

NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD
Wednesday, June 7, 2023, 11:00 a.m.
Northwest Arkansas Economic Development District
Highway 62-65-412 North, Harrison, Arkansas

Agenda

Call to Order – Introduce Guests Bo Phillips

Staff Report Patty Methvin

Committee Reports

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Announcements/Other Business

Mark your calendars for these upcoming meeting dates:

- NW Workforce Development Board Meeting Wednesday, September 6, 2023
- NW Workforce Development Board Meeting Wednesday, December 6, 2023
- NW Workforce Development Board Meeting Wednesday, March 6, 2024

Business Services Report

We are hosting two AR Biz Assist events with grant funds administered by the Arkansas State Chamber of Commerce and provided by the Small Business Administration in partnership with Arkansas Small Business and Technology Development Centers. Subject matter experts will serve as panelists to provide free small business resources to current and aspiring entrepreneurs. Interested parties may register at the links below. This will be a great way to encourage small business growth and support in our area.



in partnership with the State Chamber/AIA

Do you have questions about starting or running a small business?

The Arkansas Small Business and Technology Development Center, U.S. Small Business Administration and a panel of local experts are coming to a location near you. Learn about free small business resources, financing options, and other tips about taxes, classifying employees, and more. Panelists to be announced soon.

JULY 20	11:30 a.m. - 1 p.m. Free Lunch @ Messiah Lutheran, Pea Ridge	AUGUST 17	11:30 a.m. - 1 p.m. Free Lunch @ UA Learning Lab, Bentonville
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Registration is open!

LUNCH SPONSOR



AR Biz Assist is powered by the U.S. Small Business Administration and the Arkansas State Chamber of Commerce/AIA and is funded through a grant with the U.S. Small Business Administration. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact tvlines@arkansasstatechamber.com

July 20 – 11:30 a.m. – 1 p.m.
Free Lunch Included
Messiah Lutheran, Pea Ridge

<https://tinyurl.com/BizAssistPeaRidge>

August 17 – 11:30 a.m. – 1 p.m.
Free Lunch Included
UA Learning Lab, Bentonville

<https://tinyurl.com/BizAssistBville>

We have completed one grant funding cycle for Regional Planning and Sector Partnership. We were awarded an additional \$25,000 in grant funds to continue furthering the objectives.

The second annual Circle of Success event was held March 29th at the NWACC Shewmaker Center. We had 72 participants representing partner organizations and employers attend the morning session. 33 potential WIOA participants attended the afternoon session. The mobile health unit and mobile Workforce Center were also onsite providing services and resources to attendees.



The Business Services Team invited Andrew Parker, Executive Director of Be Pro Be Proud and Director of Governmental Affairs for the Arkansas State Chamber of Commerce and Associated Industries of Arkansas to its April meeting. Mr. Parker shared the mission and vision of Be Pro Be Proud, provided insight into their most recent initiatives, and discussed ways in which we could partner in building tomorrow's workforce.

Skills Lab Training & Coaching, out of Bentonville, presented to the Business Services Team at the May meeting. The organization provides career coaching, business leadership development, soft skills training, and workforce readiness training to graduates. We will partner with this organization to meet the needs of businesses and their leaders.

IndeedFlex is wanting to partner once more, this time to host a job fair. This job fair would provide on-site industry training. The Business Services Coordinator is exploring the hospitality industry as the focus for this event, with the possibility of offering ServSafe training and training in guest services and tourism.

The following companies have utilized our Business Services from March-May:

Adviant, Siloam Springs Chamber of Commerce, Arkansas Department of Corrections, Ashley Health & Rehabilitation, AT&T, Area Agency on Aging of Northwest Arkansas, Evident Change, Ole Mexican Foods, Peachtree Village Corporation at Holiday Island, NWA Towers, Schneider, Yvonne Richardson Community Center, IndeedFlex, Tyson Foods – Van Buren (rapid response), McCorvey Companies, SSC Services, Staffmark, AHA Interpreting, Royal Oak Enterprises, Opera in the Ozarks, Skills Lab Training & Coaching, Arvest Bank, Darden Restaurants, Canopy NWA - Entrepreneurship Training

Northwest Workforce Board Youth Committee Report

June 7, 2023

The Northwest Workforce Board Youth Committee has met 4 times in 2023. The focus of the Youth Committee has been creating a conference for youth and employers. The committee is currently meeting bi-weekly. The conference will be held in the Fall. The theme is "See it AND Be It: Come Experience Youth Next Job. The target audience is High School juniors and seniors, and Out of School Youth. The vision of this conference is to get those students at the end of their high school career or out-of-school youth to come into a conference setting to figure out more about themselves and how to get them into the workforce. The committee is working on how to incentivize students to attend. The tentative agenda includes a Career/Truck show (CDL), break-out sessions, the Be Pro Be Proud truck, as well as a competition for the best employer booth.

NORTHWEST WORKFORCE BOARD YOUTH COMMITTEE CONTACT LIST

Cheryl Pickering	Northwest Arkansas Education Service Cooperative, CTE Coordinator	4 N Double Springs Rd, Farmington, AR 72730	cpickering@starfishnw.org	479-267-7450
Emilee Tucker	O.U.R. Cooperative	5823 Resource Dr, Harrison, AR 72601	etucker@oursc.k12.ar.us	870-302-3093
Sarah Brozynski	Baxter Regional Medical Center, Director of Education	624 Hospital Dr, Mountain Home, AR 72653	sbrozynski@baxterregional.org	870-421-1764
Ben Aldama	NWACC, Adult Education	1 College Dr, Bentonville, AR 72712	BALDAMA@nwacc.edu	479-986-6934
James Moss	NWAEDD, Operations Manager	2153 E Joyce Blvd Suite 201, Fayetteville, AR 72703	jmoss@nwaedd.org	479-587-7230
Carole Shaver	NWAEDD, Career Advisor	100 N Dixieland Rd b5, Rogers, AR 72756	cshaver@nwaedd.org	479-878-6521
Cherie Conner	Northark, Adult Ed	1320 N Spring Rd, Harrison, AR 72601	cconner@northark.edu	870-391-3517
Keri McCarn	North Central Educational Cooperative	99 Haley St, Melbourne, AR 72556	keri.mccarn@northcentralcoop.org	870-368-7955
Ashley Miller	Job Corps	2153 E Joyce Blvd Suite 201, Fayetteville, AR 72703	Miller.Ashley.1@jobcorps.org	501-454-9376

NORTHWEST WORKFORCE BOARD YOUTH COMMITTEE CONTACT LIST

Trent Cowling	Arkansas Rehabilitation Services	3715 N Business Dr. Ste 104, Fayetteville, AR 72703	Trenton.cowling@arkansas.gov	479-582-1286
Julie McAllaster	Business and Industry	1490 June Self Dr, Springdale, AR 72765	jmcallaster@busandind.com	479-365-7351
Jennifer Ragsdale	Arkansas Rehabilitation Services	3715 N Business Dr. Ste 104, Fayetteville, AR 72703	Jennifer.ragsdale@arkansas.gov	479-502-0389
Josh Lainfiesta	Yvonne Richardson Community Center	240 E Rock St, Fayetteville, AR 72701	jlainfiesta@fayetteville-ar.gov	479-718-7634
Drew Shover	Benton County Probation	1301 Melissa Dr #3, Bentonville, AR 72712	Drew.shover@bentoncountyar.gov	479-271-1047
Zachary Trent	Community Service, Inc.	1200 W. Walnut Suite B-1100 Rogers, AR 72756	ztrent@csiyouth.com	479-278-7028
Susan Sangren	OSO NWAEDD	818 Hwy. 62-65 N. Harrison, AR 72601	ssangren@nwaedd.org	870-741-6884
Tania Overton	Business Services NWAEDD	2153 E Joyce Blvd Suite 201, Fayetteville, AR 72703	toverton@nwaedd.org	479-587-3077
Katie Causey	NWAEDD	818 Hwy. 62-65 N. Harrison, AR 72601	Kcausey@nwaedd.org	870-741-6859
Ron Harris	A Level Up, In	P.O. Box 7075 Springdale, AR 72766	alevelupron@vahoo.com	479-283-8286

	A	B	C	D	E	F	G
1	Northwest Workforce Board One-Stop Operator Committee						
2							
3	Aldama	Ben	Adult Ed	One College Drive	Bentonville, AR 72712	(479) 986-6934	baldama@nwacdc.edu
4	Conner	Cherie	Adult Ed	1515 Pioneer Dr.	Harrison, AR 72601	(870) 391-3517	cconner@northark.edu
5	Johnson	Aaron	DWS	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 743-6045	aaron.johnson@arkansas.gov
6	Jones	John	DWS	2153 E. Joyce Blvd.	Fayetteville, AR 72701	(479) 587-3078	john.johns@arkansas.gov
7	Bell	David	Board	123 CR 320	Berrville, AR 72616	(870) 423-8036	davidleebell@windstream.net
8	Potter	Roger	Board	301 S. 1st St.	Flippin, AR 72634	(870) 656-8041	roger.potter@anstaffbank.com
9	Cowling	Trenon	AR Rehab	3715 N. Buiness Drive	Fayetteville, AR 72701	(870) 582-1281	trenton.cowling@arkansas.gov
10	Cook	Kevin	AR Rehab	3715 N. Buiness Drive	Fayetteville, AR 72701	(479) 582-1286	kevin.cook@arkansas.gov
11	Cook	Kevin	AR Rehab	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 741-7153	kevin.cook@arkansas.gov
12	Estes	Cook	DSB	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 280-6042	kevin.estes@arkansas.gov
13	Moss	James	NWAEDD Title I	2153 E. Joyce Blvd.	Fayetteville, AR 72701	(870) 587-7230	jmoss@nwaedd.org
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1	Northwest Workforce Development Board Disability Committee							
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3				address		Phone	Email Address	
4	Estes	Kevin	DSB	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 280-6042	kevin.estes@arkansas.gov	
5	Ragsdale	Jennifer	AR Rehab	3715 N. Buiness Drive	Fayetteville, AR 7273	(870) 582-1281	jennifer.ragsdale@arkansas.gov	
6	Cowling	Trenton	AR Rehab	3715 N. Buiness Drive	Fayetteville, AR 7273	(870) 582-1281	trenton.cowling@arkansas.gov	
7	Cook	Kevin	AR Rehab	3715 N. Buiness Drive	Fayetteville, AR 7273	(479) 582-1286	kevin.cook@arkansas.gov	
8	Cook	Kevin	AR Rehab	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 741-7153	kevin.cook@arkansas.gov	
9	Grigsby	Heather	DSB	2153 E. Joyce Blvd., Ste 2	Fayetteville, AR 7273	(479) 444-2804	heather.grigsby@arkansas.gov	
10	Conner	Cherie	Adult Ed	1515 Pioneer Dr.	Harrison, AR 72601	(870) 391-3517	cconner@northark.edu	
11	Bronson	"Shane"	DSB	2153 E. Joyce Blvd., Ste 2	Fayetteville, AR 7273	(479) 444-2802	matthew.bronson@arkansas.gov	
12	Ryan	Michelle	NWAEDD Title 1	818 Hwy 62/65 N.	Harrison, AR 72601	(870) 741-6882	mryan@nwaedd.org	
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WIOA - Northwest Arkansas Economic Development District
PY 22 Budget-Revised 2/16/2023

ADMIN REVENUE	TOTAL	Reg. Planning	Sect.Partner	HC Youth	PY22 HC Youth	TANF	TOTAL FORMULA	YOUTH	ADULT	DLW
PY 21 Allocation	3,720.94	637.18	637.18	2,446.58			-			
FY 22 Allocation	9,149.40						9,149.40		7,144.15	2,005.25
PY 22 Allocation	77,916.00				4,309.00		73,607.00	53,643.00	9,096.00	10,868.00
FY 23 Allocation	166,604.32						83,827.00		40,649.00	43,178.00
Total Allocation	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	166,583.40	53,643.00	56,889.15	56,051.25
Total Available Admin	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	166,583.40	53,643.00	56,889.15	56,051.25
ADMIN BUDGET										
Salaries & Wages	78,270.95	220.23	220.23	1,764.24	4,309.00	19,516.00	56,550.25	18,210.25	19,312.22	19,027.78
Payroll Expense - Other	250.00						250.00	80.50	85.38	84.12
Fringe Benefits	14,905.00	41.95	41.95	682.34		5,950.00	8,188.76	2,636.94	2,796.51	2,753.32
P/A-Admin Costs	122,779.00					55,942.32	66,836.68	21,522.67	22,825.09	22,488.91
Postage	376.00					100.00	276.00	88.88	94.26	92.87
Communication - Telephones	576.00					260.00	316.00	101.76	107.92	106.33
Computer Software Maint Renewals	0.00						-	-	-	-
Motor Pool	15.00						15.00	4.83	5.12	5.05
Bank Service Fees	1,200.00						1,200.00	386.42	409.81	403.77
Materials & Supplies	150.00					240.00	(90.00)	(28.98)	(30.74)	(30.28)
Membership Sub Pro Activity	35.00						35.00	11.27	11.95	11.78
Printing & Reproduction	1,100.00					48.00	1,052.00	338.76	359.26	353.97
Fuel - Bldg Storage	550.00					500.00	50.00	16.10	17.08	16.82
Travel-Training & Education	1,550.00					221.00	1,329.00	427.96	453.86	447.18
Mileage - Travel	75.00						75.00	24.15	25.61	25.24
Total Salaries & Overhead	221,831.95	262.18	262.18	2,446.58	4,309.00	82,777.32	136,083.69	43,821.52	46,473.33	45,788.94
Carryover July- Sept 2022	35,558.71	375.00	375.00	-	-	-	30,499.71	9,821.48	10,415.82	10,262.41
Total Admin Budget	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	166,583.40	53,643.00	56,889.15	56,051.25

WIOA - Northwest Arkansas Economic Development District
PY 22 Budget-Revised 2/16/2023

PROGRAM REVENUE	TOTAL	Reg. Planning	Sect. Partner	HC Youth	PY22 HC Youth	TANF	TOTAL FORMULA	YOUTH	ADULT	DLW
PY 21 Allocation	160,659.27	10,394.68	10,448.16	22,273.81	38,784.00		78,766.62			78,766.62
PY 22 Allocation	497,967.35						497,967.35		128,049.35	369,918.00
PY 23 Allocation	662,474.00						662,474.00	482,790.00	81,867.00	97,817.00
	1,322,593.47					573,138.47	754,455.00		365,849.00	388,606.00
Total Allocation	2,648,694.09	10,394.68	10,448.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	575,765.35	935,109.62
Total Available Program	2,648,694.09	10,394.68	10,448.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	575,765.35	935,109.62
Program Budget										
Salaries & Wages	905,340.00	2,286.35	2,286.36			59,460.47	841,306.82	203,732.59	242,967.26	394,606.97
Payroll Expense - Other	10,753.00						10,753.00	2,603.97	3,105.44	5,043.59
Fringe Benefits	147,715.00	846.82	846.84			18,806.00	127,215.34	30,806.73	36,739.47	59,669.15
P.A.-Admin Costs	89,414.00	806.78	806.79				87,800.43	21,261.93	25,356.54	41,181.96
Outreach	1,300.00						1,300.00	314.81	375.44	609.75
Postage	1,643.00					150.00	1,493.00	361.55	431.17	700.28
Communications - Telephones	24,291.55					990.00	23,301.55	5,642.75	6,729.43	10,929.37
Computer Software Maint/Reprints	812.56						812.56	196.77	234.67	381.12
Depreciation Exp	12,834.77						12,834.77	3,108.09	3,706.65	6,020.03
Equipment	0.00						-	-	-	-
IFA Costs	52,335.00						52,335.00	12,673.55	15,114.21	24,547.23
INTEREST EXPENSE	1,780.00						1,780.00	431.05	514.06	834.89
Motor Pool	3,565.00						3,565.00	863.31	1,029.56	1,672.13
Materials & Supplies	11,892.00	314.80	378.24			760.00	10,438.96	2,527.92	3,014.74	4,896.30
Membership Sub-Prc Activity	4,110.00						4,110.00	995.29	1,186.96	1,927.76
Printing & Reproduction	1,945.79					150.00	1,795.79	434.87	518.62	842.30
Office Services	2,370.00						2,370.00	573.92	684.45	1,111.63
Professional Services/Consultant	15,500.00						15,500.00	3,753.51	4,476.36	7,270.13
Rent - Bldg Storage	41,979.00					4,500.00	37,479.00	9,075.99	10,823.84	17,579.17
Travel-Training & Education	6,380.00	1,993.78	1,993.78				2,392.44	579.36	690.93	1,122.15
Employee Tuition Reimbursement	500.00						500.00	121.08	144.40	234.52
Mileage - Travel	11,744.00						11,744.00	2,843.95	3,391.64	5,508.41
Meeting Cost	1,500.00	16,261.15	16,261.15				(31,022.30)	(7,512.42)	(8,959.16)	(14,550.72)
Total Salaries and Overhead	1,349,704.67	22,509.68	22,573.16			84,816.47	1,219,805.36	295,390.57	352,276.67	572,138.12
Participant Costs	1,256,419.23			22,273.81	38,784.00	488,322.00	707,039.42	222,039.42	225,000.00	260,000.00
Carryover July - Sept 2023	42,570.19						66,820.19	(34,639.99)	(1,511.32)	102,971.50
Total Program Budget	2,648,694.09	22,509.68	22,573.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	575,765.35	935,109.62
Total Budget	2,906,084.75	23,146.86	23,210.34	24,720.39	43,093.00	655,915.79	2,160,248.37	536,433.00	632,654.50	991,160.87

TO Northwest Workforce Development Board
Northwest Chief Elected Officials

FROM Patty Methvin, Workforce Administrative Director

DATE June 7, 2023

SUBJECT Request to Transfer Funds

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

The Northwest Arkansas Economic Development District is requesting that up to 75% of the funds from Program Year 2022 (FY23) be transferred from the Dislocated Worker Funding stream to the Adult funding stream July 1, 2023. This is requested because there are many more Adult participants requesting services than individuals from the Dislocated Worker group. There will be adequate funds to serve dislocated workers with this transfer.

Program	FY2023 allocation	Transfer Amount	FY2023 after transfer
Adult	\$406,498.00	\$323,838.00	\$730,336.00
Dislocated Worker	\$431,784.00	<\$323,838.00>	\$107,946.00



Policy Title:	Business Services
Date Approved by the Board:	March 2, 2022
Update Approved by the Board:	June 7, 2023

I. Purpose

The purpose of this policy is to outline the strategic vision of business service provision in the Northwest Arkansas Workforce Development Area. This policy presents required actions of WIOA partners to expand the capacity to provide business services and capture data on business services provided to consumers.

II. Summary and Impact

The Workforce Innovation and Opportunity Act (WIOA) of 2014 created a comprehensive workforce development system that emphasizes the role of business as a primary customer in the One-Stop Delivery System. WIOA mandates that LWDBs develop strategies to establish and sustain lasting partnerships for the delivery of business services beyond changes in One-Stop operators or career services providers. Local areas must establish and develop relationships and networks with employers and their intermediaries; convene or implement industry or sector partnerships; and may provide additional services that meet area workforce development needs in accordance with partner programs’ statutory requirements. These strategies are reflected in the Northwest Arkansas Workforce Development Area Regional and Local Plan.

Full integration of business services is critical to achieving a high performing workforce development system. Under the WIOA, workforce centers and their partners ensure that businesses and job seekers have access to information and services that lead to positive employment outcomes. To support area employers and industry sectors most effectively, the Business Services Team delivers quality services that assist in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

III. Policy

A. Role of WIOA Title 1 Administrator

The WIOA Title I Program Administrator supports the strategic planning and implementation of revitalized or enhanced business engagement activities within the state. Promoting interagency collaboration, forming partnerships, and leveraging resources will be a vital aspect in meeting the workforce needs of businesses. The WIOA Title I Administrator’s role is to provide guidance and support to the local workforce development area in ensuring the implementation of this policy. In collaboration with the Business Services Coordinator, the WIOA Title I Administrator will establish a Business Services Team to ensure a strategic and focused approach to providing coordinated and consistent services to businesses. This cross-

agency team of leaders will convene regularly to provide strategic direction, technical assistance, results monitoring, and enhanced business service delivery to the Northwest Arkansas Workforce Development area.

B. Role of Business Services Coordinator

The Business Services Coordinator will develop, implement, and sustain the activities for business services across the Northwest Arkansas Workforce Development Area. This position will focus on the delivery of business services through an integrated, solution-oriented approach by a cross-functional team. The incorporation of an integrated and aligned business services strategy among partners presents a unified voice for the workforce center in its communication with employers and shall lead to improved skills, credentials, and employment attainment in areas driven by business demand. The Business Services Coordinator will develop new sector partnerships and strengthen existing partnerships to address local workforce needs and develop and maintain relationships with local businesses, industry representatives, and training agencies that will lead to participant career placements and stronger business relations. Under direct supervision of the WIOA Title I Administrator, the Business Services Coordinator will develop and execute strategic direction and vision for the Business Services Team in Northwest Arkansas.

C. Role of LWDBs and One-Stop Centers in Providing Business Services

LWDBs will be responsible for ensuring the coordination of business service delivery to businesses in the local area according to their local plan and the combined state plan. Coordinated efforts should be focused on creating a streamlined business process and preventing duplicative services and contacts to businesses. LWDBs are expected to execute their role through the convening of a business team and the orderly coordination of the following activities:

- Building relationships with businesses and business-focused organizations
- Integrating and streamlining business services
- Providing informational resources to businesses
- Assisting businesses with recruiting, hiring, upskilling, and training needs
- Providing customized services to businesses

D. Requirements for LWDB Business Services Team

Business Services Team are cross-agency, cross-programmatic groups comprised of representatives of each of the core partner agencies, economic development, and other partners as appropriate. These teams are designed to ensure a comprehensive array of services are provided to businesses.

The composition of the NWA Business Services Team shall include leadership from:

- Northwest Arkansas Economic Development District (Title I)
- Arkansas Division of Adult Education (Title II)
- Arkansas Division of Workforce Services (Title III)
- Arkansas Rehabilitation Services (Title IV)

- Arkansas Division of Services for the Blind (Title IV)
- In-demand industry sectors

Each partner agency has statutory requirements for creating relationships with businesses and assisting clients through their funding in finding employment opportunities. The single point of contact is not intended to be one individual responsible for all relationships in the local workforce development area through which all businesses must go to access workforce services. All members of the Business Services Team are expected to create and strengthen business relations in the community in a coordinated and targeted manner.

The NWA Business Services Team will be responsible for the following activities:

- Evaluating, identifying, and establishing appropriate solutions to assist in the effective delivery of business services
- Assuring all workforce agencies are fully participating in the Business Services Team
- Standardizing business services outreach materials for local area adoption
- Analyzing and addressing barriers to collaboration between state, regional, and local business services teams
- Evaluating business customer satisfaction
- Mapping business solutions and providing training to LWDB staff and stakeholders on how to mobilize these resources, including peer-to-peer learning opportunities

The Business Services Team will facilitate solutions to ensure these standards are implemented:

- Standardized timeframes to respond to business inquiries and subsequent contact to deliver specialized and collaborative solutions to meet business needs; alternative options must be provided if the LWDB cannot provide an affirmative response to the initial request for services
 - All business inquiries and requests for services will be responded to within 48 hours. (See attached *Business Services Team Process Flow Tool*.)
 - If the services requested are outside of the scope of services that we can provide, the Business Services Team will refer the employer to a partner organization that can provide the requested services. For example, an employer is requesting assistance with developing financial projections to grow their small business. In this scenario, we would refer the employer to the Arkansas Small Business and Technology Development Center.
- A business satisfaction tool will be implemented to assist with demonstrating continuous improvement. Upon completion of services, employers will be provided with a customer satisfaction survey to gauge their experience. (See attached *Customer Satisfaction Survey*)
- Goals that are developed by the Business Services Team will be reviewed at the end of every fiscal year to determine if goals for the previous year had been met. This process will assist in the establishment of new goals.

E. Business Services Reporting

LWDBs are required to track and report the number, type, size, and services provided to businesses. Using a report template, each WIOA core partner or state workforce agency will collect business data information from their local area for quarterly reporting.

F. Evaluation

The Business Services Coordinator will provide oversight and reporting for the following metrics:

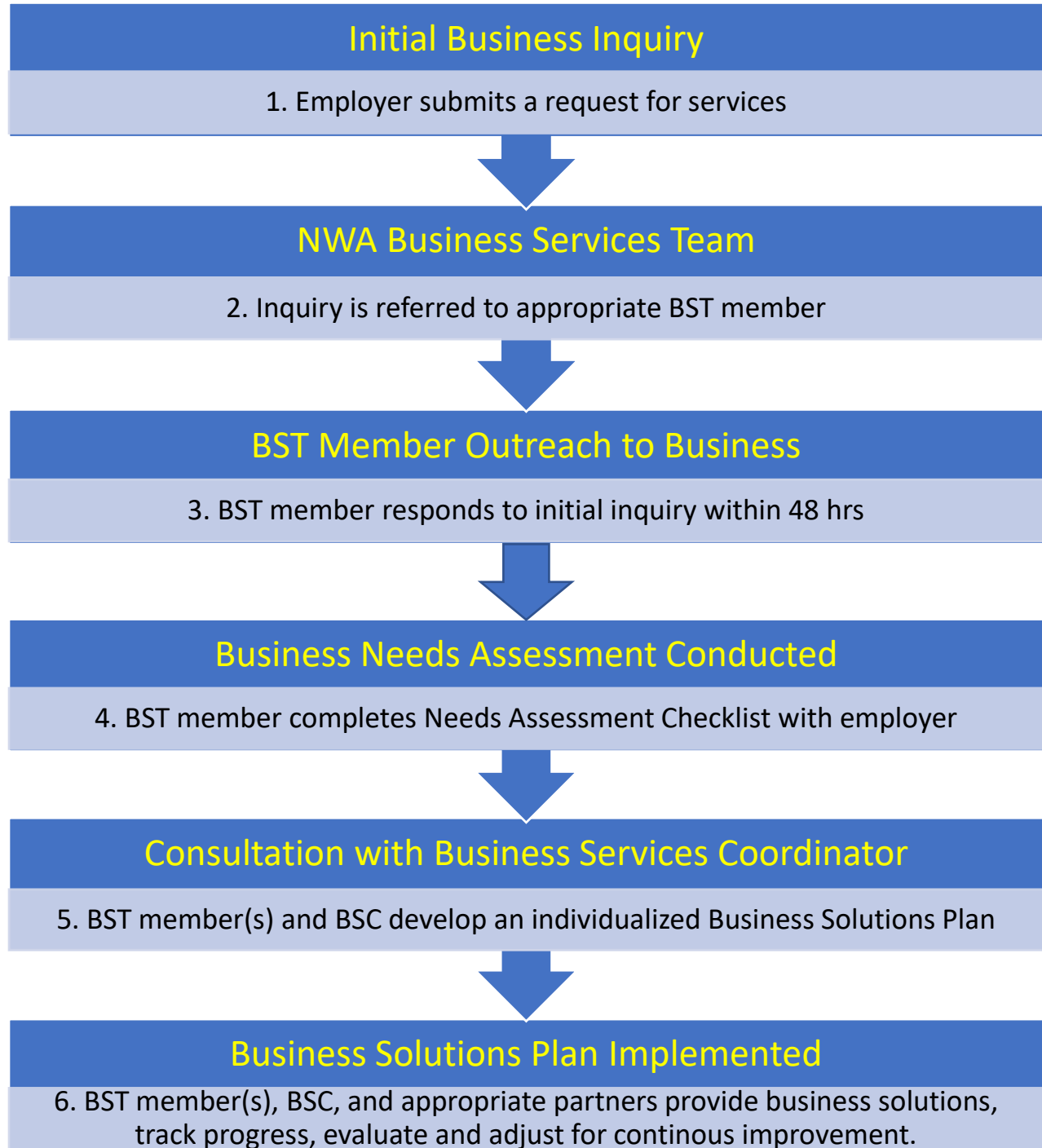
- A shared vision and strategy for business services signed by all active partners
- A unified approach and message that is focused on the workforce system holistically as opposed to a program-specific approach
- An outreach plan based on sector strategies identified in the local plan
- Identification of locally available resources, including channels for outreach and how they will be used
- The role of each partner in performing outreach activities
- A method for determining the effectiveness of local outreach efforts
- A description of additional partnerships to assist in communications and outreach to include business roundtables, business advisory councils, or existing business visitation programs through economic development activities
- The development of a procedure for business services referrals
- The website must include a standard point of contact protocol with updated contact information for businesses and provide a list of available business services within the local workforce area.

IV. References

- United States Department of Labor, Workforce Innovation and Opportunity Act, Final Rule, 20 CFR 678.435
- Arkansas Workforce Delivery System Vision
- Northwest Arkansas Workforce Development Area Regional and Local Plan

John "Bo" Phillips, Board Chair

Business Services Team Process Flow Tool





Customer Satisfaction Survey

Employer Name:

Date Completed:

1. What business service(s) did you receive from the Northwest Arkansas Economic Development District?
2. Share your experience with us. How satisfied were you with the solutions that were provided to you?
3. Were there any requests for services that were left unsatisfied or unresolved?
4. How can we improve this experience for others seeking the same services?
5. How likely are you to recommend our business services to someone sharing the same interests?



Northwest Arkansas Economic Development District

Policy Name: NWA WDB Grievance/Complaint Procedure
Effective Date: March 7, 2018
Date Approved by the Board: March 7, 2018

The following appeal procedures apply to all grievances or complaints .

- All grievances must be filed with the Northwest Arkansas Workforce Development Board (NWA WDB) within one (1) year of the occurrence.
- Grievances or complaints should be filed in writing to the Chairman of the NWA WDB.
- Complaint's statement must include the following:
 1. The full name, address, and telephone number of the person making the complaint.
 2. The full name and address of the person or entity against whom the complaint is made.
 3. A clear concise statement of the facts, including the important dates, constituting the alleged violation.
 4. The provisions of the Workforce Innovation & Opportunity Act (WIOA), Arkansas Law, regulations, a grant, or other agreement under WIOA Title I believed to have been violated.
 5. A statement disclosing whether proceedings involving the subject of the request, have been commenced or concluded before any federal, state, or local authority and if so, the date of the commencement or conclusion and the name and address of the authority.
- The Chairperson of the NWA WDB, or his/her designee, upon receipt will:
 1. Acknowledge the receipt of the grievance or complaint to all parties by certified mail, return receipt requested. The acknowledgment of the receipt will:
 - Outline the steps to be taken to resolve the matter.
 - Notify all parties of the right to request a hearing.
 - Advise of an attempt to reach an informal resolution.
 - Notify the Arkansas Workforce Development Board of the filing of the complaint.
 2. Will review the grievance or complaint and then send it before the Executive Committee of the NWA WDB for investigation within 45 days of receipt.

The Executive Committee will review the complaint and any supporting information or documentation and issue a written decision within 45 days. If requested, a hearing will be completed within those 45 days.

The following procedures will apply to a hearing:

- o The hearing will be informal. Technical rules of evidence will not apply.
- o Hearsay evidence will be admissible at the discretion of the hearing examiner (normally the Executive Committee Chairperson).
- o Hearings will be held at a time and place determined by the Executive Committee Chairperson in agreement with the NAWADB, after reasonable written notice has been sent to the parties and the witnesses.
- o The party requesting the hearing will have the burden of establishing the facts and entitlement to the relief requested.
- o Either party may be represented by an attorney or other representative.
- o Either party may bring witnesses and documentary evidence.
- o The Respondent will cooperate by making available any person under their control or employee to testify if these persons are requested to testify by the complainant and to release requested documents relevant to the issue after the requesting party has established that such testimony/ documentation is relative and not cumulative.
- o Either party or representative will have the opportunity to question any witness.
- o A verbatim record or tape recording may be made of the proceeding.
- o The Executive Committee Chairperson or his/her designee will make a written decision after consultation with the NAWADB.

If a hearing is not requested, the Executive Committee Chairperson or his/her designee will conduct an administrative fact-finding investigation, with the collaboration of the NAWADB. The investigation will include:

1. Opportunities for all parties to submit an in-depth position statement, including documentary supportive data and/or records.
2. Access to and review of appropriate official records.
3. Interview of principal parties and opportunity for all parties to offer a rebuttal to information received.
4. A written decision will be sent, by certified mail, and a return receipt requested and will contain the following:
 - o A statement assuring all steps, included in the grievance/complaint procedures, have been adhered to,

- o Issues being decided,
 - o Statement of facts,
 - o Reason for decision,
 - o Remedies to be offered, if appropriate,
 - o Summary, and
 - o Advisement of the right to appeal the decision.
5. A decision by the NAWWDB may be appealed to the Arkansas State Workforce Development Board. If the complaint is not resolved within 45 days, by the NAWWDB, it will be referred to the Arkansas Workforce Development Board Equal Opportunity Manager for resolution.
- 6.
7. All appeals must be sent by certified mail, and return receipt request, to the address below.

Bernard Pughee

Arkansas Division of Workforce Services

P.O. Box 2981

Little Rock, AR 72203-2981

(501) 682-1418

Bernard.pighee@arkansas.gov

Board Chair

John "Bo" Phillips



Northwest Arkansas Economic Development District

Policy Name:	Co-Enrollment and Co-Funding Policy and Procedure
Effective Date:	March 7, 2018
Date Approved by the Board:	March 7, 2018
Revised:	September 2, 2020
Revised:	June 1, 2023

The purpose of this policy is to describe the requirements and regulations concerning co-enrollment and/or co-funding of WIOA Title 1-B participants with various WIOA Title 1-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).

Under WIOA 1-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 1-8 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].

WIOA Title 1-8 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 a greater probability 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 1-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. 15-4-371 I(a)(10)(D)]. Some of these potential entities are:

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

WIOA Title 1-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 NAWAWDB encourages staff to co-enroll participants with other program to maximize the use of WIOA Title 1 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.

Documentation of application and acceptance/denial from non-WIOA grants (Ex: Pell Grants, TANF training assistance, etc.) will be placed in the participant file.

Northwest has created a procedure to ensure that case managers have explored funding options available through other grants, to include TANF training grants, State-funded training funds, and Federal Pell Grants, as well as other grant funding which the case manager reasonably considers applicable. This procedure requires documentation of application for grant funding, as well as documentation of rejection or approval for grant funding. The documentation will be maintained in the participant's file.

Co-enrollment and Co-funding Procedure

In order to serve the needs of the participants better and to avoid duplication of services, co-enrollments/co-funding will require a great deal of coordination.

All Title IB services will be documented in AJL Service and Training Plan and case notes.

The procedure will include:

- Determine at intake whether a participant is already enrolled in another program
- If a participant is enrolled in another WIOA program, co-enrollment will first be discussed with the initial Service Provider. All information regarding the co-enrollment will be documented in Arkansas Job Link (AJL).
- The primary enrolling service provider will coordinate activities and ensure all services are documented in the customer's case notes and Individual Employment Plan (IEP)
- Placement information will be shared among the Service Providers. This will ensure accurate reporting of customer outcome information into AJL.
- Exit decisions must be coordinated with all co-enrolled service Providers.
- Follow-up activities and services will be coordinated between both/all Service Providers and all Follow-Up information must be shared among participating partners.

WIOA training funds supplement other sources of training grants. Career Advisors must coordinate training funds and make funding arrangements with other one-stop partners or funding sources, as appropriate, prior to requesting WIOA Title 1-B funding. This requires staff to be knowledgeable in program eligibility and services for partner programs. In order to accomplish this Northwest will hold staff training, attend One-Stop Operator quarterly meetings, and attend the State's bi-annual Partner meetings.

Documentation of application and acceptance/denial from non-WIOA grants (Ex: Pell Grants, TANF training assistance, etc.) will be placed in the participant file.

Participants seeking training assistance from WIOA Title 1-B service providers must first apply for a Pell Grant and other Appropriate grants. Documentation of the application for grant funding, as well as documentation of rejection or approval for grant funding, will be maintained in the participant file.

John "Bo" Phillips, Board Chair



Northwest Arkansas Economic Development District

Policy Name Customized Training

Effective Date June 1, 2023

Date Approved by the Board June 1, 2023

PURPOSE: The purpose of this policy is to describe and to detail the regulations concerning customized training, in accordance with the rules and regulations of 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:

Customized training is training that meets all of the following requirements [WIOA § 3(14); TEGL 10-16; TEGL 19-16]:

1. Training is designed to meet the specific requirements of an employer or group of employers.
2. Training is conducted with a commitment by the employer to employ an individual upon successful completion of the training.
3. The employer or employers pay(s) a significant portion of the cost of the training.
 - a. If the training is to be conducted by an employer or employers in one local area, the LWDB determines the portion of the cost of training to be paid by the employer or employers, taking into account the size of the employer and other appropriate information, such as:
 - The number of employees participating in the training
 - The wage and benefit levels of those employees (present and anticipated upon completion of the training)
 - The relation of the training to the competitiveness of a participant
 - Other employer-provided training

- b. if the training is to be conducted by an employer or employers in multiple local areas of the state, the Governor of the state will determine the amount to be paid by the employer, using the criteria mentioned above.

Customized training, as described above, may be provided for an employed individual when all of the following conditions apply:

1. The employee is not earning a self-sufficient wage, as defined by the LWDB, or wages comparable to or higher than wages from previous employment
2. Other requirements for training are met, including the requirements that
 - a. The individual is unable or unlikely to obtain or retain employment leading to self-sufficiency or wages comparable to or higher than wages from previous employment without the training, and
 - b. the training leads to a job that provides economic self-sufficiency or pays wages comparable to or higher than wages from previous employment.
 - c. The customized training relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, instruction in workplace literacy, or other appropriate purposes identified by the LWDB.

Customized training is provided through contracts instead of through ITAs. Providers of customized training are not subject to the requirements applicable to entities listed on the eligible training provider list, and they are not included on the state list of eligible training providers and programs. If the State, however, decides to impose performance regulations, local areas must collect required performance data and identify providers that meet required performance levels.

There is no prohibition on the combination of ITAs with customized training.

No funds may be provided to employers for work-based training and other work experiences to be used directly or indirectly to assist, promote, or deter union organizing. No funds may be provided to employers for work-based training and other work experience to be used directly or indirectly to aid in the filling of a job opening that is vacant because the former employee is on strike, the former employee is being locked out in the course of a labor dispute or the job is vacant because of an issue in a labor dispute involving a work stoppage.

A participant in any workforce training activity must not displace any current employer-employees of the date of the participation). This includes a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits. The workforce training activity must not impair existing contracts for services or collective bargaining agreements unless the appropriate labor organization and the employer provide written concurrence before the activity begins. The participant may not replace an unsubsidized employee who was laid off from the same or any substantially equivalent job or who was terminated with the intention of hiring the participant. The participant may not be placed in a promotional line that infringes in any way on the promotional opportunities of currently employed workers as of the date of the participation.

WIOA funds may not be used for the encouragement or inducement of a business or part of a business to relocate from any location in the United States if the relocation results in any employee losing his or her job at the original location. No individual may be placed in work experience in any business or part of a business that has relocated from any location in the United States until the company has operated at that location for 120 days if the relocation has resulted in any employee losing his or her job at the original location. To verify that a business that is new or expanding and is not relocating, in fact, relocating employment from another area, a standardized Arkansas pre-award review criteria must be completed and documented jointly by the local area and the business.

No funds may be used to pay a participant to construct, operate, or maintain any part of a facility used for sectarian instruction or as a place for religious worship, with the exception of maintenance of facilities that are not used primarily for sectarian instruction or worship and are operated by organizations providing services to WIOA participants.

No individual may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual. The Arkansas State definition of "immediate family" is (1) a spouse and (2) any other person residing in the same household as the participant, who is a dependent of the participant or of whom the participant is a dependent. Dependent means any person, whether or not related by blood or marriage, which receives from the participant, or provides to the participant, more than half of his/her financial support.

Participants must be paid at the same rates, including periodic increases, as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. Rates of pay must not be less than the higher of the applicable Federal, State, or local minimum wage. Participants must receive

benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work.

Health and safety standards established under Federal and State law otherwise applicable to the working conditions of employees are equally applicable to the working conditions of participants. To the extent that a state workers' compensation law applies, workers' compensation must be provided to participants on the same basis as the compensation is provided to other individuals in the State in similar employment.

John "Bo" Phillips, Board Chair



Northwest Arkansas Economic Development District

Northwest Arkansas Workforce Development Board Policy

Policy Name	Individual Training Accounts
Effective Date	March 1, 2017
Date Approved by the Board	March 1, 2017
Revised	September 2, 2020
Revised	June 2, 2022
Revised	June 7, 2023

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

- Participants are determined eligible for WIOA services, and the application has been approved by a supervisor
- Participants are enrolled in a program of study that is on the ETP list
- Participants are informed that WIOA will only pay for classes that are on the degree plan of an approved program
- An ITA will cover the cost of tuition/books/required fees. Any other "like to have" charges will not be covered by WIOA funds
- Generally, ITAs are written for a maximum of a two-year timeframe. Time limits exceeding a two-year timeframe must be approved by WIOA Management.
- Participants may be dropped from the program for unsatisfactory attendance or grades. Staff needs to consult with WIOA Management staff BEFORE deciding to drop a participant from the program. Clients may be counseled and placed on probation for failure to comply with policies and procedures instead of dropping entirely from the program
- Applicants seeking assistance for bachelor's degree programs must be in their last two years of training. The participant must have completed enough semester hours to be classified as a junior by the training institution. Exceptions to this rule must be approved by WIOA Management

- Other participant cost required for participation in a training program may be approved on a case-by-case basis and is not considered part of the ITA cost
- A cap of \$15,000 has been established for ITAs. Exceptions to this cap may be approved by WIOA Management after reassessment of participant need
- Participants will sign an agreement outlining their responsibilities to continue receiving WIOA assistance
- Participant obligations are to be tracked in a spreadsheet to avoid over-obligation of ITA funds
- Participants applying for WIOA services are required to apply for other funding including Pell grants. Verification will be maintained in participant files.
- In the event a participant receives grants or scholarships, etc. after WIOA has paid for the training, the career advisor must demonstrate due diligence to ensure the recovery of WIOA funds provided to training institutions.

John "Bo" Phillips, Chair



Northwest Arkansas Economic Development District

Policy name:	Performance Measurable Skills Gain
Effective Date:	March 6, 2019
Date Approved by the Board:	March 6, 2019
Update Approved by the Board:	June 7, 2023

TEGL 10-16, Change 2 recommends that local workforce areas develop policies suitable for the applicable academic system in use by the secondary or postsecondary institutions in which the participant is enrolled including, but not limited to, semesters, trimesters, quarters, and clock hours for the calculation of credit hours (or their equivalent) when documenting progress towards Measurable Skill Gains.

The Northwest Arkansas Workforce Development Board has defined a sufficient number of credit hours as meeting the standard whatever the eligible training provider considers an academic standard or a successful period of training.

John "Bo" Phillips



Policy Name: NWA WDB OJT Policy and Procedure

Date Approved by the Board: June 2, 2021

Revision: June 7, 2023

Through On-the-Job Training some risks involved in hiring and training needed employees may be diminished for the employer. The reduction 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 costs will be based on monthly time sheets submitted to the Agency for payment.

It is the intent to provide training for customers who will become permanent employees. The employer must make a written commitment to hire the participant upon successful completion of training. The employer will agree not to terminate employees for unsatisfactory performance without prior consultation with WIOA staff, and prior notification to the customer. As part of the terms of the contractual agreement, the employer will provide WIOA staff with a written commitment to retain the employee long-term and to afford the employee the same wage progression and promotion opportunities as non-WIOA participant employees.

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.

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

On-the-job training (OJT) provides 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 is employment. A secondary goal of such trainings is a credential, which should be accepted by all employers who employ individuals who have transferable skill 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, only 10% of the classroom training cost will be covered by the Title I program.

An OJT contract may be entered into with registered apprenticeship program sponsors or participating employers in registered apprenticeship programs for some or all the OJT portion of the registered apprenticeship program, consistent with the guidelines of this policy [TEGL 19-16]. Depending on the length of the registered apprenticeship and local policies, the OJT may last for some or all the registered apprenticeship training [20 CFR 680.740(a)]. Some information concerning the connection between an OJT and a registered apprenticeship (RA) is included in this policy. Additional information is contained in ADWS Policy No. WIOA I-B – 3.5 (*Registered Apprenticeships*).

When an OJT contract is written for participation in a registered apprenticeship program, all eligibility requirements and other OJT requirements must be met. This means that if the apprentice is employed at the time of participation in the OJT:

- (a) He or she must not be receiving a wage leading to self-sufficiency (or wages lower than wages from previous employment) before the OJT contract;
- (b) He or she must expect to receive a wage leading to self-sufficiency (or wages comparable to or higher than wages from previous employment) because of the OJT;
- (c) The OJT must be related to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require

additional skills, workplace literacy, or other appropriate purposes identified by the LWDB;

(d) The participant is unable to obtain or retain employment without the training;
and

(e) The participant is unable to obtain assistance from other sources to pay the costs of the training [20 CFR 680.210, 680.720, & 680.740].

Incumbent worker training may be an option for upskilling apprentices who already have an established working/training relationship with the RA program [TEGL 19-16]. See ADWS Policy No. WIOA I-B – 3.6 (*Incumbent Worker Training*) for more information.

OJT is classified as a paid work experience under Program Element 3 of the Youth Program. Each youth who has been determined eligible either as an In-school Youth or an Out-of-school Youth may receive OJT if appropriate, as determined by the local area. The appropriateness of this program element for an eligible youth is established through the participant's objective assessment and individual service strategy [20 CFR 681.460(b)]. Although OJT is a training service for adults/dislocated workers and a work experience for youth, the guidelines and policies for both are the same [20 CFR 681.600(c)(4)].

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. No funds will be paid for customers not properly certified and enrolled in OJT. The participant must have an interest in and the ability to be trained in the occupation they are engaging in, 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,
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.

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 may be written for one customer, however, if an identical position opens then the contract may be modified to add additional customers.

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 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.

Contracts will be reviewed and approved by WIOA Management staff.

There must be a training plan created by the employer for the OJT 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, 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.

Through the OJT contract, occupational training is provided for the WIOA participant in exchange for the reimbursement, typically up to 50% of the wage rate of the participant, to compensate for the extraordinary costs of providing the training and supervision and the decreased productivity of the participant [WIOA § (3)(44); 20 CFR 680.700(a); 20 CFR 680.720; TEGL 19-16]. The employer does not have to document the extraordinary costs 20 CFR 680.720(c)]. This rate may

be increased to an amount of up to 75% if the LWDB approves the increase, taking into account the following factors [WIOA § 134(c)(3)(H); 20 CFR 680.700(a); 20 CFR 680.720(b); 20 CFR 680.730(a); TEGL 19-16]:

1. The characteristics of the participants, especially individuals with barriers to employment. See WIOA § 3(24), ADWS Policy No. WIOA I-B – 1.2 (*Definitions*), or ADWS Policy No. WIOA I-B – 2.8 (*Priority for Individuals with Barriers to Employment*) for more information concerning individuals with barriers to employment;
2. The size of the employer, with an emphasis on small businesses (The State specifies a business size of 51 – 250 employees for this level of reimbursement.) [Arkansas State Plan 2020-2023];
3. The quality of employer-provided training and advancement opportunities, for example, if the OJT contract is for an in-demand occupation and will lead to an industry-recognized credential; and
4. Other such factors as the LWDB may determine to be appropriate, which may include the number of employees participating in the training, wage, and benefit levels of those employees (comparing pre-participation and post-participation earnings), and the relation of the training to the competitiveness of a participant.

LWDBs must document the factors used when deciding to increase the wage reimbursement levels above 50% up to 75% [20 CFR 680.730(b); TEGL 19-16]. Documentation may be made in the form of LWDB minutes or similar documents.

Under a waiver requested by the State of Arkansas and approved by the U.S. Department of Labor until June 30, 2022, local areas may increase the reimbursement rate to up to 90% of the wage rate of the OJT participant(s) for businesses with 50 or fewer employees. If a local area wished to exercise this increased percentage, the local area must:

1. Adjust or provide an addendum to the local plan explaining the planned use of the waiver and
2. Provide an annual “outcome report,” due September 30 of each year that describes how the waiver was used and how effective the change was.

Such actions will allow the ADWS to monitor progress under this waiver, as required by the U.S. Department of Labor and the Arkansas State Plan [Arkansas State Plan 2020-2023].

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 the federal minimum wage, and the wage needs to be calculated on an hourly basis. The wage should be comparable to others in that position in this area.

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.

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?

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 of the company's activities.

Time and attendance records must be exact and signed in ink by the supervisors/instructors and customers. (Tracing over penciled signatures is not acceptable). 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.

The participant may not be employed to construct, operate, or maintain any part of a facility used for sectarian instruction or as a place for religious worship, with the exception of maintenance of facilities that are not used primarily for sectarian instruction or worship and are operated by organizations providing services to WIOA participants [WIOA § 188(a)(3); 20 CFR 683.255(a); 20 CFR 683.285(b)]. Special rules concerning training administered by religious organizations can be found in 29 CFR part 2, subpart D (Equal Treatment in Department of Labor Programs for Religious Organizations, Protection of Religious Liberty of Department of Labor Social Service Providers and Beneficiaries) [20 CFR 683.255(b); 20 CFR 683.285(b)].

No funds may be provided to employers for work-based training that may be used directly or indirectly to assist, promote, or deter union organizing [20 CFR 680.830]. No funds may be provided to employers for work-based training to be used directly or indirectly to aid in the filling of a job opening that is vacant because the former employee is on strike, the former employee is being locked out in the course of a labor dispute, or the job is vacant because of an issue in a labor dispute involving a work stoppage [20 CFR 680.840].

WIOA funds may not be used for the encouragement or inducement of a business or part of a business to relocate from any location in the United States if the relocation results in any employee losing his or her job at the original location. No individual may be placed in work OJT in any business or part of a business that has relocated from any location in the United States until the company has operated at that location for 120 days if the relocation has resulted in any employee losing his or her job at the original location. To verify that a business that is new or expanding and is not, in fact, relocating employment from another area, a standardized Arkansas pre-award review criteria must be completed and documented jointly by the local area and the business (FORM WIOA I-B – 4.1 *Standardized Pre- Award Review Criteria*) [20 CFR 683.260].

A participant in any workforce training activity must not displace any currently employed employee, including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits. The workforce training activity must not impair existing contracts for services or collective bargaining agreements unless the appropriate labor organization and the employer provide written concurrence before the activity begins. The participant may not replace an unsubsidized employee who was laid off from the same or any substantially equivalent job or who was terminated with the intention of hiring the participant. The participant may not be placed in a promotional line that infringes in any way on the promotional opportunities of currently employed workers as of the date of the participation in the training activity [20 CFR 683.270].

No individual may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual [20 CFR 683.200(g)]. The Arkansas State definition of "immediate family" is (1) a spouse and (2) any other person residing in the same household as the participant, who is a dependent of the participant or of whom the participant is a dependent.

Dependent means any person, whether or not related by blood or marriage, which receives from the participant, or provides to the participant, more than one-half of his/her financial support [ADWS *Certification of Local Workforce Development Boards*]. (This definition is different from the definition of "family" used for eligibility purposes.)

Participants must receive benefits and working conditions at the same level as other trainees or employees working a similar length of time and doing the same type of work [20 CFR 683.275]. Health and safety standards established under Federal and State law otherwise applicable to the working conditions of employees are equally applicable to the working conditions of participants. To the extent that a State workers' compensation law applies, workers' compensation must be provided to participants on the same basis as the compensation is provided to other individuals in the State in similar employment [20 CFR 683.280].

On-the-Job Training Procedures

TRAINING TIME

In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work 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 the 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.

Occupations Information Network

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, under 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.

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 Career 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.

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 in a program, their enrollment cannot be deleted.

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:

2. Certification of eligibility is complete.
 3. An EEO statement has to be signed by the participant.
 4. An Enrollment Information Package has been given and the form signed by participant.
 5. An IEP/ISS has been completed.
 6. A contract is signed with the employer.
 7. The contract has been approved by the Operations Manager.
- Invoices for reimbursement of wages are expected to include a progress report of skills/knowledge learned during the billing period.
 - On-the-Job training participants must have a case note contact with the participant and one with the employer supervisor at least once a month.

- Justification for all training must be clearly documented in the participant's Individual Employment Plan or Individual Service Strategy.

John "Bo" Phillips



Northwest Arkansas Economic Development
District

Policy Name: Priority of Service for Adult Program
Effective Date: June 7, 2017
Revised: September 6, 2017
Revised: June 7, 2023

The NWADB has developed a policy on self-sufficiency. The Board has elected to adopt the policy that no more than 20% of total enrollments in a given year can be above the poverty level or lower living standard income level but must be below the self-sufficiency income level. Approvals to enroll participants not considered low-income must be obtained from WIOA Management prior to enrollment. Management will track all enrollments that are not low-income individuals to ensure that the 20% margin is not exceeded.

The NWA WDB will give priority of services as follows [WIOA § 3(24); TEGL 19 -16]:

- a) Displaced homemakers, as defined in WIOA § 3(24) and ADWS Policy No. WIOA 1-B - 2.4 (Eligibility for Dislocated Worker Program)
- b) Low-income individuals, as defined in WIOA § 3(36) and ADWS Policy No. WIOA 1-B - 1 . 2 (Definitions)
- c) Indians (as defined in WIOA § 166(b) and 25 U.S.C 450b), Alaska Natives (as defined in WIOA § 166(b) and 43 U.S.C 1602{b),(r)), and Native Hawaiians (as defined in WIOA § 166(b) and 20 u.s.c7517)
- d) Individuals with disabilities, including youth who are individuals with disabilities, as defined in WIOA § 3(25) and ADWS Policy No. WIOA 1-B - 1.2 (Definitions) and including individuals who are recipients of Social Security Disability Insurance [TEGL 19-16]
- e) Older individuals, defined as age 55 or older [WIOA § 3(39)]
- f) Ex-offenders or offenders [TEGL 19-16], as defined in WIOA § 3(38) and ADWS Policy No. WIOA 1-B - 1.2 (Definitions)
- g) Homeless individuals, including homeless children and youth, as defined in TEGL 19-16 and ADWS Policy No. WIOA 1-B - 1.2 (Definitions). /

- h) Youth who are in or have aged out of the foster care system
- i) Individuals who are English language learners, as defined in WIOA § 203(7) and ADWS Policy No. WIOA 1-B -1.2 (Definitions)
- j) Individuals who have low levels of literacy (i.e. Basic Skills deficient [TEGL 19-16]), as defined in ADWS Policy No. WIOA 1-B - 1.2 (Definitions)
- k) Individuals facing substantial cultural barriers to employment, as defined in ADWS Policy No. WIOA I-B - 1.2 (Definitions)
- l) Eligible migrant and seasonal farmworkers, as defined in WIOA § 167(i)(1-3) and ADWS Policy No. WIOA I-B - 1.2 (Definitions)
- m) Individuals within 2 years of exhausting lifetime eligibility under TANF (See 42 U.S.C. 601 et seq.)
- n) Single parents (custodial and non-custodial, mothers and fathers) and single pregnant women [TEGLs 19-16 & 21-16])
- o) Long-term unemployed individuals, as defined in ADWS Policy No. WIOA I-B - 1.2 (Definitions)
- p) Definitions)
- q) Such other groups as the LWDB determines to have barriers to employment.
- r) To be eligible for the Adult program, an individual must be at least 18 years old and must meet all requirements in ADWS Policy No. WIOA I-B 2.1 Common Eligibility Requirements
- s) Individuals must demonstrate a need for the services given and the individual must meet eligibility requirements applicable to the receipt of these services
- t) Nothing in this policy implies that an individual who qualifies for the Adult program is guaranteed receipt of all individualized career services and training services.
- u) Priority of all services is given to veterans and individuals with barriers to employment
- v) Statutory priority is given to recipients of public assistance, low-income individuals, and individuals who are basic skills deficient.
- w) Adult priority of services must be implemented regardless of the amount of funds available
- x) Priority of services does not mean that services may be provided only to adults who meet the statutory priority requirements.
- y) The priority of services for adult funds is: veterans and eligible spouses on public assistance; others on public assistance; veterans and eligible spouses not on public assistance; others who are individuals with barriers to employment; other individuals who do not satisfy any of the aforementioned criteria.

John "Bo" Phillips, Board Chair



Northwest Arkansas Economic Development District

Policy Name: Policy for Setting Policies and Procedures
Effective Date: March 7, 2018
Date Approved by the Board: March 7, 2018
Revision Date: June 7, 2023

The Northwest Workforce Development Board has approved Policies and Guidelines for the Northwest Arkansas Workforce Area's Workforce Innovation and Opportunity Act as required by federal and State laws and regulations at the Board's quarterly meetings. Occasionally we need to develop a policy or procedure that had not previously been considered.

The following was adopted by the Board to expedite the process:

- Board staff, in consultation with subject matter experts such as program and financial staff, develop and utilize a policy that will be presented to the full Board for approval at the next full Board meeting;
- When time is a factor in needed policy changes, the Executive Committee shall authorize NWAEDD to provisionally implement policies for the local area, subject to approval by the board at the next regularly scheduled meeting.

John "Bo" Phillips, Board Chair



Policy Name	Supportive Services Policy and Procedure
Effective Date	June 7, 2017
Date Approved by the Board	June 7, 2017
Date Amended by Executive Committee	May 12, 2020
Date Ratified by the Board	June 3, 2020
Amendment Date	March 3, 2021
Amendment Date	December 1, 2021
Amendment Date	January 27, 2022
Amendment Date	September 7, 2022
Amendment Date	December 8, 2022
Amendment Date	June 7, 2023

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

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

Participants must be participating in a WIOA activity, the service must be necessary to enable participation, and the participant must be unable to obtain grant assistance through other sources.

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

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services and are governed by the DOL-only Final Rule at 20 CFR 680 .900 through .970.

Supportive services may be available to any youth, adult, or dislocated worker participating in Title I career services or training activities or transitioning into new employment who is unable to obtain supportive services through other programs providing such services. Supportive services may NOT be provided to an adult or dislocated worker participant once they exit the WIOA program or during follow-up. This does not apply to youth participants. They may still receive supportive services during follow-up if it is deemed necessary and appropriate.

Supportive services may include, but are not limited to:
 Assistance with transportation;
 Assistance with childcare and dependent care;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Clothing

The costs of items such as clothes and shoes which are necessary for participation in WIOA training activities are allowable.

Counseling

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. Generally, major personal or emotional problems are outside the scope of WIOA services, therefore referrals to counseling services are critical.

Childcare

Agreements can be made with licensed childcare facilities for participants who do not qualify for childcare assistance through other sources. The maximum amount to be paid by the WIOA fund will be in accordance with comparable rates in the area in which the participant lives. The total amount per participant will be approved by the supervisor.

Residential

The cost of rent, rental deposits, house payments, utility deposits, internet, and utility assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive service from other WIOA and/or non-WIOA partners. A secure nighttime residence is essential to the success of our participants.

Documentation required for rent or house payments includes a copy of the lease agreement with the participant's name listed or a payment statement from the leaseholder stating that the participant is

responsible for a portion of the rent/house payment. The lease agreement must be included with the payment statement. The Landlord must complete a W-9 form if applicable.

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

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

Emergency Housing – under extreme circumstances staff may provide the cost of a hotel stay until appropriate housing has been found. Staff is required to find the most economical means of hotel charges for the participant. It is based on emergency need. The Executive Director must approve any costs related to Emergency Housing.

Health

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

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

Transportation

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

The cost of transportation to assist participants to get to and from training activities including job search activities is allowable. Participants will be given a limit based on a locally developed formula.

The formula for gas assistance is the distance to training times 2 times the number of days per week divided by miles per gallon x a set price per gallon of gasoline. We will use Wal-Mart cards, fuel-only purchase cards, or agreements with service stations as a method of providing assistance. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval. Signed gas receipts will be used to verify what participant received the service. Other reasonable methods will be worked out with Operations Managers if needed. The dollar limit for this service will vary based on participant needs.

Participants engaged in approved WIOA 1-B activities who don't have means of transportation will use Public Transit where available. If no Public Transit is available, Ride Share Vouchers will be provided for the participant. Staff will determine the required distance to participate in approved WIOA 1-B activities times two times the number of days per week and will load the appropriate amount needed onto the vouchers one week at a time for up to four weeks. When necessary, staff may request additional weeks of vouchers based on the participant's need and with the Operations Manager's approval.

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

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

The process for paying for supportive service varies based on the availability of vendors. Wal-Mart cards fuel only purchase cards, and purchase cards may be used when needed. OneDrive will be used to track all purchases and signed receipts will be on file.

Emergency Food - Under extreme circumstances staff may purchase food for youth participant at a restaurant or grocery store; for example, a youth participant who has no funds to purchase lunch during their work or training day. These limits will be approved on a case by case basis with management approval.

Needs-related payments will be awarded only when the provision of the other supportive services does not provide the assistance a participant needs. WIOA regulations will be followed when providing this service.

Laptops and software required to complete Occupational Skills Training may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment themselves and the participant is not able to receive services from WIOA and/or Non-WIOA partners.

In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:

The training provider must provide a written explanation for the necessity of the equipment.

The participant must provide written acknowledgment that he/she must return the equipment if he/she does not complete the course, for whatever reason.

Career Advisors will submit documentation to the Operations Manager for approval.

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

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

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

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

Assistance with books, fees, school supplies, and other necessary items for students

enrolled in post- secondary education classes; - must be a requirement for the training and not just a nice-to-have item.

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

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

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

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

Northwest Supportive Services Procedure

The purpose of this procedure memo is to describe and to detail the procedures to be used by NWA WDB staff as it relates to the regulations and requirements concerning supportive services, in accordance with the rules and regulations of 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).

Procedures:

1. Supportive services may only be provided to participants when it is necessary to enable individuals to participate in approved WIOA activities. (20 CFR § 651.10)
2. In addition, supportive services should be provided after the participant and the WIOA Career Advisor has sought out all other resources from other partner sources. This will be verified by an interview with the participant, cross-references with partners, and the completion of a financial assessment with the Career Advisor.
3. Participants must sign a Supportive Services Statement, attesting that all terms are understood. Additionally, participants must complete and submit all necessary supporting documentation and forms, in a timely manner in order to receive supportive services.
4. Supportive services will be provided to assist with unmet needs.
5. Participant agrees to notify the Career Advisor in the event of a change in training and complies with all other conditions and terms listed in the Scholarship Enrollment Agreement.
6. Tracking must be done on funding Supportive Services on work-based learning, transitional jobs, and Occupations Training.
7. Training programs must be approved on the ETPL while participants are receiving training-related supportive services. WIOA participants enrolled with an eligible training provider removed from the ETPL may continue to receive supportive services for the duration of an ITA.
8. The NWA WDB reserves the right to set limits on the provision of supportive services. This includes a maximum amount of funding and a maximum length of time for supportive services to be available to participants. WIOA 680.920

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

Travel Supportive Services Procedures:

1. A Lack of Supportive Services Resources Statement must be completed by the participant that indicates that they have sought assistance from other sources to help with travel expenses and were not able to find any. An email from the participant may be used in lieu of the Lack of Supportive Services Statement form. This statement must be signed by the participant and kept in the participant's file.
2. Participants will be given a limit based on a locally developed formula. The formula for NWA WDB is the distance to training x 2 x the number of days per week divided by miles per gallon x a set price per gallon of gasoline.
3. We will use Arvest fleet gas purchase cards, Walmart gas cards, or agreements with service stations as a method of providing assistance.
4. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval.
5. Signed gas receipts will be used to verify what participant received the service.
6. Other methods that are reasonable will be worked out with Operations Managers if needed.
7. Spreadsheets will be used to track all purchases and signed receipts will be on file.
8. Copy of all documentation verifying round trip map miles from the participant's home address to the training site must be presented for approval and documents in the participant's file.
9. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Tires and Car Repairs

1. Tires and car repairs may be made with the Operations Manager's approval if the participant cannot participate in training or career services without this service. A Lack of Supportive Services Resources Statement must be completed by the participant that indicates that they have sought assistance from other sources to help with supportive assistance and they were not able to find any. An email from the participant may be used in lieu of the Lack of Supportive Services Statement form. This statement must be signed by the participant and kept in the participant's file.
2. Participants will contribute a portion of such cost when possible.
3. This service requires Operations Manager's approval, and the amounts will vary based on participant need.
4. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval.
5. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Utility Supportive Services Procedures:

1. Utility assistance is a service used to ensure access to utility services when the participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." A statement from the participant explaining the "unable to pay" status is required. (Utility assistance for current (most recent) including, but not limited to electric, gas, water, phone, internet, or sewer bills)

2. A Lack of Supportive Services Resources Statement must be completed by the participant that indicates that they have sought assistance from other sources to help with supportive assistance and they were not able to find any. An email from the participant may be used in lieu of the Lack of Supportive Services Statement form. This statement must be signed by the participant and kept in the participant's file. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
3. The Purchase Authorization form will be submitted to the Operations Managers for review
4. Once reviewed the forms will be submitted to the Finance Department for processing for payment.
5. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval.
6. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Work-Related Items Supportive Services Procedures:

1. Work-related items must be identified by the training provider or employer and documented in the participant's file
2. Work-related items may include but are not limited to, uniforms, work boots, small tools, gloves, etc.
3. Participant will provide itemized documentation for work-related items from the training provider or employer.
4. A Lack of Supportive Services Resources Statement must be completed by the participant that indicates that they have sought assistance from other sources to help with supportive assistance and they were not able to find any. An email from the participant may be used in lieu of the Lack of Supportive Services Statement form. This statement must be signed by the participant and kept in the participant's file. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
5. The Purchase Authorization form will be submitted to the Operations Managers for review.
6. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval.

Other Supportive Services

1. A Lack of Supportive Services Resources Statement must be completed by the participant that indicates that they have sought assistance from other sources to help with supportive assistance and they were not able to find any. An email from the participant may be used in lieu of the Lack of Supportive Services Statement form. This statement must be signed by

the participant and kept in the participant's file. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:

- a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
2. The Supportive Service Purchase Authorization form will be submitted to the Operations Managers for review
 3. Once reviewed the forms will be submitted to the Finance Department for processing for payment.
 4. When necessary, staff may use the purchase card to provide assistance to a participant with the Operations Manager's approval.
 5. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.
 6. In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:
 - a. The training provider must provide a written explanation for the necessity of the equipment.
 - b. The participant must provide written acknowledgment that he/she must return the equipment if he/she does not complete the course, for whatever reason.
 - c. Career Advisors will submit documentation to the Operations Manager for approval.

John "Bo" Phillips, Board Chair



Northwest Arkansas Economic Development District

Policy Name Effective Date	Veteran Priority of Service June 7, 2017
Date Approved by the Board:	June 7, 2017
Revised:	September 5, 2018
Revised:	June 7, 2023

Purpose:

The purpose of this policy is to clarify the priority of service for veterans in WIOA Title I-B programs and services in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA). This policy ensures Veterans and eligible spouses applying for service through the Adult/DLW/Youth WIOA programs are given preference as required by law.

Policy:

Veterans and eligible spouses receive priority of service for all USDOL-funded job training programs, which include WIOA programs. A veteran or eligible spouse must meet each program’s eligibility criteria to receive services.

Other regulations concerning veteran reference and the status of military-based funds in determining eligibility are:

1. Veterans and eligible spouses should identify themselves at the point of entry into the system or program to take full advantage of the priority of service.
2. When an individual is identified as a veteran or eligible spouse, the WIOA Title I-B Service Provider must notify the applicant of his or her priority of service, the full array of employment training, and placement services available, and the applicable eligibility requirements for programs and services.
3. For income-based eligibility determination, military pay or allowances paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs are not to be considered as income. This policy applies for both the “low-income individual” requirement of Youth programs and for the priority of services for “Low-Income individuals” for Adult funds.
4. Benefits for education and training services are not included in the category of “other sources of training grants”. Veterans or spouses who are

eligible for the GI Bill or other forms of VA-funded education or training are not required to coordinate these benefits with WIOA funds for training purposes. VA funds for training do not need to be exhausted before WIOA funds can be used for training for a veteran or eligible spouse.

5. Pension payments, whether or not their retirement was based on disability, are not exempt and are to be included in “Low income” calculations.

6. Veteran priority of services applies to all WIOA Title I-B programs, although each veteran must meet particular eligibility requirements for each program in which he or she is enrolled. In addition, special rules for veterans and their spouses apply in determining the eligibility of dislocated workers.

7. Each LWDB must develop policies and procedures to implement priority of service, including priority for veterans. Written copies of local priority of service, should be maintained at all service delivery points and, to the extent practicable, should be posted in a way that makes it possible for members of the general public to easily access them.

WHEN VETERANS' PREFERENCE IS IN EFFECT:

If training dollars are limited through WIOA Title I, Veteran Preference will apply. If everything is equal between a non-veteran customer and a veteran customer, the veteran or eligible spouse will get preference for the training dollars.

The Operations Manager or Center Coordinator will monitor this process to ensure Career Advisors are following these guidelines.

John “Bo” Phillips, Board Chair



Policy Name: Work Experience

Date Approved by Board: December 2, 2020

Revised: June 7, 2023

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:

A Work Experience opportunity may be provided as an individualized career service to enrolled Adults and Dislocated Workers who have met the priority of service requirements. The Work Experience must be part of the individual employment plan.

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(s).

The Work Experience worksite may be in the private-for-profit sector, the non-profit sector, or the public sector. An internship or other work experience may be paid or unpaid, as appropriate. Wages are provided by the WIOA Title I-B service provider and paid directly to the participant. Labor standards apply in any WEX where an employee/ employer relationship exists, as defined by the Fair Labor Standards Act. Employers are not monetarily compensated. A WEX is not designed to replace an existing employee or position.

A Work Experience may consist of:

- Work Experiences must provide a planned and structured learning experience that takes place in a workplace for a limited period of time. The WEX will contribute to the achievement of the participant's employment goals listed in the individual employment plan through a measurable training component.
- Work Experiences agreements must be signed by all parties prior to the start of the Work Experience.
- A single Work Experiences Agreement may be written for group training with a single training site provided the working conditions, job description, training plan, wage rates, and terms of the Agreement are the same for all participants covered by the

Agreement.

- Work Experience agreements may be modified. All modifications must be in writing and signed by all parties prior to the effective date of the modification. Verbal modifications of Work Experiences agreements are not valid.

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, demonstrating success in the workplace, and developing 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, but not less than the current minimum wage.
- Participants are allowed raises during the work experience in the event that substantially equivalent workers are also given raises.

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:

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

employment goals.

- The worksite meets federal, state, and local labor laws and agrees that the laws will be followed.
- The worksite has a person designated as the supervisor. There must be alternate personnel to supervise in the absence of the supervisor.
- The worksite will enter into a written agreement with NWAEDD.
- Supervisors must be willing and motivated to meet the terms of the training site agreement.
- The worksite will provide meaningful and continuous work during working hours.
- The worksite provides a description of the work experience activities and will provide the necessary paperwork including time and attendance records and participant evaluations.
- Participants will be provided with 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 with a payroll schedule.

The Records Manager will ensure that all enrollment and payroll requirements are completed when participants are entered into 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 at the NWAEDD office 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.

Other items:

- No funds may be provided to employers for work experience to be used directly or indirectly to assist, promote, or deter union organizing.
- No funds may be provided to employers for work-based training and other work experience to be used directly or indirectly to aid in the filling of a job opening that is vacant because the former employee is on strike, the former employees being locked out in the course of a labor dispute, or the job is vacant because of a labor dispute involving a work stoppage.
- WIOA funds may not be used for the encouragement or inducement of a business or part of a business to relocate from any location in the United States if the relocation results in any employee losing his or her job at the original location. No individual may be placed in work experience in any business or part of a business that has relocated from any location in the United States until the company has operated at the location for 120 days if the relocation has resulted in any employee's losing his or her job at the original location. To verify that a business is new or expanding and is not relocating employment from another area, a standardized Arkansas pre-award review form must be completed and documented jointly by the local area and the business.

- A participant in any workforce training activity must not displace any currently employed employee (as of the date of the participant) This includes a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits. The workforce training activity must not impair existing contracts for services or collective bargaining agreements unless the appropriate labor organization and the employer provide written concurrence before the activity begins. The participant may not replace an unsubsidized employee who was laid off from the same or any substantially equivalent job or who was terminated with the intention of hiring the participant. The participant may not be placed in a promotional line that infringes in any way on the promotional opportunities of the currently employed workers as of the date of participation.
- Before a participant can be placed at a worksite where he/ she has an immediate family (biological, in-law, or adopted), approval must be granted in writing/ e-mail by the Executive Director of NWAEDD, Inc. For the purpose of this provision, the terms "immediate family" shall include spouse, parent, son, daughter, brother, sister, grandparent, or grandchild.
- Services performed for wages paid as part of a work-training program assisted or financed in whole or in part by any federal agency or an agency of a state or political subdivision are exempt from UI contribution coverage. Since the wages are exempt from coverage, they cannot be used to set up an unemployment insurance claim.
- No funds may be used to pay a participant to construct, operate, or maintain any part of a facility used for sectarian instruction or as a place for religious worship, with the exception of maintenance of facilities that are not primarily used for sectarian instruction or worship and are operated by organizations providing services to WIOA participants.
- Health and safety standards established under Federal and State law otherwise applicable to the working conditions of employees are equally applicable to the working conditions of participants. To the extent that a state's workers' compensation law applies, workers' compensation must
- be provided to participants on the same basis as the compensation is provided to other individuals in the State in similar employment. If a State workers' compensation does not apply to a participant in work experience, insurance coverage must be secured for injuries suffered by the participant in the course of such work experience.
- Each youth work experience must include an academic and occupational education component. The academic and occupational component must be included in the participant files.

Definitions (see Arkansas Division of Workforce Services Policy 3.8)

Since no policy can be all-inclusive, any additional items, requirements, or decisions for Work Experience not addressed in this policy must be approved in writing/ e-mail by the Executive Director.

John "Bo" Phillips, Board Chair

AGREEMENT
Between the
Northwest Arkansas Chief Elected Officials
and the
Northwest Arkansas Local Workforce Development Board

In accordance with the Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128) and Arkansas Workforce Innovation and Opportunity Act (Act 907), hereinafter referred to as the Act, the Northwest Arkansas Local Workforce Development Board (hereinafter referred to as NWA WDB) and the Northwest Arkansas Chief Elected Officials (hereinafter referred to as CEOs), hereinafter agree to be bound under the provision of this agreement by affixing the signature of the duly authorized representatives of the parties.

The CEOs have appointed, and the Governor has certified, the NWA WDB. The CEOs have appointed NWA WDB members in a manner to ensure fair and equitable representation across the Northwest Arkansas Local Workforce Development area. The CEOs will appoint replacements for vacancies on the NWA WDB in accordance with the Act upon notification from the NWA WDB Chairman that such vacancy exists, which shall include notification when the term of a NWA WDB member expires.

Purpose:

The purpose of this agreement is to outline the roles and responsibilities of the CEOs and NWA WDB for the Northwest Arkansas Workforce Development area.

CEOs Roles and Responsibilities 679.310

- To appoint a CEO Chairman to act on behalf of all Northwest Arkansas CEO's.
- To work with the Governor to appoint and certify a Local Workforce Development Board.
- To revoke the appointment of NWA WDB members if necessary.
- To act directly as the grant recipient and fiscal agent or to designate an alternative entity to act as grant recipient and fiscal agent on their behalf.
- To assume ultimate liability for any misuse of grant funds and/or disallowed costs.
- Approve an annual NWA WDB budget.
- Approve any request from the NWA WDB to provide services or to be the One Stop Operator.
- To ensure the NWA WDB complies with all Federal and State WIOA requirements, including applicable Federal uniform administrative requirements and cost principles.
- Approve the Memorandum of Understanding (MOU) required to be negotiated with the partners.
- Approve Local WIOA plans and modifications as required under WIOA and State policy and practice.
- The CEOs must establish by-laws, consistent with State policy for local WDB membership.

NWA WDBs Role and Responsibilities 679.370

- NWA WDB will focus its efforts to ensure that effective services are provided that meet

the needs of employers and job seekers in the Northwest Workforce Development Area.

- NWA WDB will request input and guidance from the CEOs regarding all major decisions.
- Conduct oversight of WIOA program management and costs to ensure compliance of WIOA regulations.
- Direct disbursements of WIOA funds according to the plans and budgets approved by CEOs.
- Adopt and abide by the by-laws in compliance with the specific code of conduct and other requirements of WIOA.
- Promote participation of all members, especially private sector representatives, and establish rules of meeting attendance and removal for non-attendance.
- Seek outside funding opportunities, such as grants and donations.
- Promote mandated public input on the development and modification of the Local Plan prior to its submission.
- Actively participate in regional planning.

It shall be the responsibility of the NWA WDB to provide governance over the programs and operations referenced in the Act, in partnership and with the approval of the CEOs. The NWA WDB will develop and submit the local Unified Plan for the Northwest Arkansas Local Workforce Development Area, upon approval of such Plan by the CEOs. The Plan will be submitted after public comment has been obtained, with appropriate responses made to such comments, and the comments and responses included in the Plan. LWDB governance will include monitoring and reporting on the Unified Plan once the Plan has been approved by the Governor.

The NWA WDB is authorized to contract with staff to assist in conducting the business of the NWA WDB. The NWA WDB will prepare budgets as required and may accept contributions and grant funds for the Northwest Workforce Development programs and operations within the Northwest Workforce Development Area. The NWA WDB has contracted with the Northwest Arkansas Economic Development District, Inc. to act as staff for the NWA WDB.

The NWA WDB staff will assist the NWA WDB and CEOs in solicitation and review of proposals for One-Stop operators in this area. The NWA WDB will ensure that One-Stop Career Centers are operated within the Northwest Arkansas Local Workforce Development area, with physical locations, affiliate locations or electronic links as best fits the Unified Plan and program operations within the area.

The CEOs have selected Northwest Arkansas Economic Development District, Inc. (NWAEDD) as the fiscal agent for the NWA WDB. NWAEDD shall be bound by the Act, appropriate OMB circulars, and state and federal regulations, and will be liable for all funds received under WIOA.

The NWA WDB will designate a One-Stop Operator with the approval of the CEOs.

Each entity designated, contracted, or retained shall be responsible for the eligibility of participants served, and funds spent or obligated in program operation, including the extension of that liability to contractors and subcontractors receiving funds under Title I of WIOA.

The NWA WDB shall establish such policies as are appropriate under the Act and that are necessary to carry out its functions and responsibilities under the Act.

The CEOs and NWA WDB hereby certify and assure that they will comply with all provisions in the Act, applicable regulations, the policies, and directives established by the Governor and the state Workforce Development Board.



Northwest Arkansas Economic Development District

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD BYLAWS

(Adopted September 2, 2015)

(Amended September 6, 2017)

(Amended June 3, 2020)

(Amended June 1, 2022)

(Amended June 7, 2023)

ARTICLE I

ESTABLISHMENT

SECTION I.

Purpose of Workforce Development Board: The Local Workforce Development Board is established in compliance with the Workforce Innovation and Opportunity Act of 2014 and Arkansas Workforce Innovation and Opportunity Act 907 of 2015 to provide workforce investment activities, through statewide and local workforce development systems. Those systems should increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

SECTION II.

Appointment of Members: Appointments and membership shall be in accordance with Federal and State Regulations.

- A. The appointment of members shall be made by the Chief Elected Officials from the nominations received. Each county should be represented. Regional educational cooperatives, employment services, rehabilitation agencies, welfare agencies, labor organizations, or other general representation will not be considered to be county specific.
- B. The membership and composition of the LWDB, which for these purposes shall do business as a LWDB shall be certified by the Governor.
- C. Nominations for appointments will be accepted from organizations located within the boundary of the workforce area.
- D. The nominating party will submit a recommendation letter (or email) to the workforce Board staff who will then complete and submit the Workforce Development Board Member appointment form provided by the Arkansas Division of Workforce Services.
- E. The Board staff will submit the Board Member Appointment Form along with back up documentation to the Chief Elected Official representative for signature.
- F. Back up documentation will include the recommendation letter (or email), resume, disclosure form completed and signed and the Board Member Appointment Form.
- G. Members may be reappointed and continue to serve on the Board with the approval

of the Chief Elected Officials.

Convening the Workforce Development System stakeholders.

LWDB members will actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities.

- This shall be done through the process and use of collaborative meeting/information sharing amongst members of the standing committees, community leaders, educational institutions, local chamber executives and economic developers and other stakeholders in the Northwest Arkansas Workforce Development Area.
- The LWDB members will report what they have done to market WIOA and leverage at each Board meeting.

Nomination Process:

1. **Business Representatives.** At least fifty-one percent (51%) of the LWDB must be representatives of businesses in the LWDA [WIOA § 107(b)(A)(i); A.C.A. § 15-4-3709(c)(1)] or representatives of organizations that represent businesses in the LWDA [WIOA § 107(b)(A)(i); A.C.A. § 15-4-3709(c)(1)(B)]. At least two (2) of the members must represent small businesses as defined by the U.S. Small Business Administration [20 CFR 679.320(b)]. Each business representative must meet all of the lettered criteria below:
 - a. The business(es) must provide employment opportunities that, at a minimum, include high-quality, work-related training and development in in-demand industry sectors or occupations in the LWDA [A.C.A. § 15-4-3709(c)(1)(B)].
 - b. Each of the business representatives must hold at least one of the following roles in the business described in 1.a above or the organization representing businesses, as described in 1.a above. [WIOA § 107(2)A]; 20 CFR 679.320; A.C.A. § 15-4-3709 (c)(1)(A-B)]:
 - Be the business owner
 - Be the chief executive officer (CEO)
 - Be the chief operating officer (COO)
 - Be another business executives
 - Be another employee with optimum policymaking authority (A representative with "optimum policy-making authority" is an individual who can reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action [20 CFR 679.340(a)].)
 - Be another employee with optimum hiring authority
 - c. Each of the business representatives must be appointed by the Chief Elected Official(s) from among individuals nominated by local business organizations and business trade associations [WIOA A.C.A. § 15-4-3709(c)(1)(C)].

2. Labor representatives. Not less than twenty percent (20%) of the members of each LWDB are representatives of the workforce within the LWDA who meet at least one of the following lettered criteria [WIOA § 107(2)(B); 20 CFR 679.320(c); A.C.A. § 15-4-3709(c)(2)]. At least one representative from each of the lettered criteria must be included on the LWDB unless the criterion does not apply or the criterion contains the phrase “may include.”:

a. If employees of businesses in the LWDA are represented by one or more labor unions or organizations, the CEO(s) must select at least two labor representatives from individuals nominated by local labor federations [WIOA § 107(2)(B)(i); 20 CFR 679.320(c)(1); 20 CFR A.C.A. § 15-4-3709(c)(2)(A)]:

If no employees of businesses in the LWDA are represented by labor unions or organization, or if there are an insufficient number of nominations by the local labor federations after contacting all known labor federations in the LWDA, the CEO(s) must select representatives from individuals nominated by other organizations that represents employees [20 CFR 679.320(c)(1); A.C.A. § 15-4-3709(c)(2)(A)].

b. IF there is a labor organization or a training director from a joint labor-management apprenticeship program in the LWDA, a representative must be selected from this program [WIOA § 107(2)(B)(II); 2 CFR 679.320(c)(2); A.C.A. § 15-4-3709(c)(2)(B)]. If more than one program exists in the LWDA, only one program is required to be represented, although nothing prevents the CEO(s) from selecting more than one representative of labor-management apprenticeship programs.

If the LWDA does not have such a joint program, a representative of an apprenticeship program in the LWDA must be selected [WIOA § 107(2)(B)(ii); 2 CFR 679.320(c)(2); A.C.A. § 15-4-3709(c)(2)(B)].

c. Labor representatives may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including but not limited to, organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities [WIOA § 107(2)(B)(ii); 2 CFR 679.320(c)(3); A.C.A. § 15-4-3709(c)(2)(C)].

d. Labor representatives may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including, but not limited to, representatives of organizations that serve out-of-school youth [WIOA § 107(2)(B)(iv); 2 CFR 679.320(c)(4); 20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(2)(D)].

3. Education and Training Representatives. Each LWDB must include representatives of entities administering education and training activities in the LWDA [A.C.A. § 15-4-3709(c)(3)]. At least one representative from each of the following lettered criteria must be included on the LWDB unless the criterion does not apply or the criterion contains the phrase “may include.”:

a. Include a representative of eligible providers administering adult education and literacy activities

[WIOA § 107(b)(2)(C)(i); 20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(3)(A)];

- b. Include a representative of institutions of higher education providing workforce investment activities, including, but not limited to, community colleges [20 CFR 679.320(d)(2); WIOA § 107(b)(2)(C)(ii); A.C.A. § 15-4-3709(c)(3)(B)];
- c. May include representatives of local educational agencies and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment [20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(3)(C)].

4. Government and Community Development Representatives. Each LWDB must include representatives of government and of economic and community development entities serving the LWDA [WIOA § 107(b)(2)(D)(ii); A.C.A. § 15-4-3709(c)(4)].

At least one representative from each of the following lettered criteria must be included on the LWDB unless the criterion does not apply:

- a. Include a representative of economic and community development entities [WIOA § 107(D)(i); A.C.A. § 15-4-3709(c)(4)(A)];
- b. Include an appropriate representative from an Arkansas Division of Workforce Services office providing services to the LWDA under the Wagner-Peyser Act. 29 U.S.C. § 49 et seq., [WIOA § 107(a)(2)(D)(ii); A.C.A. § 15-4-3709(c)(4)(B)];
- c. Include an appropriate representative of the Arkansas Division of Workforce Services carrying out programs under Subchapter 1 of the Rehabilitation Act of 1973, 28 U.S.C. § 701 et seq., other than 29 U.S.C. § 112 [repealed], § 732, or 741, serving the LWDA [WIOA § 107(D)(iii); A.C.A. § 15-4-3709(c)(4)(C)].
- d. The LWDB may include representatives of agencies or entities administering programs serving the LWDA relating to transportation, housing, and public assistance [WIOA § 107(D)(iv); A.C.A. § 15-4-3709(c)(4)(D)]; and
- e. The LWDB may include representatives of philanthropic organizations serving the LWDA [WIOA § 107(D)(v); A.C.A. § 15-4-3709(c)(4)(E)].
- f. Each LWDB may include other individuals or representatives of entities that the CEO(s) in the LWDA may determine to be appropriate [WIOA § 107(E); A.C.A. § 15-4-3709(c)(5)].

Representative appointments.

- a. Effort will be made, and priority given, to make representation geographically diverse to include each county in the local workforce development area.
- b. The Board or board staff will notify the Chair of the CEOs of any vacancy on the Board.
- c. Replacements, in the event of a required vacancy, shall be done in accordance with these procedures with effort made to fill the vacancy within 60 days.
- d. Chief Elected Officials (CEO) appoint representatives from the nominations received by the Board or board staff unless otherwise stated herein.
- e. Representative appointed to fill a vacancy shall serve the remainder of the unexpired term of the vacant position. A Representative can continue to serve until reappointment or replacement on the board.

SECTION III.

Length of Appointment: Members shall be appointed for three (3) year terms and shall continue to serve until they are replaced. Terms shall be staggered so that most years no more than one-third of the members are appointed or reappointed.

SECTION IV.

Removal of Members: Members who have three (3) consecutive unexcused absences may be considered to have voluntarily resigned with the consent of the LWDB Chair. The Chairperson may excuse an absence. In order to obtain an excused absence, a LWDB Member may call or email a LWDB staff member before the meeting date or return his/her attendance sheet with notice that he/she will not be able to attend the meeting. Appointment of a proxy constitutes attendance and will not be counted as an absence. Members may also be removed for good cause by a majority vote of the members present.

Good cause can be described as:

- A. Representatives who miss three (3) consecutive meetings without notice will be considered to have voluntarily resigned.
- B. Such resignations will be accepted or rejected by a majority vote of Representatives present.
- C. Representatives may be removed if their conduct or action acting for the Board, personally or professionally have or will have a severe detrimental effect on the ability of the Board to conduct business.
- D. A removal shall be proposed and discussed by the Executive Committee called for that purpose.
- E. The Representative being considered for removal shall be invited to present cause for reconsideration at both the Executive Committee and the full Board meeting.
- F. Removal of a Representative must have the final approval by the CEOs.
- G. If the result of such a Representative removal jeopardizes the WIOA requirements of a LWDDDB makeup the position must be filled through the appointment process outlined previously.

ARTICLE II ORGANIZATION

SECTION I.

Officers: The officers of the LWDB shall be the Chairperson, the Vice-Chairperson, and the Executive Secretary. Officers shall be selected by a majority vote of the members. The members of the Board will elect a chairperson annually from among the private sector business representatives. The chairperson serves as the Executive Committee Chair and selects the chairs for all standing committees and taskforces of the Board.

The Vice-Chairperson shall act as Chairperson in the absence or disability of the Chairperson and shall have such other duties, powers and responsibilities as are assigned by the Chairperson, the Board, or these by-laws.

SECTION II.

Committees: There shall be four standing committees of the LWDB: the Executive Committee, One Stop Operations Committee, Youth Committee and Serving Individuals with

Disabilities Committee. Short-term ad hoc committees may be appointed, as the LWDB Chair deems necessary or appropriate. Unless otherwise specified, the LWDB Chair shall appoint Committee members and their chairpersons. Youth programs shall be designed, planned, and forwarded by the Youth Committee for LWDB approval and implementation.

- A. The Executive Committee shall be comprised of the LWDB Chair, Vice-Chair, Secretary, and at least two at-large LWDB members. The committee shall have a business majority and shall be representative of Workforce Center communities in the Local Workforce Development Area. The at-large members are to be appointed by the LWDB Chair.
 - a. The Executive Committee shall have the authority of the LWDB to act during the interim between full board meetings under the conditions outlined below:
 - i. The Executive Committee will have a majority on any issues that will require LWDB approval at a later date.
 - ii. All actions of the Executive Committee will be reported at the next convening LWDB meeting for ratification.
 - b. The LWDB Chair shall act as the Executive Committee Chair and shall exercise the power of vote on the Executive Committee only as required to constitute a quorum or break a tie vote.
 - c. The LWDB Chair shall refer to the Executive Committee such business, which in the LWDB Chair's judgement, may require action or approval of the LWDB. All actions of the Executive Committee shall be reported to the LWDB at its next meeting following such action and such reports shall become part of the minutes of that meeting.
 - d. Any member of the LWDB may appear before the Executive Committee to discuss any items of business of the LWDB. Meetings of the Executive Committee shall be called by the LWDB Chair in such places as the Chair may designate.
 - e. All LWDB members will be notified of the meeting date, time, agenda, and location when the Executive Committee meets outside of the regular LWDB meeting dates.
- B. The One Stop Operations Committee is a standing committee to provide information and assist with operational and other issues relating to the one-stop delivery system and may include as members representatives of the one-stop partners.
- C. The Youth Committee is a standing committee to provide information and to assist with planning, operational, and other issues relating to the provision of services to youth. A standing committee designated under this section shall include community-based organizations with a demonstrated record of success in serving eligible youth.
- D. The Disabilities Committee is a standing committee to provide information and to assist with operational and other issues relating to the provision of services to individuals with disabilities, including without limitation issues relating to compliance with Section 188 of the Workforce Innovation and Opportunity Act, Pub. L. No. 113-

128, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et seq., regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on finding employment opportunities for individuals with disabilities, including providing the appropriate supports and accommodations to employment for individuals with disabilities.

- E. Ad hoc committees may be appointed on a short-term basis by the Chairperson to address issues of concern to the board which require research, planning, and recommendations of specific workforce, community, or economic development needs of the area.

SECTION III.

Staff: The LWDB shall be provided with the staff necessary to carry out its function. The required staff and the appropriate budget for that staff shall be approved by the LWDB.

SECTION IV.

Budget: The LWDB shall prepare and approve an annual LWDB budget that will be forwarded to the Chief Elected Officials for approval.

ARTICLE III

RESPONSIBILITIES

SECTION I.

LWDB Responsabilités

- A. The local board shall enter into an agreement with the Chief Elected Officials clearly detailing the partnership between the two entities for the governance and oversight of activities under the WIOA.
- B. The local board shall develop a budget for the purpose of carrying out the duties of the local Board. The Chief Elected Officials must approve the budget.
- C. The local board may solicit and accept grants and donations from sources other than federal funds made available under WIOA assuming it has organized itself in a manner to do so.
- D. The local board, in partnership with Chief Elected Officials, shall develop the vision, goals, objectives, and policies for the local workforce development area. The vision shall be aligned with both the economic development mission(s) for the local area and Arkansas Workforce Development Board's (AWBD) goal.
- E. The local board, in partnership with the Chief Elected Officials, shall develop and submit to the Governor a local strategic plan that meets the requirements in Section 108 of the Workforce Innovation and Opportunity Act.
- F. The local board, with the agreement of the Chief Elected Officials, shall designate or certify one-stop operator(s) and shall terminate for cause the

eligibility of one-stop operators.

- G. The local board shall select eligible providers of youth activities by awarding grants or contracts on a competitive basis.
- H. The local board shall identify eligible providers of training services for adults and dislocated workers.
- I. The local board, in partnership with the Chief Elected Officials, shall conduct oversight with respect to local programs of youth, adult, and dislocated worker activities authorized under the WIOA.
- J. The local board, in partnership with the Chief Elected Officials, will negotiate and reach agreement with the ADWB on behalf of the Governor on local performance accountability measures.
- K. The local board shall assist the Governor in developing a statewide employment statistics system.
- L. The local board shall coordinate the workforce activities authorized under WIOA with local economic development strategies, and develop employer linkages with those activities
- M. The local board shall promote the participation of local private sector employers through the statewide workforce development system.
- N. The local board may employ staff and/or utilize other options for carrying out these responsibilities.
- O. The local board is responsible for any other activity as required by the Workforce Innovation and Opportunity Act, Section 107 (d) or by the Governor.

ARTICLE IV

MEETINGS

SECTION I.

Meetings: The LWDB shall meet at least quarterly or at the call of the Chair or upon written request of a majority of the members of the Board. The Executive Committee shall meet as often as the Chair determines a need.

SECTION II.

Attendance: Each member of the LWDB shall attend each meeting of the LWDB, in person or by proxy. The Board member can designate a voting individual if that voting member is from their organization if he/she is unable to attend the meeting. The alternate designee is a business representative he or she must have optimum policy-making hiring authority for

the company The designation of representation shall be in writing, email or by phone and shall be received by the Chairperson or his appointee prior to the meeting.

SECTION III.

Quorum: A quorum of the LWDB shall be present when a majority of the membership is present. Once the quorum has been established it shall be constituted for the duration of the meeting.

SECTION IV.

Agenda: The Agenda shall be prepared by the Chairperson to reflect the principal business of the LWDB. If a member would like an item to be added to the agenda, he/she may do so in writing, five (5) days prior to the scheduled meeting date. All meetings will comply with the Arkansas Freedom of Information Act (FOI).

SECTION V.

Voting: Each member shall have one vote. When voting, LWDB members shall abide by Article IX of these Bylaws concerning conflicts of interest.

SECTION VI.

Conference Calls and Virtual meetings: The LWDB and its committees are authorized to conduct business by conference calls, email, mail, virtual (video or web based) or facsimile when deemed prudent by the Chairperson of the LWDB or by the Committee Chairperson. Such meetings will meet the quorum requirements of the LWDB or its committees.

SECTION VII.

Parliamentary Authority: The rules of parliamentary pro-active in Robert's Rules of Order Newly Revised shall govern all proceedings of the Northwest Arkansas Local Workforce Development Board and all committees. In the case of conflict between Robert's Rules and these bylaws, or between Robert's Rules and a special rule adopted by the LWDB, the bylaws or special rule shall prevail.

ARTICLE V

TRAVEL EXPENSES

SECTION I.

Travel: Each LWDB or committee member will be reimbursed for travel costs to attend committee or LWDB meetings and when traveling as a representative of the LWDB to special meetings and/or conferences. Travel costs will be reimbursed per the current federal travel regulations or as approved by the LWDB.

ARTICLE VI

FISCAL AND PERIODIC REPORTS

SECTION I.

Fiscal Year: The fiscal year shall be the same as the State's for all Workforce Development programs.

SECTION II.

Annual Reporting: No less than once annually, fiscal reports will be made to the CEO/LWDB and the State of Arkansas.

ARTICLE VII

AMENDMENTS

SECTION I.

Amendments: Upon formal motion, these bylaws may be amended by a two-thirds vote of the members present.

ARTICLE VIII

RESOLUTION OF DISPUTES

SECTION I.

Complaints and Disputes

Any complaint or dispute arising out of business conducted by the LWDB involving policy or procedure shall be subject to resolution under the following procedure. The complaint or dispute shall be brought before the Executive Committee at either a regular meeting or a specially called meeting. If the Executive Committee cannot mutually resolve the matter, it shall be presented to the LWDB for a deciding vote.

ARTICLE IX

CONFLICT OF INTEREST

SECTION I.

Conflict of Interest:

Board members shall avoid both conflict of interest and the appearance of conflict of interest in the conduct of LWDB business. A potential conflict of interest exists if a LWDB member takes any action, the effect of which would be to their private financial gain or loss, or to that of their family or employer. A potential conflict does not exist if the financial gain or loss affects to the same degree all people in the Local Workforce Development Area or a large class of people with which the member is associated.

SECTION II.

Disclosure of Conflict of Interest:

If a potential conflict of interest arises, the affected LWDB member must give notice before taking action. Such disclosure of potential conflict of interest, including the source of conflict, will be made part of the minutes of the meeting. The affected Board Member must refrain from any discussion or voting on that issue.

ARTICLE X

NEPOTISM

SECTION I.

Nepotism/Nepotism Exception :

LWDB members shall not engage in the practice of nepotism. The LWDB shall not employ a member of the family of a LWDB member, a subrecipient employee family member, or governing board family member. An exception applies when a member of an employee's family is elected to the LWDB after the employee is hired. (No termination of employees shall occur for persons employed under a previous policy.) If federal and/or state statutes,

regulations, affirmative action, and equal employment opportunity plans allow for the waiver of this restriction, the LWDB may choose to concur and waive this restriction on a case-by-case basis upon the formal authorization of the full board enacted by a majority vote. For purposes of this section, the term family applies to wife, husband, son, daughter, mother, father, grandfather, grandmother, grandchild, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, and stepchild.

ARTICLE XI

INDEMNIFICATION

SECTION I.

Indemnification of LWDB Members

The Board shall indemnify any past or present LWDB member, past or present staff person, or past or present officer against expenses actually and reasonably incurred by that person in connection with the defense of any action, suit or proceeding, civil or criminal, in which he/she is made a party by reason of his/her affiliation with the LWDB.

SECTION II.

Indemnification Not Insured

The right of indemnification under this Article is only available to the extent that the power to so indemnify is lawful and to the extent that the person to be indemnified is not insured or otherwise indemnified.

SECTION III.

Insurance

The LWDB shall have the power to purchase and maintain insurance, if needed or required, sufficient to meet this Article's indemnification requirements.

Shawn Lane, CEO Chair

John "Bo" Phillips, NW WDB Chair

Date

Date

Northwest Arkansas Workforce Development Area Services and Governance Agreement

THIS AGREEMENT is entered into by and between the Northwest Workforce Development Board (NWA WDB), the Chief Elected Officials (CEOs) of Northwest Arkansas, representing the following counties and cities within those counties of Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy and Washington and the Northwest Arkansas Economic Development District (NWAEDD), respectively. This Agreement is to begin on the first day of July 2020, and to terminate in accordance with terms and conditions provided for herein.

WHEREAS, Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy and Washington counties have been designated by the Governor of Arkansas as the Northwest Arkansas Workforce Development Area (hereinafter Northwest) in Arkansas; and

WHEREAS, according to the Workforce Innovation and Opportunity Act the CEOs have been designated as the recipient of WIOA funds for Northwest and shall be held liable for any misuse of any such funds; and

WHEREAS, NWAEDD staff has been appointed to provide guidance and support to the WDB in the development and implementation of policies and programs designed to accomplish the goals of WIOA; and

WHEREAS, NWAEDD has been designated to carry out the function of the fiscal agent, One Stop Operator and staff to the Board. NWAEDD also serves as the provider of adult and dislocated worker career services and provider of youth services to meet the objectives of WIOA; and

WHEREAS, WIOA requires that a local governance agreement be entered into to delineate the roles and responsibilities of NWAEDD as the fiscal agent, service provider, One Stop Operator and staff to the WDB.

NOW THEREFORE, in order to establish clear roles and responsibilities for each entity involved herein it is hereby agreed as follows:

Article I – Parties to Agreement

1. The parties to this Agreement shall be NWAEDD, NWA WDB and CEOs of the Northwest Arkansas Workforce Development Area.
2. This Agreement will be presented to the CEOs and NWA WDB for approval.
3. Further, the parties to this Agreement have the constitutional and/or statutory power pursuant to the Arkansas State Statutes.

Article II – Agreement Purpose

The purpose of this Agreement is to clarify the roles that NWAEDD provides to the Northwest Arkansas Workforce Development Area, under the WIOA. NWAEDD serves as the direct provider of services, fiscal agent, local workforce development board staff and

One Stop Operator. The terms and conditions which follow reflect the joint understanding between the parties to this Agreement and shall be construed as the essential elements of the mutual considerations upon which this Agreement is based.

Article III – Term

1. This Agreement shall become effective no later than July 1, 2020, and shall be automatically renewed on July 1st of each subsequent year unless or until;
 - a. The Governor re-designates the Local Workforce Development Area; or
 - b. Until this Agreement has been terminated by any party to this Agreement upon providing of ninety (90) days written notice to the other parties prior to the end of the program year for receipt of federal workforce funds.

Article IV – Responsibilities

NWAEDD has been selected/designated to perform the following functions;

Responsibilities of Fiscal Agent

- Provides fiscal and accounting services necessary to conduct the business of the CEOs and the WDB in accordance with the fiscal and reporting requirements of WIOA and the State of Arkansas. This shall include but not be limited to accountability for fund expenditures including an independent audit of the NWAEDD, which shall include the WIOA funds and which shall be done in accordance with Arkansas State Statutes and federal requirements.
- Establish and maintain written fiscal policies relative to procurement, auditing, monitoring and overall fiscal administration.
- Provides fiscal and reporting services necessary to account for any program income, fee for services or surplus funds generated by the One Stop Operator (OSO) or by the NWAEDD in support of the programs.
- Maintain services necessary for the disbursement of funds for the support of the fiscal and administrative entities, the one stop systems, and any service providers or contractors as authorized by the CEOs and WDB.
- Provides Financial reports to NWWDB, CEOs and One Stop provider as appropriate.
- Conduct continuous financial oversight and monitoring to determine that expenditures have been made against the cost categories and within the cost limitations specified in the Act; whether there is compliance with other provisions of the Act, regulations, and State policies.
- Ensure accountability for expenditures of funds in accordance with OMB Uniform Guidance, Federal regulations and State policies.
- Prepare and administer contracts.
- Respond to monitoring findings.
- Maintain proper accounting records and adequate documentation in accordance with uniform administrative requirements.
- Prepare financial reports.

- Provide technical assistance to sub-recipients and/or contractors regarding fiscal issues.
- Procure contracts and/or obtain written agreements.
- Disburse funds for salaries, contracts, wages, and vouchers.
- Conduct financial monitoring of service providers for compliance with uniform administrative requirements and cost allowability principles provided in applicable OMB Uniform Guidance.
- Ensure independent audits of all contracted entities receiving over five-hundred thousand dollars (\$500,000.00) in DOL grant funds.
- Ensure funds are being expended according to the LWDB-developed and the CEO-approved budget.
- The fiscal agent has the option to provide directly some or all of the youth workforce investment activities.

Responsibilities of Service Provider:

- Provide WIOA career and youth services for the Northwest Arkansas area.
- Develop and implement career pathways within the local area by aligning the employment, training, education and supported services that are needed by adults and youth.
- Conduct day-to-day supervision of WIOA staff.
- Offer necessary training to WIOA staff on documents, operating procedures, performance measures and AJL requirements that are specific/unique to WIOA services.

Responsibilities of Staff to the NWA WDB Board

Assist the board with fulfilling the required functions as follows:

- Develop and submit a 4-year local plan for the local area, in partnership with the chief elected official and consistent with WIOA sec. 108;
- If the local area is part of a planning region that includes other local areas, develop and submit a regional plan in collaboration with other local areas. If the local area is part of a planning region, the local plan must be submitted as a part of the regional plan;
- Conduct workforce research and regional labor market analysis to include:
- Analyses and regular updates of economic conditions, needed knowledge and skills, workforce, and workforce development (including education and training) activities to include an analysis of the strengths and weaknesses (including the capacity to provide) of such services to address the identified education and skill needs of the workforce and the employment needs of employers;
- Assistance to the Governor in developing the statewide workforce and labor market information system under the Wagner-Peyser Act for the region; and

- Other research, data collection, and analysis related to the workforce needs of the regional economy as the WDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions;
- Convene local workforce development system stakeholders to assist in the development of the local plan under § 679.550 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. Such stakeholders may assist the Local WDB and standing committees in carrying out convening, brokering, and leveraging functions at the direction of the Local WDB;
- Lead efforts to engage with a diverse range of employers and other entities in the region in order to:
 - Promote business representation (particularly representatives with optimum policy-making or hiring authority from employers whose employment opportunities reflect existing and emerging employment opportunities in the region) on the Local WDB;
 - Develop effective linkages (including the use of intermediaries) with employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities;
 - Ensure that workforce investment activities meet the needs of employers and support economic growth in the region by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and
 - Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations;
 - With representatives of secondary and postsecondary education programs, lead efforts to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment;
 - Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and job seekers, and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs;
 - Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and job seekers, by:
 - Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area;
 - Facilitating access to services provided through the one-stop delivery system involved, including access in remote areas;
 - Identifying strategies for better meeting the needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and

increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and

- Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment.

Responsibilities of One Stop Operator

- Coordinate service delivery of required partners and service providers.
- May coordinate service providers across the one-stop delivery system, be the primary provider of services within the center, provide some of the services within the center, or coordinate service delivery in a multi-center area.
- May provide career services.
- Collect performance information and determine whether work-based training providers meet any established criteria.
- Disseminate information identifying providers and programs that have met performance criteria, along with the relevant performance information about them, through the one-stop delivery system.

All fiscal support shall be in accordance with generally accepted accounting principles and in accordance with WIOA guidance.

Article V – Compensation and Method of Payment

The NWAEDD shall be compensated from WIOA funds for services performed as listed in Article IV during each twelve-month term of this Agreement.

The compensation will be paid as follows:

The NWAEDD will prepare at the end of each month, beginning with the month of July 2020, an invoice for WIOA and other workforce related grant services, reflecting the personnel and other costs incurred for the month for services performed under this Agreement. The NWAEDD will be entitled to payment from WIOA and other workforce related funds immediately after the end of the month for which the services were rendered and invoiced.

Monthly financial reports will be maintained and available to the WDB and CEOs and will include information relating to these billings and compensation payments.

Article VI – General Provisions

1. NWAEDD shall purchase such insurance as is necessary to indemnify itself, the CEOs and NWWDB from any liability which may attach due to its acting as the fiscal agent/administrative entity.

2. The CEOs and WDB shall be responsible for deciding on a course of action or defense in the event of a disallowed cost or any other loss related to funds received for purposes of implementing this Agreement.
3. It is understood and agreed that this document incorporates and includes all prior negotiations, correspondence, conversations, agreements or understandings applicable to the matters contained herein. The parties agree that there are no commitments, agreements or understandings concerning the subject matter of this Agreement that are not contained in this document. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representation or agreement whether oral or written.
4. It is agreed that no modification, amendment or alteration of the terms or conditions contained herein shall be effective unless contained in a written document executed with the same formality and of equal dignity herewith.
5. Whenever any party desires to give notice to another party, notice must be given in writing sent by registered United States Mail with Return Receipt Requested, addressed to the party for who it is intended, at the place last specified and the place for giving such notice in compliance with the provision of this paragraph. The parties designated P.O. Box 190, Harrison, Arkansas 72601, as the place for providing notice under this Agreement.
6. The NWAEDD shall, in accordance with Arkansas and the local law, reimburse the CEOs and NWWDB members for travel and out-of-pocket expenses to the extent allowed by the authorizing legislation governing the funding stream from which reimbursement is sought. Such reimbursement shall be in accordance with federal, state and local WDB policies.
7. To the extent a dispute shall arise among the parties in connection with the Agreement, the parties shall first attempt an informal resolution, followed by mediation.
8. This Agreement shall be deemed to be a binding contract and shall be construed in accordance with and governed by the laws of the State of Arkansas.
9. In the event that any provision of the Agreement or the application of any such provision to any party or circumstance be held invalid or unenforceable or the application of such provision to parties or circumstances be unenforceable, the remainder of this Agreement shall not be affected thereby and shall remain in full force and effect.
10. No waiver of any provision of this Agreement will be valid unless in writing and signed by the person against whom such waiver is sought to be enforced, nor will failure to enforce any right hereunder constitute a continuing waiver of the same or a waiver of any other right hereunder.
11. This Agreement shall be enforced in accordance with the laws of the State of Arkansas. The venue for any dispute involving court action shall be filed in Boone County, Arkansas.

IN WITNESS WHEREOF, on this day July 1, 2020, the parties hereto have made and executed this Agreement on this day.

John "Bo" Phillips , Board Chair

Mayor Doug Sprouse, CEO Chair

Joe Willis, NWAEDD Executive Director

One Stop Operator Report July 1, 2022 through March 31, 2023

Title 1

Core 4 NWAEDD

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

Location	3rd Quarter Participants		Year to Date Participants	
	PY 21	PY 22	PY 21	PY 22
Fayetteville	57	43	83	68
Harrison	49	33	74	50
Mtn. Home	31	35	46	50
Rogers	36	34	54	44
Total	173	145	257	212

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 21	PY 22	PY 21	PY 22	PY 21	PY 22	PY 21	PY 22
Arkansas State University at Mountain Home	84	83	54	60	156	142	77	128
Fayetteville Public Schools	153	177	126	150	227	286	178	221
North Arkansas College	237	244	185	196	343	394	259	288
Northwest Arkansas Community College	783	947	558	528	1,274	1,738	797	907
Northwest Technical Institute	472	544	355	395	777	1,011	488	619
Ozark Literacy Council	104	91	68	59	163	130	82	82
Total	1,833	2,086	1,346	1,388	2,940	3,701	1,881	2,245

Title 3

Core 4 Division of Workforce Services

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

Location	3rd Quarter Customers		Year to Date Customers	
	PY 21	PY 22	PY 21	PY 22
Fayetteville	1,558	2,282	6,647	5,303
Harrison	1,129	1,117	2,172	3,533
Mtn. Home	898	775	2,507	1,968
Rogers	1,892	2,391	6,780	6,540
Total	5,477	6,565	18,106	17,344

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 21	PY 22	PY 21	PY 22	PY 21	PY 22	PY 21	PY 22	PY 21	PY 22
Fayetteville	192	211	76	180	388	437	220	791	1,108	928
Harrison	24	22	3	25	47	64	28	159	80	90
Total	216	233	79	205	435	501	248	950	1,188	1,018

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 21	PY 22	PY 21	PY 22	PY 21	PY 22
Benton County	18	10	58	25	32	22
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	8	8	27	30	39	31
Washington County	7	13	19	34	57	65
Total	33	31	104	89	128	118

**Expenditure Report
7/1/2022 to 3/31/2023**

	Budget	Expenditures	Balance	%
Personnel Services/Salary	\$18,486.00	\$11,305.89	\$7,180.11	61%
Fringe Benefits	5,546.00	5,509.51	36.49	99%
Travel	1,000.00		1,000.00	0%
Training & Education	300.00	182.50	117.50	61%
Telephone/Internet/Fax/Postage	600.00	240.00	360.00	40%
Printing/Reproduction	100.00		100.00	0%
Materials & Supplies	100.00		100.00	0%
Membership/Subscriptions/Professional Services	100.00		100.00	0%
Maintenance/Repairs	100.00		100.00	0%
3 rd Party Monitoring	3,435.00	1,096.25	2,338.75	32%
Indirect Costs	3,033.00		3,033.00	0%
Total	\$32,800.00	\$18,334.15	\$14,465.85	56%

NWAEDD Outreach – Circle of Success by Tim Simpson, Rogers Career Advisor



NWAEDD hosted its second annual Circle of Success Outreach/Career Fair on March 29, 2023. This year, COS was broken down into two segments. The morning session was designated as the networking and informational portion of the event which featured 36 non-profits and for-profits. The informational morning session, from 9:00 am to 10:00 am, saw four presentations. Information was given on WIOA, Indeed Flex, Adult Education, and Unite Us. This allowed other vendors in attendance to receive new and updated information to carry back to their prospective and current clients. Following the presentations, vendors were encouraged to visit with each other to establish new relationships that would further help clients to navigate the road to self-sufficiency. After lunch, Circle of Success was opened to the public for a career fair which included two mobile units

(Arkansas Division of Workforce Services and Community Clinic of NW Arkansas) which allowed the public access to job search, resume preparation, and other services offered through ADWS. Free general health screenings were also offered through Community Clinic NWA. The event concluded at 4:00 pm and was a huge success. A total of 36 vendors and 100 attendees were there throughout the day. The event doubled in size from year 1 and we are thankful for all the relationships this event has allowed us to forge in this event's short timeframe.



NWAEDD Staff front row: Carole Shaver, Tania Overton, Rebecca McWilliams, Cassandra Baker, Nadine Sewak. Back row: Rose Sparrow, Tim Simpson, James Moss, Melba Miller

Adult Success Story by Nadine Sewak, Fayetteville Career Advisor



Mark Knepp was ready to embark on a new chapter in his life. First, he would need to overcome several barriers. Mark had a criminal history, was staying in a homeless shelter and lacked transportation. He sought assistance to attend CDL training through WIOA Adult funding. Mark attended CDL training at 160 Driving Academy in Fayetteville. Mark was provided Uber service to travel to and from training. He also received assistance with his phone so he could use the Uber service. After successfully completing CDL training, Mark was quickly hired by Western Express. Mark attended Orientation and drove 70 hours over-the-road with a trainer. Now Mark has his own truck and is starting a new career and expects to earn \$50,000 a year. Mark has achieved so much and had to overcome so many barriers. He has expressed how thankful he is for the assistance that was provided.

DLW Success Story by Chris Kellem, Mountain Home Career Advisor



Carol Burgess was laid off from Ranger Boats right before the pandemic started in March 2020. While filing for her unemployment benefits at the Workforce Center, she saw the poster of services available for Dislocated Workers through WIOA. Though scared, Carol decided to take the leap and go back to school. Carol started at ASUMH August 2020 and graduated December 2022 with an A.A.S. in Business / Accounting degree. Carol was able to find full-time employment immediately at Ballard & Company in Mountain Home as a Bookkeeper earning \$17.00 an hour.

Berryville Job Fair by Cindy Adler, Harrison DWS Workforce Specialist



Harrison Workforce hosted a hiring event on March 31st for Pinnacle In-Home Care. The hiring event was in Berryville with our mobile unit. Our mobile unit comes from Little Rock and was driven up by Francine Llyod. The hiring event was from 10am-2pm and 10 people attended.

The Mobile Workforce Centers are often requested for job fairs, hiring events, conferences, and other events so attendees can receive and/or learn more about ADWS services. Training sessions, interviews, workshops other assessments have also been held on the mobile units. The mobile centers have full internet connectivity and are equipped with computers, printers, and copiers.

Fayetteville and Roger Workforce Centers

Career advisors Rose Sparrow and Melba Miller attended the fourth annual "It Takes a Village" recovery expo that was held on Saturday, March 25th in Rogers, Arkansas. They learned about a large range of amazing recovery resources in the area. The event was hosted by the nonprofit Oasis of Northwest Arkansas. Oasis works with women in addiction recovery by supporting them through the process.

**Northwest Eligible Training Provider Programs
March to June 2023**

Program Name	Provider Name	Approval Date
MSSC Certified Production Technician Industry Certification	North Arkansas College	05/04/2023

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Minutes of Meeting March 1, 2023
Durand Center, Harrison, Arkansas

A meeting of the Northwest Arkansas Workforce Development Board (LWDB) was held Wednesday, March 1, 2023, in person, via conference call, and via Zoom.

Board members present in person and via Zoom meeting were:

MR. BEN ALDAMA, NWACC ADULT EDUCATION – proxy CHERIE CONNER
MR. EDDIE BARTLETT, BARTLETT FAMILY DENTISTRY
MS. SARAH BROZYNSKI, BAXTER REGIONAL MEDICAL CENTER
MS. SAMMIE CRIBBS, NORTH ARKANSAS MEDICAL CENTER
MS. CHERYL DAVENPORT, ADVANCED MARINE PERFORMANCE
MR. KEVIN ESTES, DHS SERVICES FOR THE BLIND
MR. WALTER HINOJOSA, NWA LABOR COUNCIL
MS. DIANA JOHNSON, NWACC
MS. JANA KINDALL, ARKANSAS DIVISION OF WORKFORCE SERVICES
MR. BOB LARGENT, HARRISON REGIONAL CHAMBER OF COMMERCE
MR. ROSS PARKER, PARKER RENTALS
MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON
MR. ROGER POTTER, ANSTAFF BANK
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE
MR. RICKY TOMPKINS, ARKANSAS COMMUNITY COLLEGES

Board members absent and excused were:

MR. DAVID BELL, DAVID BELL, LLC.
MS. AMY JONES, ARKANSAS REHABILITATION SERVICES

Others present or on Zoom were:

Ms. Susan Sangren, NWAEDD
Ms. Patty Methvin, NWAEDD
Ms. Chelsey Weaver, NWAEDD
Mr. Taff Grice, NWAEDD
Mr. James Moss, NWAEDD
Mr. Nicholas Ryburn, Adult Education
Ms. Cherie Conner, North Arkansas College Adult Education
Mr. Jeremy Ragland, NWAEDD
Mr. David Mason, North Arkansas College
Mr. Tom Ginn, AEDC
Ms. April Turner, NWAEDD
Ms. Karen Henry, NWAEDD
Ms. Emily Cooper Yates, AEDC
Mr. Elijah Snow, Office of Senator Boozman
Mr. Robbie Cornelius, Fayetteville Adult Education
Ms. Jennifer Ragsdale, Arkansas Rehabilitation Services

The meeting was called to order at 11:05 a.m. by CHAIR JOHN “BO” PHILLIPS. MR. PHILLIPS informed the attendees that the meeting was being recorded. MR. PHILLIPS recognized several guests that were in attendance.

MS. PATTY METHVIN gave the quarterly staff report. MS. METHVIN introduced three new Board members. MR. ROGER POTTER representing Anstaff Bank, MS. VICKI JONES representing Modern Fence, and MS. DIANA JOHNSON representing the Northwest Arkansas Community College. MS. Methvin gave an update on the ongoing monitoring. The 2020 monitoring occurred in late April and continued into May 2022. The first monitoring report was received in January of 2023 with 30 days for NWAEDD to reply. NWAEDD met the 30-day deadline with our response. MS. METHVIN thanked MS. CATHERINE BAKER, NWAEDD lawyer, for her help in creating the response. The 2021 ADWS monitoring will begin next week (March 6 – 10). NWAEDD is filing its final response to the 2018 and 2019 appeals. Many of the findings from those two monitoring reports have been resolved satisfactorily. One issue may still go to a hearing. NWAEDD has hired two consultants to assist with the appeals. The hiring of consultants has helped considerably. MS. METHVIN notified the Board that Hightower Workforce Initiatives has completed the One-Stop Operator, Program, and Fiscal monitoring from 2017 – 2020 and has sent the reports. NWAEDD will respond to the initial reports before the final report is completed. MS. METHVIN explained to the Board that ADWS is not renewing the lease for the DWS office space in Mountain Home. ADWS has made arrangements for two office spaces at ASU MH Technical Center. The other staff that worked at the Mountain Home office have been moved to the Harrison office. No provisions were made for WIOA staff. NWAEDD has located office space to rent for our two Career Advisors in Mountain Home.

MS. METHVIN gave the Business Services report. MS. METHVIN referred to the written Business Services Coordinator report in the packet. NWAEDD will be hosting our second annual Circle of Success event on March 29th at the NWACC Shewmaker Center from 9 am to 4 pm. This event invites community partners and stakeholders to convene and learn about each other’s services and the best ways in which we can support participants. MS. METHVIN bragged on MS. OVERTON and the work of the Business Services Team. MS. OVERTON is speaking at a Women in the Marketplace event today and will be on the Workforce panel at the 2023 Build Bentonville event on March 9th.

Agenda Item #1 – Updated Workforce Budget

MS. METHVIN presented the Updated Workforce Budget. A motion was made to approve the Updated Workforce Budget by MR. RICKY TOMPKINS and was seconded by MR. DAVID BELL. The motion passed.

Agenda Item #2 – 2020 – 2023 Northwest Local Plan

MS. METHVIN gave an overview of the required updates to the Northwest Local Plan. The Local Plan is required to be updated every 3 years. Updates included Labor Market Information, the addition of the Business Services information, updated strategic goals and objectives, change in address for the Fayetteville office, sector partnership updates, updated performance measures, and the addition of Section 6 – COVID recovery, readiness, diversity, and inclusion. A motion was made to approve the changes to the Northwest Local Plan by MR. KELLEY SHARP and seconded by MR. ROSS PARKER. The motion passed.

Agenda Item #3 – New Policies

MS. METHVIN reviewed the new policies that are required by the State. A motion was made to approve the NW WDB Defining Recent Assessment Policy and the NW WDB Confidentiality Policy by MR. TOMKINS and seconded by MR. PARKER. The motion passed.

Agenda Item #4 – One Stop Operator Report

MS. SUSAN SANGREN presented the One Stop Operator Report. A motion to approve the One Stop Operator Report was made by MR. BARTLETT and seconded by MR. SHARP. The motion passed.

Agenda Item #5 – Eligible Training Provider Program List

MS. METHVIN reviewed the Eligible Training Provider List. A motion was made to approve the Eligible Training Provider list by MR. BARTLETT and seconded by MR. PARKER. MR. SHARP, MS. CHERIE CONNER, and MS. DIANA JOHNSON abstained from the vote. The motion passed.

Agenda Item #7 – Minutes of December 8, 2022, NW WDB Board Meeting

MR. TOMPKINS made the motion to approve the minutes of the Northwest Workforce Development June Board meeting. MR. BELL seconded the motion. The motion passed.

MR. BELL made a motion to adjourn. MR. SHARP seconded the motion. The meeting was adjourned at 12:17 p.m.

Bo Phillips, Chair

Date