

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

**Wednesday, June 2, 2021, 11:00 a.m.
JPH Center, North Arkansas College
In Person, Conference Call and Zoom**

Agenda

Call to Order – Introduce Guests..... John Dyess

Staff ReportPatty Methvin

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Report of the One Stop Operator Procurement Task Force..... Janie Wheeler

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- Minutes of March 3 , 2021 LWDB meeting
- Eligible Training Provider Programs

Announcements/Other Business

Adjourn

Mark your calendars for these upcoming meeting dates:

- NW Workforce Development Board Meeting Wednesday, September 1, 2021
- NW Workforce Development Board Meeting Wednesday, December 1, 2021

Northwest Arkansas Economic Development District

PY 20 Planning Budget-Revised 02/04/2021

PROGRAM REVENUE	TOTAL	NEG AR31	TANF	AREA	AREA II	AAPI	TOTAL FORMULA	YOUTH	ADULT	DLW
PY 16 Allocation	101,054.71					101,054.71	-			
PY 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			
PY 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
PY 21 Allocation	2,519,390.00						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	629,716.00	7,731.52	103,140.00	43,492.63	83,671.79	2,848.68	388,831.38	132,237.70	113,450.42	143,143.26
Payroll Expense - Ostar	7,793.00						7,793.00	2,650.32	2,273.79	2,868.89
Fringe Benefits	148,890.00	2,987.16	27,592.00	13,843.66	25,149.00	1,655.20	77,662.98	26,412.41	22,659.94	28,590.63
P.A.-Admin Costs	170.00						170.00	57.82	49.60	62.58
Outreach	50.00						50.00	17.00	14.59	18.41
Portage	3,565.00	100.00				150.00	3,315.00	1,127.40	967.23	1,220.37
Communication - Telephone	10,220.00	1,737.00	2,500.00	2,850.00	250.00	500.00	2,383.00	810.43	695.29	877.27
Depreciation Exp	7,583.00						7,583.00	2,578.90	2,212.51	2,791.58
Equipment	1,750.00		1,750.00							
IFA Costs	27,197.00						27,197.00	9,249.43	7,935.34	10,012.23
INTEREST EXPENSE	872.00						872.00	296.56	254.43	321.02
Motor Pool	1,897.00						1,897.00	645.15	553.49	698.36
Materials & Supplies	10,663.00	953.00	3,750.00	1,380.50	2,351.00	389.00	1,839.50	625.60	536.72	677.19
Membership Sub-Pro Activity	5,642.00						5,642.00	1,918.79	1,646.18	2,077.03
Printing & Reproduction	6,850.00	400.00	2,163.00	956.00	100.00	3,110.00	121.00	41.15	35.30	44.54
Professional Services/Consultant	6,647.00						6,647.00	2,260.58	1,939.41	2,447.01
Race - Bldg Storage	42,900.00	2,502.35	14,222.00	8,719.00	600.00	2,500.00	14,356.65	4,882.55	4,188.88	5,285.22
Travel-Training & Education	6,750.00	850.00		3350.41		2249.34	300.25	102.11	87.60	110.53
Employee Tuition Reimbursement	500.00						500.00	170.05	145.89	184.07
Mileage - Travel	14,750.00	1,000.00	1,500.00	3,750.00	6,274.00	2,000.00	216.00	73.46	63.02	79.52
Meeting Cost	500.00						500.00	170.05	145.89	184.07
Total Salaries and Overhead	994,905.00	18,261.03	156,617.00	78,352.20	118,395.79	15,402.22	547,876.76	186,327.46	159,855.53	201,693.77
Perdiem 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	212,974.00						212,974.00	35,786.66	78,111.06	99,076.28
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 Economic Development District

PY 20 Planning Budget-Revised 02/04/2021

ADMIN REVENUE	TOTAL	NEG AR31	TANF	AREA	AREA II	AAPI	TOTAL FORMULA	YOUTH	ADULT	DLW
FY 17 Allocation	-						-			
FY 17 Allocation	6,847.82				\$ 6,847.82		-			
FY 19 Allocation	43,557.78	\$ 36,181.98					7,375.80	7,375.80		
FY 20 Allocation	-						-			
FY 21 Allocation	71,716.00						71,716.00	54,438.00	8,015.00	9,263.00
Total Allocation	135,363.00		53,901.00				81,462.00	39,996.00	41,466.00	
Total Available Admin	257,484.60	36,181.98	53,901.00	-	6,847.82	-	160,553.80	61,813.80	48,011.00	50,729.00
							160,553.80	61,813.80	48,011.00	50,729.00
ADMIN BUDGET										
Salaries & Wages	67,875.00	14,974.98	10,794.00		5,900.00		36,206.02	13,939.45	10,826.82	11,439.75
Payroll Expense - Other	1,155.00						1,155.00	444.68	345.38	364.94
Fringe Benefits	11,915.00	5,038.00	2,842.00		947.82		3,087.18	1,188.58	923.17	975.43
P.A.-Admin Costs	147,689.00	15,672.00	39,865.00				92,152.00	35,478.86	27,556.56	29,116.59
Communication - Telephones	625.00	457.00	100.00				28.00	10.78	8.37	8.85
Computer Software Maint/Reprints	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	635.00						635.00	244.48	189.89	200.64
Materials & Supplies	110.00		100.00				10.00	3.85	2.99	3.16
Membership/Sub-Proc 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		100.00				542.00	208.67	162.08	171.25
Total Salaries & Overhead	231,950.00	36,181.98	53,901.00	-	6,847.82	-	135,019.20	51,982.89	40,375.29	42,661.02
Carryover July - Sept 2021	25,534.60						25,534.60	9,830.91	7,635.71	8,067.98
Total Admin Budget	257,484.60	36,181.98	53,901.00		6,847.82		160,553.80	61,813.80	48,011.00	50,729.00

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

Section 1. Objective

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

Section 2. Background Information & General Instructions:

- a. **Background:** Northwest Arkansas Economic Development District (NWAEDD) is committed to helping local governments and citizens by acting as a regional forum to identify issues and opportunities; and to provide leadership in planning and implementing programs to improve the quality of life in our District. NWAEDD, Inc. serves as Administrative Entity/Fiscal Agent and WIOA Title I Service Provider for programs funded under the Workforce Innovation and Opportunity Act (WIOA) in the Northwest Arkansas Workforce Development Area as well as serving as the One Stop Operator.
- b. **Service Area:** The Northwest Arkansas Workforce Development Area is comprised of Baxter, Benton, Boone, Carroll, Marion, Madison, Newton, Searcy and Washington counties.
- c. **Acceptable proposals:** Acceptable proposals must come from entities such as consultants, auditors, and/or entities that meet the independence standards specified in the generally accepted government auditing standards or from public accountants who also meet such/required standards.
- d. **Timeframe to be monitored:** The monitoring to be performed will cover One Stop Operations between July 1, 2019 and June 30, 2020 and WIOA Title I Services between July 1, 2017 to June 30, 2020. An annual option up to an additional three years may be considered based upon performance, funding availability, acceptable negotiations, and approval by the NWAWDB. Each annual option will be to monitor the current year.
- e. **Questions and Answers:** Prospective proposers are invited to ask questions or request additional information relative to this RFP by sending an e-mail by June 25, 2021 to pmethvin@nwaedd.org or ssangren@nwaedd.org
- f. **Submission:** Interested and qualified proposers should electronically submit a proposal in response to the RFP to Patty Methvin at pmethvin@nwaedd.org or ssangren@nwaedd.org

Proposals must be received by NWAEDD at the above address no later than 4:00 p.m. on July 15, 2021. Late submissions will not be considered.

- g. **Federal & State Requirements:** Entities selected for monitoring services are subrecipients of Federal funds and thus are required to follow the Uniform Guidance and all required federal, state, and the requirements herein addressed. The Workforce Innovation & Opportunity Act (WIOA), Federal regulations, and Training & Employment Guidance Letters can be located on the Department of Labor's website at <https://www.dol.gov/agencies/eta/wioa/>. The State of Arkansas information can be located at <https://www.dws.arkansas.gov/programs/workforce-innovation/>. The proposer is responsible for reading, understanding, and implementing all of the Federal & State requirements.
- h. The monitor shall perform a monitoring review that will focus on sections of the compliance review as follows:

1. One Stop Operator - The monitor shall use a monitoring tool that aligns with the Roles of One-Stop Operator as described in the Code of Federal Regulations, Title 20, Part 678 – Description of the One-Stop Delivery System under Title 1 of the Workforce Innovation and Opportunity Act.
2. WIOA Title I Service Provider – The monitor shall use the State of Arkansas Program and Financial Monitoring Instrument. A copy of the tool can be found at nwaedd.org.

Section 3. Proposal Instructions and Format for Responses

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

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

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

b. Information required in the proposal:

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

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

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

Section	Points Possible
Complete Cover Sheet (Attachment A.)	0
Describe specific documentable experience monitoring One Stop Operators	15
Describe specific documentable experience monitoring WIOA Title I Service Providers	15

Demonstrate adequate understanding of federal and state laws and regulations.	15
Detail how the organization will fulfill and perform the monitoring.	20
Proposed Amount	20
Disclosures	15
Total Points Possible	100

Section 4. Rights & Disclaimers

The NAWAWDB reserves the following rights and disclaimers:

1. The right to accept or reject any or all proposals.
2. If your organization is selected, it does not guarantee your organization a contract. The NAWAWDB and the successful proposal will be beginning negotiations on the final contract. If negotiations do not result in a contract, the NAWAWDB reserves the right to select another proposer or reissue the RFP.
3. The NAWAWDB rejects any legal liability in refusing to award a contract or to pay any of the proposers' costs in preparing or submitting a response as a result of this RFP. The successful proposer must not enter into any proceedings before an official contract has been signed by the proposer and the NAWAWDB.
4. The NAWAWDB will not be held financially responsible for any costs incurred prior to the signing of an official contract by both parties. If proceedings are initiated prior to signing, the negotiations will be null and void.
5. All proposers shall receive notification as to if their proposal was successful or unsuccessful by e-mail.
6. The successful proposer must be prepared to accept sole responsibility for performance under the contract including financial and all other liabilities.

Section 5. Grievance Procedures

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

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

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



Policy Name:	Co-Enrollment and Co-funding
Effective Date	March 7, 2018
Date Approved by the Board	March 7, 2018
Revised:	September 2, 2020
Revised:	June 2, 2020

The purpose of this policy is to describe the requirements and regulations concerning co-enrollment and/or co-funding of WIOA Title I-B participants with various WIOA Title I-B programs with other WIOA programs, with Arkansas Job Center partners and with other appropriate entities, in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA, Final Rule, Training and employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB).

Policy:

Under WIOA I-B, participants may be eligible for Youth, Adult, and/or Dislocated Worker services. The participant may also be eligible for the services of other one-stop partners, as well as services for non-one-stop partners. WIOA I-B case managers must be informed about the services of all WIOA funding streams (including other titles and subtitles). Case managers must coordinate with other agencies as appropriate to provide the full array of services documented as needed by the participant. [WIOA § 134(b)(2)(A)(v); 20 CFR 680.230]. Co-enrollment (or dual enrollment) and/or co-funding with other entities is encouraged to give participants the best array of services [TEGL 19-16].

Co-enrollment within WIOA Title I Adult, Dislocated Worker, and Youth programs

Individuals who meet the respective program and service eligibility requirements may participate in Adult, Dislocated Worker and/or Youth programs concurrently. Local programs operators may determine the appropriate level and balance of services under the Youth and Adult/Dislocated Worker programs. This determination depends not only on the eligibility requirements of each program, but also, on the services needs of the participant. [TEGL 19-16].

Services available under each funding stream will depend on eligibility for services under that funding stream. Local program operators may determine the appropriate level and balance of services for each individual under each program. Local program operators must identify and track the funding streams which pay the costs of services and ensure no duplication of services [20 CFR 681.430]. On the other hand, if it is determined that only the Youth or the Adult program array of services is appropriate for an individual aged 18 – 24, then the local program provider may enroll that participant in only that service [20 CFR 681.450].

Co-enrollment and Co-funding with Other Programs

WIOA Title I-B program providers are encouraged to work with other Workforce Center partners and other entities to provide a full array of needed services to participants. Not only does this strategy provide more services, but it also provides more case management to the participant, thus providing greater probably for success.

WIOA funding for training is limited to participants who are unable to obtain grant assistance from other sources to pay the costs of their training or require assistance beyond that available under grant assistance from other sources to pay the costs of such training. WIOA Title I-B Service Providers must not only ensure that participants apply for Pell Grants and other appropriate grants, but they must also coordinate

funding with other one-stop partners and other entities for which the participant is eligible[20 CFR 680.230]. In order to appropriately coordinate funding and co-enrollment, case managers must be trained in programs and eligibility requirements of other one-stop partners and other local and state entities providing services needed by their participants so they can leverage the funding of other sources to provide all services needed by WIOA Title I-B participants [A.C.A. 15-4-3711(a)(10)(D)]. Some of these potential entities are:

1. Career Pathways Initiative for custodial parents attending Arkansas two-year colleges
2. Single Parent Scholarship Funds for each county (www.aspsf.org/scholarships)
3. Arkansas Rehabilitation Services and Division of Services for the Blind
4. TEA / Work Pays
5. TAA
6. Veterans' Services
7. State and institutional scholarships
8. Department of Human Services
9. Food Stamp Employment and Training Programs
10. Arkansas Human Development Corporation (National Farmworker Jobs Program)
11. American Indian Center of Arkansas
12. Local housing authority
13. Local homeless shelter(s)
14. Local food banks and distribution centers
15. Local provider of assistance with utilities
16. Local provider of older worker services (Title V of the Older Americans Act of 1965, 42 U.S.C. § 3056 et seq.)
17. Community Service Block Grants
18. Programs funded by the Second Chance Act

WIOA Title I-B Adult, Dislocated Worker, and Youth participants should be referred to and co-enrolled (or co-funded) with these services and other available services as appropriate. Local areas should have policies and procedures in place to ensure that other funds are leveraged [A.C.A. 15-4-3711(a)(10)(D), 20 CFR 680.230(b)].

WIOA Title I-B funds may support adult education and literacy activities of the Arkansas Department of Career Education, Arkansas Literacy Council, and other programs providing adult education and literacy activities if the participant is also engaged in one of the following [20 CFR 680.350]:

1. Occupational skills training, including training for nontraditional employment
2. OJT
3. Incumbent worker training, as described in ADWS Policy No. WIOA I-B – 3.6 (Incumbent Worker Training)
4. Programs that combined workplace training and related instruction, which may include cooperative education programs
5. Training programs operated by the private sector
6. Skill upgrading and retraining
7. Entrepreneurial training

The NWAADB encourages staff to co-enroll participants with other program to maximize the use of WIOA Title I funds, when such enrollment is beneficial to the success of the participants. Career Advisors will coordinate and communicate with other agencies to ensure there is no duplication of services.

John Dyess, Board Chair



Policy Name: OJT Policy
Date Approved by the Board: June 2, 2021

Through On-the-Job Training some risks involved in hiring and training needed employees may be diminished for the employer. The lessening of risk for the employer is accomplished through the contractual agreement between the employer and the Agency. For the businessperson, the OJT program may reimburse the employer for portions of the costs associated with the training of eligible employees. The OJT/CT program does not reimburse for fringe benefits, sick leave, holiday pay or other benefits to the customer. In addition to the reimbursement for direct OJT training costs: an employer might be reimbursed for tools and supplies used in training. The reimbursement to employers for contract cost will be based on monthly time sheets submitted to the Agency for payment.

It is the intent to provide training for customers who are **permanent employees**. The individual is proven to be an acceptable training candidate then the employer hires them. The employer will agree not to terminate employees for unsatisfactory performance without prior consultation with WIOA staff, and prior notification to the customer. The employer at the time of contractual agreement must know that the individual will be permanently retained and deserve the opportunity for training and wage progression.

Staff is encouraged to contact a wide variety of potential employers to sell OJT. Among the suggested methods are advertising, face-to-face contacts with business and community groups, and telephone. Mail campaigns and various advertising methods may be used; the most recommended method is going from business to business and talking to employers face-to-face. That method yields the most effective results. Staff may want to use an introductory letter and/or telephone call to set up an appointment for face-to-face contact.

The Local Workforce Development Board (LWDB) is very concerned with providing training that doesn't lead to permanent employment. They want to receive the maximum benefits for minimum expenditure. Training should be worthwhile, in an occupation that has long-term employment possibilities, short but adequate, and attractive to both the employer and the participant. Staff will avoid training for "dead end" jobs, and training in occupations that are not expanding, unless they are fitted to job and wage progression strategies.

The Customized Training program is intended for employed customers, but in rare cases may be used as an employment strategy with an employer.

Funds provided to employers for OJT or customized training must not be used to directly or indirectly assist, promote or deter union organizing.

ON-THE-JOB TRAINING:

On-the-job training (OJT) provides for subsidized, time-limited training activities, in which a participant obtains knowledge and skills essential to the workplace while in a job setting. On-

the-job training activities **must not result in the displacement of currently employed workers** or impair existing contracts for services or collective bargaining agreements.

On-the-job training (OJT) is learning a skill and gaining knowledge about that skill at a private or public employer job site through demonstration (show and tell) and actual work accomplishment with reasonable supervision. The OJT activity is to be designed to provide skilled training essential to retain permanent employment and move to self-sufficiency. Training texts and instructional manuals should be provided and utilized in establishing skill training and the skill level to be attained. A training plan will be in place for each customer.

The participant will be paid at the same rate of pay as other employees performing the same or similar job, or no less than the Federal Minimum Wage Rate that applies.

Most OJT contracts should not exceed 12 months. Contracts exceeding 12 months require prior approval from WIOA Management.

Goals:

The primary goal of the OJT or CT program is employment. A secondary goal of such training is a credential, which should be accepted by all employers who employ individuals who have transferable skills sets obtained through the training process.

Demand Occupations:

If the employer has a verified opening, then the training is considered to be in demand. Employers must have established a need to hire employees. Employers should establish the requirement for OJT, as well as develop and certify any credential process, which might be available through the type of training being offered. The training plan can be used to verify that transferable skills have been obtained.

Classroom Training:

If classroom training is required the training components may be fully or partially funded, based on the percent of Title I sponsored trainees being provided the training. If it is all Title I trainees then 100% of the cost will be paid, however if only 1 of 10 trainees are Title I trainees, the only 10% of the classroom training cost will be covered by the Title I program.

OJT METHODOLOGY

Eligibility and Capacity to Train:

All WIOA customers must meet the eligibility guidelines and be certified program eligible prior to enrollment in the WIOA program. These guidelines are outlined in the eligibility section of the WIOA procedures manual. No funds will be paid for customers not properly certified and enrolled in OJT. The participant must have interest in and ability to be trained in the occupation they are engaging, which will be determined by assessment and the participant's Individual Employment Plan (IEP).

The employer must have the appropriate equipment, staff, and facility to train the OJT participant. Employers must meet the requirements of the following:

1. OJT contract and attachments, (**also refer to On-the-Job Training General Assurances, Section 4 - Hiring of Trainees**).
2. Fair Labor Standards Act (including providing minimum wage rates), and Child Labor laws, if appropriate.
3. Civil Rights Act of 1964 (including VI and VII of the Act that prohibits exclusion from the benefits of, or from participation in, any program receiving

Federal financial assistance, if the exclusion is based on the ground of sex, race, color, age, or national origin). (See On-the-Job Training General Assurances, Section 13, Equal Opportunity).

4. Be a drug free workplace.
5. Must have worker's compensation or liability insurance for all employees.
6. Meet the applicable ADA standards.

TYPES OF CONTRACTS\CONTRACTING RULES

Cost reimbursement contracts may be written. Cost reimbursement contracts are written to reimburse employers for a fixed cost based on monthly invoices of time worked. Contracts maybe written for one customer, however if an identical position opens then the contract may be modified to add additional customers.

ELIGIBILITY REFERRAL

If a customer has current and applicable skills in the OJT area, then NO OJT will be allowed. If a customer has outdated skills in an OJT area, then an OJT may be written, if a sufficient length of time is justified in the Individual Employment Plan (IEP).

A customer should not be referred to a previous employer or current employer for the same job they have performed before.

TRAINING START DATES

Trainees may not commence training or employment prior to the signature of an OJT contract and the Customer has been certified eligible for training services under WIOA.

EMPLOYER PERFORMANCE

An OJT/CT contract shall be based on a determination that the employer, having had two or more previous contracts, has not established a pattern of failing to provide customers with continued long-term employment or wages/benefits comparable to other employees similarly employed.

MONITORING

Contracts will be reviewed and approved by WIOA Management staff.

TRAINING TIME

In determining the appropriate length of the contract, consideration should be given to skill requirements of the occupation, the academic and occupation skill level of the participant, priorwork experience, and the participant's Individual Employment Plan. (WIOA Sec. 3 (44) (c).

The following method of determining training time may be used when staff is having a hard time determining length of training. **Please remember this is only a sample method to use and it is not a requirement of the WIOA regulations that you use this procedure.**

TRAINING PLANS

There must be a training plan for the OJT or CT program which indicates what skills will be developed, what level of attainment must be achieved, how long the training is anticipated to achieve each level, and who will attest to reaching that skill level. The training plan must lead to permanent employment.

THE OCCUPATIONAL INFORMATION NETWORK

In negotiating the training time, staff needs to check the Occupational Information Network (O*NET) skill level of occupation, in order to establish a MAXIMUM contract length. When appropriate, and

because of the limited amount of funds available for training, write contracts for the shortest time possible.

The length of the contract will be guided by the O*NET determined Specific Vocational Preparation (SVP) range established for each occupation. The process is as follows:

Locate the appropriate job in which the training is to be given in the Occupational Information Network (O*NET) guide and the Specific Vocational Preparation (SVP) range for that occupation. Once you have determined the SVP range for the occupation refer to the SVP chart to get the range of training time.

Normally occupations with skill levels 2 or below and 6 or above should not be considered because of the training time involved. However, with exceptional circumstances, the Operations Manager could waive this requirement. When such consideration is given, the case will be documented and signed by the Operations Manager.

AN EXAMPLE OF THIS PROCEDURE FOLLOWS THIS PAGE

TRAINING WAGES AND BENEFITS

OJT wages are considered to be monies paid by an employer to an employee for work performed. Wages do not include tips, commissions, or normal fringe benefits.

Customers must be paid at least federal minimum wages, and the wage needs to be calculated on an hourly basis. **The wage should be comparable to others in that position in this area.**

Also refer to the On-The-Job Training General Assurances, section 6, Trainee Wages and Benefits, paragraph (a), (b), and (c).

PARTICIPANT STATUS PROCEDURES

Exit Status:

If the person leaves active status on the program the participant is still on the WIOA program until s/he finds employment. Follow-up services should be conducted if appropriate for up to 1 year following exit from the program. If an employee is fired or laid off by the employer, s/he will be immediately referred back to the Employment Training Advisor for additional assistance with finding other employment. The authorized agency will continue to help the customer while they are unemployed to obtain either subsidized or unsubsidized employment. If the trainee left the training site voluntarily, a new training contract should not be considered. If the trainee left involuntarily a new training contract for the participant can be considered.

Also, refer to On-The-Job Training General Assurances, section 10, Termination of Trainees.

RIGHT OF REFUSAL AND CONTRACT CANCELLATION

The Operations Manager has the right of refusal regarding contract contents. If the Operations Manager finds the contract unacceptable, notification of refusal must be within 10 days from the receipt of the contract. The Operations Manager will explain to the staff member the rationale for refusal, who, in turn, will talk to the employer to explain the reason for refusal.

The contract writer will avoid similar contracts to any refused by the Operations Manager.

The Operations Manager in reviewing contracts , besides considering content , will also take into account:

1. Results of previous contracting (if any) with the employer.
2. If there is an ongoing contract, what the nature of it is.
3. Has paperwork been submitted on prior contracts in a timely and proper manner by the employer?

Also - Refer to On-The-Job Training General Assurances, Section 9, Termination of Contract.

NON-RELOCATION

Even though Non-Relocation is covered in the On-The-Job Training General Assurances, Section 18, it does not relieve the negotiator of a subcontract from the responsibility of being alert to the potential of relocating a business. Most of the time there will not be a problem. Normally, it is national and interstate businesses that are the biggest potential problem. Also, a new business often may be relocated to a new area. It will be the negotiator's responsibility to notify the Operations Manager when there is any doubt as to the status of a business. Contacting the Administrative Entity is strongly encouraged as quite often the Operations Manager will have some knowledge or can obtain a brief history on the company's activities.

ADDITIONAL PROVISIONS

The WIOA Program will reimburse the employer or training agent for allowable training costs. **No reimbursement will be paid for overtime hours.** Reimbursement can be made for tools and supplies used in training.

WIOA-OJT customers are subject to the same working conditions and will receive the same fringe benefits as all other employees hired by the OJT training agent.

TIME AND ATTENDANCE RECORDS

Time and attendance records **must** be exact and signed in ink by the supervisors/instructors and customers. (Tracing over penciled signatures is not acceptable). **Refer to the On-The-Job Training General Assurances, Section 1, Payments, and to the Sections in this manual referring to time sheet and invoices.** If the employer has a time clock you can use copies of the time clock cards to send with the request for payment form for payment to the employer. Some small employers do not have time clocks so you will use the attendance roster for documentation.

SUBMISSION OF MIS PAPERWORK

Paperwork should be done on the day information is received on the status of the participant (i.e., enrollment, exit). Paperwork is to be submitted to the Harrison office, within 5 days of completion. Once a participant is enrolled on a program, their enrollment **cannot be deleted.**

FORMS REQUIRED FOR ENROLLMENT

Every participant beginning training must complete the following paperwork. The information containing the customer's rights and responsibilities should be reviewed with the participant

before they begin training.

Do not let a person go to work or start a program activity until:

1. Certification of eligibility is complete.
2. Refer to page 47 of the eligibility section for a full list of required forms needed to enroll customers into training services along with the required AJL forms.
3. An EEO statement has been signed by the participant.
4. An Enrollment Information Package has been given and form signed by participant.
5. An IEP has been completed.
6. A Training/Enrollment Agreement has been reviewed with and signed by the participant.

7. A contract is signed with the employer.
8. The contract has been approved by the Operations Manager.

John Dyess, NW WDB Chair



Policy Name: Dislocated Worker Eligibility
Date Approved by the Board June 2, 2021
(Combined 5 Policies into 1)

Purpose

The purpose of this policy is to outline the eligibility requirements for the WIOA Dislocated Worker (DLW) program in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Northwest Arkansas Workforce Development Board (NWA WDB).

Reference: (WIOA Law)

Policy:

Dislocated workers are individuals who have lost jobs through no fault of their own. The goal of services to dislocated workers is to help them find appropriate jobs in in-demand industries [Introduction to Part 680 of WIOA Final Rule].

To be eligible for the Dislocated Worker program, an individual must be at least 18 years old [20 CFR 680.120], must meet all criteria in ADWS Policy No. WIOA 1-B - 2.1 (Common Eligibility Requirements), and must meet the eligibility criteria in one of the categories given below [WIOA § 3(15 & 16)]. As with all WIOA Title 1-B programs, priority for services must be given to veterans (see ADWS Policy No. WIOA 1-B - 2.2

Veterans Priority of Service) [20 CFR 680.650; 38 U.S.C. 4215; 20 CFR part 1010]. Priority should also be given to dislocated workers who are individuals with barriers to employment (see ADWS Policy No. WIOA 1-B - 2.8 Priority for Individuals with Barriers to Employment) [TEGL 19-16].

Eligibility for the Dislocated Worker program does not make an individual eligible for all services available through the program. Certain eligibility requirements apply to some services, and the individual must demonstrate need for any services given. See ADWS Policy No. WIOA 1-B - 3.1 (Services for Adults and Dislocated Workers) for eligibility requirements for specific services. Although there is no low-income priority of services for the Dislocated Worker program [20 CFR 680.610], income may be a consideration in determining needed services.

Availability of services is based on the available funding in the local areas and the needs of participants. Nothing in this policy implies that an individual who qualifies for the Dislocated

Worker program is guaranteed receipt of all individualized career services and training services provided through the program.

The State of Arkansas places no limits on the time between an individual's separation from a job and the determination of eligibility for the Dislocated Worker program. NWA WDB requires no such limits. To be eligible for Dislocated Worker services, the individual must have been unemployed and/or underemployed (as defined in the Employment Status Clarification section below) during the entire interval between the qualifying separation and the eligibility determination.

Categories of Eligibility

A person is classified as a dislocated worker (DLW) for the purposes of WIOA Title I-B if the individual meets the criteria in one of the following categories [WIOA § 3(15 & 16); 20 CFR 680.130]:

Category A - Individual Lay-off. The applicant must meet all three of the numbered conditions [WIOA 3(15)(A)] OR the Special Veteran's Criterion [TEGL 19-16]:

1. Has been terminated or laid off or has received a notice of termination or layoff, from employment
2. Meets one of the following conditions concerning unemployment compensation.
 - a. Is eligible for or has exhausted entitlement to unemployment compensation
 - b. Has been employed long enough to demonstrate attachment to the workforce (that is, has received wages in at least one (1) quarter in the last year immediately prior to eligibility determination [ADWS Policy No. WIOA I-B - 1.2 Definitions]), but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer not covered under a state unemployment compensation law
3. *Is unlikely to return to a previous industry or occupation (In compliance with TEGL 19-16, it is Arkansas state policy that local areas must define "unlikely to return to a previous industry or occupation.")

***Dislocated Worker (DLW), Category A: Definition of "Unlikely to Return to a Previous Industry or Occupation"**

In order to document that an individual is unlikely to return to a previous industry or occupation, the Northwest Arkansas Workforce Development Board is requiring that Program Operators use the following documentation/procedure to define Category A of DLW eligibility.

An individual unlikely to return to previous industry or occupation must meet at least one (1) category in item A below AND must meet the requirement contained in item B (1) below:

Item A:

1. The most current Labor Market Information (LMI) from the Arkansas Department of Workforce Services indicating a decline in the occupation in the state of Arkansas.

For purposes of documenting Unlikely to Return to previous industry or occupation,

Program Operators should consider the long term (ten years) employment projections for that occupation. LMI that reflects a projected employment outlook that is less than the most recent estimated employment for the occupation will be considered a declining occupation or

2. If the most current Labor Market Information (LMI) does not show a decline, the Program Operator(s) can document one or more of the following and provide a detailed explanation in the participant's case notes:
 - a) Qualifications for occupation/industry changed and jobseeker is no longer qualified.
 - b) Obsolete individual skills in demand occupation which makes the individual non-competitive.
 - c) Finding employment in current occupation will require skills upgrading.
 - d) Jobseeker became disabled and cannot perform in previous occupation or industry.
 - e) Industry was represented by only one employer in area and is now out of business.
 - f) Excess number of workers with similar skill sets and experience seeking limited employment opportunities in the region
 - g) Notice of qualifying for TAA eligibility
 - h) DD-214 with other than dishonorable discharge showing service discharge date is within the past 48 mos.
 - i) Copy of driver's license showing applicant is 55 or older
 - j) Doctor's note or medical records stating or showing that the individual can no longer perform his/her previous occupation for medical reasons
 - k) Fewer than 10 full-time job postings for the type of work for which the individual is qualified
 - l) Media reports/Rapid Response notices or fact sheets indicating layoffs in same industry
 - m) Documented job search log indicating date, name, address & contact of employer (if known), position applied for, method of contact, and results of contact - minimum of 6 contacts; or
3. Receipt of UI benefits showing duration of benefits or showing that UI benefits have been exhausted.

Special Veteran's Criterion: A separating service member qualifies as a dislocated worker under Category A if the separation is anything other than dishonorable, whether or not he or she receives or is eligible for Unemployment Compensation. A DD-214 from the Department of Defense or other appropriate documentation that shows a separation or imminent separation from the Armed Forces qualifies as the notice of termination or layoff to meet the dislocated worker definition. ETA policy dictates that a separating service member meets the Dislocated Worker requirement that an individual is unlikely to return to his or her previous industry or occupation. A separating service member may be provided career services while he or she is still part of the Active-Duty military if the service member has an imminent separation date, and the discharge will be anything other than dishonorable [TEGL 19-16].

Category B - Business closure or substantial layoff. The applicant must meet one of the following conditions [WIOA § 3(15)(8)]:

1. Has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise
2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days

Notes: An applicant who is employed at a facility at which the employer has made a general announcement that such facility will close, with no specific date or a date greater than 180 days in the future, may receive services other than training services described in WIOA § 134(c)(3), career services described in WIOA § 134(c)(2)(A)(xii), or supportive services. The person may qualify for these services when one of the above numbered conditions is met [WIOA § 3(15)(B)].

**In compliance with TEGL 19-16, it is Arkansas state policy that local areas must define "general announcement of a plant closing."

** Dislocated Worker (DLW), Category B: Definition of "General Announcement of a Plant Closing"

The NWA WDB, for the purposes of dislocated worker eligibility, establishes the following policy: For employers of less than 50 people not covered by WARN, a newspaper press release or a public media announcement or letter from the employer or their representative, a telephone verification completed by the Career Advisor with an actual closing date constitutes a 'general announcement' of a plant closing.

Arkansas state policy defines "substantial layoff" as 50 employees or 33% of the facility workforce, whichever is less, not including employees who have worked less than 6 months in the last 12 months and those who work an average of less than 20 hours a week.

Category C - Self-employed individuals. An individual who was previously self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters qualifies as a dislocated worker [WIOA § 3(15)(C)].

***In compliance with TEGL 19-16, it is Arkansas state policy that local areas must define "unemployed as a result of general economic conditions in the community to which an individual resides or because of natural disasters."

*****Dislocated Worker (DLW), Category C: Definition of Self-Employed but Unemployed as a Result of General Economic Conditions in the Community in which an Individual Resides or Because of Natural Disasters"**

The following are conditions that can cause an individual to lose a business include. but are not limited to:

- Failure of one or more businesses to which the self-employed individual supplied a substantial proportion of products or services; or
Acceptable Documentation: Business contracts, plant closure announcements, letter from business, telephone verification
- Failure of one or more businesses from which the self-employed individual obtained a substantial proportion of products or services; or
Acceptable Documentation: Business contracts, plant closure announcements, letter from business, telephone verification
- Substantial layoffs, or permanent closure(s) of one or more plants or facilities that support a significant portion of the state or local economy; or
Acceptable Documentation: Business contracts, plant closure announcements, letter from business, telephone verification
- Depressed price(s) or market(s) for the article(s) produced by the self-employed individual.
Acceptable Documentation: Applicant statement showing cost comparison of price changes and statement explaining effects, or statement explaining the impact of the depressed market on the business.

The determination that a person has become unemployed due to these conditions must be recorded in AJL. Any documentation provided to verify this criterion must be kept in the participant paper file and cited in AJL case notes in the initial enrollment note.

Natural Disasters are disasters that cause an individual to lose a business, such as, but not limited to: hurricane, tornado, thunderstorm, hail, flood, tidal wave, tsunami, earthquake, volcano eruption, landslide, avalanche, blizzard, heat wave, drought, wildfire, or other catastrophe.

Category D - Displaced homemaker. To qualify as a displaced homemaker, an individual must meet all three of the numbered conditions [WIOA § 3(15)(D); WIOA § 3(16); 20 CFR 680.630]:

1. Has been providing unpaid services to family members in the home (See ADWS Policy No. WIOA I-B - 1.2 Definitions for the definition of "family")
2. Meets one of the conditions of losing the income of another family member:
 - a. Has been dependent on the income of another family member, but is no longer supported by that income (See ADWS Policy No. WIOA 1-B - 1.2 for definition of "family")
 - b. Is the dependent spouse of a member of the Armed Forces on active duty, and the family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of state, or the service-connected death or disability of the member (See 10 U.S.C. 101 & 991(b), 38 U.S.C. 101(16), and ADWS Policy No. WIOA 1-B - 1.2 for definitions of these terms)

3. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

Category E - Spouse of an active-duty member of the Armed Forces who meets one of the following conditions [WIOA § 3(15)(E); 20 CFR 680.630; TEGL 19-16]:

1. Has lost employment as a direct result of a relocation due to a permanent change in the duty station of such member
2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

Employment Status Clarification

An individual who meets one of the categories to be eligible for the Dislocated Worker program may be unemployed or underemployed at the time of eligibility determination [TEGL 19-16]. The intent of this rule is to allow dislocated workers to take lower-paying employment in order to meet financial obligations while looking for appropriate employment.

ETA encourages states to develop policies for determining the criteria for an individual to be considered "underemployed" [TEGL 19-16]. The Arkansas state policy for the definition of "underemployed" is someone who meets one of the criteria below:

1. Employed less than full-time and seeking full-time employment (Arkansas state policy defines "less than full-time" as either working less than 30 hours per week or working part-time as defined by the employer's policies.)
2. Employed in a position that is inadequate with respect to his or her skills and training
3. Employed and meets the definition of a low-income individual
4. Meets the definition of a dislocated worker and is currently employed, but whose earnings in the current job are less than the earnings in the job from which the individual was terminated. The State does not set a time limit for the time between termination and eligibility determination for Dislocated Worker services, but the individual must have been unemployed or underemployed during this entire interval.

John Dyess, Chair



Policy Name: Follow-Up Services Policy & Procedures
Date Approved by the Board: December 6, 2017
Date Revised by the Board: June 2, 2021

Purpose

The purpose of this policy is to establish criteria for follow-up services for individuals who have exited the Adult, Dislocated Worker or Youth programs under the Workforce Innovation and Opportunity Act (WIOA). This policy provides guidelines on the frequency of follow-up and follow-up services and timelines for completing these activities. It also provides guidance on the differences between follow-up and follow-up services.

WIOA Sec 129(c)(2)(1) provides that follow-up services is one of the 14 required WIOA youth program elements. Follow-up services must be provided (made available) for not less than 12 months after the end of the youth's program participation.

WIOA Sec 134(c)(2)(A)(xiii) establishes that career services for adults and dislocated workers includes "follow-up services as workforce activities authorized under this part who those participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate."

TEGL No. 19-16 provides further guidance on follow-up for adults. 20 C.F.R. § 681.580 and TEGL 21-16 provides that, for youth, follow-up services may include the following program elements: (1) Supportive services; (2) Adult mentoring; (3) Financial literacy education; (4) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and (5) Activities that help youth prepare for and transition to postsecondary education and training. All other appropriate follow-up services that are listed as options in AR Job Link may also be provided to WIOA youth participants.

Northwest Arkansas Workforce Development Board (NWA WDB) guidance states that "Follow-up includes: Counseling regarding the workplace, for participants in adult or dislocated worker workforce activities, in addition to general follow-up services as listed in AR Job Link.

Policy:

Adult and Dislocated Worker Program

Workforce Innovation and Opportunity Act (WIOA) follow-up services must be made available to all participants enrolled in the Adult and Dislocated Worker programs for a minimum of 12 months after program exit. Follow-up services must align with the participant's individualized employment plan.

It is important to reiterate that follow-up services are provided to ensure the participant is able to retain employment, realize wage increases, and facilitate career progression. While NWAADB WIOA participants must have follow-up services available to all participants, federal regulations state that every adult and dislocated worker will not need or want these services. Staff should offer services unless the participant refuses the services. If a participant refuses follow-up services, staff shall document the refusal with a case note in AJL and the exit note. Therefore, verbal or written contact by staff with a participant or their employer merely to confirm the participant is still employed is not necessary or appropriate unless supplemental employment information is needed for performance outcome documentation.

Youth Program

WIOA follow-up services must be provided to all participants enrolled in the Youth program for a minimum of 12 months after the completion of participation. The types and duration of these services must be based on the needs of the individual and must align with the participant's individual service strategy. Follow-up services provide support and guidance after placement to facilitate: 1) sustained employment and educational achievement; 2) advancement along a job and/or educational ladder; and 3) personal development. Follow-up services include a broad range of activities identified as effective approaches, such as: 1) developing a close, trusting relationship before and after placement; 2) providing intensive support and case management during the first part of the follow-up period, since job loss and other setbacks may occur early in the post-program time period; 3) providing engaging activities to help young people stay connected to program staff; 4) providing supportive services, as appropriate; and 5) maintaining contact with employers of Youth and providing the necessary support to both employers and Youth to ensure that Youth remain employed.

Examples of follow-up services include:

- General Follow-Up Services
- Adult Mentoring
- Contact with Employer
- Financial Literacy Education
- Labor Market Information
- Post Secondary Preparation

- **Supportive Services:**
- SS Accommodations for Disabilities

- SS Childcare Assistance
- SS Dependent Care
- SS Educational Assistance
- SS Fees/Tests/Certifications
- SS Housing Assistance
- SS Legal Aid
- SS Linkages to Community Service
- SS Referrals to Health Care
- SS Supportive Services
- SS Transportation
- SS Work Clothing/Equipment/Tools

And all other options listed or updated in AJL as follow-up services in the Service and Training Plan.

Follow-up services are not contacts or attempted contacts for the purpose of securing documentation for the case file in order to report a performance outcome, however, it is imperative for staff to collect the requisite data to substantiate the Youth performance measures reported to USDOL. Staff must provide and document WIOA follow-up services in AJL unless the participant refuses services. At any point during the program or during the 12 months following exit, a participant may request to opt out of follow-up services. The request from a participant to opt out or discontinue follow-up services must be documented in the case file. The career advisor should encourage the participant to make the request in writing and then summarize the request in a case note in AJL. If the participant refuses to make the request in writing or chooses to only give a verbal request- the request should be summarized in a case note in AJL. In the event that a participant cannot be contacted, staff must document (at minimum) three attempts in case notes in AJL. This shall not exceed 89 days from the last date in which the participant received a WIOA service. Once these steps have been taken, follow-up services should end. This should be documented on the participant's Service & Training Plan and the case should be considered closed.

Follow-up services should start on the date when the first service is provided after the expected program exit date. The service should be opened in the S&T screen in AJL and at least one service should be provided monthly to all participants. Federal and State regulations do not require a service each month, but it is the policy of the NWA WDB that this frequency of service occurs for each participant, for the duration of 12-months.

If a service has not been provided for a period exceeding one quarter, follow-up services must end.

All follow-up paper files shall be stored in a designated file cabinet in each office, separate from active cases. When follow-up services are completed, files are to be labeled, boxed up and sent for storage.



Northwest Arkansas
Workforce Development Area
Addendum #1
Regional and Local Plan
Program Years 2019 and 2020

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Introduction and Background

This document is an addendum to the Northwest Arkansas Workforce Development Area Regional and Local Plan for program years, 2019 and 2020.

Arkansas Division of Workforce Services has received a waiver of the requirement under WIOA §129(a)(4) and 20 CFR 681.410 that the state and local workforce areas spend not less than 75 percent of youth funds to provide services to out-of-school youth (OSY).

Northwest Arkansas Local Workforce Development Area is requesting a waiver to allow our workforce area flexibility to direct up to 50 percent of youth funds to deliver workforce and education services to ISY, while continuing to serve OSY as a priority population. This waiver will allow the local board to have more opportunity to take a more proactive approach by working with youth while in school, to remove barriers.

Reducing the OSY expenditure requirement to 50 percent and permitting flexibility to calculate OSY expenditures, would allow Northwest to continue serving the OSY population while also increasing their ability to meet the needs of ISY throughout the area in alignment with WIOA's intent by supporting career pathways and the preparation of young people for in-demand careers in the workforce, regardless of a youth's school status. Under this waiver, Northwest would continue to serve OSY as a priority population and track OSY services, expenditures, and performance metrics.

Approval of this waiver request would allow Northwest to meet the following goals:

- **Serve youth regardless of school status:** Allow Boards flexibility to increase spending on providing education and training to ISY would not only increase the workforce opportunities available to all youth, but also help prevent at-risk ISY from dropping out of school or not pursuing additional education and training that would lead to meaningful work and economic self-sufficiency.
- **Serve ISY in rural communities:** Help ISY living in rural workforce areas overcome the unique economic and employment challenges facing rural—and often remote—Arkansas communities.
- **Serve youth according to local need:** Provide local level flexibility to serve OSY and ISY in a way that best meets the workforce area's needs according to population, resources, economy, employment outlook, and other labor market factors.
- **Continue serving out-of-school youth as a priority population:** The Local Board will continue to give priority of service to OSY and achieve any OSY expenditure target authorized by DOLETA through this waiver request.

This waiver request aligns with DOL's policy priorities in that it:

- focuses on ensuring that eligible youth achieve secondary and postsecondary educational success
- increases youths' access to and opportunities for the education, training, employment, and support services that they need
- aligns with WIOA's intent by supporting career pathways and the preparation of young people for in-demand careers; and ensures that ISY do not fall into an at-risk category because of

expenditure restrictions.

4. Projected programmatic outcomes resulting from implementation of the waiver.

Approval of this waiver would permit Northwest the opportunity to determine how best to meet the educational and training needs of youth, regardless of school status, and specific to the population, geographical location, and economic and employment conditions of the Northwest workforce area. Increasing outreach to ISY while maintaining a focus on serving OSY will help develop a larger pool of young people qualified and prepared to meet the current and future needs of employers in their workforce areas and throughout the state.

5. Individuals, groups, or populations benefiting from the waiver.

- At-risk ISY in the Northwest area who face barriers to education, training, and employment
- OSY because they will continue to be served as a priority population in accordance with WIOA
- Boards through increased flexibility to develop unique solutions to better serve youth according to local conditions and needs

Northwest Arkansas Local Workforce Development Area
Out-of-School Youth Waiver Justification

Policy: Local areas may request to have the requirement that 75% of their PY19 and PY20 Youth funds must be spent for services to out-of-school youth reduced to 50% with the following requirements:

- a. Addendum to the Local Plan (attached) was approved by the Northwest Arkansas Workforce Development Board on March 3, 2021**

Northwest Arkansas Local Workforce Development Area is requesting a waiver of the requirement under WIOA §129(a)(4) and 20 CFR 681.410 that the state and local workforce areas spend not less than 75 percent of youth funds to provide services to out-of-school youth (OSY).

- b. Barriers to optimum service:**

We have found that there are numerous barriers to optimal service of Out-of-School youth. The primary barrier is communication and awareness. Out-of-School youth are typically disconnected from systems and organizations that we normally partner with to serve eligible youth. This makes it difficult to identify participants and encourage them to participate in our program. We also find that a significant number of Out-of-School youth do not enroll in education and training because they have had a bad experience with these types of programs in their lifetime and/or they feel alienated from those institutions.

- c. How required performance indicators will increase:**

Approval of this waiver will increase the number of youth that receive a credential and continue to receive industry recognized and/or some other post-secondary credential. The waiver will give our Career Advisors the opportunity to serve more students that may need guidance on setting goals and meeting goals for after graduation. We believe we can reach more In-School-Youth and encourage them to further their education and therefore they will have a greater likelihood for these youth to enter and maintain employment upon exiting the program.

- d. How services to area youth will improve:**

Changing the percentages spent on in-school and out-of-school youth will allow the Northwest Local Board to direct more local funds to serving youth at-risk of disconnecting from education in both, K-12 and post-secondary. It is more cost-effective to keep youth enrolled in school and engaged in a career pathway which leads to meaningful and satisfying careers. Post-secondary populations targeted by WIOA funds commonly, are at high risk of dropping out. To keep students engaged require additional assistance, such as case management and supportive services that local boards provide.

The changes requested will allow Northwest will be able to implement innovative strategies to address barriers facing at-risk youth on an individualized basis and encourage innovative strategies to address student retention, such as concurrent enrollment and occupational training that will keep students engaged in school through graduation.

The approval of this waiver would permit Northwest the opportunity to determine how best to meet the educational and training needs of youth, regardless of school status, and specific to

the populations, geographical location, and economic and employment conditions of our workforce area, increasing outreach to ISY while maintaining a focus on serving OSY. This process will help develop a larger pool of young people qualified and prepared to meet the current and future needs of employers in our workforce area.

e. Specify the requested minimum rate of Youth funds to be spent for OSY:

This waiver will allow our workforce area flexibility to direct up to 50 percent of youth funds to deliver workforce and education services to ISY and a minimum of 50% of youth funds to deliver services to OSY. OSY will continue to be served as a priority population. This waiver will allow the local board to have more opportunity to take a more proactive approach by working with youth while in school, to remove barriers.

COVID has impacted our ability to reach both In-School and Out-of-School youth to help with educational and training which also impacted our ability to spend funds designated for youth.

One Stop Operator Report July 1, 2020 through March 31, 2021

Title 1

Core 4 NWAEDD

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

Location	3rd Quarter Participants		Year to Date Participants	
	PY 19	PY 20	PY 19	PY 20
Fayetteville	44	52	69	67
Harrison	58	64	80	86
Mtn. Home	34	39	43	60
Rogers	56	51	75	86
Total	192	206	267	299

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	3rd Quarter Reportable Individuals		3rd 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	84	71	58	55	154	102	89	154
Fayetteville Public Schools	166	150	120	124	290	213	182	162
North Arkansas College	205	202	167	158	376	293	255	202
Northwest Arkansas Community College	542	768	447	301	876	1,181	838	528
Northwest Technical Institute	706	469	520	734	1,371	357	820	467
Ozark Literacy Council	188	44	64	3	191	102	77	3
Total	1,891	1,704	1,376	1,375	3,258	2,248	2,261	1,516

Title 3

Core 4 Department of Workforce Services

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

Location	3rd Quarter Customers		Year to Date Customers	
	PY 19	PY 20	PY 19	PY 20
Fayetteville	4,461	5,538	10,971	15,671
Harrison	3,081	4,337	6,968	11,736

Mtn. Home	1,772	1,908	2,467	4,791
Rogers/Siloam Springs	4,399	7,536	11,137	19,424
Total	13,713	19,319	31,543	51,622

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	3rd Quarter Applicants		3rd 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	170	161	94	95	316	324	238	238	1,598	1,260
Harrison	20	11	16	15	58	48	39	27	280	74
Total	190	172	110	110	374	372	277	265	1,878	1,334

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	3rd 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	14	32	23	63	69	56
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	13	11	29	24	39	27
Washington County	13	10	28	14	72	62
Total	40	53	80	101	180	145

North Arkansas College Adult Education Program - \$10,000 Grant from Tyson

Northark Adult Education received a \$10,000 grant from Tyson Upward Pathways to be used to provide upskilling opportunities to Tyson Team members who are interested in maintenance or maintenance promotion within the Berryville or Green Forest Tyson plant. Northark Adult Education is the only Adult Education program in Arkansas who received this nationwide grant. Northark Adult Education joins 9 other Adult Education and Community Colleges across the country in this partnership and grant opportunity.

This upskilling will provide training for a specific occupation element as an Integration Education and Training (IET), which assists in workforce preparation activities, basic academic skills, and hands-on skills training in a specific occupation, occupational cluster, or career pathway. Northark Adult Education will provide these services to individuals through Adult Education and Literacy activities, which include Financial and Digital Literacy, IET components and Employability Skills attainment along with opportunity to earn a college credit certificate or associate degree. North Arkansas College is currently working with the Tyson Maintenance Supervisor to create workplace training specific to the needs of

Tyson. Adult Education will begin testing Tyson Team Members in May to begin classes in July or August to prepare these team members for the college classes offered later in the fall.

Governor’s Dislocated Worker Task Force Layoffs/Closers

Walmart layoff – 747 on 1/31/2021 at Walmart offices in Bentonville

Training

Eight NWAEDD Career Advisors attended a 3-day Career Planning Virtual Academy in March through the National Association of Workforce Development Professionals (NAWDP). The modules include such topics as customer-focused coaching, customer flow and partner collaboration, and career pathways and sector strategies.

Harrison Arkansas Workforce Center

The Core 4 partners, NWAEDD, DWS, AR Rehab and Services for the Blind in Harrison, worked together to schedule appointments for staff to get the COVID vaccination with a local pharmacy.

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



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

Melba Miller, Career Advisor in the Fayetteville office, enrolled Verginia in the CNA program at Petra Allied Health through the WIOA Adult program. Verginia graduated the CNA program in October 2020 and started the LPN program with NWTI in January 2021.

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

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

and the City of Jasper for the opportunity to increase her skills and their help with finding a full-time job.

Arkansas Unemployment History

Date	National Unemployment Rate	Arkansas Unemployment Rate	Arkansas Unemployed
March 2021	6.0%	4.4%	60,199
February 2021	6.2%	4.5%	61,606
January 2021	6.3%	4.6%	63,524
December 2020	6.7%	4.2%	57,224
November 2020	6.7%	6.3%	83,863
October 2020	6.9%	6.2%	83,039
September 2020	7.8%	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	14.8%	10.8%	140,898
March 2020	4.4%	5.0%	69,728
February 2020	3.5%	3.5%	47,802

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Minutes of Meeting March 3, 2021

A meeting of the Northwest Arkansas Workforce Development Board (LWDB) was held Wednesday, March 3, 2021, via Zoom.

Board members present on the Zoom meeting were:

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

Board members absent and excused were:

MS. ERIN POE, TEC STAFFING
MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON

Others present were:

Ms. Susan Sangren, NWAEDD
Ms. Patty Methvin, NWAEDD
Ms. Karen Henry, NWAEDD
Mr. Joe Willis, NWAEDD
Mr. Jeremy Ragland, NWAEDD
Ms. Chelsey Weaver, NWAEDD
Mr. Taff Grice, NWAEDD
Mr. Nicholas Ryburn, Adult Education
Mr. James Moss, NWAEDD
Mr. Tom Anderson, Arkansas Workforce Development Board
Ms. Cherie Conner, Adult Education North Arkansas College
Ms. Nadine Sewak, NWAEDD
Ms. Rose Sparrow, NWAEDD
Ms. Mary Beth Hatch, North Arkansas College
Ms. Melba Miller, NWAEDD
Ms. Hannah Henderson, Office of Senator Boozman
Ms. Rebecca Ratliff, NWAEDD
Dr. Megan Bolinder, NWACC
Mr. Robbie Cornelius, Fayetteville Adult Education
Ms. Kelsey Kelton, AEDC
Ms. Melissa Bray, North Arkansas College
Ms. Teri Garrett, Office of Representative Womack
Dr. Randy Esters, North Arkansas College

Ms. Nell Bonds, North Arkansas College
Ms. Mary Anne Caldwell, Arkansas Rehabilitation Services
Ms. Janie Wheeler

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. CHAIR DYESS informed the attendees that the meeting was being recorded and that each vote will be conducted through a roll call vote.

MS. PATTY METHVIN gave the quarterly staff report. MS. METHVIN congratulated MS. BEVERLY YOUNG on her retirement and thanked her for her years of service with NWAEDD. MS. METHVIN informed the Board that Arkansas Division of Workforce Services (ADWS) is converting to a new reporting system. The staff has been working to prepare for the transition. MS. APRIL TURNER worked with ADWS to test the system and to train the staff. MS. APRIL TURNER, MR. JAMES MOSS, and MS. KAREN HENRY provided a Data Validation training for the NWAEDD staff. The Department of Labor along with ADWS provided Governance training for the Arkansas Workforce Board, Local Boards and Chief Elected Officials. MS. METHVIN shared with the Board that NWAEDD has two new Apprenticeship/Pre-Apprenticeship grants with Tyson Foods as the Apprenticeship Sponsor and Employer. One grant is for four Springdale High School participants who will be training in Industrial Maintenance with Business and Industry. The second grant is for 21 participants who will be training in Industrial Electrical Instrumentation with NWTI. MS. METHVIN shared with the Board that all the Apprenticeship and Pre-Apprenticeship grants will end either March 30 or April 30 depending on the grant. MS. METHVIN informed the Board that NWAEDD is scheduled for program and fiscal monitoring by ADWS from April 5th to the 9th. This will be a desk monitoring instead of an in-person monitoring. All the requested documents were sent to ADWS in October of 2020 per their request.

Agenda Item #1: Updated Workforce Budget

MS. METHVIN shared the updated Workforce Budget to the Board. A motion was made by MR. ROSS PARKER and seconded by MR. EDDIE BARTLETT to approve the updated Workforce Budget.

Agenda Item #2: Report of the One Stop Operator Procurement Task Force (OSO-TF).

MS. JANIE WHEELER reported to the Board that the One Stop Operator Task Force met on December 15, 2020 to discuss and select a facilitator. The Task Force selected MS. JANIE WHEELER to facilitate the process. All Task Force members and the Facilitator signed confidentiality statements. CHAIR DYESS and MS. WHEELER reviewed and signed the facilitator agreement. At the second meeting of the OSO-TF the draft RFP was reviewed and discussed as well as the evaluation tool. On January 24, 2021, the RFP was published in the NWA Democrat Gazette statewide edition. And ad also ran January 31 and February 7. The RFP was also sent to NAWDP and ADWS for posting. January 25 the RFP was released, and emails sent to Board members, partners, and bidders list notifying of the RFP. January 25 – February 1 the OSO-TF received requests for the RFP from Economic Opportunity Agency, Ozark Opportunities, Odle Management, ResCare-Bright Spring, In the Door, Goodwill of Arkansas and NWAEDD. On February 18, an email to all requestors was sent extending the deadline to submit from February 17 to February 23 due to COVID and an extreme winter storm. At the February 24 meeting MS. WHEELER reported that no responses were received. The Task Force discussed the possible reasons and probable next steps. The OSO Task Force asked that the Board accept and approve the work of the Task Force to date and allow the Task Force to continue to re-procure the One Stop Operator.

A motion was made by MR. DAVID BELL and seconded by MR. BARTLETT to accept and approve the work of the Task Force and to allow the Task Force to continue to re-procure the One Stop Operator.

A roll call vote was taken by MS. METHVIN. The motion passed.

Agenda Item #3: 2020 Regional and Local Plan Draft/Addendum to Local Plan

MS. METHVIN presented the draft 2020 Regional and Local Plan for the Board to review. The Local Plan Review Committee consists of Billie Reed – Youth Committee, Amy Jones – Arkansas Rehabilitation, Bo Phillips – Local Board, Cherie Conner – Adult Education, Jana Kindall – DWS, Kevin Estes – Services for the Blind, Mayor Doug Sprouse – NW CEOs, Susan Sangren – One Stop Operator. The Review Committee has been asked to submit any changes or suggestions to MS. METHVIN.

MS. METHVIN also shared the Addendum to the Local plan for the Out of School Youth Waiver. ADWS requested and was granted a waiver of the requirement in WIOA that 75% of youth funds be spent on Out of School Youth. The addendum to the local plan is a request for Northwest to also be granted this waiver. If approved the waiver will allow Northwest to spend 50% on Out of School Youth and 50% on In School Youth. Northwest has a very strong In-School youth program and want to have the flexibility to grow that program while continuing to serve Out of School Youth.

A motion to approve the Addendum to the Local Plan for the Out of School Youth Waiver was made by MR. PARKER and seconded by MR. RICKY TOMPKINS.

A roll call vote was taken by MS. METHVIN. The motion passed.

Agenda Item #4: NW Supportive Services Policy

MS. METHVIN reported to the Board that the Supportive Services Policy needs to be amended to include language for participants who are transitioning to new employment. There are times when a participant completes training and has gotten a job and must wait up to three weeks before receiving their paycheck. The additional language in the policy will allow Northwest to continue to provide supportive services when needed. Career Advisors will get approval from Operations Manager in advance.

A motion was made to approve the changes to the Supportive Services Policy by MR. BOB LARGENT and seconded by MR. BELL.

A roll call vote was taken by MS. METHVIN. The motion passed.

Agenda Item #5: One Stop Operator Report

MS. SUSAN SANGREN gave the One Stop Operator Report. A motion was made to approve the One Stop Operator report by MR. PARKER and seconded by MR. BELL.

A roll call vote was taken by MS. METHVIN. The motion passed.

MR. BOB LARGENT made a motion to approve the consent agenda. MR. BEN ALDAMA seconded the motion.

A roll call vote was taken by MS. METHVIN. The motion passed.

MS. METHVIN reminded the Board to review the draft of the 2020 Local Plan and make suggestions. The next meeting of the NW Workforce Board will be June 2, 2021.

MR. BARTLETT moved to adjourn the meeting. MR. BELL seconded the motion. The motion passed and the meeting adjourned at 11:35 a.m.

John Dyess, Chair

North Arkansas College (South Campus and North Campus) - Harrison

Outdoor Power Equipment	47.0606	Technical Certificate	5/4/2021 12:59:42 PM	5/4/2021 to 5/3/2022
Facilities Maintenance	46.0401	Certificate of Proficiency	5/4/2021 12:58:46 PM	5/4/2021 to 5/3/2022
Business Administration (Accounting)	52.0101	Associate Degree	4/27/2021 8:44:16 AM	4/27/2021 to 4/26/2022
Business Administration (Management)	52.0101	Associate Degree	4/27/2021 8:42:31 AM	4/27/2021 to 4/26/2022
Accounting	52.0301	Technical Certificate	4/27/2021 8:37:29 AM	4/27/2021 to 4/26/2022
Automotive Service Technology	47.0604	Technical Certificate	4/15/2021 9:27:56 AM	4/15/2021 to 4/14/2022
Welding Technology	48.0508	Technical Certificate	4/15/2021 9:26:55 AM	4/15/2021 to 4/14/2022
Truck Driving	49.0205	Certificate of Proficiency	4/15/2021 9:26:11 AM	4/15/2021 to 4/14/2022
Shielded Metal Arc Welding Technology	48.0508	Certificate of Proficiency	4/15/2021 9:25:18 AM	4/15/2021 to 4/14/2022
Manufacturing Technology	48.0501	Technical Certificate	4/15/2021 9:24:13 AM	4/15/2021 to 4/14/2022

North Arkansas College (South Campus and North Campus) - Harrison

Manufacturing Technology	48.0501	Certificate of Proficiency	4/15/2021 9:23:26 AM	4/15/2021 to 4/14/2022
Heating, Ventilation, and Air Conditioning	47.0201	Certificate of Proficiency	4/15/2021 9:18:13 AM	4/15/2021 to 4/14/2022
Heating, Ventilation & Air Conditioning	47.0201	Technical Certificate	4/15/2021 9:17:03 AM	4/15/2021 to 4/14/2022
Gas Metal Arc Welding Technology	48.0508	Certificate of Proficiency	4/15/2021 9:14:47 AM	4/15/2021 to 4/14/2022
Gas Engine Repair and Brake Technology	47.0604	Certificate of Proficiency	4/15/2021 9:13:03 AM	4/15/2021 to 4/14/2022
Construction Technology	46.0201	Technical Certificate	4/15/2021 9:10:45 AM	4/15/2021 to 4/14/2022
Construction Technology	46.0201	Certificate of Proficiency	4/15/2021 9:09:57 AM	4/15/2021 to 4/14/2022
Construction Equipment Operation	49.0202	Technical Certificate	4/15/2021 9:08:56 AM	4/15/2021 to 4/14/2022
Construction Equipment Operation	49.0202	Certificate of Proficiency	4/15/2021 9:07:46 AM	4/15/2021 to 4/14/2022
Collision Repair Technology	47.0603	Technical Certificate	4/15/2021 9:06:52 AM	4/15/2021 to 4/14/2022

North Arkansas College (South Campus and North Campus) - Harrison				
Collision Repair Technology	47.0603	Certificate of Proficiency	4/15/2021 9:06:05 AM	4/15/2021 to 4/14/2022
Climate Control Manual Drive Trains Technology	47.0604	Certificate of Proficiency	4/15/2021 8:52:27 AM	4/15/2021 to 4/14/2022
Certification Welding	48.0508	Certificate of Proficiency	4/15/2021 8:51:29 AM	4/15/2021 to 4/14/2022
Biomedical Electronics Technology	15.0401	Technical Certificate	4/15/2021 8:49:16 AM	4/15/2021 to 4/14/2022
Northwest Arkansas Community College - Bentonville				
Shelf Management and Intactix Space Planning Certificate	52.1803	Non Credit Certificate Program	3/22/2021 3:14:38 PM	3/22/2021 to 3/21/2022
Certified Retail Analyst with Prerequisites	52.1803	Non Credit Certificate Program	3/22/2021 2:53:35 PM	3/22/2021 to 3/21/2022
Certified Fiber Optics Specialist in Testing & Maintenance (CFOS/T)	15.0305	Industry Recognized Certification	3/8/2021 4:47:23 PM	3/11/2021 to 3/10/2022
Certified Fiber Optics Splicing Specialist (CFOS/S)	15.0305	Industry Recognized Certification	3/8/2021 4:45:27 PM	3/11/2021 to 3/10/2022
Petra Allied Health (Springdale) - Springdale				
Phlebotomy Technician	51.1009	Certificate of Proficiency	4/5/2021 4:35:30 PM	4/5/2021 to 4/4/2022
Veterinary Assistant	51.0808	Certificate of Proficiency	4/5/2021 4:33:44 PM	4/5/2021 to 4/4/2022
Petra Allied Health (Springdale) - Springdale				
Medical Billing and Coding/Insurance Specialist	51.0713	Certificate of Proficiency	4/5/2021 4:10:00 PM	4/5/2021 to 4/4/2022
Pharmacy Technician	51.0805	Certificate of Proficiency	4/5/2021 4:08:31 PM	4/5/2021 to 4/4/2022
Limited Licensed Radiologic Technologist	51.0911	Certificate of Proficiency	4/5/2021 4:05:56 PM	4/5/2021 to 4/4/2022
Certified Nursing Assistant	51.3902	Certificate of Proficiency	4/5/2021 4:03:23 PM	4/5/2021 to 4/4/2022
Dental Assistant	51.0601	Certificate of Proficiency	4/5/2021 3:51:31 PM	4/5/2021 to 4/4/2022
Medical Assistant	51.0801	Certificate of Proficiency	4/5/2021 3:48:08 PM	4/5/2021 to 4/4/2022
University of Arkansas Global Campus Rogers - Bentonville				
Clinical Medical Assistant	51.0801	Industry Recognized Certification	3/30/2021 5:31:34 PM	3/31/2021 to 3/30/2022