

NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD
Wednesday, December 6, 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

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WIOA Overview – Kelley Sharp

Announcements/Other Business

Mark your calendars for these upcoming meeting dates:

- NW Workforce Development Board Meeting Wednesday, March 6, 2024
- NW Workforce Development Board Meeting Wednesday, June 5, 2024
- NW Workforce Development Board Meeting Wednesday, September 4, 2024

Northwest Workforce Business Services Report

December 6, 2023

Below is a compilation of the Business Services efforts in Northwest from September 6, 2023, to December 6, 2023.

- Helped prepare for and attended the State Chamber's Arkansas Biz Assist lunch in Bentonville.
- Attended the AR Biz Assist luncheon in Harrison on September 14, 2023.
- Met weekly with the Northwest Workforce Board's Youth Committee to prepare for the two Youth Summits.
- Attended an event hosted by the Arkansas Coalition of Marshallese held in Springdale. The focus of the event was to address the Marshallese culture, history, and the experience of Marshallese people in Northwest Arkansas.
- Held Business Services/One Stop Operator meeting in Eureka Springs on September 27th. All 4 Core Partners, training providers, and four Northwest Workforce Board members attended. Sandy Martin from Eureka Springs made a presentation on Sector Partnerships and Regional planning which included an update of the statewide efforts in the Creative Economy Sector as well as the film and music production in our region. The group went over the updated Comprehensive Economic Development Strategy report and Ms. Janie Wheeler led the group in a brainstorming session.
- Had an interview with the local radio station KHOZ's Around the Table to promote Business Services and WIOA services.
- Met with Miller-Motte Technical College to explain the eligible training provider process.
- Met with Greg Miller from CEI Engineering Associates, Inc. about job openings. CEI is a leader in civil engineering, land surveying, landscape architecture, program management, and urban planning and has some on-the-job training and internship opportunities in Northwest Arkansas.
- Helped plan and implement two Youth Summits. The first Summit was held on October 17th at the O.U.R. Educational Cooperative in Harrison and the second event was held at the Fayetteville Library on October 26th. We had over 80 students and 45 vendors in total at the events. The vendors included employers, training providers, and non-profit organizations.

Northwest Workforce Youth Committee Report

December 6, 2023

The Youth Committee has met 6 times since the last Workforce Board meeting. The focus of the Youth Committee is creating summits for youth and employers. The committee is currently meeting monthly but will begin meeting bi-weekly as the spring summit approaches.

The theme of the Fall Summits was “See it AND Be It: Come Experience Youth Next Job. The target audience was High School juniors and seniors, and Out of School Youth. The vision of this conference was 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 goal of the summit was to allow the students the ability to have some one-on-one time with employers and training providers. The committee decided to focus on Benton County small schools and O.U.R. Co-op small schools since those schools don’t always have the opportunities that larger schools get. The committee worked with counselors and career coaches in the schools to recruit students who would most benefit from the summit. Employers were encouraged to create an interactive booth and to travel around with the students so they could answer questions and recruit students to their business. The summits will be held on October 17th at the O.U.R. Co-operative Extension Service (Harrison) and on October 26th at the Fayetteville Library.

The outcome of the Fall See It AND Be It Summit for O.U.R. was:

- 65 students attended
- Schools that participated: Berryville, Cotter, Deer, Mt. Judea, Green Forest, Kingston, Lead Hill, Marshall, Norfolk, Omaha, Ozark Mountain, Valley Springs, Yellville-Summit
- Excellent feedback from surveys
-

The outcome of the Fall See It AND Be It Summit for Benton County was:

- 30 students attended
- Schools that participated: Gravette, Decatur, Gentry, Benton Co. Probation
- Excellent feedback from the surveys

There were over 50 vendors who had booths at the Summits.

We met on December 1 to begin planning our Spring See It AND Be It Summit: Adulting 101. This two-day summit will target life skills as well as career preparedness in a holistic approach to prepare students to be successful after high school. Sessions on day one may include nutrition & meal planning, general wellness & hygiene, budgeting & financial guidance, interpersonal dynamics, clothing closet, and mental health. Sessions on day two may include speed networking with professionals, reverse career fairs, conflict resolution, and mock interviews. The premise of the offerings of this conference stems from feedback from counselors and industries about the skills students lack when they graduate. This conference will be targeting seniors but will be open to juniors as capacity allows. Counselors and teachers have been given the opportunity to review the proposed agenda and give feedback. The committee has received positive feedback that this workshop is highly needed in our area, so we feel confident about its success.

Emilee Tucker, Committee Chair

Disability Committee Minutes

September 27, 2023

Attending:

Jennifer Ragsdale, Committee Chair

Matthew Bronson

Heather Grigsby

Kevin Estes

April Turner

Patty Methvin

A discussion was held concerning creating a common intake form for all partners to use. That Common Intake Form has been tabled for right now since the state is creating one.

The group discussed Fast Wednesday, Fayetteville Rehab – 2nd and 4th Wednesday of each month. Partners have an opportunity to attend and take applications and determine eligibility on the same day.

Division of Blind Services provides more specific services compared to Arkansas Rehab Services (ARS) which has a wide range of services.

ARS and the Division of the Blind are discussing Technology Training to learn each other's programs.

Eligibility for the Blind Services that people may not know – The requirement is a vision of 20/50 with corrective lenses. Job Requirements could be different from vision requirements such as CDL needs to be 20/40 with corrective lenses.

ARS & Division of Blind will schedule a date to get together with counselors of each organization to make the transition between the two easier. Improve communication. The East side has good communication as they are in the same office whereas the West side does not have as good communication.

Both organizations are discussing a Vendor Fair to have all vendors they use for services be in one location to share what they offer.

Jennifer Ragsdale, Committee Chair

One-Stop Operator Committee Meeting minutes

9/27/23 Best Western Inn of the Ozarks, Eureka Springs

Attendees:

Cherie Conner, Chairman
Susan Sangren
Melba Miller
Chris Kellem
Roger Potter
Cameron Ross
Aaron Johnson
Nadine Sewak

The main topic was to discuss collaborative processes that would improve monitoring Referral and Follow-up with customers.

Ideas and goals for effective and thorough Referral and Follow-up include:

- Avoid duplication of services and effort
- Improve communication between agencies
- Decide who should Follow Up with the customers (The referring agency or the agency referred to or both)
- Develop a tracking system for referrals
- Assign a designated staff member to track referral outcomes
- Establish deadlines for Follow-up contact and gathering Follow-up information
- Inform the customer that they will be contacted for Follow-up (Expect to hear from me in two days, for example)
- Determine the preferred contact method for the customer (Text, email, phone call)
- Consider that some customers require immediate assistance
- Awareness that not all partner agencies are on-site
- ADWS must use an approved form for Referrals.

Susan Sangren shared that a new Common Intake form developed by Google.org was being considered for implementation by the state. It is currently being used successfully in Seattle. This Common Intake form may address and resolve many of the identified needs.

The meeting was adjourned.

Cherie Conner, Committee Chair

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						
PY 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
PY 23 Allocation	166,604.32					82,777.32	83,827.00		40,649.00	43,178.00
PY23 Allocation	63,144.00						63,144.00	45,873.00	8,346.00	8,925.00
Total Allocation	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	183,854.40	53,643.00	65,235.15	64,976.25
Total Available Admin	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	183,854.40	53,643.00	65,235.15	64,976.25
ADMIN BUDGET										
Salaries & Wages	78,270.95	220.23	220.23	1,764.24	4,309.00	19,516.00	56,550.25	16,499.61	20,065.14	19,985.51
Payroll Expense - Other	250.00						250.00	72.94	88.70	88.35
Fringe Benefits	14,905.00	41.95	41.95	682.34		5,950.00	8,188.76	2,389.23	2,905.53	2,894.00
P.A.-Admin Costs	122,779.00					55,942.32	66,836.68	19,500.87	23,714.97	23,620.85
Postage	376.00					100.00	276.00	80.53	97.93	97.54
Communications - Telephone	576.00					260.00	316.00	92.20	112.12	111.68
Computer Software Maint/Reprints	0.00									
Motor Pool	15.00						15.00	4.38	5.32	5.30
Bank Service Fees	1,200.00						1,200.00	350.12	425.78	424.09
Materials & Supplies	150.00					240.00	(90.00)	(26.26)	(31.93)	(31.81)
Membership Sub Pro Activity	35.00						35.00	10.21	12.42	12.37
Printing & Reproduction	1,100.00					48.00	1,052.00	306.94	373.27	371.79
Rent - Bldg Storage	550.00					500.00	50.00	14.59	17.74	17.67
Travel-Training & Education	1,550.00					221.00	1,329.00	387.76	471.56	469.68
Mileage - Travel	75.00						75.00	21.88	26.61	26.51
Total Salaries & Overhead	221,831.95	262.18	262.18	2,446.58	4,309.00	82,777.32	136,083.69	39,704.99	48,285.16	48,093.53
Corporate July- Sept 2022	35,558.71	375.00	375.00				47,770.71	13,938.01	16,949.99	16,882.72
Total Admin Budget	257,390.66	637.18	637.18	2,446.58	4,309.00	82,777.32	183,854.40	53,643.00	65,235.15	64,976.25

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	10,384.68	10,448.16	22,273.81	38,784.00		78,768.62			78,768.62
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
PY 23 Allocation	1,327,993.47					573,138.47	754,455.00		365,849.00	388,606.00
Total Allocation	2,648,694.09	10,384.68	10,448.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	659,228.35	1,024,359.62
Total Available Program	2,648,694.09	10,384.68	10,448.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	659,228.35	1,024,359.62
Program Budget										
Salaries & Wages	263,205.39	2,286.35	2,286.36			59,460.47	199,172.21	44,386.69	60,608.06	94,177.46
Payroll Expenses - Other	1,327.60						1,327.60	295.86	403.99	627.75
Fringe Benefits	48,999.24	846.82	846.84			18,806.00	28,499.58	6,351.30	8,672.42	13,475.87
P.A.-Admin Costs	10,104.88	806.78	806.79				8,491.31	1,892.34	2,583.90	4,015.07
Contract	0.00									
Perage	303.95					150.00	153.95	34.31	46.85	72.79
Communications - Telephone	5,740.40					990.00	4,750.40	1,058.65	1,445.55	2,246.20
Computer Software Maint Renewals	730.30						730.30	162.75	222.23	345.32
Depreciation Exp	3,937.00						3,937.00	877.38	1,198.03	1,861.59
Equipment	0.00									
IFA Costs	6,412.80						6,412.80	1,429.13	1,951.41	3,032.26
INTEREST EXPENSE	617.83						617.83	137.69	188.01	292.14
Motor Pool	1,007.60						1,007.60	224.55	306.61	476.44
Materials & Supplies	742.94	314.80	378.24			760.00	(710.10)	(158.25)	(216.08)	(335.77)
Membership Sub Pro Agency	893.18						893.18	199.05	271.79	422.34
Printing & Reproduction	1,863.54					150.00	1,713.54	381.87	521.43	810.24
Office Services	1,447.17						1,447.17	322.51	440.37	684.29
Professional Services Consultant	7,765.00						7,765.00	1,730.48	2,362.89	3,671.64
Rent - Bldg Storage	14,400.80					4,500.00	9,900.80	2,206.45	3,012.81	4,681.54
Travel-Training & Education	1,250.00	1,993.78	1,993.78				(2,737.56)	(610.08)	(833.04)	(1,294.44)
Employee Tuition Reimbursement	500.00						500.00	111.43	152.15	236.42
Mileage - Travel	1,795.15						1,795.15	391.15	534.09	829.91
Meeting Cost	3,068.66	16,261.15	16,261.15				(29,453.64)	(6,563.92)	(8,962.74)	(13,926.99)
Total Salaries and Overhead	376,073.43	22,509.68	22,573.16			84,816.47	246,174.12	54,861.34	74,910.73	116,402.05
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	1,016,201.43						1,213,164.43	205,889.24	359,317.62	647,957.57
Total Program Budget	2,648,694.09	22,509.68	22,573.16	22,273.81	38,784.00	573,138.47	2,166,377.97	482,790.00	659,228.35	1,024,359.62
Total Budget	2,906,084.75	23,146.86	23,210.34	24,720.39	43,093.00	655,915.79	2,350,232.37	536,433.00	724,463.50	1,089,335.87



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
Revised	December 6, 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:

References:

20 CFR 679.560
20 CFR 680 Subpart C
20 CF 680.230 and 38.750
TEGLs 19-16, 21-16, 3-18, and 8-19
ADWS Issuance PY 23-04

- Participants are determined eligible, suitable, and have demonstrated a financial need for WIOA training 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.
- Career Advisors are authorized to write and sign ITAs. ITAs will be approved by WIOA management.
- An ITA will cover the cost of tuition/books/required fees. Any other "like to have" charges will not be covered with WIOA funds.

- ITAs may be used to pay for direct training costs with occupational skills training, post-secondary education, and apprenticeships.
- 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 need 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 costs required for participation in a training program may be approved on a case-by-case basis and are 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 needs.
 - Exceptions to this cap include but are not limited to:
 - Pandemic
 - Disaster
 - Personal or family health issues including death
 - Loss of housing
 - Changes in household composition
 - Relocation
- Participants will sign an ITA Agreement outlining their responsibilities to continue receiving WIOA assistance.
- A copy of the ITA Agreement will be given to the training provider and the participant.
- An individual may select training that costs more than the maximum amount available to ITAs when other sources of funds are available. (e.g., Pell Grants, scholarships, etc.)
- There is no maximum duration limit for an ITA in Northwest.
- There is no limit to how many ITAs a participant may receive.
- If a participant finds it necessary to change training providers, they may be issued more than one ITA for the same program of study with WIOA management approval.

- There is no funding and/or duration limit based on the type of credential.
- There is no funding and/or duration limit based on the program of study.
- ITAs may be modified up to 4 times.
- Conditions under which a person may request to modify an ITA include but are not limited to:
 - Extending the training date
 - Changed ITA ending date
 - Obligate money
 - De-obligate money
 - Changing course of study
- Modifications extending the duration of Individual Training Accounts (ITA) may leverage the initial approval obtained from the Eligible Training Provider List (ETPL) at the time the ITA was established.
- Career Advisors will work with the participant in the selection of in-demand training programs. A list of available approved training providers will be provided.
- Participant obligations are to be tracked in a spreadsheet to avoid over-obligation of ITA funds.
- All payments to the training provider will be paid through the ITA when an ITA is determined to be appropriate for the training to be provided.
- 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.
- Northwest will provide to interested individuals a list of appropriate providers for the training desired, along with performance information concerning these providers, and information concerning the limits in general, for specific credentials, and for specific programs, if any.

John "Bo" Phillips, Chair

Northwest

ITA Procedures

1. Record Keeping:

- Maintain accurate records of participant enrollments, including enrollment date and relevant documentation related to tuition obligations.
- Document tuition obligations in the following locations:
 - A. ITA packet
 - B. IEP/ISS (Individualized Employment Plan/Individual Service Strategy)
 - C. Case notes
 - D. Educational grants screen in AJL (if applicable)

2. Documentation Requirements:

- Document tuition obligations using the ITA form and backup documentation, including:
 - A. Completed ITA form
 - B. ETPL listing demonstrating approval for NW local area
 - C. Printout of the participant enrollment screen
 - D. Documentation confirming the participant's application for a Pell grant (evidence of Pell application submission, Pell monetary determination, and Pell award)

3. ITA Submission Process:

- Upon approval of enrollment, promptly submit two copies (original and a copy stamped "copy") of the participant's ITA documentation packet to the operations manager.
- With the assistance of the finance department, the operations manager will add the new ITA participant to the current ITA tracking reconciliation in order to properly track the balances associated with the program
- The operations manager will review and approve the ITA packet, signing both copies.
- The original ITA documentation will be forwarded to the finance team for timely accrual recording. The copy of the ITA packet will be returned to the career advisor.
- Career advisors should scan the ITA and save the electronic file on their computer, ensuring the hard copy is appropriately placed in the participant's file.

4. ITA Modifications:

- Any ITA modifications must be promptly submitted to the operations manager upon the decision to modify the ITA.
- Include a copy of the enrollment screen with all ITA modifications.
- After approving the ITA modification, operations managers will submit ITA modifications to the WIOA accountant to update accruals.

Northwest Arkansas Local Workforce Development Board

Annual Report for Program Year 2022

July 1, 2022– June 30, 2023

Arkansas Workforce Centers

List of the location's workforce centers operated throughout the program year. Indicate if any new workforce centers were opened during the year and if any centers were closed. Indicate for each center the type of center it is, i.e., comprehensive or affiliate.

At the beginning of 2022, there were four Arkansas Workforce Centers operating in Northwest Arkansas. The Rogers and Mountain Home offices were closed by the Arkansas Division of Workforce Services on June 30, 2023, leaving just the Harrison and Fayetteville offices in Northwest.

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

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

The Workforce Center moved in April 2023 to:

ASUMH Technical Center
4034 US 62, Mountain Home, AR 72653
This center was closed on June 30, 2023

The WIOA staff moved in April 2023 to:

210 E. 7th Street, Suite #4
Mountain Home, AR 72653

Arkansas Workforce Center at Fayetteville, Affiliate
2153 E Joyce Blvd Suite 201, Fayetteville, AR 72703

Arkansas Workforce Center at Rogers, Affiliate
100 N. Dixieland, Suite B1-5, Rogers, AR 72756
The Rogers Workforce Center closed on June 30, 2023

WIOA Implementation Activities

A description of the activities in which the local board has engaged to implement the Workforce Innovation and Opportunity Act (WIOA). The description should include partner engagement, partner and board meetings, and efforts to integrate services to employers and jobseekers.

Northwest Workforce Board and partner staff continues to work vigorously to implement the Workforce Innovation and Opportunity Act (WIOA). Staff of the Northwest WIOA Team (Core Four and Core Four Plus) partners have been meeting regularly since March 2015 to ensure that the partners are coordinating activities within the Workforce System of Northwest Arkansas. These regular meetings have deepened the relationships and understanding of the law and guidance around the WIOA as well as the programs' benefits and needs.

With partners as Board members, the opportunity to educate and interact with the Board is ensured at a minimum quarterly; however, Board members are continually involved with several of the partners throughout their communities.

Northwest has supported secondary Career and Tech Education (CTE) through Educational Cooperatives with their regional employer partnership councils. Board members and staff have helped in the organization and participation in Education Cooperative Summits which brings students, educators and employers together to build the talent pipeline we need for the future.

The integration of services to employers and job seekers is being addressed with the Core 4 partners meetings quarterly and is happening through referrals to our partners, working with apprenticeship partners, chambers of commerce and other venues.

Employer Services

A description of the programs and strategies for serving employers at the local level.

The Northwest Arkansas Economic Development District acquired a Business Services Coordinator in fall of 2021 to facilitate the implementation and delivery of business services, with the objective of addressing unmet workforce needs and narrowing employment and skills gaps.

The Business Services Coordinator assists employers and in-demand industry sectors with overcoming the challenges of recruitment, retention, and development of qualified candidates. Since her inception, Tania Overton has served as the primary point of contact and support for targeted businesses while connecting public resources, job seekers, and business sectors to achieve a shared understanding of industry needs and opportunities.

Employers are served through Arkansas Workforce Centers and have access to customized recruitment and hiring, human resource consultation, workforce development training, free job listings, labor market information, small business resources and referrals for aspiring entrepreneurs, layoff aversion strategies, tax credit information, and work-based learning opportunities such as on-the-job training, registered apprenticeship, and work experience. To

market these services to the public and increase brand awareness, a business services webpage was created as well as WIOA rack cards for local distribution.

The NWA Business Services Team was conceived with the intent to enhance employer engagement and meet employer demands. The team is comprised of professionals from workforce development, education, human services, business and industry. The Business Services Team also oversees the execution of activities for the Regional Planning and Sector Partnership Grant that was awarded the District by the State. To support area employers most effectively, in-demand occupations were identified, a needs assessment was conducted, innovative and flexible delivery methods have been utilized, and labor market information and evidence-based practices were applied to enhance the strategy and implementation of services. Key strategic partners have been invited to monthly business services meetings to provide insight into workforce and economic development needs and opportunities. The goal is to leverage resources and industry experts in fulfilling the mission. Additionally, the team has been groomed on how to effectively process a business inquiry so a coordinated approach to meeting employer needs is established no matter who on the team responds to the inquiry.

A Business Services Policy was developed and approved by the Board of Directors on March 2, 2022. The team has primarily met virtually, with one opportunity to meet in person in November.

The Business Services Coordinator continues to have an active presence in the community and engages employers through one-on-one and group meetings, employer forums, job fairs, roundtables, conferences, and other meaningful events. The requests for business services continue to increase, meaning we are seeing a significant return on our investment in varied outreach approaches. To bring awareness to our WIOA programs, we have participated in recorded radio segments, hosted events in collaboration with local Chambers, hosted virtual information sessions for the public and community partners, attended job fairs, seminars, partner meetings, and other influential events. Recent observations conclude that smaller to mid-sized businesses are the ones most in need of our services; hence, outreach initiatives will proceed with this target population in mind.

The One-Stop Operator remains in contact with all Core 4 Partners throughout the district to supply quarterly reports to the Workforce Board, address any pressing issues that may have developed, and review client success stories.

Innovative Service Delivery

A description of the local area's unique programs and recent accomplishments. The local area should highlight any innovative service delivery strategies, including program activities that support dislocated workers, low-skilled/low-income adults and disadvantaged youth.

Northwest's strategy for serving the out-of-school youth population, who are dropouts, is to partner with the Adult Education programs providing GED training and directing a work component. Typically, an individual will attend GED classes half day and be in a work experience the other half. Participants are paid a wage for the work experience. Staff secures an employer for

the work experience and closely monitors both the training and work activities, if either is being neglected or there are issues then the Career Advisor works to resolve the issue. This has been extremely successful because of close oversight and the young person has financial resources to stay focused on completing the GED while gaining valuable experience in the world of work. This has shown greater performance success for both the Adult Education and Youth programs. Many started as high school dropouts and are climbing the career ladder via higher education.

Northwest continues the regional partnership started in 2006 with the Workforce Boards in Southwest Missouri, Northeast Oklahoma and Southeast Kansas by working together to coordinate job fairs and business services, share staff training and other opportunities to leverage resources.

Northwest Workforce is a partner of the Carroll County Collaborative (C3 and C4) which brings together employers, community leaders, educators, the elected officials, workforce and economic developers to find and implement solutions that have allowed Carroll County to work together to begin to address the unmet needs of the employers and communities. Carroll County is 'where Woodstock meets livestock' and this innovative partnership is manifesting with the addition of a new tech center for high school students at the old Armory with all three high schools in partnership with business.

Workforce staff participated in the Workforce Initiative Network (WIN) summit sponsored by the Ozark Unlimited Resources Educational Cooperative, Boone County Economic Development Corporation, North Arkansas College and Harrison Regional Chamber of Commerce. The focus of these meetings was round table discussions between educators and industry.

Workforce staff also participated in round table discussions at the Baxter County Forward strategic planning workshops.

Services to Targeted Populations

A description of the programs, initiatives, and strategies for serving Veterans at the local level, including a description of how veterans' priority of service is being implemented for all training programs. A description of efforts and strategies employed by the local board to increase enrollments of individuals on public assistance, disabled individuals, out-of-school youth, at-risk youth, ex-offenders, high-school dropouts and other groups that may be identified by the local board as priority populations.

Not a high school graduate

Veterans

Low-Income Persons

TANF Recipients

Receives Public Assistance (not TANF)

Ex-offenders

Single Parent

Displaced Homemaker

UI Exhaustee
Out-of-School Youth/High School Dropouts
Basic Skills Deficient Youth
Pregnant/Parenting Youth

Services to Veterans

All staff members have been trained to ensure Veterans Preference. Services for veterans and eligible spouses are integrated within our delivery network through a variety of means. Primarily, veteran staff is co-located at Workforce Centers and is an integral part of the employer outreach team. In addition to these activities, veteran staff conducts outreach to and network with local veteran service organizations both as a means of developing additional referral contacts for services outside the scope of employment, and promoting available services targeted to veterans.

Depending on the needs of the individual, each veteran has available services such as job search (including receiving veteran preference for job referrals), resume preparation, training and more. Initiatives and programs such as the Gold Card, ARVets, VRAP and vocational rehabilitation work to ensure that our veterans get the extra services that they deserve.

DWS screens veterans at the intake point using a self-attestation tool to identify 'severe barriers to employment' and are referred to the Disabled Veterans Representative for intensive case management. This ensures that qualified veterans receive the high level of service due them.

Adults

Not a high school graduate is served by partnering with the six local Adult Education programs (with outreach to outlying communities) for referrals, participating in high school and elementary parent nights to speak to parents about GED, Career Readiness Certificate, English Language Classes, outreach to Ozark Literacy Council and Benton County Literacy Council partnerships with Goodwill, Salvation Army, Ozark Center of Hope and House of Hope.

Veterans are served by referrals to and from the DWS Veteran Representatives in the Centers; outreach and referrals to/from Ozark Guidance; homeless shelters; Hiring Our Heroes events; County Veterans Service Offices; Veterans Center (hospital); federal TRIO program; Disabled American Veterans.

Low Income individuals are served by partnerships and referrals to/from area food pantries, Department of Human Services, Office of Human Concern, Care Community Center, Ozark Share and Care, homeless shelters, Salvation Army, area churches, Career Pathways, Educational Opportunity Center, Resource Council meetings, TRIO, Ozark Center of Hope, churches, post-secondary schools, elementary schools, School Open Houses, high schools, housing authorities, Credit Counseling of the Ozarks, county health departments, relationships with city, and community and business leaders.

TANF recipients are served through partnerships with DWS TANF case managers, DHHS and Career Pathways staff.

Receives Public Assistance (not TANF) individuals are served by partnerships and referrals to/from housing authorities, emergency resources, food banks, Department of Human Services, libraries, Salvation Army, Ozark Center of Hope, Career Pathways, and post-secondary schools.

Offenders receive services through relationships with the Department of Community Corrections, Probation and Parole, sheriff and police departments, partnerships with Ozark Center of Hope, Boone County Recovery Project, Goodwill programs, 2nd Chance Employers, Juvenile Services, provide information about Federal Bonding Program and Work Opportunity Tax Credit, and staff conduct workshops for offenders coming back into the community to help individuals adjust to society standards.

Single Parents receive services through partnerships to include cross referrals with TANF staff, Single Parent Scholarships, housing authorities, Career Pathways, Department of Human Services, Office of Human Concern, post-secondary and secondary schools, local business and community leaders, Goodwill Industries, local food pantries, TRIO and Resource Council meetings.

Dislocated Workers

Displaced Homemakers are served through partnerships to include cross referrals with emergency resources, shelters for women and the homeless, Career Pathways, Department of Human Services, Goodwill Industries, Single Parent Scholarships and Credit Counseling of the Ozarks.

Veteran Referrals are to and from the DWS Veteran Representatives in the Centers; outreach and referrals to/from Ozark Guidance; homeless shelters; Hiring Our Heroes events; County Veterans Service Offices; Veterans Center (hospital); recruit for National Disaster Grants; federal TRIO program; Disabled American Veterans.

UC Exhaustee customers are served through partnerships and coordination to include cross referrals with DWS unemployment staff, UI profiled participants, recruit to fill National Disaster Grant temporary employment positions.

Single Parents are provided services through partnerships to include cross referrals with TANF staff, Single Parent Scholarships, housing authorities, Career Pathways, Department of Human Services, Office of Human Concern, post-secondary and secondary schools, local business and community leaders, Goodwill Industries, local food pantries, TRIO and Resource Council meetings.

Youth

Out-of-School youth are recruited and served with partners that include cross referrals with Goodwill Industries, secondary schools working with teachers, counselors and students for outreach, Youth Strategies, Teen Challenge, Ozark Center of Hope, Adult Education Centers counselors and instructors, Alternative schools and high school staff.

Dropouts are served with partnerships with Adult Education centers, secondary and alternative schools, Literacy Councils, Youth Strategies, Teen Challenge, Job Corps, and Goodwill Industries.

Basic Skills Deficient youth receive services through partnerships with secondary and alternative schools, special education teachers and counselors, Goodwill Industries, Job Corps, Twin Lakes Literacy Council, and Adult Basic Education.

Pregnant/Parenting youth are served by partnerships with Circle of Life, TANF staff, New Beginnings, Department of Human Services, the Jones Center, Youth Strategies, schools including teachers, counselors and administrators, Ozark Center of Hope, Salvation Army, Pregnancy Resource Center and referrals from mentors.

Low Income youth receive services through partnering and referrals to/from area food pantries, Department of Human Services, Office of Human Concern, Care Community Center, Ozark Share and Care, homeless shelters, Salvation Army, area churches, Career Pathways, Educational Opportunity Center, Resource Council meetings, TRIO, Ozark Center of Hope, post-secondary schools, high schools, housing authorities, Credit Counseling of the Ozarks, county health departments, relationships with city, community and business leaders.

Offenders are reached and served by relationships with Department of Community Corrections, Probation and Parole, sheriff and police departments, partnerships with Ozark Center of Hope, Boone County Recovery Project, Goodwill programs, 2nd Chance Employers, Juvenile Services, provide information about Federal Bonding Program and Work Opportunity Tax Credit, and staff conduct workshops for offenders coming back into the community to help individuals adjust to society standards.

Leveraging Resources

Efforts to leverage additional resources – identify the local boards efforts to identify additional funding sources, including state and federal agencies, corporate and philanthropic foundations.

Northwest received a Temporary Assistance for Needy Families grant in April of 2022. Northwest will use the TANF funds to implement and operate a TANF-Eligible Adult Work Experience project in the nine counties of Northwest. NWAEDD will coordinate with employers and other partners work to increase the number of TANF participants in work-based learning therefore helping participants transition from a state of crisis to a state of self-sufficiency. NWAEDD will accomplish this through outreach and recruitment to families with minor children.

Continuous Improvement

A description of the local area's efforts for continuous improvement of the services offered in the Arkansas Workforce Centers through customer feedback.

Workforce Centers in the Northwest region provide customer satisfaction surveys to job seekers. The results of these surveys are available for managers and board to review. Managers address any issues as they arise and have personal interaction with customers on a regular basis. The Centers strive to move forward to improve the quality of services provided to job seekers and employers and meet with partners to discuss issues or changes to improve the system.

Northwest Arkansas Workforce Success Stories

NWAEDD Outreach – Circle of Success by Chelsey Weaver



NWAEDD hosted the first-ever Circle of Success networking event at the Walmart Auditorium on the campus of Northwest Arkansas Community College on March 29th, 2022. Although this event provided a platform for professionals to gain knowledge of regional programs, the primary goal focused on developing a referral strategy between service providers.

Northwest Arkansas is blessed to have abundant resources for its citizens, and making these connections allows organizations to improve access to services. The event had a great turnout with nearly 60 organizations being represented. NWAEDD was pleased to partner with NWACC who provided wonderful accommodations for the event. NWAEDD staff hope to continue to grow this event in the future.



Northwest Arkansas Economic Development WIOA Staff Members (Left to Right) Susan Sangren, Rebecca McWilliams, Rose Sparrow, Tania Overton, James Moss, Melba Miller, Tim Simpson, Carole Shaver, Nadine Sewak, Patty Methvin.

Rebuilding Bridges to a Brighter Future by NWAEDD Career Advisor Melba Miller



Shannon Harris was working at a high-risk exposure job when the Covid-19 Pandemic hit. He made the decision to start his own company to limit the risk of Covid-exposure to himself and his family. Due to the economic conditions at the time, the ongoing pandemic, and many business closures, his business activity was slow. Unfortunately, the business did not make it, so he was forced to close it.

Shannon was searching diligently for a job that would enable him to continue to support his family but found it exceedingly difficult to find full-time employment paying enough to cover his expenses. Shannon had often thought about working for the Madison County Road Department (MCRD) since he lives in the area. He contacted them and found out about an opportunity with the National Dislocated Workers Grant Program (NDWG), which was offering dislocated workers employment opportunities to help county road departments clean up and repair things such as rebuilding bridges and roads after damages from severe storms and flooding. Madison County applied for the grant program after the severe storms and flooding from the previous rainy season.

After Shannon heard about the program, he contacted Melba Miller, a Career Advisor in the Fayetteville Workforce Center office to find out if he could qualify to go to work. After discussing the program and his employment and career goals, Melba enrolled Shannon in the NDWG program. He was approved to go to work at the county road department and officially started working on the road crew on Jan. 11, 2021. Shannon did very well on the bridge crew, he was an adaptive person and always showed up on time, worked hard every day and maintained a cheerful outlook.

In addition to securing full-time employment with the county, one of Shannon's goals was to obtain his CDL license, and he was given the opportunity to obtain his CDL license while he was working through the NDWG program. He studied and passed the written portion of the state test. Afterwards, Shannon was allowed to use one of the county trucks to take the driving portion of the test. He passed that test as well and with that accomplishment became qualified to drive the county vehicles. Soon afterward he began driving one of their semi-trucks. Shannon worked in the NDWG program until 11/23/2021, when he was officially hired by Madison County Road Department and added to their payroll.

Shannon is proud to have started on the bridge crew less than a year before and later moving up to becoming dump truck driver for the Madison County Road and Bridge Department. He says thanks to WIOA, and the National Dislocated Worker Grant Program, he has a steady job as a full-time employee with benefits and is earning a higher income. Shannon now has new skills, an occupational license, and additional job experience that will provide him with employment opportunities in the future.

Dislocated Workers (DLW) Success Story by NWAEDD Career Advisor Rose Sparrow



Reynaldo Reyes was laid off from Ball Metalpack after 20 plus years of employment when the plant in Springdale closed. His wife Angela was laid off from the U.S. Census Bureau. They both participated in the Dislocated Workers program and graduated from the Industrial Maintenance program at the Northwest Technical Institute (NWTI) in June. Reynaldo completed his 120-hour internship with Conagra Foods in Fayetteville and accepted a full-time position as their Powerhouse Ammonia Tech at \$23.50 per hour. Angela is currently looking for a job.

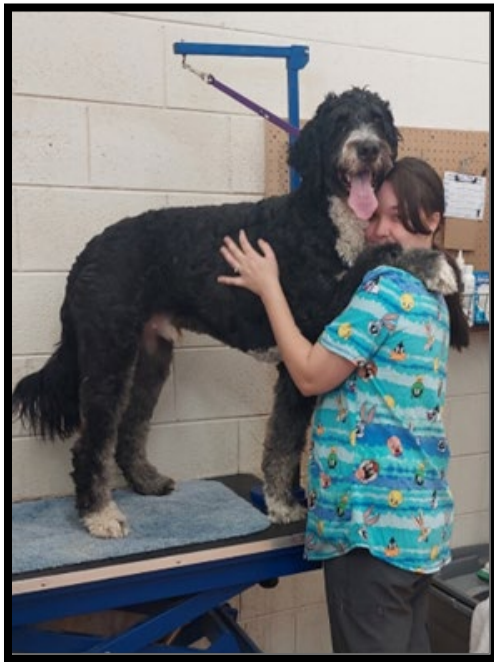
Arkansas Workforce Center At Rogers

The Northwest Arkansas Economic Development District (NWAEDD) hosted the morning Coffee Connection on July 12, 2022, in partnership with the Rogers-Lowell Area Chamber of Commerce. It is opportunities like this that allow the NWAEDD staff to actively stay engaged with communities throughout Northwest Arkansas.



Arkansas Workforce Center at Fayetteville Open House

On August 5, 2022, the partners of the Fayetteville Arkansas Workforce Center and Arkansas Rehabilitation Services had an Open House and Ribbon Cutting at their new location, followed by tours of the offices. A Mobile Workforce Center was also on site for tours throughout the event.



Out of School Youth Success Story by NWAEDD Career Advisor Katie Causey

Ardella Benefield entered the WIOA program in late October 2021. She was 17, a high school dropout, and did not have much work experience. Ardella started taking adult education classes at North Arkansas College to obtain her GED. The WIOA program helped her find a work experience at the Berryville Community Center. She did well at the community center while finishing her GED. She continued to gain work experience at Kayla's Dog Grooming, which was closer to her home. Ardella fell in love with her work caring for animals. She reported that she loves her position at Kayla's. On May 7, 2022, she successfully passed all her tests and earned her GED diploma from the

college. Directly thereafter, she was offered a full-time position at Kayla's Dog grooming, where she still works today. Ardella says she has no plans to leave the dog grooming business, and wants to do this work for a long, long time. Ardella is a great example of how WIOA works in our communities.

Adult Success Story by NWAEDD Career Advisor Michelle Ryan



Stephanie Patrick came into the Arkansas Workforce Center at Harrison and spoke with the Career Advisor, Michelle Ryan, requesting assistance with the LPN training program and was approved for the Adult WIOA program.

She is a single mother of one child. She worked part-time as a CNA until she started training and then had to switch to prn (when needed) while in LPN training. In 2015, WIOA assisted her in obtaining her CNA, and again in 2022 WIOA assisted her in career pathing

through LPN training. Her long-term goal is to bridge and get her RN license. Stephanie completed the LPN training in July of 2022 and is now working at Harrison Family Practice and is making \$22.00 an hour and loving it!

Small Business Success Story by Tania Overton, NWAEDD Business Service Coordinator

Parmelee Homestead Creations is a small family business, based in Bella Vista, that sells jam, jelly, sauce, and salsas. The business is growing rapidly, selling nearly 600 jars per week.

Becky Parmelee has taken advantage of our human resource consultation services and has received assistance with:

- crafting a job description
- developing a confidentiality agreement in alignment with The Arkansas Trade Secret Act that will protect her recipes
- writing a food safety/sanitation policy and company car policy
- onboarding protocol and standard operating procedures
- interview question development and applicant screening
- completing the AWCC application to be recognized as a drug-free workplace
- hiring her first employee



She was featured in the "employer spotlight" at Brightwater, NWACC's culinary school. Her products are now being sold in Akins Natural Foods. When you support a small business, you are supporting a dream. Check out her website below.

[Jam, Jelly, Sauce, & Salsa - Parmelee Homestead Creations](#)

Success Story by Rose Sparrow, NWAEDD Fayetteville Career Advisor



Ms. Brittany Malone inquired about the WIOA program after being out of work for a few years. She worked on temporary assignments, but nothing full-time and permanent. After an initial assessment, the Fayetteville Workforce Center staff deemed Brittany eligible for services under the WIOA Adult program. She received her CDL certification at Northwest Technical Institute (NWTI) in Springdale, Arkansas and obtained her CDL license.

She now has her own truck and works for Western Express Trucking Company as an over-the-road (OTR) driver and is earning 48 cents a mile traveling 2500 – 3500 miles a week or about \$20 an hour. Brittany, with a felony on her record and no one giving her a chance, stated “That’s when my life changed for the best. My caseworker understood my struggle, listened to my story, and did whatever was allowed to help me to get back on my feet. Now, I am working full-time, learning a new trade every day and I can start planning a brighter future for myself and my family.

One Stop Operator Report July 1, 2023, through September 30, 2023

Title 1

Core 4 NWAEDD

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

Location	1st Quarter Participants		Year to Date Participants	
	PY 22	PY 23	PY 22	PY 23
Fayetteville	49	19	49	19
Harrison	28	18	28	18
Mtn. Home	36	18	36	18
Rogers	33	10	33	10
Total	146	65	146	65

Title 2

CORE 4 Adult Education Northwest District

(Services Include - English Language Learners, U.S. Civics preparation, Adult Basic and Secondary Education, Workplace Education, Family Literacy, Integrated Education and Training)

Location	1st Quarter Reportable Individuals		1st Quarter Participants		Year to Date Reportable Individuals		Year to Date Participants	
	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23
Arkansas State University at Mountain Home	87	99	47	61	87	99	47	61
Fayetteville Public Schools	153	189	115	140	160	186	116	141
North Arkansas College	215	270	149	174	215	270	149	174
Northwest Arkansas Community College	846	819	588	618	846	819	588	618
Northwest Technical Institute	535	647	394	428	535	647	394	428
Ozark Literacy Council	79	86	48	47	79	86	48	47
Total	1,915	2,110	1,341	1,468	1,922	2,107	1,342	1,469

Title 3

Core 4 Division of Workforce Services

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

Location	1st Quarter Customers		Year to Date Customers	
	PY 22	PY 23	PY 22	PY 23
Fayetteville	1,569	3,347	1,569	3,347
Harrison	1,451	1,148	1,451	1,148
Total	3,020	4,495	3,020	4,495

Title 4

Core 4 Arkansas Rehabilitation Services Northwest

DISTRICT 1 – (Services Include - Case Review, Career & Technical Training and Education, transition from school to work or postsecondary education, on-the-job training, ancillary support services, and employee performance issues because of a disability in the workplace)

LOCATION	1st Quarter Applicants		1st Quarter # Closed		Year to Date Applicants		Year to Date # Closed		Current Active Clients Served	
	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23
Fayetteville	113	172	65	156	113	172	65	156	1,057	708
Harrison	19	29	3	31	19	29	3	31	87	92
Total	132	201	68	187	132	201	68	187	1,144	800

Title 4

Core 4 Services for the Blind

DISTRICT 1 – (Services Include - Case Review, Career & Technical Training and Education, transition from school to work or postsecondary, on-the-job training, ancillary support services, employee performance issues because of a disability in the workplace)

LOCATION	1st Quarter Referrals		Year to Date Total Referrals		Year to Date Total Served	
	PY 22	PY 23	PY 22	PY 23	PY 22	PY 23
Benton County	6	11	6	11	5	60
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	13	22	13	22	31	32
Washington County	11	14	11	14	42	51
Total	30	47	30	47	78	143

**Expenditure Report
7/1/2023 to 9/30/2023**

	Budget	Expenditures	Balance	%
Personnel Services/Salary	\$18,486.00	\$4,545.75	\$13,940.25	25%
Fringe Benefits	5,546.00	1,877.08	3,668.92	34%
Travel	1,000.00		1,000.00	0%
Training & Education	300.00		300.00	0%
Telephone/Internet/Fax/Postage	600.00	120.00	480.00	20%
Printing/Reproduction	100.00		100.00	0%
Materials & Supplies	100.00		100.00	0%
Membership/Subscriptions/Professional Services	100.00		100.00	0%
Maintenance and Repair	100.00		100.00	0%
3 rd Party Monitoring	3,435.00		3,435.00	0%
Indirect Costs	3,033.00		3,033.00	0%
Total	\$32,800.00	\$6,542.83	\$26,257.17	20%

Marshallese Cultural Training



On September 21, 2023, the Arkansas Coalition of Marshallese hosted an event in Springdale that addressed the Marshallese culture, history and the experience of Marshallese people in Northwest Arkansas. It also addressed the issues and concerns that face the community or providers with Marshallese and vice versa.

Melisa Lealan, Executive Director of Arkansas Coalition of Marshallese, with NWAEDD Harrison and Fayetteville Staff

Boone County Resource Council

The Boone County Resource Council (BCRC) had its quarterly meeting at the Northwest Arkansas Economic Development District on September 19, 2023. There were 37 people in attendance from 20 agencies/companies. Attendees shared resource information that is available in the community. Each NWAEDD program director gave a brief overview of the services that the district provides.



Northwest Business Services/One Stop Operator Meeting

The Northwest Business Services and One-Stop Committee met on September 27, 2023, at the Inn of the Ozarks in Eureka Springs with all 4 Core Partners in attendance. Patty Methvin reviewed the Comprehensive Economic Development Strategy (CEDS) Report. Sandy Martin made a presentation on Sector Partnerships and Regional Planning which included an update on the Statewide efforts in the Creative Economy - Arts and Tech sector as well as the film and music production efforts in our region. Ms. Martin shared with the group data on the jobs and revenue generated in the film/digital production industry. Janie Wheeler led the group in a Sector Partnership/Regional Planning brainstorming session.



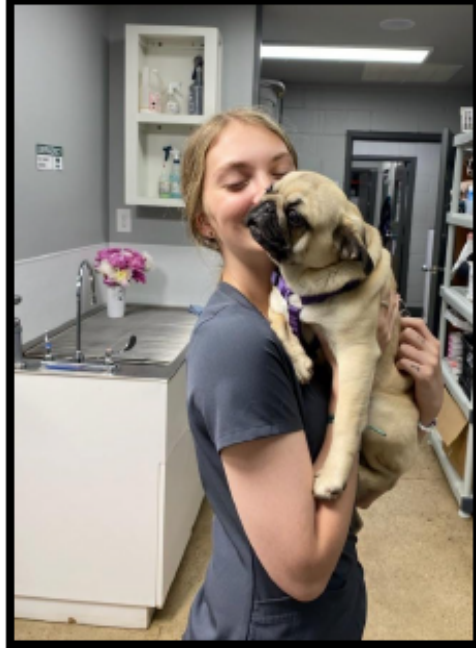
Adult and DLW Success Stories by Chris Kellem



These three young men, left to right, Lane Rogers (Adult), Brendan Casey (Adult) and Noah McSpadden (DLW) all started their college path in different areas but came together in the Physical Therapy Assistant program in Mountain Home through the Arkansas State University. The three helped each other during the year long program with study groups and some weekend hunting trips. They have formed a lifelong friendship and after passing the state exam all three are working as PTA's. Lane and Noah work for Gross Therapy though different towns and Brendan is working for Spring River Therapy in Salem. They are averaging \$20 an hour.

Youth Success Story by Rose Sparrow

Tessa Anglin was referred to WIOA by Magdelon House in Fayetteville after being released from prison. She enrolled in the WIOA program as an Out of School Youth. At first, she experienced a few struggles that caused her to face several obstacles while in training. Tessa was able to get help to overcome those obstacles by receiving help through supportive services throughout her WIOA training and from Petra Allied Health. She completed her Veterinary Assistant training at Petra Allied Health on 6/21/22 and passed her Online Certification Exam. She also participated in the WIOA Work Experience program and was assigned to Smithers Veterinary Hospital in West Fork. Tess completed her Work Experience program and was hired as a permanent employee by them. She currently earns \$15 an hour.



**Northwest Eligible Training Provider List
December 1, 2023**

	A	B	C	D	E
	<u>Provider Name</u>	<u>Created At</u>	<u>Status</u>	<u>Local Review Date</u>	<u>State Review Date</u>
1	Construction Equipment Operation (Certificate of Prof)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
2					
3	Truck & Bus Driver/Commercial Vehicle Operator & Instructor	MID-AMERICA TRUCK DRIVING SCHOOL INC. (MATDS) - Springdale	25-Sep-19	Local: Approved Date: Approved	20-Oct-23
4	Certificate of Proficiency in Graphic Design	NorthWest Arkansas Community College (NWACC)	28-Jun-22	Local: Approved Date: Approved	20-Oct-23
5					
6	Emergency Medical Technology -AAS Paramedic	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
7	Technical Certificate Accounting Technology	NorthWest Arkansas Community College (NWACC)	14-Oct-20	Local: Approved Date: Approved	20-Oct-23
8	Technical Certificate Logistics Management	NorthWest Arkansas Community College (NWACC)	14-Oct-20	Local: Approved Date: Approved	20-Oct-23
9	Automotive Service Technology	NORTHWEST Technical Institute (NWTI)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
10					
11	Collision Repair Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved Date: Approved	20-Oct-23
12					
13	Graphic Design	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
14	Automation/System Integration Manufacturing (AAS)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved Date: Approved	20-Oct-23
15					
16	Climate Control Manual Drive Trains Technology - (Cert Prof)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	22-Sep-20	Local: Approved Date: Approved	20-Oct-23
17					
18	Collision Repair Technology (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved Date: Approved	20-Oct-23
19					
20	Business Administration (Associate Degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved Date: Approved	20-Oct-23
21	Paralegal	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
23	Certification Welding (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved Date: Approved	20-Oct-23
24					
25	Clinical Medical Assistant (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved Date: Approved	20-Oct-23
26					
27	Phlebotomy	Arkansas State University-Mountain Home (ASUMH)	8-Oct-20	Local: Approved Date: Approved	20-Oct-23
28	Business Administration Management (AAS Degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	12-Jan-21	Local: Approved Date: Approved	20-Oct-23
29					
30	Electronics Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved Date: Approved	20-Oct-23
31					
32	Paramedic (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	8-Mar-22	Local: Approved Date: Approved	20-Oct-23
33	Nursing Assistant (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
34	Technical Certificate, Dental Assistant	NorthWest Arkansas Community College (NWACC)	13-Jul-21	Local: Approved Date: Approved	13-Nov-23

**Northwest Eligible Training Provider List
December 1, 2023**

	A	B	C	D	E
35	Technical Certificate - Artisanal Foods	NorthWest Arkansas Community College (NWACC)	14-Jul-21	Local: Approved \$ tate: Approved	13-Nov-23
36	AAS in Business Management	NorthWest Arkansas Community College (NWACC)	12-Jul-21	Local: Approved \$ tate: Approved	13-Nov-23
37	Marine Manufacturing	Arkansas State University-Mountain Home (ASUMH)	6-Nov-23	Local: Approved \$ tate: Approved	13-Nov-23
38	Structural Welding	The Academy - NWA	6-Oct-23	Local: Approved \$ tate: Approved	13-Nov-23
44	Medical Laboratory Technology (Associate of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	23-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
45	Registered Nursing (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
46	Big Data Engineering	NorthWest Arkansas Community College (NWACC)	20-Oct-21	Local: Approved \$ tate: Approved	16-Nov-22
47	Construction Equipment Operation (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$ tate: Approved	20-Oct-23
48	Culinary Arts	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
49	Heating, Ventilation & Air Conditioning (Cert of Prof)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	23-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
50	Computer Information Systems	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
51	LPN (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
52	Criminal Justice-AAS	NorthWest Arkansas Community College (NWACC)	13-Oct-20	Local: Approved \$ tate: Approved	20-Oct-23
53	Electronics Technology	NORTHWEST Technical Institute (NWTI)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
54	Workforce Technology (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
55	Construction Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$ tate: Approved	20-Oct-23
56	CNA Apprenticeship - Northwest	NATIONAL APPRENTICESHIP TRAINING FOUNDATION (NATF) - Arkadelphia	14-Apr-21	Local: Approved \$ tate: Approved	24-Oct-23
57	Welding (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
58	AS in Business Administration - Transfer	NorthWest Arkansas Community College (NWACC)	7-Oct-20	Local: Approved \$ tate: Approved	20-Oct-23
59	Practical Nursing	NORTHWEST Technical Institute (NWTI)	17-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
60	Turf Management (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	12-Jan-21	Local: Approved \$ tate: Approved	20-Oct-23
61	Manufacturing Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	23-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23
62	Shielded Metal Arc Welding (SMAW) (Cert of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$ tate: Approved	20-Oct-23
63	Radiology Technology (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved \$ tate: Approved	20-Oct-23

**Northwest Eligible Training Provider List
December 1, 2023**

	A	B	C	D	E
77		CAMPUS)			
78	Phlebotomy Technician	PETRA ALLIED HEALTH (SPRINGDALE)	17-Sep-20	Local: Approved \$	20-Oct-23
79				tate: Approved	
80	Outdoor Power Equipment (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	4-May-21	Local: Approved \$	20-Oct-23
81				tate: Approved	
82	Truck Driving (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved \$	20-Oct-23
83				tate: Approved	
84	Dental Assistant	PETRA ALLIED HEALTH (SPRINGDALE)	25-Sep-19	Local: Approved \$	20-Oct-23
85				tate: Approved	
86	Electronics Technology (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
87				tate: Approved	
88	Gas Metal Arc Welding (GMAW) - (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
89				tate: Approved	
90	Construction Technology (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
91				tate: Approved	
92	Automation and Systems Integration (AAS Degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved \$	20-Oct-23
93				tate: Approved	
94	Facilities Maintenance (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	4-May-21	Local: Approved \$	20-Oct-23
95				tate: Approved	
96	Electronics Technology	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved \$	20-Oct-23
97				tate: Approved	
98	Welding Application & Procedures (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
99				tate: Approved	
100	Computer Aided Design	NorthWest Arkansas Community College (NWACC)	25-Sep-19	Local: Approved \$	20-Oct-23
101				tate: Approved	
102	Phlebotomy (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved \$	20-Oct-23
103				tate: Approved	
104	Manufacturing Technology (Certificate of Proficiency)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
105				tate: Approved	
106	Nursing Assistant	Arkansas State University-Mountain Home (ASUMH)	18-Sep-20	Local: Approved \$	20-Oct-23
107				tate: Approved	
108	Registered Nurse	NorthWest Arkansas Community College (NWACC)	25-Jan-22	Local: Approved \$	20-Oct-23
109				tate: Approved	
110	Technical Certificate in Graphic Design	NorthWest Arkansas Community College (NWACC)	28-Jun-22	Local: Approved \$	20-Oct-23
111				tate: Approved	
112	Gas Engine Repair and Brake Technology (Cert Prof)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
113				tate: Approved	
114	Biomedical Electronics Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	20-Oct-23
115				tate: Approved	
116	Food Studies- Baking Arts	NorthWest Arkansas Community College (NWACC)	14-Jul-21	Local: Approved \$	20-Oct-23
117				tate: Approved	
118	Heating, Ventilation, & Air Conditioning (Technical Cert)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	24-Oct-23
119				tate: Approved	
120	Automotive Service Technology (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	16-Dec-20	Local: Approved \$	24-Oct-23
121				tate: Approved	

**Northwest Eligible Training Provider List
December 1, 2023**

	A	B	C	D	E
114	Bicycle Assembly & Repair Technician Program	NorthWest Arkansas Community College (NWACC)	27-Jul-21	Local: Approved Date: Approved	20-Oct-23
115	Criminal Justice-Technical Certificate	NorthWest Arkansas Community College (NWACC)	14-Jul-21	Local: Approved Date: Approved	20-Oct-23
116	Food Studies - Culinary Arts	NorthWest Arkansas Community College (NWACC)	14-Jul-21	Local: Approved Date: Approved	20-Oct-23
117	Associate of Applied Science in Cybersecurity	Arkansas State University-Mountain Home (ASUMH)	27-Jan-23	Local: Approved Date: Approved	20-Oct-23
118	Medical Coder	Arkansas State University-Mountain Home (ASUMH)	8-Oct-20	Local: Approved Date: Approved	20-Oct-23
119	Associate of Applied Science in Business Administration	Arkansas State University-Mountain Home (ASUMH)	27-Oct-22	Local: Approved Date: Approved	20-Oct-23
120	Automotive Systems Repair	Arkansas State University-Mountain Home (ASUMH)	18-Sep-20	Local: Approved Date: Approved	20-Oct-23
121	Associate of Applied Science in Registered Nursing LPN/Param	Arkansas State University-Mountain Home (ASUMH)	27-Oct-22	Local: Approved Date: Approved	20-Oct-23
122	Associate Applied Science in Computer Technology & Network	Arkansas State University-Mountain Home (ASUMH)	27-Jan-23	Local: Approved Date: Approved	20-Oct-23
123	Commercial Truck Driving	Arkansas State University-Mountain Home (ASUMH)	7-Nov-23	Local: Approved Date: Approved	13-Nov-23
124	Funeral Science	Arkansas State University-Mountain Home (ASUMH)	14-Dec-21	Local: Approved Date: Approved	20-Oct-23
125	Business Administration/Accounting (AAS degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	19-Jan-21	Local: Approved Date: Approved	20-Oct-23
126	Limited Licensed Radiologic Technologist	PETRA ALLIED HEALTH (SPRINGDALE)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
127	Medical Billing and Coding/Insurance Specialist	PETRA ALLIED HEALTH (SPRINGDALE)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
128	Industrial Electronics Technology/Technician	NORTHWEST Technical Institute (NWTI)	7-Oct-20	Local: Approved Date: Approved	20-Oct-23
129	Associate of Applied Science in Food Studies	NorthWest Arkansas Community College (NWACC)	13-Jul-21	Local: Approved Date: Approved	25-Oct-22
130	Veterinary Assistant	PETRA ALLIED HEALTH (SPRINGDALE)	1-Mar-21	Local: Approved Date: Approved	20-Oct-23
131	Surgical Technology (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved Date: Approved	20-Oct-23
132	Paramedic(EMT) /Associates of Applied Science	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	7-Jan-21	Local: Approved Date: Approved	20-Oct-23
133	Digital Media/Design (Associates Degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	8-Oct-20	Local: Approved Date: Approved	20-Oct-23
134	Construction Technology	NorthWest Arkansas Community College (NWACC)	13-Oct-20	Local: Approved Date: Approved	20-Oct-23
135	Information Technology (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	12-Oct-20	Local: Approved Date: Approved	20-Oct-23
136	Agriculture, Food and Life Science	NorthWest Arkansas Community College (NWACC)	13-Jul-21	Local: Approved Date: Approved	20-Oct-23
137	Associate of Applied Science in Welding	Arkansas State University-Mountain Home (ASUMH)	24-Jan-23	Local: Approved Date: Approved	20-Oct-23
138	Medical Assistant	PETRA ALLIED HEALTH (SPRINGDALE)	17-Sep-20	Local: Approved Date: Approved	20-Oct-23
139	Pharmacy Technician	PETRA ALLIED HEALTH (SPRINGDALE)	5-Nov-20	Local: Approved Date: Approved	20-Oct-23
140	Certified Nursing Assistant	PETRA ALLIED HEALTH	17-Sep-20	Local: Approved Date: Approved	20-Oct-23

**Northwest Eligible Training Provider List
December 1, 2023**

	A	B	C	D	E
148		(SPRINGDALE)		tate: Approved	
149	HVAC	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
150		(NWTI)		tate: Approved	
151	Surgical Technology	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
152		(NWTI)		tate: Approved	
153	Welding	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
154		(NWTI)		tate: Approved	
155	Industrial Maintenance Technology	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
156		(NWTI)		tate: Approved	
157	Associate of Applied Science in Digital Design	Arkansas State University-Mountain Home (ASUMH)	27-Jan-23	Local: Approved	20-Oct-23
158	Assoc. of Applied Science in Programming/Mobile Development	Arkansas State University-Mountain Home (ASUMH)	27-Jan-23	Local: Approved	20-Oct-23
159	Child Advocacy Studies	NorthWest Arkansas Community College (NWACC)	14-Jul-21	Local: Approved	13-Nov-23
160	MSSC Certified Production Technician, Industry Certification	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	14-Mar-23	Local: Approved	25-Oct-23
161	Information Technology (Associates Degree)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	18-Sep-20	Local: Approved	20-Oct-23
162				tate: Approved	
163	Physical Therapist Assistant	NorthWest Arkansas Community College (NWACC)	17-Sep-20	Local: Approved	20-Oct-23
164	Pre-Allied Health (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	13-Jan-21	Local: Approved	20-Oct-23
165				tate: Approved	
166				tate: Approved	
167	Criminal Justice (Associates of Applied Science)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	12-Jan-21	Local: Approved	20-Oct-23
168	Health Information Management	NorthWest Arkansas Community College (NWACC)	16-Sep-20	Local: Approved	20-Oct-23
169				tate: Approved	
170	Information Systems	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
171		(NWTI)		tate: Approved	
172	Accounting (Technical Certificate)	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	12-Jan-21	Local: Approved	20-Oct-23
173	Commercial Truck Driving/Commercial Vehicle Operator	NORTHWEST Technical Institute	23-Jul-21	Local: Approved	20-Oct-23
174	Practical Nursing	Arkansas State University-Mountain Home (ASUMH)	18-Sep-20	Local: Approved	20-Oct-23
175	Medium Heavy Truck Technology	NORTHWEST Technical Institute	17-Sep-20	Local: Approved	20-Oct-23
176		(NWTI)		tate: Approved	
177	Certified Nursing Assistant	NORTHWEST Technical Institute	22-Sep-20	Local: Approved	24-Oct-23
178		(NWTI)		tate: Approved	

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD
Minutes of Meeting September 6, 2023
818 Highway 62-65-412 North, Harrison, Arkansas

A meeting of the Northwest Arkansas Workforce Development Board (LWDB) was held Wednesday, September 6, 2023, in person, via conference call, and via Zoom.

Board members present in person and via Zoom meeting were:

MR. EDDIE BARTLETT, BARTLETT FAMILY DENTISTRY
MS. CHERIE CONNER, NORTH ARKANSAS COLLEGE ADULT EDUCATION
MS. CHERYL DAVENPORT, ADVANCED MARINE PERFORMANCE – Proxy Sarah Brozynski
MS. SONYA EDWARDS, JONES PHYSICAL THERAPY
MR. KEVIN ESTES, DHS SERVICES FOR THE BLIND
MR. AARON JOHNSON, ARKANSAS DIVISION OF WORKFORCE SERVICES
MS. DIANA JOHNSON, NWACC – Proxy Eve Aldredge
MS. CHRISSIE LARCHEZ, HOPE COTTAGES
MR. JASON PATIENCE, WABASH
MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON
MR. ROGER POTTER, ANSTAFF BANK
MS. JENNIFER RAGSDALE, ARKANSAS REHABILITATION SERVICES
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE
MR. HUGH SMITH, SMITH AND TAYLOR TAX
MS. SANDY STOUT, HARPS FOOD
MR. RICKY TOMPKINS, ARKANSAS COMMUNITY COLLEGES
MS. EMILEE TUCKER, O.U.R. EDUCATIONAL CO-OP
MS. TRISH VILLINES, VILLINES ELECTRIC

Board members absent and excused were:

MR. DAVID BELL, DAVID BELL, LLC.
MS. SAMMIE CRIBBS, NORTH ARKANSAS MEDICAL CENTER
MR. WALTER HINOJOSA, NWA LABOR COUNCIL
MS. VICKI JONES, MODERN FENCE
MR. WILSON MARSEILLES, HARRISON REGIONAL CHAMBER OF COMMERCE
MS. KARLEA NEWBERRY, SIGNATURE BANK OF ARKANSAS
MR. MATT RUSSELL, JACK WILLIAMS VETERAN RESOURCE CENTER

Others present or on Zoom were:

Ms. Susan Sangren, NWAEDD
Ms. Patty Methvin, NWAEDD
Ms. Chelsey Weaver, NWAEDD
Mr. James Moss, NWAEDD
Ms. Karen Henry, NWAEDD
Mr. Jeremy Ragland, NWAEDD
Mr. Joe Willis, NWAEDD

Mr. Nicholas Ryburn, Adult Education
Ms. April Turner, NWAEDD
Mr. Robbie Cornelius, Fayetteville Adult Education
Mr. Nickolas Ryburn, NWTI Adult Education
Mr. Chad Brown, Arkansas Workforce Development Board
Ms. Amy Roberts, North Arkansas College Adult Education
Ms. Katie Causey, NWAEDD
Ms. Rebecca Edwards, ADWS
Mr. Rodney Ellis, Springdale School District
Ms. Tania Overton, NWAEDD
Ms. Eve Aldridge – NWACC
Mr. Tom Ginn – AEDC
Dr. Bently Wallace – ASUMH
Mr. Toliver Myers, Senator Boozman’s Office
Ms. Emily Yates, AEDC
Mr. David Mason, North Arkansas College
Ms. Sarah Brozynski, Baxter Health
Ms. Courtney Traylor, Division of Workforce Services

The meeting was called to order at 11:04 a.m. by CHAIR BO PHILLIPS. MR. PHILLIPS informed the attendees that the meeting was being recorded.

MS. PATTY METHVIN gave the quarterly staff report. MS. METHVIN gave an update on the monitoring appeals. MS. METHVIN explained that there is one issue still pending in the appeal process. The third-party monitoring from 2017 – 2020 has been completed by Hightower Workforce Initiatives. Hightower Workforce Initiatives is currently monitoring for PY2021 and 2022. 2021 monitoring by ADWS was held in April and May of 2022. NWAEDD received the first monitoring response letter in January of 2023 and NWAEDD responded in February of 2023. There has been no other communication on the 2021 monitoring. 2022 monitoring occurred in April and May of 2023. The first monitoring response letter from ADWS was received in June of 2023. NWAEDD responded within the required 30 days. A second response was received from ADWS in August of 2023. NWAEDD responded within the required 15 days.

MS. METHVIN informed the Board that she has been working with ADWS to get the Northwest Workforce Board Certification completed. Many of the Workforce Boards in the State are having difficulty with the ADWS requirement that the recommendation letter state that the nominee for serving on the Board has “Optimum Policy Making Authority”. Northwest has also had issues with this which has led to two Board members having to resign.

MS. METHVIN gave the Business Services Report. The Business Services Coordinator’s written report is included on the agenda. MS. METHVIN shared with the Board that MS. TANIA OVERTON resigned as Business Services Coordinator and MS. METHVIN will be taking over her responsibilities in addition to her current role. MS. METHVIN reviewed some of the highlights of the written report.

MS. EMILEE TUCKER gave the Youth Committee report. A written report is included on the agenda. The Youth Committee has met 5 times since the last Board meeting. The committee is working on hosting two Youth Summits entitled “See it AND Be It: Come Experience Your Next Job”. The vision of the

conference is to get those students at the end of their high school careers and our out-of-school youth to come into a conference setting to figure out more about themselves and how to get them into the workforce.

MS. CHERIE CONNER presented the One-Stop Operator Report. A written report is included on the agenda. MS. CONNER reported that the committee met once to set up goals for the future. The committee will meet again at the Business Services meeting on September 27th.

MS. JENNIFER RAGSDALE presented the Disability Committee Report. A written report is included on the agenda. MS. RAGSDALE reported that the committee has met once and is working on streamlining the referral process. The committee will meet again at the Business Services meeting on September 27th.

A motion was made to approve the committee reports by MR. EDDIE BARTLETT and seconded by MR. KELLEY SHARP. The motion passed.

Agenda Item 1 – Updated Workforce Budget. MS. METHVIN explained to the board that NWAEDD has absorbed \$500,000 in funding cuts over the last two years. The District has served a large number of participants more recently and will have to adjust the number of participants served due to the funding cuts. Also, there was a delay in receiving funds from ADWS. MR. BARTLET made a motion to approve the Updated Workforce Budget. MR. KEVIN ESTES seconded the motion. The motion passed.

Agenda Item 2 – 2024 Northwest Board Budget

MS. METHVIN presented the 2023 Workforce Board budget for approval. The budget only includes 6 months' worth of salary for the Business Services Coordinator since MS. OVERTON resigned. MR. KELLY SHARP made a motion to approve the 2024 Northwest Board budget. MR. ESTES seconded the motion. The motion passed.

Action Item 3 – 2024 Northwest One-Stop Operator Budget

MS. METHVIN went over the One-Stop Operator budget. There were no major changes to this budget from the previous year. MR. ROGER POTTER made a motion to approve the Northwest One-Stop Operator budget. MS. EMILEE TUCKER seconded the motion. The motion passed.

Action Item 4 – Election of Officers

MS. METHVIN directed the board to the list of business members currently serving on the board and explained that the Board Chair must represent a business. MR. ESTES made a motion that the following officer be elected:

Chair	Bo Phillips
Vice Chair	Kelly Sharp
Secretary	Roger Potter

MR. EDDIE BARTLETT seconded the motion. The motion passed.

Action Item 5 – One-Stop Operator Report

MS. SUSAN SANGREN reviewed the One-Stop Operator report. MR. POTTER made a motion to approve the One-Stop Operator report. MS. TUCKER seconded the motion. The motion passed.

Agenda Item 6 – Eligible Training Provider Programs

There were no eligible training provider programs for approval. ADWS is working on getting performance information updated by the providers before the programs can be approved.

Agenda Item 7 – Minutes of the June 7, 2023, Board meeting

MR. ESTES made a motion to approve the minutes of the June 7, 2023, Workforce Board meeting. MR. AARON JOHNSON seconded the motion. The motion passed.

MS. METHVIN spent some time going over an overview of the Northwest Arkansas area and the roles and responsibilities of the C.E.O.s and the Local Workforce Board. The Board was provided the Chief Elected Officials Membership guide created by ADWS.

The next meeting of the Northwest Workforce Board will be on Wednesday, December 5, 2023.

MR. SHARP made a motion to adjourn. MR. JASON PATIENCE seconded the motion. The meeting was adjourned at 12:45.

Bo Phillips, Chair

Date