; and, Vocational Rehabilitation. Core Program Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the Memorandum of Understanding process and provide coordinated services with the comprehensive One-Stop Centers. Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older

Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, YouthBuild, Trade Act, Community Services Block Grant, HUD, Unemployment Compensation, Second Chance, and TANF. In the event any of the required partners do not have funding in Northwest Arkansas Workforce Development Area, their participation is waived.

Providing businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to Arkansas's vision in implementing the Federal Act. Arkansas's workforce system provides a talent pipeline through the establishment of partnerships between State and local entities, businesses, economic development, education, and community stakeholders. To ensure that the workforce system efficiently meets the needs of both the businesses and the jobseekers that it serves, Arkansas's workforce agencies have jointly developed the State's workforce plan with the intent that this vision is carried out in each of the local workforce development areas through their One-StopCenters.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening 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.

In support of the Workforce Innovation and Opportunity Act Memorandum of Understanding the One-Stop Operator responsibilities will also include:

- Coordinating service delivery among partners.
- Managing hours of operation at the comprehensive Centers.
- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the Memorandum of Understanding.
- Communicating Board and Administrative policies and procedures to all partners.
- Reporting to the Administration and Northwest Arkansas Workforce Development Board on Center activities.

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the Northwest Arkansas Workforce Development Board along with an update on the budget versus expenditures for this AGREEMENT. In addition, the One-Stop Operator will gather data for the Northwest Arkansas Workforce Development 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 Memorandum of Understanding.

IV. Duration of AGREEMENT

The AGREEMENT will commence on July 1, 2017 and shall remain in full force and effect until June 30, 2021 or until the Northwest Arkansas Workforce Development Board withdraws their AGREEMENT. This AGREEMENT will be reviewed at a minimum annually. This AGREEMENT will be shared with all One-Stop Partners and distributed to the various One-Stop Partners at any time that it is changed or amended.

V. Budget

For the period July 1, 2017 through June 30, 2021, the One-Stop Operator budget shall not exceed \$75,035. Subsequent years may be adjusted upon review and approval by the Northwest Arkansas Workforce Development Board. Budget changes in subsequent years must be included through a modification of this AGREEMENT.

Cost Category	Budget Amount
Personnel Services/Salary	\$53,615.00
Fringe Benefits	\$12,135.00
Travel	\$3,750.00
Training & Education	\$750.00
Telephone/Internet/Fax/Postage	\$1,110.00
Printing/Reproduction	\$375.00
Materials & Supplies	\$600.00
Rent/RSA	\$2,250.00
Membership/Subscriptions/Pro	\$375.00
Maintenance/Repairs	\$75.00
<b>Total One-Stop Operator Budget</b>	<b>\$75,035.00</b>

VI. Dispute Resolution

Workforce Innovation and Opportunity Act One-Stop partners, at times, may have a disagreement about some matter with a One-Stop Operator that falls outside the scope of the Memorandum of Understanding and that they are unable to resolve. In this case, they can document the issue and efforts they have made to resolve it and submit the documentation to the Northwest Arkansas Workforce Development Board Executive Committee who will issue a written recommendation for resolving the issue. In the event the

recommendation from the Executive Committee does not resolve the dispute, the documentation of the issue and the efforts made to resolve it will be referred to the State Workforce Development Board to resolve the issue on behalf of the Governor or to the Governor.

## VII. Amendment

This AGREEMENT may be amended at any time by written, signed consent of the parties.

## VIII. Severability

Should any part of the AGREEMENT be invalidated or otherwise rendered null and void, the remainder of this AGREEMENT shall remain in full force and effect.

## IX. Monitoring

The One-Stop Operator will be formally monitored **twice** annually by an independent monitor and the results will be provided to the Northwest Arkansas Workforce Development Board.

## X. Termination

Either party may terminate this AGREEMENT for any reason by providing written notice to the other party thirty (30) days prior to the effective date of termination.

Termination Due to Loss of Funding: In the event the funding streams are discontinued or significantly reduced, the Northwest Arkansas Workforce Development Board may provide notice of termination to the One-Stop Operator.

Termination for Cause: The Northwest Arkansas Workforce Development Board may terminate the AGREEMENT, if after following the provisions set forth in this AGREEMENT, it determines that the One-Stop Operator has failed in the performance of the covenants and obligations of the AGREEMENT. The Northwest Arkansas Workforce Development Board shall notify the One-Stop Operator in writing of the termination and reasons for the termination, together with the effective date.

Termination for Convenience: Either party may, without cause, at any time during the term of this AGREEMENT, terminate this AGREEMENT by giving a

written notice of its intention to terminate the AGREEMENT upon a specific date. If the party giving the termination notice does not withdraw the notice in writing, this AGREEMENT shall terminate on the date specified upon expiration of a thirty {30} day period from the date of the letter.

XI. Authority

The undersigned are authorized to execute this AGREEMENT on behalf of the parties. The undersigned entities bind themselves to the performance of this AGREEMENT. It is understood that this AGREEMENT shall not become effective until executed by both Parties involved.

Amended December 6, 2017

\_\_\_\_\_  
John Dyess, Board Chair  
Northwest Arkansas Workforce Development Board

\_\_\_\_\_  
Date

\_\_\_\_\_  
Joe Willis, Executive Director  
Northwest Arkansas Economic Development District, Inc.

\_\_\_\_\_  
Date

## Program Policies/Guidelines for Consideration

### DLW Enrollment Time Limits

To be eligible for the Dislocated Worker Program an individual must enroll in the program within two years from becoming eligible for the program.

### Verification of “unlikely to return to work in a previous occupation” needed for Dislocated Worker Eligibility, (Category A)

ADWS has directed each local area to establish criteria to be used when determining an applicant is “unlikely to return to work in a previous occupation”, and is eligible for Title I Dislocated Worker services.

The NAWADB has approved the following documentation to be used as follows:

- 1) Labor market information verifying the previous job was not a demand occupation
- 2) DWS labor market analysis
- 3) Statement from Career Advisor, with Supervisor approval, that there are no jobs with applicant’s current skills in the commuting area where the applicant lives.
- 4) Applicant statement that he/she has been unemployed for eight consecutive weeks and has been unable to find work.
- 5) Documentation that the applicant has been drawing U.I. benefits for eight consecutive weeks and has been unable to find employment.

### DLW Definition of “general announcement of a plant closing”, (Category B)

TEGL 19-16 states that local areas must define “general announcement of a plant closing” as it relates to dislocated worker eligibility.

The NAWADB defines DLW Definition of “general announcement of a plant closing” for our area as follows:

The company has made a public announcement that their facility is closing. Once the announcement is made the employees of the company meet the criteria as being eligible for dislocated worker services. The enrollment into the program can occur once the announcement of company closure has been made.

### Dislocated Worker, (Category C)

In compliance with TEGL 19-16, local area must define “unemployed as a result of general economic conditions in the community in which an individual resides or because of natural disasters.”

The local board has decided to follow state policy and use the documentation provided in the State Policy Manual as a guide for this eligibility criteria.

### Dislocated Worker Underemployed Eligibility Criteria

WIOA allows local boards to develop policies to serve dislocated workers who accept other employment while waiting to enter a training program. The policy of the NAWADB is as follows: The individual accepts employment with an employer, other than the one from which the individual was dislocated, for the purpose of income maintenance while researching training programs and/or waiting on a training program to begin. If any of the following applies the individual is still DLW eligible:



- 1) The individual accepts a position with a temporary agency, or
- 2) The individual gets one or more jobs which totals less wages than the laid off position, or
- 3) The individual is employed in a position that the income does not make them self-sufficient.

#### Follow-up Services for Adults and Dislocated Workers

When a participant exits from WIOA services Career Advisors will contact participants once a quarter up to a year to ensure the participant is gainfully employed. If additional services are needed, staff will encourage the participant's to return to the Workforce Center to seek further assistance. Activities will be recorded in case notes.



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

NWAEDD PLAZA

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Harrison, Arkansas 72602-0190

(870) 741-5404

TO Northwest Workforce Development Board  
Northwest Chief Elected Officials

FROM Janie Wheeler, Workforce Administrator

DATE December 6, 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 Economic Development District is requesting that up to 75% of the funds from Program Year 2017 (FY18) 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. This current transfer below is for 58.5%, additional transfer may occur if additional funds become available or is deemed necessary.

Program	FY2018 allocation	Transfer Amount	FY2018 after transfer
Adult	\$575,733	\$250,000	\$825,733
Dislocated Worker	\$427,553	<\$250,000>	\$177,553

## **Northwest Arkansas Local Workforce Investment Board Annual Report for Program Year 2016**

July 1, 2016 – June 30, 2017

### **Arkansas Workforce Centers**

*List of the locations 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, satellite, affiliate.*

Five Arkansas Workforce Centers in Northwest Arkansas operated throughout Program Year 2016. No offices were opened or closed during the year.

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

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

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

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

Arkansas Workforce Center at Siloam Springs, comprehensive  
809 S. Mount Olive, Siloam Springs, AR 72761

### **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 have worked vigorously to transition the implementation of the Workforce Innovation and Opportunity Act (WIOA). Staffs of the Northwest WIOA Transition Team (Core Four and Core Four Plus) partners have been meeting monthly 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. Having CTE sitting on the Youth Committee and Workforce Board has provided the opportunity for better understanding and coordination. 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 monthly 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, human resource associations 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 in order to work with industries to focus on where the jobs are and will be. A sector Strategy Summit was held April 26<sup>th</sup> in Eureka Springs and brought together partners, employers, educators, the Workforce Board and others to further the promotion of using sector strategies in Northwest Arkansas.

The Workforce Center at Fayetteville hosted an Open House which brought employers and jobseekers to the Center to better understand the solutions offered by partners for employers in our area. Additionally we have hosted or participated in over 50 job fairs and hiring events throughout the year.

### **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 populations who are dropouts is to partner with the Adult Education programs providing GED training and mandate 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 stipend for attending class and 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 Employment/Training 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.

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.

The PROMISE Grant continues to offer an opportunity for Northwest to further develop its services to youth with disabilities.

Northwest Workforce partners were involved in the Innovative Readiness Training events sponsored by the Delta Regional Authority where reserve military health care personnel from all branches serve their two week training providing free health care for individuals. This year Baxter, Marion and Searcy Counties hosted the events and Workforce staff and a DWS Mobile unit provided onsite services to individuals. The events were tremendously successful.

Northwest Workforce is a partner of the Carroll County Collaborative (C3) 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.

### **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*

### **Services to Veterans**

All staff members have been trained to ensure Veterans Preference. Services for veterans 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 parent nights to speak to parents about GED, Career Readiness Certificate, outreach to Dogwood Literacy Council and Twin Lakes 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); recruit for National Emergency Grants; 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, 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, 2<sup>nd</sup> 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 Emergency 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 Emergency 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, six 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, 2<sup>nd</sup> 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 28 for \$1,430,000. This grant helps with the cleanup and recovery from severe storms and flooding. As of June 30, 2017 we have had 106 people assisting with projects across six counties repairing and replacing bridges, culverts and roads, debris cleanup, moving dirt and gravel and more. Without this help our counties and cities would be hard pressed to get the much needed work done in a timely manner.

Through the PROMISE Grant Northwest is providing Summer Youth Work Experience to youth with disabilities. Additional funding of \$292,796 this year has provided 200 hours work experiences in Benton and Washington counties. This grant is a partnership between the University of Arkansas at Fayetteville, Department of Workforce Services, Arkansas Rehabilitation Services, and others and will continue each year until September 2018.

Northwest received a WIOA Implementation subgrant of \$50,000 from State set aside funds to assist with Out of School recruitment and development of the local plan. This was a great benefit which allowed funds to be targeted for these specific needs and not pulled from the formula funds which are needed to serve our participants. Additionally we received \$15,000 from AR26 to conduct sector strategies planning and implementation further stretching our formula funds. Technical assistance from Maher and Maher funded by the State allowed the sector strategies work to further develop.

Arkansas Department of Workforce Services provides additional sources of services to customers including Microsoft IT Academy and cTORQ. At no cost to the local areas we can help customers train for and receive Microsoft Office programs certification. The cTORQ program allows customers to easily prepare and search for employment efficiently and quickly.

### **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 online 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.



## Northwest Workforce Area Stories of Success for Program Year 2016

### Luke Dooley, Youth

Luke Dooley is the oldest of three children being raised by a single mom in rural Marion County where job opportunities are hard to come by. He applied for the WIOA Youth Program in the spring of 2016 and requested assistance with finding a summer job. He was placed in the Maintenance Department at Yellville Summit School where he worked hard to assist the janitors with cleaning, moving furniture, and taking care of the grounds. He always demonstrated a cooperative attitude and was eager to learn as much as possible.



In the fall of 2016, Luke committed to school and football and began to consider more carefully what he wanted to do after graduation. We met regularly to discuss college, financial aid, and potential career paths. He eventually decided he wanted to join the military. Even though Luke was in good physical condition from playing football he had some work to do before meeting the military's guidelines for enlistment. For several months, Luke adhered to a strict diet and exercise program until he finally passed "the tape test". At that time he enlisted with the Army with the condition he would spend his summer at home working before leaving for basic training in the fall. Luke had 3 job offers for the summer, but ultimately was hired by Yellville Summit Schools. As planned, Luke left for Army basic training on September 12, 2017.



### Jessica Neubauer, Adult

Jessica is a young, single mother of two, whose husband left her at the start of her senior year of the Early Childhood Education program. As a result, Jessica was struggling to make ends meet and her oldest child, who has a behavior disorder, was really having a hard time handling the divorce. Jessica heard about the WIOA Scholarship and decided to apply. She was selected for the scholarship and enrolled as a Displaced Homemaker. Since Jessica only had 2 semesters remaining, a full ITA was issued which covered her tuition and fees. She also received assistance with childcare and her electric which allowed her to use additional financial aid money for other living expenses. Jessica was able to successfully complete her degree and gained a position as the Lead Pre-K teacher at Small World Pre-School. Her supervisor Miss Lindsey cannot say enough about how Jessica was able to acclimate into the position and both the students and parents love her. She continues to work and is happy providing for her family. Jessica is glad she was able to complete the program and show her children that with hard work and perseverance you can achieve your goals.

### **Lee Anne Kendrick , Collaboration**

Leeann came into the office as a homeless individual seeking help with employment. Here is her story:

“I found myself on the side of the road in my car, no money and no gas, so I made a phone call to my car salesman. He instructed me to go to Genesis House in Siloam Springs, Arkansas. He gave me money for gas and food to get there. Once I went to Genesis House, I found hope. They clothed me and gave me shelter in a hotel, telling me to contact Rose Sparrow with Arkansas Workforce. A door of opportunity opened, as I am a Registered Nurse. I had no idea there was even a hospital in this town. When I came through the door, I was able to go online and apply for the job as a Medical/ Surgical RN at the hospital. Rose utilized other resources to get the Beauty School next door to give me a hair do and to look professional. I did get the job. Today, I remain gainfully employed and I have gained respect of the doctors and coworkers, thus having gained my self-esteem and continue to grow in my profession. This would not have been possible without the help of WIOA. I will always remember this. I am still employed there, with my two year anniversary coming up November 9, 2017.”



### **Zachary Williams-Helm, Youth**

Zachary Williams-Helm grew up in a low income, single parent household in a rural area with his mom and sister. At the time he applied for services, he had never worked before and was in need of assistance to gain skills and employment. Zachary was eager to learn and participated in nearly all the activities offered to him through the youth program.

During his first two summers on the program he was placed at Jordan Marina, one of the few places to work near his home. He caught on quickly and began to excel. By the third summer, the owners of the marina knew they wanted to hire Zachary as he had become an asset to their business.

Even though Zachary enjoyed working at the marina, he knew he needed to make some long term career decisions. He explored several careers but ultimately decided he wanted to major in Mechanical Engineering. He explored colleges, transfer options, and costs associated with different schools and finally decided Arkansas Tech would be the best fit for him.

Zachary made plans to move and successfully navigated the financial aid and admissions processes. In May 2017 he graduated from Norfolk High School. Not long after, his mother passed away unexpectedly. I began to fear that Zachary would not want to leave his sister and would not follow through with his plan to move to Russellville, but Zachary, being dedicated to his goals, stayed the course and started classes at Arkansas Tech University in August 2017.

### **Joe Richardson, Adult**

Joel Richardson, a single father of two, had the desire to become a law enforcement officer. He is a veteran of the U.S. Army, serving for over three years. Being a veteran he was accepted to the Police Academy in Camden, AR. He received a GI Bill that assisted him with paying for his 16 week training. After being employed as a Correctional Officer, Joel realized that he wanted to further his education and advance his career in law enforcement. Joel was referred to WIOA by the Vet Rep at DWS.

Joel, having no family to assist with his kids while attending training, was very fortunate to know a couple that volunteered to keep two babies, ages 2 and 1, giving him the opportunity to attend training knowing his kids were well taken care of. WIOA assisted Joel with housing, transportation, and required safety equipment while he attended training. He is currently employed with the Cotter Police Department.

### **Medical Students at Northwest Technical Institute, Adult, Dislocated Worker and Out of School Youth**



The need for skilled medical staff in Northwest Arkansas continues to grow at a very fast pace. Fortunately, the Northwest Arkansas Economic Development District (NWAEDD) and the Northwest Technical Institute (NTI) have been there to help fill the skills gap by providing scholarships and training opportunities in this high demand field.

On June 20, 2017 the class of Surgical Technicians (Surge Tech) and Licensed Practical Nurses (LPN) received their pins and diplomas at their graduation ceremony from NTI. The class size of 64 at NTI was very impressive; however, the fact that 34% of those graduates received WIOA scholarships was extremely exciting to NWAEDD.

Twenty-two of the graduates were awarded scholarships through WIOA to complete their training at NTI in the medical field. In total, there were 18 LPNs & four Surge Techs that graduated in the class of 2017. The participants spanned all of the programs Adult, Dislocated Worker and Youth.

In Northwest Arkansas, the average annual salary for these graduates will be \$42,000! NWAEDD is proud to work with the local training institutions in the area and there is no doubt that this partnership has proven to be a great success.

New Title IB Enrollees

All Offices							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	36	5	6	-	4	-	51	
August	19	6	3	-	2	-	30	
September	13	-	4	2	-	-	19	
October	2	2	5	-	7	34	50	
<b>Total</b>	<b>70</b>	<b>13</b>	<b>18</b>	<b>2</b>	<b>13</b>	<b>34</b>	<b>150</b>	

  

Harrison							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	19	1	2	-	3	-	25	
August	1	1	3	-	2	-	7	
September	5	-	-	2	-	-	7	
October	1	-	3	-	6	21	31	
<b>Total</b>	<b>26</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>11</b>	<b>21</b>	<b>70</b>	

  

Mtn. Home							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	6	2	-	-	1	-	9	
August	7	-	-	-	-	-	7	
September	2	-	1	-	-	-	3	
October	-	-	1	-	1	4	6	
<b>Total</b>	<b>15</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>4</b>	<b>25</b>	

  

Fayetteville							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	9	-	2	-	-	-	11	
August	5	1	-	-	-	-	6	
September	4	-	1	-	-	-	5	
October	-	-	-	-	-	5	5	
<b>Total</b>	<b>18</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>27</b>	

  

Rogers							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	1	2	-	-	-	-	3	
August	1	2	-	-	-	-	3	
September	-	-	-	-	-	-	-	
October	-	2	-	-	-	2	4	
<b>Total</b>	<b>2</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>10</b>	

  

Siloam Springs							PY 2017	
Month	Adult	DLW	Out of School Youth	In School Youth	NEG AR-28	NEG AR29	Total	
July	1	-	2	-	-	-	3	
August	5	2	-	-	-	-	7	
September	2	-	2	-	-	-	4	
October	1	-	1	-	-	2	4	
<b>Total</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>18</b>	

**WIOA Title 1 Customer Report as of October 31, 2017**

<b>All Offices</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	140	118	258
Dislocated Worker	33	16	49
Out-of-School Youth	70	59	129
In-School Youth	40	29	69
NEG - AR 27	0	40	40
NEG - AR 28	40	62	102
NEG - AR 29	36	0	36
Total	359	324	683
<b>Harrison</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	49	32	81
Dislocated Worker	3	0	3
Out-of-School Youth	30	37	67
In-School Youth	17	17	34
NEG - AR 27	0	22	22
NEG - AR 28	27	39	66
NEG - AR 29	21	0	21
Total	147	147	294
<b>Mountain Home</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	36	34	70
Dislocated Worker	10	6	16
Out-of-School Youth	10	6	16
In-School Youth	7	6	13
NEG - AR 27	0	11	11
NEG - AR 28	9	16	25
NEG - AR 29	6	0	6
Total	78	79	157
<b>Rogers</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	6	3	9
Dislocated Worker	10	4	14
Out-of-School Youth	4	2	6
In-School Youth	3	0	3
NEG - AR 27	0	0	0
NEG - AR 28	0	0	0
NEG - AR 29	2	0	2
Total	25	9	34
<b>Fayetteville</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	34	36	70
Dislocated Worker	7	5	12
Out-of-School Youth	18	9	27
In-School Youth	9	5	14
NEG - AR 27	0	7	7
NEG - AR 28	2	6	8
NEG - AR 29	5	0	5
Total	75	68	143
<b>Siloam Springs</b>	<b>Active</b>	<b>Follow-Up</b>	<b>Total</b>
Adult	15	13	28
Dislocated Worker	3	1	4
Out-of-School Youth	8	5	13
In-School Youth	4	1	5
NEG - AR 27	0	0	0
NEG - AR 28	2	1	3
NEG - AR 29	2	0	2
Total	34	21	55

# Northwest Arkansas Economic Development District

## One-Stop Operator

7/1/17 to 10/31/17

	<b>Budget</b>	<b>Expenditures</b>	<b>Balance</b>	<b>%</b>
Personnel Services/Salary	53,615.00	19,156.48	34,458.52	36%
Fringe Benefits	12,135.00	3,044.10	9,090.90	25%
Travel	3,750.00	145.88	3,604.12	4%
Training & Education	750.00	263.69	486.31	35%
Telephone/Internet/Fax/Postage	1,110.00	576.63	533.37	52%
Printing/Reproduction	375.00	384.43	(9.43)	103%
Materials & Supplies	600.00	311.09	288.91	52%
Rent/RSA	2,250.00	1,277.37	972.63	57%
Membership/Subscriptions/Pro	375.00	33.97	341.03	9%
Maintenance/Repairs	75.00	30.63	44.37	41%
Total	75,035.00	25,224.27	49,810.73	34%

## **NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD**

### **Minutes of Meeting September 6, 2017**

A meeting of the Northwest Arkansas Local Workforce Development Board (LWDB) was held Wednesday, September 6, 2017, at Arkansas Workforce Center at Harrison, 818 Highway 62-65-412 North, Harrison, AR at 11:00 A.M.

Board Members present were:

MS. SARAH BROZYNSKI, BAXTER REGIONAL MEDICAL  
MR. JOHN DYESS, ALTRONIC RESEARCH, INC.  
MR. RICH DAVIS, BLACK HILLS ENERGY  
MR. WALTER HINOJOSA, NWA LABOR COUNCIL  
MS. AMY JONES, ARKANSAS REHABILITATION SERVICES  
MS. JANA KINDALL, AR DEPARTMENT OF WORKFORCE SERVICES  
MR. ALEX MARTINEZ, THE JOB GUIDE  
MS. PATTY METHVIN, HARRISON REGIONAL CHAMBER OF COMMERCE  
MR. CLINT MORRIS, LOCAL 155 PLUMBERS AND PIPEFITTERS  
MR. ROSS PARKER, PARKER FARMS AND RENTALS  
MR. BO PHILLIPS, TIERPOINT COMMUNICATIONS  
MS. BILLIE REED, OUR COOPERATIVE  
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE  
MR. RICKY TOMPKINS, NWACC  
MR. KEITH VIRE, ARKANSAS SUPPORT NETWORK

Board members not present, but represented by proxy were:

MR. BEN ALDAMA, NWACC ADULT ED – proxy Kathleen Dorn  
MR. DAVID BELL, DAVID BELL, LLC. – proxy Ross Parker

Board Members absent were:

MR. STEVE CLARK, FAYETTEVILLE CHAMBER OF COMMERCE  
MS. CAROLYN JACKSON, DHS SERVICES FOR THE BLIND

Others present were:

Mr. Stetson Painter, Congressman Rick Crawford  
Mr. Joe Willis, NWAEDD  
Mr. Jeremy Ragland, NWAEDD  
Ms. Susan Sangren, NWAEDD  
Ms. Donna Carney, NWAEDD  
Mr. Eddie Treece, NWAEDD  
Ms. Janie Wheeler, NWAEDD  
Ms. Susan Daniel, NWAEDD  
Mr. Joel Espinoza  
Mr. Doyce Hill, ADWS  
Ms. Jenny Patoka, ADWS  
Mr. Bernando Corcolis, ADWS Little Rock  
Mr. Matt Twyford, AEDC

Mr. Zane Chenault, AEDC  
Ms. Melissa Bray, North Arkansas College

The meeting was called to order at 11:02 A.M. by CHAIR JOHN DYESS. CHAIR DYESS welcomed the Board and guests.

Ms. Janie Wheeler provided 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. She updated the transition to the new One Stop Operator and service provider, the required Memorandums of Understand with the partners and certification of the Workforce Centers.

Next on the agenda was the election of officers for the Board. MR. KEITH VIRE made a motion to retain CHAIR JOHN DYESS and MR. ROSS PARKER as Secretary, and nominated MR. BO PHILLIPS as vice chair. Motion was seconded by MS. PATTY METHVIN and motion carried.

The Program Year 2017 Local Workforce Estimated Budget was presented by Ms. Wheeler. Motion to approve the budget was made by MS. METHVIN and seconded by MR. KELLEY SHARP. Motion carried.

The full Program Year 2017 WIOA budget was presented for the Board's information.

The Priority for Service for Adult, Dislocated Worker and Youth Programs was revised to reflect the new State Policy. Motion to approve was made by MR. PARKER and seconded by MS. METHVIN. Motion carried.

An Amendment to the Board Bylaws was presented by Ms. Wheeler. The Amendment added verbiage that allows the Vice-Chairperson to act as Chairperson in the absence or disability of the Chairperson and shall have such duties, powers and responsibilities as are assigned by the Chairperson, the Board or the bylaws. Motion to accept the Amendment was made by MR. VIRE and seconded by MR. SHARP. Motion carried.

Ms. Wheeler addressed the Board about the need for contracting for independent monitoring and consultation on the Board's behalf. The Northwest Arkansas Economic Development District is employer of record for Board staff so that necessitates independent monitoring of the One Operator, Title IB Provider and administrative/fiscal activities. CHAIR DYESS appointed a task force including MS. METHVIN, MS. BILLIE REED, MR. PARKER and himself to review and recommend procurement selection to the Board the bids/quotes that are received. MR. PARKER moved to approve the procurement and process and MR. PHILLIPS seconded. Motion carried.

The Workforce Center Certification task force that included MR. VIRE, MR. PARKER, and CHAIR DYESS reported on the review of the Centers. MR. VIRE in behalf of the Task Force recommended approval of the Initial Certification of Harrison as comprehensive and Mountain Home, Rogers, Fayetteville and Siloam Springs as affiliate centers. They also told about some of their impressions at the Centers and said a report to each Center will be available to the Board as well as each Center.

Ms. Susan Sangren provided the One Stop Operator Report to the Board which included work accomplished, challenges, partner data that was available and comparison of budget versus expenditures report.



Motion to approve the Consent Agenda including the Minutes of the June 7, 2017 meeting and the Eligible Training Providers was made by MR. PHILLIPS and seconded by MR. ALEX MARTINEZ. Motion carried.

There being no further business CHAIR DYESS entertained a motion to adjourn. Motion was made by MS. METHVIN and seconded by MS. REED. Meeting was adjourned at 12:05 P.M.

**Eligible Training Provider List for Approval December 6, 2017**

<b>Program Name</b>	<b>CIP Code</b>	<b>Training Level</b>	<b>Application Date</b>	<b>Certification Date</b>
<b>Northwest</b>				
<b>Arkansas State University-Mountain Home - Mountain Home</b>				
<u>AAS Programming/Mobile Development</u>	11.0202	Associate Degree	8/17/2017 2:23:29 PM	8/17/2017 to 8/16/2018
<b>John Brown University - Siloam Springs</b>				
<u>B.S. Nursing</u>	51.3801	Baccalaureate Degree	8/17/2017 1:25:18 PM	8/17/2017 to 8/16/2018
<b>North Arkansas College (South Campus and North Campus) - Harrison</b>				
<u>MSSC Certified Production Technician (CPT)</u>	15.0699	Industry Recognized Certification	8/29/2017 7:19:48 AM	8/31/2017 to 8/30/2018
<b>Northwest Technical Institute - Springdale</b>				
<u>Business-Administrative Assistant</u>	52.0401	Technical Certificate	11/3/2017 8:34:27 AM	11/27/2017 to 11/26/2018
<b>University of Arkansas, Fayetteville - Fayetteville</b>				
<u>Social Work</u>	44.0701	Baccalaureate Degree	10/27/2017 4:17:02 PM	11/27/2017 to 11/26/2018
<u>Public Health</u>	51.2201	Baccalaureate Degree	8/17/2017 3:20:30 PM	8/17/2017 to 8/16/2018