

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Wednesday, December 2, 2020, 11:00 a.m.
Via Zoom

Agenda

Call to Order – Introduce Guests John Dyess

Staff Report Patty Methvin

Agenda Item 1
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- Minutes of September 2, 2020 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 3, 2021
- NW Workforce Development Board Meeting Wednesday, June 2, 2021
- NW Workforce Development Board Meeting Wednesday, September 1, 2021
- NW Workforce Development Board Meeting Wednesday, December 1, 2021

Northwest Workforce Board meeting December 2, 2020

Appointment of the One Stop Operator Task Force by Chair John Dyess:

**John Dyess
Bo Phillips
Kelley Sharp
Ross Parker
Billie Reed**

**Northwest Arkansas Economic Development District
PY 20 Planning Budget – Revised 11/19/2020**

ADMIN REVENUE	TOTAL	NEG AR31	TANF	AREA	AREA II	AAPI	TOTAL FORMULA	YOUTH	ADULT	DLW
FY 17 Allocation	-						-			
PY 17 Allocation	6,847.82				\$ 6,847.82		-			
PY 19 Allocation	43,557.78	\$ 36,181.98					7,375.80	7,375.80		
FY 20 Allocation	-						-			
PY 20 Allocation	71,716.00						71,716.00	54,438.00	8,015.00	9,263.00
FY 21 Allocation	135,363.00		<u>53,901.00</u>				81,462.00		39,996.00	41,466.00
Total Allocation	257,484.60	36,181.98	53,901.00	-	6,847.82	-	160,553.80	61,813.80	48,011.00	50,729.00
Total Available Admin	<u>257,484.60</u>	<u>36,181.98</u>	<u>53,901.00</u>	<u>-</u>	<u>6,847.82</u>	<u>-</u>	<u>160,553.80</u>	<u>61,813.80</u>	<u>48,011.00</u>	<u>50,729.00</u>
ADMIN BUDGET										
Salaries & Wages	62,624.00	14,974.98	10,794.00		5,900.00		30,955.02	11,917.80	9,256.59	9,780.63
Payroll Expense - Other	1,155.00						1,155.00	444.68	345.38	364.94
Fringe Benefits	11,567.00	5,038.00	2,842.00		947.82		2,739.18	1,054.59	819.11	865.48
P/A-Admin Costs	81,847.00	15,672.00	39,865.00				26,310.00	10,129.45	7,867.58	8,312.98
Communication - Telephone	625.00	497.00	100.00				28.00	10.78	8.37	8.85
Computer Software Maint/Renewals	235.00						235.00	90.48	70.27	74.25
Motor Pool	90.00						90.00	34.65	26.91	28.44
Bank Service Fees	365.00						365.00	140.53	109.15	115.33
Materials & Supplies	110.00		100.00				10.00	3.85	2.99	3.16
Membership/Sub/Pro Activity	31.00						31.00	11.94	9.27	9.79
Printing & Reproduction	120.00		100.00				20.00	7.70	5.98	6.32
Rent - Bldg/Storage	132.00						132.00	50.82	39.47	41.71
Travel-Training & Education	696.00						696.00	267.96	208.13	219.91
Mileage - Travel	642.00		<u>100.00</u>				542.00	208.67	162.08	171.25
Total Salaries & Overhead	160,239.00	36,181.98	53,901.00	-	6,847.82	-	63,308.20	24,373.89	18,931.29	20,003.03
Carryover July - Sept 2021	97,245.60	-	-	-	-	-	97,245.60	37,439.91	29,079.71	30,725.97
Total Admin Budget	<u>257,484.60</u>	<u>36,181.98</u>	<u>53,901.00</u>	<u>-</u>	<u>6,847.82</u>	<u>-</u>	<u>160,553.80</u>	<u>61,813.80</u>	<u>48,011.00</u>	<u>50,729.00</u>

Northwest Arkansas Economic Development District
PY 20 Planning Budget – Revised 11/19/2020

PROGRAM REVENUE	TOTAL	NEG AR31	TANF	AREA	AREA II	AAPI	TOTAL FORMULA	YOUTH	ADULT	DLW
FY 16 Allocation	101,054.71					101,054.71	-			
FY 17 Allocation	116,189.19			116,189.19			-	-	-	-
PY 17 Allocation	413,740.36				413,740.36		-			
PY 19 Allocation	569,845.80	331,995.84					237,849.96	237,849.96		
FY 20 Allocation	523,528.25						523,528.25		192,288.33	331,239.92
PY 20 Allocation	645,461.00						645,461.00	489,947.00	72,138.00	83,376.00
FY 21 Allocation	2,519,390.00		1,786,217.00				733,173.00		359,971.00	373,202.00
Total Allocation	4,889,209.31	331,995.84	1,786,217.00	116,189.19	413,740.36	101,054.71	2,140,012.21	727,796.96	624,397.33	787,817.92
Total Available Program	4,889,209.31	331,995.84	1,786,217.00	116,189.19	413,740.36	101,054.71	2,140,012.21	727,796.96	624,397.33	787,817.92
								34%	29%	37%
Program Budget										
Salaries & Wages	604,445.00	7,731.52	103,140.00	43,492.63	83,671.79	2,848.68	363,560.38	123,643.28	106,077.03	133,840.07
Payroll Expense - Other	4,550.00						4,550.00	1,547.41	1,327.57	1,675.02
Fringe Benefits	137,000.00	2,987.16	27,592.00	13,843.66	25,149.00	1,655.20	65,772.98	22,368.74	19,190.77	24,213.48
P/A-Admin Costs	8,900.00						8,900.00	3,026.80	2,596.78	3,276.42
Outreach	945.00						945.00	321.39	275.73	347.89
Postage	1,860.00	100.00				150.00	1,610.00	547.55	469.75	592.70
Communication - Telephone	10,500.00	1,737.00	2,500.00	2,850.00	250.00	500.00	2,663.00	905.66	776.99	980.35
Depreciation Exp	3,525.00						3,525.00	1,198.82	1,028.50	1,297.68
Equipment	1,750.00		1,750.00				-			
IFA Costs	17,760.00						17,760.00	6,040.00	5,181.88	6,538.12
INTEREST EXPENSE	450.00						450.00	153.04	131.30	165.66
Motor Pool	2,770.00						2,770.00	942.05	808.21	1,019.74
Bank Service Fees	30.00						30.00	10.20	8.75	11.04
Materials & Supplies	16,242.00	953.00	3,750.00	1,380.50	2,351.00	389.00	7,418.50	2,522.96	2,164.52	2,731.03
Membership/Sub/Pro Activity	3,240.00						3,240.00	1,101.89	945.34	1,192.76
Printing & Reproduction	7,200.00	400.00	2,163.00	956.00	100.00	3,110.00	471.00	160.18	137.42	173.39
Professional Services/Consultant	2,220.00						2,220.00	755.00	647.74	817.26
Rent - Bldg/Storage	44,700.00	2,502.35	14,222.00	8,719.00	600.00	2,500.00	16,156.65	5,494.72	4,714.07	5,947.86
Travel-Training & Education	10,450.00	850.00		3350.41		2249.34	4,000.25	1,360.45	1,167.16	1,472.64
Employee Tuition Reimbursement	1,500.00						1,500.00	510.14	437.66	552.21
Mileage - Travel	14,750.00	1,000.00	1,500.00	3,760.00	6,274.00	2,000.00	216.00	73.46	63.02	79.52
Meeting Cost	1,730.00	-	-	-	-	-	1,730.00	588.36	504.77	636.88
Total Salaries and Overhead	896,517.00	18,261.03	156,617.00	78,352.20	118,395.79	15,402.22	509,488.76	173,272.08	148,654.96	187,561.72
Participant Costs	3,741,330.31	313,734.81	1,629,600.00	37,836.99	295,344.57	85,652.49	1,379,161.45	505,682.84	386,430.74	487,047.87
Carryover July - Sept 2021	251,362.00	-	-	-	-	-	251,362.00	48,842.04	89,311.63	113,208.33
Total Program Budget	4,889,209.31	331,995.84	1,786,217.00	116,189.19	413,740.36	101,054.71	2,140,012.21	727,796.96	624,397.33	787,817.92
Total Budget	5,146,693.91	368,177.82	1,840,118.00	116,189.19	420,588.18	101,054.71	2,300,566.01	789,610.76	672,408.33	838,546.92

**Northwest Arkansas Local Workforce Development Board
Annual Report for Program Year 2019**

July 1, 2019 – June 30, 2020

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

Arkansas Workforce Center at Siloam Springs, Affiliate (*Closed February 8, 2020*)
151 1/2 Highway 412 East, Suite D, 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 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 many job fairs and hiring events throughout the year.

Quarterly meetings are held with all Core 4 Partners at different locations throughout the district. Northwest had a Partners meeting that combined all the partners for a Business Services Training Workshop in Harrison on January 29, 2020. The purpose of the meeting was to increase business services team members in the Fayetteville/Rogers, Harrison and Mountain Home areas and to discuss sector strategies. Thirty-one people attended the workshop with representatives from DWS, NWAEDD, AR Rehabilitation Services (ARS), Services for the Blind, Northwest Technical School (NWTI), North Arkansas College, Arkansas State University at Mountain Home (ASUMH), Ozark Literacy Council, Goodwill and the NCBA Older Worker Program.

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 received a WIOA High Concentration of eligible Youth Funding in the amount of \$21,560.30. It allows us to serve additional youth in the youth program and ends June 30, 2020.

Northwest continued to use the funds for the Sector Partnership Grant in the amount of \$15,000.00 and Regional Planning grant in the amount of \$15,000.00. The funds were used for planning and implementation activities to align regional partners with meeting identified regional workforce development needs. A joint partners meeting was held in July in Eureka Springs. Mary Ann Lawrence facilitated the meeting and presented sessions on Sector Strategy Partnerships and Business Services Strategies.

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 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. We have received a six-month extension for this grant.

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 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.

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.

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.

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 *Dawning of a new day*



Dawn Bissell became a displaced worker on May 31, 2019, when her previous employer, Sister's Health Boutique of Mercy Health permanently closed. Dawn loved helping women as a Certified Mastectomy Fitter. She was very disappointed when notice was given the company would be closing. Dawn began job searching all over Northwest Arkansas and the surrounding cities to find an employer who needed her skills and expertise but found none.

She finally came to grips and realized that she needed a plan of action to gain employment using a new set of work skills. Dawn believed going back to school to receive training and education in a demand occupation would help her be more marketable in the workplace and get a job with comparable wages to the \$17.62 an hour, she was making in her previous position.

After meeting and discussing training options available with WIOA Career Advisor, Ms. Sharon Wilkinson, Dawn was encouraged to find it was very possible for her to get a job close to her previous wages earned in a 9-week short term program. Dawn and Ms. Wilkinson developed an Individual Employment Plan for Dawn to reach her employment goal. The plan of action was Dawn pursuing an Administrative Assistant Certificate through the U of A Global Campus, update her resume and apply for jobs. The Administrative Assistant Program was a perfect fit for Dawn because it was a short term-9-week program and she already possessed some administrative skills. The 9-week course would afford Dawn to refresh and upskill her knowledge in business administration and find a great paying job right away.

Thanks to WIOA support, Dawn completed the program and was able to achieve her employment goal and obtain a job with self-sufficient wages making \$16.70 an hour as a Help Desk Representative for National Cash Registers. Her new wages came very close to the previous employer with a .92 cent difference. Dawn was very pleased with WIOA program and thanked Ms. Wilkinson for going above and beyond as a Career Advisor.



Success Story by Beverly Taylor, Harrison Career Advisor

The In-School Youth program has always been my passion during my years of working with all our programs. I could go on and on listing the many participants that come to mind when talking about success. Conducting Job Clubs, teaching them good work ethics, leadership and citizenship skills, financial literacy and many other life skills that have helped to make them successful.

Austin Wilson enrolled in the In-School Youth program at the beginning of his 10th grade year at Bruno Pyatt. He worked at the school as a janitor assistant in the afternoons and during the summer. His desire to work and please his supervisors were traits that I noticed early. Due to having gained valuable work experience through our program, Austin was able to obtain a job on his own at McDonald's in Harrison at the end of 11th grade. He continued to work for McDonald's during his senior year and after graduation, receiving many promotions and becoming a department manager, during the 4 years he worked there.

In 2015, Austin was hired as a teller by Arvest Bank in Harrison. Once again, his work ethic and people pleasing personality has brought him much success. His promotions have been senior teller, CPU processor and recently Assistant Branch Manager.

Austin is active in many civic organizations including Rotary, Music on the Square Board in Yellville, Marion County Young Republicans and has also worked as an intern for Congressman Steve Womack.

Did the opportunity that the Workforce program gave Austin make a difference? “Sure, it did! The work experience, the guidance and encouragement when I was in school helped me make better decisions about my future. My parents also were a huge influence, they never had to force me to work, I wanted to work.” As a career advisor for this young man I can say it has been a privilege to work with him and even better to sit back now and watch him grow in a career that he excels in.

Success Story by Michelle Ryan, Harrison Career Advisor



Heather Blackwell came to the workforce center in Harrison after her place of employment went out of business and left her without a job and income. Her husband would now be the only stable income they would have. They have a hobby of taking old items and flipping them into something new and would sell those items or custom make items to sell that would aid in financial help. Heather and her husband would plan a strict budget and stick to it weekly and monthly to support the loss of her job.

Heather decided now was the time to go back to college and start a new career. She contacted financial aid and was referred to the local workforce office to ask about assistance for dislocated workers. She was provided with all the necessary paperwork and was walked through the application process. She was placed in a program that paid for a huge portion of her degree and allowed her family to survive so that she could focus on her studies.

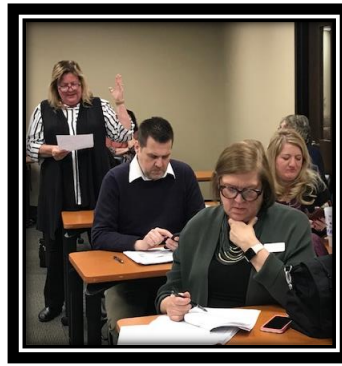
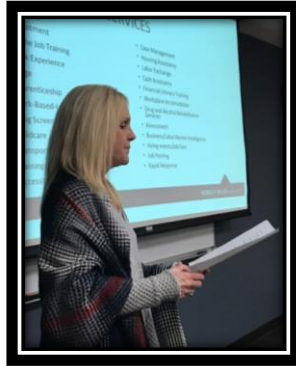
She completed two years at North Arkansas College and then transferred to Arkansas Tech University and graduated with a bachelor’s degree in Early Elementary Education with a 4.0 GPA on May 12, 2018. She was able to gain employment as a second-grade teacher at Bergman School District.

With this education she was given the opportunity to move into yet another new challenge, teaching gifted and talented students. This new opportunity required specific certifications and she is now half-way through her master’s degree program and will complete in December of 2020.

Heather stated “Michelle Ryan and the WIOA program supported and encouraged me in my goals and made me feel that I could be a success! The personal attention to my case, as well as the ongoing friendships that I have developed, helped my life dreams come true”.

WIOA Partner Meetings

Quarterly meetings are held with all Core 4 Partners at different locations throughout the district. Northwest had a Partners meeting that combined all the partners for a Business Services Training Workshop in Harrison on January 29, 2020. The purpose of the meeting was to increase business services team members in the Fayetteville/Rogers, Harrison and Mountain Home areas and to discuss sector strategies. Thirty-one people attended the workshop with representatives from DWS, NWAEDD, AR Rehabilitation Services (ARS), Services for the Blind, Northwest Technical School (NWTI), North Arkansas College, Arkansas State University at Mountain Home (ASUMH), Ozark Literacy Council, Goodwill and the NCBA Older Worker Program.





Northwest Arkansas Workforce Development Board

Policy Name: Work Experience Adult DLW

Date Approved by Board: December 2, 2020

The Northwest Arkansas Workforce Development Board work experience policies include the State's policy plus the following information.

Purpose:

To provide policy direction and guidance for the implementation of a Work Experience program for WIOA eligible Adults and Dislocated Worker participants.

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.



Northwest Arkansas Economic Development District

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 workweek 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.

Timesheets:

Participants are to record their time on a timesheet provided to them by their Career Advisor. Participants are responsible for signing in and out each day, then signing and dating their timesheet on the last day of the pay period and obtaining their supervisor's signature. Signatures must be in ink with no whiteout. At the discretion of the Records Manager messy timesheets will have to be redone. Timesheets are to be verified for accuracy by the Career Advisor and the Record Manager.

The payroll file will be kept in Harrison by the Records Manager for the time required to meet WIOA file retention.

Workers Compensation:

NWAEDD will provide workers compensation coverage for work experience participants. Worksites are required to cover their worksite safety procedures and return the safety orientation form to the Career Advisor. Worksite supervisors must cover the worksite safety procedures with the participant and sign and date the safety orientation form.

John Dyess, Board Chair

Date

One Stop Operator Report July 1, 2020 through September 30, 2020

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 19	PY 20	PY 19	PY 20
Fayetteville	45	37	45	37
Harrison	63	68	63	68
Mtn. Home	32	41	32	41
Rogers/Siloam Springs	53	64	53	64
Total	193	210	193	210

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 19	PY 20	PY 19	PY 20	PY 19	PY 20	PY 19	PY 20
Arkansas State University at Mountain Home	71	65	46	41	80	65	41	41
Fayetteville Public Schools	154	123	118	104	154	123	118	104
North Arkansas College	237	132	141	75	237	132	141	75
Northwest Arkansas Community College	796	768	592	232	796	768	592	232
Northwest Technical Institute	851	340	544	199	851	340	544	199
Ozark Literacy Council	173	70	45	3	173	70	45	3
Total	2,282	1,498	1,486	654	2,291	1,498	1,481	654

Title 3

Core 4 Department of Workforce Services

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

Location	1st Quarter Customers		Year to Date Customers	
	PY 19	PY 20	PY 19	PY 20
Fayetteville	3,163	4,835	3,163	4,835
Harrison	2,079	4,254	2,079	4,254
Mtn. Home	1,631	1,527	1,631	1,527
Rogers/Siloam Springs	3,528	5,652	3,528	5,652
Total	10,401	16,268	10,401	16,268

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 19	PY 20	PY 19	PY 20	PY 19	PY 20	PY 19	PY 20	PY 19	PY 20
Fayetteville		81		72		81		72		1,299
Harrison		19		3		19		3		132
Total		100		75		100		75		1,431

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	1st Quarter Referrals		Year to Date Total Referrals		Year to Date Total Served	
	PY 19	PY 20	PY 19	PY 20	PY 19	PY 20
Benton County	4	15	4	15	55	61
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	10	8	10	8	37	21
Washington County	8	16	8	16	52	42
Total	22	39	22	39	144	124

Arkansas Unemployment History

Date	National Unemployment Rate	Arkansas Unemployment Rate	Arkansas Unemployed
October 2020	6.9%	6.2%	83,203
September 2020	7.9%	7.2%	97,320
August 2020	8.4%	7.4%	99,517
July 2020	10.2%	7.1%	92,976
June 2020	11.1%	8.1%	106,405
May 2020	13.3%	9.6%	129,260
April 2020	14.7%	10.8%	140,898
March 2020	4.4%	5.0%	69,728
February 2020	3.5%	3.5%	47,802

North Arkansas College 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.

Division of Services for the Blind – Program for Older Individuals

This program provides independent living services to older individuals who are blind, conduct activities that will improve or expand services for these individuals, and conduct activities to help improve public understanding of the problems of these individuals. These services assist people in learning how to care for themselves, travel independently, and perform home management skills and other activities to promote self-reliance. Family involvement and support services are strongly encouraged. DSB contracts this service. Please contact 1-800-960-9270 for more information.

NWAEDD – TANF Non-recurrent Short-term Benefits (NRSB) Program

This special initiative is be open to UI Claimants who are:

- Eligible for state or federal unemployment benefits, has a weekly benefit amount of less than \$100, AND has a demonstrated need for assistance. Need for assistance may be demonstrated by any of the following:
 - The participant is unable to work due to contracting COVID-19 leading to lost wages
 - Children's school or childcare provider closed due to COVID-19
 - Workplace closed due to COVID-19
 - Rent or mortgage assistance due to COVID-19
 - Utility assistance due to COVID-19

- Lost housing due to COVID-19
- Similar circumstances that are not COVID-19 related, that demonstrate a specific crisis situation or episode of need
- Unemployed or partially unemployed due to disruptions caused by the COVID-19 pandemic
- Family income is less than 200% FPL
- Custodial parents with a child under the age of 18 or a woman who is currently pregnant.

This assistance is available in addition to any employment benefits individuals in the family may be receiving.

Qualifying families will receive a payment of \$300 per week for a total of 8 weeks.

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 from 11/16/2017 to 11/15/2018. 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 is very appreciative of the opportunity that the WIOA program gave him. NWAEDD helped get Bull Shoals \$1.8 million in grants for the project.

Expenditure Report 1/1/2020 to 9/30/2020

	Budget	Expenditures	Balance	%
Personnel Services/Salary	\$20,016.00	\$13,236.34	\$6,779.66	66%
Fringe Benefits	3,400.00	4,801.23	(1,401.23)	141%
Travel	1,400.00	302.28	1,097.72	22%
Training & Education	280.00		280.00	0%
Telephone/Internet/Fax/Postage	414.00	339.58	74.42	82%
Printing/Reproduction	140.00		140.00	0%
Materials & Supplies	140.00	41.02	98.98	29%
Membership/Subscriptions/Professional Services	100.00	12.51	87.4966	13%
Maintenance/Repairs	1,000.00		1,000.00	0%
Total	\$26,890.00	\$18,732.96	\$8,157.04	70%

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Minutes of Meeting September 2, 2020

A meeting of the Northwest Arkansas Workforce Development Board (LWDB) was held Wednesday, September 2, 2020, via Zoom.

Board members present on the Zoom meeting were:

MR. BEN ALDAMA, NWACC ADULT ED.
MS. SARAH BROZYNSKI, BAXTER REGIONAL MEDICAL CENTER
MR. STEVE CLARK, FAYETTEVILLE CHAMBER OF COMMERCE
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. JANA KINDALL, AR DIVISION OF WORKFORCE SERVICES
MR. BOB LARGENT, HARRISON REGIONAL CHAMBER OF COMMERCE
MR. ROSS PARKER, PARKER FARMS AND RENTALS
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE
MR. RICKY TOMPKINS, NWACC

Board members not present, but represented by proxy were:

MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON – proxy Ross Parker

Board members absent and excused were:

MR. EDDIE BARTLETT, BARTLETT FAMILY DENTISTRY
MR. DAVID BELL, DAVID BELL, LLC.
MS. AMY JONES, ARKANSAS REHABILITATION SERVICES
MR. CLINT MORRIS, LOCAL 155 PLUMBERS AND PIPEFITTERS
MS. ERIN POE, TEC STAFFING
MS. BILLIE REED, REED CONSULTING

Others present were:

Ms. Susan Sangren, NWAEDD
Ms. Patty Methvin, NWAEDD
Ms. Karen Henry, NWAEDD
Mr. Joe Willis, NWAEDD
Mr. James Moss, NWAEDD
Dr. Megan Bolinder, NWACC
Ms. Cherie Conner, Adult Education North Arkansas College
Mr. Robbie Cornelius, Fayetteville Adult Education
Ms. Mary Beth Hatch, North Arkansas College
Dr. Rick Massengale, North Arkansas College
Mr. Nicholas Ryburn, Adult Education
Ms. Melissa Bray, North Arkansas College
Ms. Nell Bonds, North Arkansas College
Ms. Tridena Foster, Arkansas Division of Workforce Services
Ms. Kelsey Kelton, Arkansas Economic Development Commission
Mr. Tom Ginn, Arkansas Economic Development Commission

Mr. Zane Chenalt, Northwest Technical Institute

The meeting was called to order at 11:00 a.m. by CHAIR JOHN DYESS. CHAIR DYESS addressed the need for the Zoom call meeting due to the on-going concern from COVID-19. Roll call of the members present on the call was conducted by MS. PATTY METHVIN. MS. METHVIN confirmed to CHAIR DYESS that a quorum was present on the call.

MS. PATTY METHVIN gave the quarterly staff report. MS. METHVIN let the Board know that Lori Romero is currently monitoring the One Stop Operator for Northwest. Ms. Romero requested and has received Board policies and procedures that pertain to the NW One Stop Operator as well as organizational charts. Ms. Romero will be conducting interviews with staff via Zoom.

MS. METHVIN reported that the Quad State Regional group met in June. The main topic of discussion for the meeting was One Stop Operator Procurement.

MS. METHVIN informed the Board that an Memorandum of Understanding was created between organizations in our area that provide the WIOA 14 required elements for youth. This MOU was sent out to all organizations in our area that provide those elements for signatures.

MS. METHVIN reported that Summer Youth monitoring was completed. She was able to do most of the worksite visits via Zoom or Teams. All the worksites and participants were very helpful.

MS. METHVIN informed the Board that Northwest applied for and received an Apprenticeship grant for Turf Management. The Apprenticeship sponsor and training provider is North Arkansas College. The employers for this session include Big Cedar, Benton Parks and Recreation and Pinnacle Country Club. The grant is for up to 12 apprentices during the grant period which ends April 30, 2021. The cost is set at \$2,500 per apprentice.

MS. METHVIN shared with the Board that it is time to Certify the One Stop Centers. She asked for volunteers to serve on a committee to help with the certification process.

MS. METHVIN informed the Board that Aha! Interpreting Solutions has suspended their apprenticeship program until further notice. Randy Prather from Department of Labor Office of Apprenticeship notified us that DOL has also suspended the Aha! Apprenticeship. Northwest Career Advisors have been working with the participants that were enrolled in the program to help provide services to them. The participants were notified of job openings for contact tracing. There is a huge need for bi-lingual employees.

Agenda Item #1 – Election of Officers

A motion was made by MR. ROSS PARKER to elect MR. JOHN DYESS as Chair; MR. BO PHILLIPS as Vice-Chair, and MR. KELLEY SHARP as Secretary of the Northwest Arkansas Workforce Development Board. MR. RICKEY TOMPKINS seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #2 – Program Year 2020 Board Budget

MS. METHVIN shared with the Board that there were no changes to the budget from the previous year. MR. BOB LARGENT made the motion to approve the budget as presented. MR. BEN ALDAMA seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #3 – Program Year 2020 Full WIOA Budget

MS. METHVIN informed the Board that the total of all sub-grant funds reflected an increase of \$33,076. The past several years the budget amounts were significant decreases. A motion was made by MR. PHILLIPS to approve the budget as presented. MR. PARKER seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #4 – Infrastructure Funding Agreement (IFA)

MS. SUSAN SANGREN presented the IFA agreement for 2020. MR. PHILLIPS made a motion to approve the IFA. MR. LARGENT seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #5 – Northwest Memorandum of Agreement (NWMOU)

MS. METHVIN explained to the Board that the NWMOU has been sent to Arkansas Division of Workforce Services for approval. No action was required.

Agenda Item #6 – Policy Changes

MS. METHVIN informed the Board of the need to revise the Individual Training Accounts policy to align with the Supportive Services policy. For both policies the maximum amount spent on each was previously \$9,000. When the Supportive Services policy was revised that amount was increased to \$10,000 per participant. MR. PARKER made the motion to approve the change to the Individual Training Account policy to increase the amount spent per participant to \$10,000. MR. PHILLIPS seconded the motion. A roll call vote was taken. The motion passed.

MS. METHVIN informed the Board that an additional paragraph needed to be added to the Co-enrollment and Co-funding policy in order to be in compliance. “Local program operators may determine the appropriate level and balance of services for each individual under each program.” was added. MR. LARGENT made the motion to approve the changes to the policy. MR. WALTER HINOJOSA seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #7 Northwest Services and Governance Agreement

MS. METHVIN presented the NW Services and Governance Agreement for approval. This agreement was a requirement from ADWS through the 2019 monitoring process. MR. PHILLIPS asked if there were any policies or procedures in this agreement that added to or changed the way we are currently doing business. MR. JOE WILLIS explained that there was nothing in the agreement that was not currently in place. MR. PHILLIPS made the motion to approve the agreement. MR. PARKER seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #8 – One Stop Operator Report

MS. SANGREN gave highlights of the One Stop Operator Report to the Board. MR. STEVE CLARK made a motion to accept the report. MR. HINOJOSA seconded the motion. A roll call vote was taken. The motion passed.

Agenda Item #9 – Consent Agenda

MR. PHILLIPS made a motion to approve the Consent Agenda which included the Minutes of the June 3, 2020 meeting and the approved Eligible Training Providers. MR. TOMPKINS seconded the motion. A roll call votes was taken. The motion passed.

MR. PARKER moved to adjourn the meeting. MR. PHILLIPS seconded the motion. The motion passed and the meeting adjourned at 11:53 a.m.

John Dyess, Chair

Northwest				
Business and Industry Training - Springdale				
Programmable Logic Controller 8 Troubleshooting	15.0612	Technical Certificate	9/1/2020 10:06:26 AM	9/16/2020 to 9/15/2021
Programmable Logic Controller 7 Troubleshooting	15.0612	Technical Certificate	9/1/2020 10:05:25 AM	9/16/2020 to 9/15/2021
Programmable Logic Controller Troubleshooting 6	15.0612	Technical Certificate	9/1/2020 10:04:16 AM	9/1/2020 to 8/31/2021
Programmable Logic Controller 5	15.0612	Technical Certificate	9/1/2020 10:01:54 AM	9/1/2020 to 8/31/2021
Programmable Logic Controller 4	15.0612	Technical Certificate	9/1/2020 10:01:08 AM	9/1/2020 to 8/31/2021
Programmable Logic Controller 3	15.0612	Technical Certificate	9/1/2020 10:00:09 AM	9/1/2020 to 8/31/2021
Programmable Logic Controller 2	15.0612	Technical Certificate	9/1/2020 9:59:24 AM	9/1/2020 to 8/31/2021
Programmable Logic Controller 1	15.0612	Technical Certificate	9/1/2020 9:58:23 AM	9/1/2020 to 8/31/2021
Forge Institute - Little Rock				
Cyber Training Bootcamp - Fundamental	11.1003	Certificate of Proficiency	10/14/2020 9:28:42 AM	11/18/2020 to 11/17/2021
Cyber Training Bootcamp	11.1003	Certificate of Proficiency	10/14/2020 9:18:14 AM	11/18/2020 to 11/17/2021
Northwest Arkansas Community College - Bentonville				
Networking	11.0101	Certificate of Proficiency	10/19/2020 9:22:01 AM	10/28/2020 to 10/27/2021
Medical Interpreter (Spanish/English)	16.0103	Industry Recognized Certification	10/19/2020 9:18:56 AM	10/28/2020 to 10/27/2021
Mastering Project Management with PMP Prep	52.0211	Industry Recognized Certification	10/19/2020 9:08:15 AM	10/19/2020 to 10/18/2021
Maintenance Technician	47.0303	Certificate of Proficiency	10/19/2020 9:04:19 AM	10/28/2020 to 10/27/2021
Java Programmer	11.0201	Certificate of Proficiency	10/16/2020 8:45:05 AM	10/28/2020 to 10/27/2021
Introduction to Power BI	11.0501	Certificate of Proficiency	10/16/2020 8:40:01 AM	10/28/2020 to 10/27/2021
Intermediate Power BI	11.0501	Certificate of Proficiency	10/16/2020 8:38:44 AM	10/28/2020 to 10/27/2021
HRCI Certification Program	52.1001	Industry Recognized Certification	10/16/2020 8:37:27 AM	10/19/2020 to 10/18/2021
Human Resources Professional	52.1001	Industry Recognized Certification	10/16/2020 8:36:26 AM	10/19/2020 to 10/18/2021
Google Analytics Certificate	11.0501	Industry Recognized Certification	10/15/2020 2:56:24 PM	10/19/2020 to 10/18/2021

Northwest Arkansas Community College - Bentonville

Google Analytics	11.0501	Certificate of Proficiency	10/15/2020 2:54:51 PM	10/28/2020 to 10/27/2021
Front End Web Developer	11.0201	Certificate of Proficiency	10/15/2020 2:53:17 PM	10/28/2020 to 10/27/2021
Food and Customer Service Skills & Certified Professional Food Manager (CPFM)	12.0507	Industry Recognized Certification	10/15/2020 2:49:50 PM	10/19/2020 to 10/18/2021
Financial Analysis and Planning for Non Financial Managers	52.0899	Certificate of Proficiency	10/15/2020 2:48:06 PM	10/28/2020 to 10/27/2021
Engineering Technician	15.0613	Certificate of Proficiency	10/15/2020 2:44:30 PM	10/28/2020 to 10/27/2021
Digital Marketing Strategist	52.1499	Industry Recognized Certification	10/15/2020 2:43:05 PM	10/19/2020 to 10/18/2021
Dental Office Manager	51.0701	Industry Recognized Certification	10/15/2020 2:41:54 PM	10/19/2020 to 10/18/2021
CPC Certified Medical Administrative Assistant with Medical Billing and Coding with Exam voucher	51.0707	Industry Recognized Certification	10/15/2020 2:40:33 PM	10/19/2020 to 10/18/2021
CPC Certified Medical Administrative Assistant with Medical Billing and Coding	51.0707	Industry Recognized Certification	10/15/2020 2:39:25 PM	10/19/2020 to 10/18/2021
help Desk Analyst: Tier Support Specialist	11.1006	Certificate of Proficiency	10/15/2020 2:35:19 PM	10/28/2020 to 10/27/2021

Northwest Arkansas Community College - Bentonville

CompTIA Security+ Certification Training with Exam Voucher	11.1003	Industry Recognized Certification	10/15/2020 2:31:08 PM	10/19/2020 to 10/18/2021
CompTIA Project+	11.1005	Industry Recognized Certification	10/15/2020 2:28:15 PM	10/19/2020 to 10/18/2021
CompTIA Network+ Certification Training	11.0901	Industry Recognized Certification	10/15/2020 2:27:06 PM	10/19/2020 to 10/18/2021
CompTIA Linux+ with Exam Voucher	11.1001	Industry Recognized Certification	10/15/2020 2:25:54 PM	10/19/2020 to 10/18/2021
CompTIA Advanced Security Practitioner (CASP)	11.1003	Industry Recognized Certification	10/15/2020 2:17:45 PM	10/19/2020 to 10/18/2021
CompTIA A+ Essentials and A+ Practical	47.0104	Industry Recognized Certification	10/15/2020 2:16:01 PM	10/19/2020 to 10/18/2021
CompTIA A+ Certification	11.0201	Industry Recognized Certification	10/15/2020 2:11:21 PM	10/19/2020 to 10/18/2021
Composites Technician	47.0303	Industry Recognized Certification	10/15/2020 2:10:08 PM	10/19/2020 to 10/18/2021
Commercial Driver License (CDL) Written Exam Training	49.0205	Industry Recognized Certification	10/15/2020 2:08:52 PM	10/19/2020 to 10/18/2021
CNC Machinist	48.0501	Industry Recognized Certification	10/15/2020 1:15:20 PM	10/19/2020 to 10/18/2021

Northwest Arkansas Community College - Bentonville				
CompTIA Security+ Certification Training with Exam Voucher	11.1003	Industry Recognized Certification	10/15/2020 2:31:08 PM	10/19/2020 to 10/18/2021
CompTIA Project+	11.1005	Industry Recognized Certification	10/15/2020 2:28:15 PM	10/19/2020 to 10/18/2021
CompTIA Network+ Certification Training	11.0901	Industry Recognized Certification	10/15/2020 2:27:06 PM	10/19/2020 to 10/18/2021
CompTIA Linux+ with Exam Voucher	11.1001	Industry Recognized Certification	10/15/2020 2:25:54 PM	10/19/2020 to 10/18/2021
CompTIA Advanced Security Practitioner (CASP)	11.1003	Industry Recognized Certification	10/15/2020 2:17:45 PM	10/19/2020 to 10/18/2021
CompTIA A+ Essentials and A+ Practical	47.0104	Industry Recognized Certification	10/15/2020 2:16:01 PM	10/19/2020 to 10/18/2021
CompTIA A+ Certification	11.0201	Industry Recognized Certification	10/15/2020 2:11:21 PM	10/19/2020 to 10/18/2021
Composites Technician	47.0303	Industry Recognized Certification	10/15/2020 2:10:08 PM	10/19/2020 to 10/18/2021
Commercial Driver License (CDL) Written Exam Training	49.0205	Industry Recognized Certification	10/15/2020 2:08:52 PM	10/19/2020 to 10/18/2021
CNC Machinist	48.0501	Industry Recognized Certification	10/15/2020 1:15:20 PM	10/19/2020 to 10/18/2021

Northwest Arkansas Community College - Bentonville				
Certified Bookkeeper with Microsoft Excel 2019	52.0302	Industry Recognized Certification	10/15/2020 12:49:25 PM	10/19/2020 to 10/18/2021
Accounting and Finance for Non Financial Managers	52.0304	Certificate of Proficiency	10/15/2020 12:47:38 PM	10/28/2020 to 10/27/2021
Certified Clinical Medical Assistant (CCMA)	51.0801	Industry Recognized Certification	10/15/2020 12:46:23 PM	10/19/2020 to 10/18/2021
Call Center Representative	52.0201	Industry Recognized Certification	10/15/2020 12:42:09 PM	10/19/2020 to 10/18/2021
C++ Programmer	11.0201	Industry Recognized Certification	10/15/2020 12:30:47 PM	10/19/2020 to 10/18/2021
Biofuel Production Operations	15.1501	Industry Recognized Certification	10/15/2020 12:28:29 PM	10/19/2020 to 10/18/2021
AWS System Operations Certification Bundle	11.0103	Industry Recognized Certification	10/15/2020 12:26:56 PM	10/19/2020 to 10/18/2021
ASQ Certified Quality Improvement Associate (CQIA)	15.0702	Industry Recognized Certification	10/15/2020 12:23:53 PM	10/19/2020 to 10/18/2021
Administrative Assistant Suite	52.0408	Certificate of Proficiency	10/15/2020 12:14:27 PM	10/28/2020 to 10/27/2021
ASQ Certified Quality Engineer	52.0201	Industry Recognized Certification	10/13/2020 4:34:36 PM	10/19/2020 to 10/18/2021

Northwest Arkansas Community College - Bentonville				
ASQ Certified Quality Auditor	52.0201	Industry Recognized Certification	10/13/2020 4:32:17 PM	10/19/2020 to 10/18/2021
ASQ Certified Lean Six Sigma Green Belt	52.0201	Industry Recognized Certification	10/13/2020 4:29:46 PM	10/19/2020 to 10/18/2021
Advanced Power BI	11.0501	Certificate of Proficiency	10/13/2020 4:28:08 PM	10/28/2020 to 10/27/2021
Advanced Google Analytics	11.0501	Certificate of Proficiency	10/13/2020 4:26:10 PM	10/28/2020 to 10/27/2021
Advanced Data Analytics	11.0301	Certificate of Proficiency	10/13/2020 4:24:27 PM	10/28/2020 to 10/27/2021
Adobe Certified Associate	11.0801	Industry Recognized Certification	10/13/2020 3:21:42 PM	10/19/2020 to 10/18/2021
Accounts Payable Specialist Certification	52.0301	Industry Recognized Certification	10/13/2020 3:19:35 PM	10/19/2020 to 10/18/2021
Accounts Payable Manager Certification	52.0301	Industry Recognized Certification	10/13/2020 3:03:07 PM	10/19/2020 to 10/18/2021
Unmanned Aerial Systems Drone Operator	49.0101	Non Credit Certificate Program	9/28/2020 4:52:16 PM	10/1/2020 to 9/30/2021
Nursing Assistant	51.3902	Certificate of Proficiency	9/24/2020 9:46:38 AM	9/24/2020 to 9/23/2021

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Robotics Technician	47.0302	Certificate of Proficiency	8/26/2020 3:21:13 PM	8/26/2020 to 8/25/2021
OSHA 10 General Industry Training	46.0415	Non Credit	8/25/2020 9:33:11 PM	8/26/2020 to 8/25/2021
OSHA 10 Construction Industry Training	46.0415	Non Credit	8/25/2020 9:31:29 PM	8/26/2020 to 8/25/2021
OSHA 30 General Industry Training	46.0415	Non Credit	8/25/2020 9:29:57 PM	8/26/2020 to 8/25/2021
OSHA 30 Construction Industry Training	46.0415	Non Credit	8/25/2020 9:28:12 PM	8/26/2020 to 8/25/2021

Northwest Technical Institute - Springdale

Front Line Supervisors of Retail Sales	52.1803	Technical Certificate	9/14/2020 10:20:48 AM	9/16/2020 to 9/15/2021
Advanced Administrative Assistant	52.0401	Technical Certificate	9/14/2020 10:16:03 AM	9/16/2020 to 9/15/2021
Administrative Assistant	52.0401	Technical Certificate	9/14/2020 10:13:48 AM	9/16/2020 to 9/15/2021
Sterile Processing Technician	51.1012	Certificate of Proficiency	8/26/2020 10:35:43 AM	8/31/2020 to 8/30/2021

University of Arkansas Global Campus Rogers - Rogers

English/ Spanish Professional Translator: American Translators Association (ATA) Certification Exam Prep Course	16.0103	Industry Recognized Certification	9/22/2020 3:24:51 PM	9/22/2020 to 9/21/2021
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