

**NORTHWEST ARKANSAS WORKFORCE DEVELOPMENT BOARD**  
**Wednesday, March 6, 2024, 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

**Overview of Strategic Planning Session** ..... Bo Phillips

**Committee Reports**

Business Services Report .....Patty Methvin

Youth Committee Report..... Emilee Tucker

Disability Committee Report.....Jennifer Ragsdale

One-Stop Operator Committee Report..... Cherie Conner

**Agenda Item 1 – Action**

Updated Workforce Budget ..... 5

**Agenda Item 2 – Action**

Northwest Strategic Vision and Goals ..... Layne Ragsdale

**Agenda Item 3 – Action**

Policy and By-Laws Updates:

NW One Stop Operator Procurement Policy ..... 7

NW WDB Case Management Policy ..... 11

NW Services for Youth Policy ..... 16

NW ITA Policy..... 31

NW By-Laws ..... 35

**Agenda Item 4 – Action**

One-Stop Operator Report..... 46

**Agenda Item 5 - Action**

Eligible Training Provider Programs ..... 53

**Agenda Item 6 – Action**

Minutes of December 6, 2023, NW WDB Meeting..... 62

**Announcements/Other Business**

Mark your calendars for these upcoming meeting dates:

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

Northwest Arkansas Workforce Development  
Business Services Report  
March 6, 2024

Below is a compilation of the Business Services efforts in Northwest from December 6, 2023, to March 6, 2024.

- Worked with the Youth Committee to prepare for the April 2 & 3 Youth Summit.
  - Business contacts for the April summit
    - Goodwill Industries of Arkansas
    - First Community Bank
    - Boone County U of A Extension
    - ASU Mountain Home
    - Signature Bank
    - North Arkansas Regional Medical Center
    - North Arkansas College
    - Baxter Health
    - Arkansas Division of Workforce Services
    - Arkansas Game and Fish Commission
    - Boone County Farm Bureau Board of Directors
    - Harrison Police Department
    - Anstaff Bank
    - Equity Bank
    - Wabash
    - Mitiserve Restoration
  
- Worked with the Youth Committee to prepare for the April 9 Youth Summit at Pea Ridge School.
  - We will be contacting businesses to participate in the summit
  
- Met with Forge Institute
- Scheduled the Be Pro Be Proud truck to come to Harrison and Pea Ridge School
  - Harrison – March 12<sup>th</sup> in conjunction with the Harrison Regional Chamber of Commerce Annual meeting. Schools will be scheduled to tour the truck before and after the annual meeting.
  - Pea Ridge School – April 9<sup>th</sup> in conjunction with the NW Youth Summit. Students attending the summit will tour the truck during the summit. After the summit students from Pea Ridge School will be able to tour the truck.

# **NWAEDD Youth Committee Report**

## **March 6, 2024**

The NWAEDD Youth Committee has been diligently working to plan and organize the upcoming Adulthood 101 Conference, scheduled for April 2 & 3, at OUR Co-Op, 5823 Resource Drive, Harrison, AR 72601. The committee has met virtually every two weeks to ensure a successful event targeting at-risk seniors from various schools in the region.

### **Conference Overview:**

The Adulthood 101 Conference aims to equip seniors with essential life skills, career awareness, and employment-related knowledge. With a focus on personal development in mental health and life skills on day one and employment skills such as interviewing on day two, the conference is specifically designed to provide comprehensive support to seniors who may face various disadvantages as they transition to adulthood.

### **Target Population:**

Our target population for the conference is at-risk seniors, defined as those facing disadvantages such as being part of an underserved population, experiencing financial difficulties, lacking substantial parental support, or requiring extra assistance as they navigate the challenges of transitioning to adulthood. The committee recognizes the unique needs of this group and has tailored the conference content to address and support them effectively.

### **Participant Registration:**

We are delighted to report that 102 at-risk seniors from 10 schools have registered for the conference. The breakdown of participating schools is as follows:

- Deer/Mt. Judea - 10
- Marshall - 15
- Ozark Mountain - 10
- Berryville - 10
- Omaha - 7
- Lead Hill - 5
- Harrison - 10
- Alpena - 15
- Green Forest - 15
- Kingston – 5

Originally limiting each school to 10 students, we have accommodated the requests of three schools to bring 15 students each. Any additional schools expressing interest will be placed on a waitlist, considering the conference's capacity is set at 100 students.

## **Partnerships**

We have secured valuable partnerships with community organizations to ensure the success of the conference:

- Goodwill Industries of Arkansas
- First Community Bank
- Boone County U of A Extension
- ASU Mountain Home
- Signature Bank
- Arkansas AWARE/OUR
- North Arkansas Regional Medical Center
- North Arkansas College
- Baxter Health
- Arkansas Division of Workforce Services
- Arkansas Game and Fish Commission
- Boone County Farm Bureau Board of Directors
- Harrison Police Department
- Anstaff Bank
- Equity Bank
- GBX Consultants Inc
- Job Corps
- Wabash
- Mitiserve Restoration/Eddie Bartlett

The Boone County Farm Bureau Women's Committee has graciously offered to provide food for both days of the conference, contributing to the overall success of the event.

## **Conclusion:**

The NWAEDD Youth Committee is excited about the positive impact the Adulting 101 Conference will have on our at-risk senior participants. We extend our gratitude to the NWAEDD Workforce Board for their continued support and look forward to a successful and enriching event.

**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	DIW
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 23 Allocation	77,916.00				4,309.00		73,607.00	53,643.00	9,096.00	10,868.00
PY 24 Allocation	166,604.32					82,777.32	83,827.00		40,649.00	43,178.00
	172,713.00						172,713.00		83,463.00	89,250.00
	665,511.00						665,511.00		340,905.00	324,606.00
Total Allocation	1,095,614.66	637.18	637.18	2,446.58	4,309.00	82,777.32	1,004,807.40	53,643.00	481,257.15	469,907.25
Total Available Admin	1,095,614.66	637.18	637.18	2,446.58	4,309.00	82,777.32	1,004,807.40	53,643.00	481,257.15	469,907.25
<b>ADMIN BUDGET</b>										
Salaries & Wages	420,505.00	220.23	220.23	1,764.24	4,309.00	19,516.00	398,784.30	21,289.64	190,999.58	186,495.08
Payroll Expense - Other	2,250.00						2,250.00	120.12	1,077.65	1,052.23
Fringe Benefits	78,200.00	41.95	41.95	682.34		5,950.00	71,483.76	3,816.26	34,237.48	33,430.03
P/A-Admin Costs	122,775.00					55,942.32	66,836.68	3,568.17	32,011.74	31,256.78
Poinage	428.00					100.00	328.00	17.51	157.10	153.39
Communications - Telephones	9,285.00					260.00	9,025.00	481.81	4,322.57	4,220.62
Computer Software Maint/Reprints	0.00									
Motor Pool	1,454.00						1,454.00	77.62	696.40	679.98
Bank Service Fees	1,200.00						1,200.00	64.06	574.75	561.19
Materials & Supplies	2,200.00					240.00	1,960.00	104.64	938.75	916.61
Membership/Sub Pro. Activity	35.00						35.00	1.87	16.76	16.37
Printing & Reproduction	1,100.00					48.00	1,052.00	56.16	503.86	491.98
Rent - Bldg Storage	550.00					500.00	50.00	2.67	23.95	23.38
Travel-Training & Education	1,550.00					221.00	1,329.00	70.95	636.53	621.52
Mileage - Travel	75.00						75.00	4.00	35.92	35.07
Total Salaries & Overhead	641,611.00	262.18	262.18	2,446.58	4,309.00	82,777.32	555,862.74	29,675.48	266,233.03	259,954.23
Carryover July - Sept 2022	454,003.66	375.00	375.00				448,944.66	23,967.52	215,024.12	209,953.02
Total Admin Budget	1,095,614.66	637.18	637.18	2,446.58	4,309.00	82,777.32	1,004,807.40	53,643.00	481,257.15	469,907.25

**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	81,667.00	97,817.00
Total Allocation	1,322,593.47	10,384.68	10,448.16	22,273.81	38,784.00	573,138.47	1,993,664.97	482,790.00	575,765.35	388,606.00
<b>Total Available Program</b>	<b>2,648,694.09</b>	<b>10,384.68</b>	<b>10,448.16</b>	<b>22,273.81</b>	<b>38,784.00</b>	<b>573,138.47</b>	<b>1,993,664.97</b>	<b>482,790.00</b>	<b>575,765.35</b>	<b>935,109.62</b>
<b>Program Budget</b>										
Salaries & Wages	1,007,637.31	2,286.35	2,286.36			59,460.47	943,604.13	228,505.11	272,510.46	442,588.56
Payroll Expenses - Other	7,538.58						7,538.58	1,825.56	2,177.12	3,535.90
Fringe Benefits	205,470.84	846.82	846.84			18,806.00	184,971.18	44,793.00	53,419.20	86,758.98
P.A. Admin Costs	147,913.15	806.78	806.79				146,299.58	35,428.21	42,250.94	68,620.43
Overseas	1,300.00						1,300.00	314.81	375.44	609.75
Postage	1,839.76					150.00	1,689.76	409.20	488.00	792.57
Communications - Telephones	27,715.56					990.00	26,725.56	6,471.92	7,718.27	12,535.37
Computer Software Maint/ Renewals	853.32						853.32	206.64	246.44	400.24
Depreciation Exp	13,879.07						13,879.07	3,360.98	4,008.24	6,509.85
Equipment	0.00									
IFA Costs	41,958.00						41,958.00	10,160.64	12,117.36	19,680.00
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-Por 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/Counselor	23,469.63						23,469.63	5,683.45	6,777.97	11,008.21
Rent - Bldg Storage	64,428.13					4,500.00	59,928.13	14,512.32	17,307.09	28,108.72
Travel-Training & Education	6,380.00	1,993.78	1,993.78				2,392.44	579.36	690.93	1,122.15
Employee Tuition Reimburse-ment	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	1,589,790.14	22,509.68	22,573.16			84,816.47	1,459,890.83	353,530.16	421,612.74	684,747.93
Participant Costs	1,256,419.23			22,273.81	38,784.00	489,322.00	707,039.42	222,039.42	225,000.00	260,000.00
Carryover July - Sept 2023	(197,515.28)						(173,265.28)	(92,779.58)	(70,847.39)	(9,638.31)
<b>Total Program Budget</b>	<b>2,648,694.09</b>	<b>22,509.68</b>	<b>22,573.16</b>	<b>22,273.81</b>	<b>38,784.00</b>	<b>573,138.47</b>	<b>1,993,664.97</b>	<b>482,790.00</b>	<b>575,765.35</b>	<b>935,109.62</b>
<b>Total Budget</b>	<b>3,744,308.75</b>	<b>23,146.86</b>	<b>23,210.34</b>	<b>24,720.39</b>	<b>43,093.00</b>	<b>655,915.79</b>	<b>2,998,472.37</b>	<b>536,433.00</b>	<b>1,057,022.50</b>	<b>1,405,016.87</b>



Policy Name:	One-Stop Operator and Service Provider Procurement
Effective Date:	June 7, 2017
Date Approved by Board:	June 7, 2017
Date Revised:	September 4, 2019
Date Revision Approved by the Board:	September 4, 2019
Date Revised by the Board:	March 6, 2024

**Purpose:**

To communicate the process used in the Northwest Arkansas Local Workforce Development Area for the procurement and selection of a one-stop operator and/or service provider under the Workforce Innovation and Opportunity Act (WIOA). This policy is in effect for all future competitive bid processes for one-stop operator(s) and service provider.

**Background:**

WIOA changed the law and rules governing procurement and selection of one-stop operators and the individuals/groups allowed to serve as operators. The Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (commonly known as the OMB Super Circular) also changed procurement requirements and consolidated eight previous circulars into one Uniform Guidance document, amongst other changes

Northwest Arkansas Workforce Development Board (NWA WDB) must select their One-Stop Operator through a competitive process at least once every four years (WIOA sec. 121(d)(2)(A)). The competitive process must comply with 2 CFR § 200, including the Department of Labor specific requirements at 2 CFR part 2900. As part of that competitive process, NWA WDB) is required to clearly articulate the expected role(s) and responsibilities of the One-Stop Operator (20 CFR § 678.620(a)) and include the role(s) and responsibilities in the resulting contract.

**Policy:**

NWA WDB will have local procurement policies that adhere to applicable sections of federal law and regulations and state policy in selecting one-stop operators and service providers and awarding contracts under WIOA.

NWA WDB will document, in writing, (1) efforts to identify the availability of one-stop operators and service providers and (2) the allowable processes used to select one-stop operators and service providers and how they were followed, including procurement processes (including selection criteria by which bids were scored), where applicable. All this documentation must be maintained and provided to the State upon request.

## Federal Requirements

### Procurement of One-Stop operators and Service Providers

- A. One-stop operators must be designated and certified through a competitive procurement process. NWA WDB must be able to document, in writing, that they made their board members and the public aware of the competitive process to be used. That includes providing at least a 30-day public notice through media where prospective local, state, and national bidders typically identify such opportunities (e.g., local print newspapers, on-line newspapers, NWA WDB websites, other community web sites, etc.). Solicitations must include the selection criteria to be used in the process and must be maintained as part of the documentation.
- B. The competitive process used by NWA WDB to procure one-stop operators must be conducted at least once every four years and follow the principles of competitive procurement set forth in Uniform Administrative Guidance at CFR 200.318-326.
- C. NWA WDB is encouraged to use the same procurement process to select Adult, Dislocated Worker, Youth Service Providers.
- D. The allowable forms of competitive procurement processes are as follows:
  - a. Competitive Proposals
  - b. Sole Source
    - i. Sole source can be exercised as per NWA WDB policies that comply with state and federal procurement laws and regulations and only if documented factor, including published notice(s) of intent made available to the public for at least 30 days in media where prospective NWA WDB, state and national bidders typically identify such opportunities. Lead to a determination that only one entity could serve as an operator and/or service provider, compelling circumstances outweigh the delay that would result from a competitive solicitation, or results of the competition conducted per section 3(c)(i)(C)(1-2) of this policy are determine inadequate and only with the agreement of the NWA WDB Chief Elected Official and Governor.
    - ii. NWA WDB may be selected as one-stop operators under a sole source agreement only if they demonstrate adherence to appropriate internal controls and establish conflict of interest policies and procedures that identify appropriate internal controls and are approved by the Governor. NWA WDB must complete a request for a waiver to serve as a one-stop operator and submit it to the State Workforce Development Board.
    - iii. NWA WDB may serve as one-stop operators in the region for which they are designated if they are determined to be the successful bidder in a solicitation that conforms to the principles of competitive procurement set forth in Uniform Administrative Guidance at 2 CFR 200.318.326, and only if approved internal control and conflict of interest policies are followed. Internal controls include the requirement that the solicitation and scoring process be manage by a fair and impartial third party free of conflicts of interest and that NWA WDB staff and the agency that employ such staff cannot develop the solicitation for proposals, facilitate the scoring process, or score proposals. The State WDB and NWA WDB may work together to establish a list of pre-qualified bidders for this role.



## **NWA WDB Procedures**

### Competitive Bid Process

#### A. Procurement Task Force

1. The Northwest Arkansas Workforce Development Board will form an ad hoc Procurement Task Force to oversee the selection process.
2. The Procurement Task Force will consist of NWA WDB members.
3. NWA WDB member must chair the Procurement Task Force.
4. An Independent contractor may be contracted with to facilitate the procurement process and work with the Procurement Task Force.
5. The Procurement Task Force Chair will record the meetings and keep meeting minutes that will be made available for State or Federal inspections as needed. The meeting recordings will be posted on the Arkansas Division of Workforce Services website.
6. NWA WDB's Conflict of Interest Policy applies to the Procurement Task Force members that are also board members. In addition, members of the Procurement Task Force and the Independent contractor will sign a specific declaration of no conflict as it relates to the procurement process.

#### B. Request for Proposals

1. The Procurement Task Force may work with the independent contractor to create and issue a Request for Proposals (RFP).
2. The independent contractor may set up a closed Dropbox file for the Procurement Task Force members to communicate and share documents throughout the process.
3. The RFP will be emailed to Board Members, Chief Elected Officials, Partner Agencies; and to potential offerors who have been identified on the pre-qualified bidders list. Following the distribution of the RFP shall be posted on the Arkansas Division of Workforce Services website and a notice provided in the local newspaper.
4. The RFP shall include a required Intent to Apply must be submitted.
5. The RFP shall allow for a period to ask questions. All questions and answers will be communicated to any organization submitting an Intent to Apply and will be posted on the Arkansas Division of Workforce Services website.

### **Selecting the One-Stop Operator and/or Service Provider**

1. The Procurement Task Force will review and score all proposals and submit a selection recommendation to the Executive Committee of the LWDB or entire LWDB for vote.

2. In the case that no proposals are received, one proposal is received, or none of the proposals received a score high enough, the Northwest Arkansas Workforce Development Board will exercise the sole source option with the Chief Elected Officials.

### **Contracting Procedures**

Once directed by the Northwest Arkansas Workforce Development Board, the Administrative Entity on behalf of the LWDB will create and manage the contract. In the event the selected vendor also serves as LWDB staff or LWDB Support, an Agreement will be executed between the Successful Offeror and the LWDB that clearly defines roles and responsibilities as well as a description of internal controls and related conflict of interest requirements.

### **Performance Monitoring**

The Administrative Entity typically provides monitoring and oversight on behalf of the LWDB. In the event the existing Administrative Entity is the Successful Offeror, an independent consultant may be contracted with to conduct program monitoring at least one time each program year and will report findings directly to the LWDB.

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John "Bo" Phillips, NWA WDB Chair



Policy Name: Case Management Policy  
Effective Date: March 6, 2024  
Date Approved by the Board: March 6, 2024

**PURPOSE:** The purpose of this policy is to establish Northwest Arkansas' Workforce Development Board's (NWA WDB) general responsibilities and expectations associated with providing case management under WIOA in accordance with the rules and regulations of 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), Issuances from the Arkansas Division of Workforce Services (ADWS), WIOA Title I-B Policy Manual, and local workforce board policy.

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), Issuances from the Arkansas Division of Workforce Services (ADWS), WIOA title I-B Policy Manual, and local workforce board policy.

WIOA case management is a participant-centered approach used to ensure that the goals, activities, and services are being met in accordance with an Individual Employment Plan (IEP) or Individual Service Strategy (ISS) developed with a participant. This approach ensures that participants are actively engaged on a path to success related to employment and life. Case management is the process of assessing, monitoring, coordinating, delivering, and/or brokering activities and services necessary for participants to enter employment or employment-related activities as quickly as possible.

Case management matches the needs of the participant with the appropriate services and/or employment in the community that will result in the participant becoming self-sufficient. Additionally, the Career Advisor negotiates, collaborates, and builds bridges within the community to support the participant's success.

Case management begins during the certification process and continues throughout program participation and follow-up.

During effective case management, Career Advisors conduct periodic reviews of actual activities in relation to participant plans to determine if progress towards successful completion is still on track. Any related problems that may arise must

be recorded in case notes. If obstacles are identified, note how each barrier or need will be addressed and by whom.

Program staff who provide case management are expected to:

- Develop on-going relationships with their participants and act as a resource.
- Develop a relationship with Core partners.
- Help participants understand and act on their Individual Employment Plan and Individual Service Strategy, making modifications as necessary
- Perform regular check-ins

### **The Career Advisor's Role**

WIOA Career Advisors shall provide multiple services throughout the entire WIOA process within the following broad elements:

- Orientation
- Determine Eligibility (See local Eligibility Policies for more information)
- Enter participant data in the Arkansas Job Link (AJL) system
- Determine which assessments to use at the beginning of the eligibility process
- Review the assessment results with the participant and draw conclusions that will serve as input for the input for the development of an IEP or ISS.
- Customized Service Planning
- Progress Reporting
- Placement and Exit
- Follow-up

Throughout participation, services associated with the above elements will be defined, communicated and documented through the process of continuous career planning. Continuous career planning ensures that participant expectations and needs are addressed on a schedule that is relevant and predictable. Continuous career planning also ensures that service delivery is individualized and active throughout participation. The frequency of contact under continuous career planning is at least monthly. All contact shall be documented in the Arkansas Division of Workforce Services' Management Information System, Arkansas Job Link. (AJL). Documenting career planning is vital to quality service.

As much as possible, participants should be able to see the same Career Advisor for check-ins and return visits/appointments until the participant finds employment or otherwise exits the system. The participant should be notified if the Career Advisor changes and offered an opportunity for an introductory meeting with the new Career Advisor as soon as mutually convenient. Case notes and file maintenance are to reflect the results of continuous career

planning in detail so that the participant's status is easily determined.

Additional information on case note requirements can be found in the Arkansas Division of Workforce Services Case Management and Participant Files policy( WIOA I-B 4.2). It should be noted that case notes, eligibility and program data, services rendered, and participant's status at exit should have supporting documentation contained within the participant's paper file. Supporting documentation for the above shall be validated for accuracy and completeness prior to exit.

### **Career Planning**

WIOA Act Sec. 3(8) CAREER PLANNING -The term "career planning" means the provision of a client-centered approach in the delivery of services, designed-

- (A) to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
- (B) to provide job, education, and career counseling, as appropriate during program participation and after job placement.

Career Planning is a collaborative process designed to assist the individual job seekers in preparing for and obtaining employment that will lead to self-sufficiency.

### **Individual Employment Plan (IEP) or Individual Services Strategy (ISS)**

For participants receiving WIOA career or training services, an IEP or ISS is developed in conjunction with the participant and staff. The participant is given a copy of the signed IEP or ISS.

- A development of IEP or ISS activity is reported in AJL along with case notes that the plan was developed in conjunction with both the participant and staff. Staff maintains a copy of the IEP or ISS in the participant paper file and AJL. Measurable skills are entered into AJL to support the plan when appropriate. As skills are completed, the staff should report if it was attained or not. More information on skills can be found in the Measurable Skills Gains Procedure and the Follow-Up Procedure.
- The state has determined that the IEP or ISS service should be opened and closed on the same day it is completed. A modification to an IEP or ISS will require a new entry of an IEP or ISS service reflecting the day it is modified. The IEP or ISS is reviewed and updated to reflect the current goals of the participants. A case note is required to support this.

### **Program Eligibility & Data Validation**

Staff will follow the policies and procedures of Arkansas Division of Workforce

Services Data Validation Policy and Procedures (WIOA I-B 4.6) on Program Eligibility and Data Validation.

## **Services**

Services provided to reportable individuals, registrants, and participants are entered into AJL. Case notes must be entered for each service/activity provided and support/justify the delivered service.

It is preferred that services and case notes be entered as they are delivered to the individual, but staff are allowed up to three business days.

It is allowable to enter a case note without a supporting service when it is intended to provide just an update or status change on the participant's progress where there is no evidence that a new or continued service was provided. For more information on Case Notes, see Enrollment and Case Notes Procedure.

The frequency and mix of service delivery is unique based on each individual participant, program, and eligibility of services.

### **Service Delivery, Participation, and Exit Dates**

Staff will follow the policies and procedures of Northwest Workforce Development Area regarding priority of service, eligibility, local restrictions of services, and ending services.

- Keeping participants active and engaged during participation increases the likelihood of successful outcomes, ideally until they become employed or have met other relevant goals.
- Participants will remain active while receiving services.
- Basic career services, partner services, and supportive services do not prevent an exit.
- For participants in an active service, monthly contacts would be reported. These monthly contacts help staff assess the continued success of the service participation and any areas of improvement that may need solutions identified, including referrals.

### **Electronic & Paper File Case Management**

Career planning involves not only the provision of direct services to individuals, but also includes the maintenance of required records and documents, both paper and electronic.

Arkansas Job Link (AJL) is Arkansas Division of Workforce Service's (ADWS) electronic case management system, for tracking program participation, program eligibility, data validation, service delivery, program outcomes, etc.

Paper files are also maintained by staff to support program participation. Paper files are maintained in a secured and organized manner. Staff follow the appropriate Checklist to determine placement of documents. Files are to be maintained in a locked area. These types of file maintenance for program enrollments are not totally duplicative, but rather support one another to ensure compliance with Federal, State, and Local guidelines.

### **Program Exits**

Ninety days after services are closed, an exit from the program will occur in AJL. The exit date will be the day of the last service provided. Not all services prevent an exit. Alternatively, not extending projected end dates properly will cause the enrolled participant to exit. Once exited, Career Advisors will start follow-up.

### **Performance and Follow-Up**

Staff follows the Local Follow-Up Policy and Procedure. Staff will unassign themselves as Career Advisor in AJL upon completion of quarterly follow-ups and follow-up services.

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John "Bo" Phillips, NWA WDB Board Chair



Policy Name: Youth Services Policy  
Effective Date: March 6, 2024  
Date Approved by the Board: March 6, 2024

The purpose of this policy is to establish Northwest Arkansas' Workforce Development Board's associated with services for Youth in Northwest Arkansas Workforce Board (NWA WDB) area in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and to detail eligibility requirements for receiving these services in accordance with the same law, regulations, and policies.

Both in-school youth (ISY) and out-of-school youth (OSY) are eligible for Youth services [20 CFR 681.200]. NWA WDB WIOA Title I-B Youth program providers must work with other one-stop partners and providers of services to assist youth in obtaining the full array of needed services [WIOA §129(c)(3)(A); 20 CFR 681.420(c & d)]. Youth service providers should also work with other appropriate entities in assessing the needs of participants and creating strategies to meet those needs. Assessments and service strategies developed for the participant by other entities should be used as appropriate [WIOA § 129(c)(1)(A & B); 20 CFR 681.420(h)].

**Eligibility/Target Population: Out-of-school youth (OSY) and in-school youth (ISY)**

An OSY is an individual who is:

- (a) Not attending any school (as defined under State law);
- (b) Not younger than age 16 or older than age 24 at time of enrollment; and
- (c) One or more of the following:
  - (1) A school dropout;
  - (2) A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
  - (3) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
  - (4) An offender;
  - (5) A homeless individual, a homeless child or youth, or a runaway;
  - (6) An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or



adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;

(7) An individual who is pregnant or parenting;

(8) An individual with a disability; or

(9) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

An ISY is an individual who is:

(a) Attending school (as defined by State law), including secondary and postsecondary school;

(b) Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21 at time of enrollment;

(c) A low-income individual; and

(d) One or more of the following:

(1) Basic skills deficient;

(2) An English language learner;

(3) An offender;

(4) A homeless individual, a homeless child or youth, or a runaway;

(5) An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;

(6) An individual who is pregnant or parenting;

(7) An individual with a disability; or

(8) An individual who requires additional assistance to complete an educational program or to secure or hold employment.

Youth must register and be declared eligible for services before receiving any services other than self-service or information-only [681.320(a)]. In addition, all of the following activities must occur for a youth to be a participant for reporting purposes [20 CFR 681.320(b)]:

1. The collection of documentation to support an eligibility determination (ADWS Title I-B Form 2.4 *In-School Youth Eligibility Determination* or 2.5 *Out-of-School Youth Eligibility Determination*).
2. The provision of an objective assessment (may be a recent assessment by another entity [WIOA § 129(c)(1)(A); 20 CFR 681.420(h)]). Arkansas defines “recent assessment” as within the last six months.
3. The development of an individual service strategy (may be a recent individual service strategy developed by another entity [WIOA § 129(c)(1)(B); 20 CFR 681.420(h)] (See ADWS Title I-B Form 3.2 *Individual Service Strategy*). Arkansas defines “recent Individual Service Strategy” as within the last six months.

4. Participation in any of the 14 WIOA Youth program elements.

Not less than 75% of all NWA WDB WIOA Title I-B Youth funds beyond administrative costs must be spent on OSY activities [*WIOA §129(a)(4)(A); 20 CFR 681.410(d)*], unless an exception is granted under WIOA § 129(a)(4)(B).

If a student is required to attend school under state compulsory school attendance laws, the priority in providing assistance is for the individual to attend school regularly [*WIOA §129(a)(5)*]. Arkansas law requires attendance at a private, public, parochial or home school each day the school is open for individuals age 5 through 17 unless one of the following applies [*A.C.A. § 6-1-201; A.C.A. § 6-15-501*]:

- The child has received a high school diploma or its equivalent as determined by the State Board of Education
- The child is 16 years or older and enrolled in a postsecondary vocational-technical institution, a community college, or two-year or four-year institution of higher education
- The child is 16 years or older and enrolled in either an adult education program or the Arkansas National Guard Youth Challenge Program.

More information concerning eligibility for ISY and OSY programs may be found in ADWS Policy No. WIOA I-B – 2.5 (*Eligibility for In-School Youth Program*) and ADWS Policy No. WIOA I-B – 2.6 (*Eligibility for Out-of-School Youth Program*).

The ISS must also identify career pathways that include education and employment goals, that considers career planning and the results of the objective assessment, and that prescribes achievement objectives and services for the participant [*20 CFR 681.420*].

Provide case management of youth participants, including follow-up services

1. The NWA WDB area must follow the design framework described in the NWA WDB plan concerning how the 14 program elements will be made available within that framework.
2. LWDBs must ensure appropriate links to entities that will foster participation of eligible NWA WDB area youth. Such links may include, but are not limited to:
  - a. NWA WDB area justice and law enforcement officials
  - b. NWA WDB public housing authorities
  - c. NWA WDB education agencies
  - d. NWA WDB human service agencies
  - e. WIOA title II adult education providers
  - f. NWA WDB disability-serving agencies and providers and health and mental health providers

- g. Job Corps representatives
  - h. Representatives of other area youth indicatives, such as YouthBuild, entities that serve homeless youth, and other public and private youth initiatives
3. LWDBs must ensure that WIOA Youth program providers refer all youth participants to appropriate other entities where they can receive needed services [*WIOA § 129(c)(3)(A)*], including:
    - a. Providing these participants with information about the full array of applicable or appropriate services through the one-stop system and other appropriate providers
    - b. Referring these participants to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.
  4. If a youth applies for enrollment in a WIOA Youth program and either does not meet the enrollment requirements for that program or cannot be served by that program, the Youth program provider must ensure that the youth is referred for further assessment, if necessary, or referred to appropriate programs to meet the skills and training needs of the youth.
  5. In order to meet the basic skills and training needs of applicants who do not meet the eligibility requirements of a particular program or who cannot be served by the program, each Youth provider must ensure that these youth are referred for further assessment, as necessary, and to appropriate programs who might be able to meet the needs of the youth.
  6. LWDBs must ensure that parents, Youth participants, and other members of the community with experience relating to youth programs are involved in both the design and implementation of its youth programs.
  7. The required objective assessment or the required individual service strategy is not required if the program provider determines that it is appropriate to use a recent objective assessment or individual service strategy (within the last six months) that was developed under another education or training program.

Fourteen program elements must be available to all Youth participants. WIOA Youth funds are not required to be spent on these services. NWA WDB programs are encouraged to partner with existing NWA WDB, state, and national entities that can provide program elements at no cost to the NWA WDB Youth program [*20 CFR 681.460(c)*; *20 CFR 681.470*]. The NWA WDB area, however, must ensure that if a program element is not funded with WIOA title I Youth funds, the NWA WDB program has an agreement in place with a partner organization to ensure that the program element will be offered. NWA WDB must ensure that program elements provided by other entities are closely connected and coordinated with the WIOA Youth program [*20 CFR 681.470*].

NWA WDB programs have the discretion to determine what specific program services a youth participant receives based on each participant's objective assessment and individual service strategy. NWA WDB programs are not required to provide all program services to each participant [20 CFR 681.460(b)].

NWA WDB programs must make each of the following 14 program elements available to Youth participants who need such services [WIOA § 129(c)(2); 20 CFR 681.460(a); TEGL 23-14; TEGL 21-16]. NWA WDB

area Youth programs should ensure that services received are reported in AJL. Documenting receipt of program elements is critical to ensure that youth who are actively participating in programs do not get unintentionally exited due to 90 days of no services. Note that case management (the act of connecting youth to appropriate services) is not a program element, and should not be reported as one of the 14 Youth program elements [TEGL 21-16].

**Program Element 1: Tutoring, study skills training, instruction, and dropout prevention services** that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential [20 CFR 681.460(a)(1); TEGL 21-16].

The following services and activities are reported under Program Element 1 [TEGL 21-16]:

- a. Tutoring, study skills training, and instruction that lead to a high school diploma. Such services focus on providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and resources to develop learning strategies. Tutoring, study skills training, and instruction can be provided one-on-one, in a group setting, through resources and workshops.
- b. Secondary school dropout prevention intended to lead to a high school diploma. Such services include services and activities that keep a young person in school and engaged in a formal learning and/or training setting. Strategies include, but are not limited to, tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.

The following strategies are listed in 20 CFR 681.460(a)(1), (Program Element 1), but they overlap with other program elements and are reported under other program elements [TEGL 21-16]:

- a. Dropout recovery strategies that are aimed at getting a youth who has dropped out of secondary education back into a secondary school or alternative secondary/high school equivalency program and preparing them for high school equivalency attainment are reported in Program Element 2.

- b. Services, including training services, leading to recognized postsecondary credentials are reported in Program Element 4.

**Program Element 2: Alternative secondary school services or dropout recovery services** [20 CFR 681.460(a)(2); TEGL 21-16]. Alternative secondary school services, such as basic education skills training, individualized academic instruction, and English as a Second Language training, are those that assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school [TEGL 21-16]

**Program Element 3: Paid and unpaid work experiences** that have academic and occupational education as a component of the work experience. Work experience as a planned, structured learning experience that takes place in a workplace for a limited period of time. The types of work experiences may include the categories of [20 CFR 681.460(a)(3) & 681.600(c)]:

- a. Summer employment opportunities and other employment opportunities available throughout the school year;
- b. Pre-apprenticeship programs;
- c. Internships and job shadowing; and
- d. On-the-job training opportunities.

A pre-apprenticeship is a program designed to prepare individuals to enter and succeed in a registered apprenticeship program. It includes all of the following elements [20 CFR 681.480; TEGL 21- 16]:

- a. Training and curriculum that aligns with the skill needs of employers in the economy of the state or region involved
- b. Access to educational and career counseling and other supportive services, directly or indirectly
- c. Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options and understanding how the skills acquired through coursework can be applied toward a future career
- d. Opportunities to attain at least one industry-recognized credential
- e. A partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program

Job shadowing is a work experience option where youth learn about a job by walking through the work day as a shadow to a competent worker. It is a temporary, unpaid exposure to the workplace in an occupational area of interest to the participant, where the youth experiences firsthand the work environment, occupational skills in practice, the value of professional training, and potential

career options. It is designed to increase career awareness, help model youth behavior through examples, and reinforce in the youth the link between academic classroom learning and occupational work requirements [TEGL 21-16].

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)]. 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 NWA WDB area. The appropriateness of this program element for a eligible youth is established through the participant's objective assessment and individual service strategy [20 CFR 681.460(b)]. Out-of-school Youth may participate in Registered Apprenticeship Programs (RA) [TEGL 13-16]. RAs provide the required occupational and academic component required for Program Element 3 [TEGL 21-16].

A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists [20 CFR 681.600(a)]. Additional information on the employer/employee relationship may be found on DOL's Wage and Hour Division website [TEGL 21-16]. For additional guidance concerning work experience regulations in general, see ADWS Policy No. WIOA I-B – 3.8 (*Work Experience*). For additional guidance concerning on-the-job training, see ADWS Policy No. WIOA I-B – 3.4 (*On-the-Job Training*).

Not less than 20% of the youth funds allocated to a NWA WDB area (minus area administrative costs) must be spent to provide ISY and OSY with paid and unpaid work experiences. NWA WDB youth programs must track program funds spent on paid and unpaid work experiences, including wages and staff costs for the development and management of work expenses, and report such expenditures as part of the NWA WDB youth financial reporting. The percentage of funds spent on work experience is calculated as the total amount spent on ISY and OSY work experience divided by the total allocated youth funds (minus administrative costs) [WIOA § 129(c)(4); 20 CFR 681.590; TEGL 23-14; TEGL 21-16]. Leveraged resources cannot be used to fulfill any part of the 20% minimum [TEGL 21-16].

Allowable work experience expenditures that may be included in the 20% minimum are [TEGLs 23-14, 8-15, & 21-16]:

- a. Wages/stipends paid for participation in a work experience (including employment costs such as FICA match and workers' compensation insurance)
- b. Staff time working to identify and develop a work experience opportunity, including staff time spent working with employers to identify and develop the work experience
- c. Staff time spent working with employers to ensure a successful work experience, including staff time spent managing the work experience
- d. Staff time spent evaluating the work experience
- e. Participant work experience orientation sessions

- f. Employer work experience orientation sessions
- g. Classroom training or the required academic education component directly related to the work experience
- h. Incentive payments directly tied to the completion of work experience
- i. Employability skills/job readiness training to prepare youth for a work experience
- j. Supportive services are a separate program element, and funds spent for supportive services cannot be counted toward the 20% work experience work expenditure requirement, even if supportive services assist the youth in participating in the work experience [TEGL 21-16].
- k. The academic and occupational education component that must be included with work experiences refers to contextual learning that accompanies a work experience. It includes the information necessary to understand and work in specific industries and/or occupations. The component may include learning the general duties of workers in the occupation, specific knowledge related to the occupation, specific skills needed to work in the occupation, or such. The component is not general education, such as GED® classes. The component may occur concurrently or sequentially with the work experience, inside or outside the work site. The work experience employer may provide the academic and occupational component, or such components may be provided separately in the classroom or through other means [20 CFR 681.600(b); TEGL 21-16].

**Program Element 4: Occupational skill training**, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the NWA WDB area involved, if the LWDB determines that the programs meet the quality criteria for eligible providers of Youth workforce investment activities described in WIOA

§ 123 [20 CFR 681.460(a)(4) & 681.540(b); TEGL 21-16]. Occupational skills training is defined as an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. NWA WDB area must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the NWA WDB area [20 CFR 681.540].

Occupational skills training for youth must meet all of the following requirements [20 CFR 681.540(a); TEGL 21-16]:

- a. Be outcome-oriented and focused on an occupational goal specified in the individual service strategy
- b. Be of sufficient duration to impart the skills needed to meet the occupational goal
- c. Lead to the attainment of a recognized postsecondary credential

Individual Training Accounts (ITAs) may be provided to Out-of-School Youth (OSY)

ages 16 to 24 with Youth funds [20 CFR 681.550; TEGL 21-16]. Youth funds may not be used to provide ITAs to In-School Youth (ISY), but ISY between the ages of 18 and 21 may co-enroll in the WIOA Adult program if the youth's needs, knowledge, skills, and interests align with the WIOA adult program, the youth meets priority requirements, and the ITA is funded by the Adult program [TEGL 21-16]. More information may be found in ADWS Policy No. WIOA I-B – 2.3 (*Eligibility for Adult Program*), ADWS Policy No. WIOA I-B – 2.7 (*Co-enrollment*), and ADWS Policy No. WIOA I-B – 3.3 (*Occupational Skills Training*).

**Program Element 5: Education offered concurrently with workforce preparation and training for a specific occupation** or occupational cluster [20 CFR 681.460(a)(50); TEGL 21-16]. This program element reflects an integrated education and training model that describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or pathway [20 CFR 681.630].

Program Element 5 is the concurrent delivery of Program Element 2, Program Element 3, and Program Element 4 to create an integrated education and training model. When the program elements occur concurrently to train for a particular occupation, occupational cluster, or career pathways, the services are reported in Program Element 5. When the activities occur separately and at different times, they are reported in the Program Element 2, 3, or 4, as appropriate [TEGL 21-16].

**Program Element 6: Leadership development opportunities**, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors [20 CFR 681.460(a)(6)]. Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors, such as [20CFR 681.520; TEGL 21-16]:

- A. Exposure to postsecondary educational possibilities
- B. Community and service learning projects
- C. Peer-centered activities, including peer mentoring and tutoring
- D. Organizational and team work training, including team leadership training
- E. Training in decision-making, including determining priorities and problem solving
- F. Citizenship training, including life skills training, such as parenting and work behavior training
- G. Civic engagement activities that promote the quality of life in a



community

Other leadership activities that place youth in leadership roles, such as serving on youth leadership committees, such as a Standing Youth Committee

**Program Element 7: Supportive services** that are necessary to enable an individual to participate in Youth activities [WIOA 3(59); 20 CFR 681.460], including, but not limited to [20 CFR 681.460(a)(7) & 681.570; TEGL 21-16]:

- a. Linkages to community services
- b. Assistance with transportation
- c. Assistance with child care and dependent care
- d. Assistance with housing
- e. Assistance with educational testing
- f. Reasonable accommodations for youth with disabilities
- g. Legal aid services
- h. Referrals to health care
- i. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- j. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- k. Payments and fees for employment and training-related applications, tests, and certifications

For more information concerning supportive services, see ADWS Policy No. WIOA I-B – 3.9 (*Supportive Services*).

**Program Element 8: Adult mentoring** for a duration of at least 12 months, which may occur both during and following exit from the program. It must be a formal relationship between a youth participant and an adult mentor. There must be structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Group mentoring and mentoring through electronic means are allowed as part of the mentoring activities, the NWA WDB youth program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis. Mentoring may include workplace mentoring where the NWA WDB program matches a youth participant with an employer or employee of a company [20 CFR 681.460(a)(8) & 681.490; TEGL 21-16]. NWA WDB programs should ensure appropriate policies and processes are in place to adequately screen and select mentors [TEGL 21-16]. DOL strongly prefers that case managers not serve as mentors, but case managers may serve as mentors in areas where adult mentors are sparse [TEGL 21-16].

**Program Element 9: Follow-up services** for not less than 12 months after completion of participation [20 CFR 681.460(a)(9)], to ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include, as appropriate [20 CFR 681.580]:

- a. Regular contact with a youth participant's employer
- b. Assistance in addressing work-related problems that arise
- c. Supportive services, as described in Program Element 7
- d. Adult mentoring, as described in Program Element 8
- e. Financial literacy education, as described in Program Element 11
- f. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the NWA WDB area, such as career awareness, career counseling, and career exploration services
- g. Activities that help youth prepare for and transition to postsecondary education and training

When these services are given as follow-up services (after the expected exit date), they should be coded in AJL as follow-up services, as opposed to program services provided prior to exit. In addition, follow-up services should be documented in case files that they were provided as follow-up services post exit [TEGL 21-16].

Follow-up services may begin immediately following the last expected date of service in the programs included in the Common Exit date, when no future services are scheduled [TEGL 21-16]. Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit [TEGL 21-16].

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Follow-up services do not have to be provided if the participant declines to receive services or if the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the discretion of the LWDB and the program provider. The types of services provided and the duration of the services must be determined based on the needs of the individual. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome [20 CFR 681.580(c)].

Youth should be informed at the time of enrollment that follow-up services will be provided for 12 months following exit. NWA WDB programs should have policies

in place to establish how to document and record when a participant cannot be located or contacted. Documentation must be placed in the case file if a youth requests not to receive or continue follow-up services [TEGL 21-16]

**Program Element 10: Comprehensive guidance and counseling**, which may include drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate to the needs of the individual youth. When referring participants to necessary counseling that cannot be provided by the NWA WDB youth program or its program providers, the NWA WDB youth program must coordinate with the organization it refers to in order to ensure continuity of service [20 CFR 681.510]. When resources exist within the NWA WDB program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs [TEGL 21-16].

**Program Element 11: Financial literacy education**, which may include the following activities [20 CFR 681.460(a)(11) & 681.500; TEGL 21-16]:

- a. Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions
- b. Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards
- c. Teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit
- d. Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions
- e. Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft and in other ways understand their rights and protection related to personal identity and financial data
- f. Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials
- g. Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling
- h. Provide financial education that is age appropriate, timely, and

provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings

- i. Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools, and instruction.

**Program Element 12: Entrepreneurial skills training** [20 CFR 681.460(a)(12)], which is training that develops the skills associated of starting and operating a small business. Such skills may include, but are not limited to, the ability to [20 CFR 681.560(a)]:

- a. Take initiative
- b. Creatively seek out and identify business opportunities
- c. Develop budgets and forecast resource needs
- d. Understand various options for acquiring capital and the trade-offs associated with each option
- e. Communicate effectively and market oneself and one's ideas

Approaches to teaching youth entrepreneurial skills include, but are not limited to [20 CFR 681.560(b); TEGL 21-16]:

- a. Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- b. Enterprise development, which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants needed to begin business operation and by providing individualized attention to the development of viable business ideas.
- c. Experiential programs that provide youth with experience in the day-to-day operation of a business. Some of these programs may involve the development of a youth-run business that young people participating in the program work in and manage. Other experiential programs may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

**Program Element 13: Services that provide labor market and employment information** about in- demand industry sectors or occupations available in the NWA WDB area, such as career awareness, career counseling, and career exploration services [20 CFR 681.460(a)(13)]. Workforce and labor market information is the body of knowledge that describes the relationship between labor demand and supply [20 CFR 651.10]. Youth program providers should be familiar with state Labor market information (LMI) tools. LMI tools identify in-demand industries and occupations and employment opportunities and provide knowledge of job market expectations. LMI also provides information about education, skill requirements, and potential earnings. Such information can help youth make appropriate decisions about education and careers [TEGL 21-16].

Career awareness begins the process of developing knowledge of the variety of careers and occupations available, their skill requirements, working conditions, training prerequisites, and job opportunities across a wide range of industry sectors. Career exploration is the process in which youth choose an educational path and training or a job that fits their interests, skills and abilities. Career counseling or guidance provides advice and support in making decisions about what career paths to take. Career counseling services may include providing information about resume preparation, interview skills, potential opportunities for job shadowing, and the long-term benefits of postsecondary education and training [TEGL 21-16].

**Program Element 14: Postsecondary preparation and transition activities** [20 CFR 681.460(a)(14)]. Postsecondary preparation and transition activities and services prepare youth for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent, although the services may be given before a youth earns the diploma or GED®. These services include exploring postsecondary education options, such as technical schools, two-year colleges, four-year colleges and universities, and registered apprenticeships. Additional services include, but are not limited to, assisting youth to prepare for SAT/ACT tests, assisting with college admission applications, searching and applying for scholarships and grants (including the FAFSA), and connecting youth to postsecondary education programs [TEGL 21-16].

Incentive payments to youth are permitted, for recognition and completion of high school diploma or equivalent. Incentive payments must be in compliance with the Cost Principles in Uniform Guidance at 2 CFR part 200. Incentives may not include entertainment, such as movie or sporting tickets or any other venues whose sole purpose is entertainment. All requirements concerning the control of cash also refer to gift cards, which are essentially cash [TEGL 21-16].

If incentive payments are to be used, NWA WDB youth program providers must have written policies and procedures in place governing the award of incentives and must ensure that incentive payments meet all of the following requirements [20 CFR 681.640; TEGL 21-16]:

1. Tied to the goals of the specific program
2. Outlined in writing before the commencement of the program that

may provide incentive payments

3. Align with the NWA WDB program's organizational policies
4. Are in accord with the requirements contained in 2 CFR part 200

NWA WDB Youth programs must provide service to a participant for the amount of time necessary to ensure successful preparation to enter postsecondary education and/or unsubsidized employment. There is no minimum or maximum time an individual can participate in the Youth program. Programs must link participation time to the individual service strategy and not to the timing of youth service provider contracts or program years [20 CFR 681.450]. A youth need not exit the program if he or she reaches the maximum age or if an OSY enrolls in school, as long as the youth still needs services provided in the Youth program [20 CFR 681.210(b); 20 CFR 681.220(b); 20 CFR 681.240; *Comments in WIOA Final Rule concerning §681.210*].

The exit date is determined when the participant has not received services in the Youth program (or any other program included in a common-exit program in which the participant is co-enrolled) for 90 days, and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service [20 CFR 677.150(c)].

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John "Bo" Phillips



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
Revised	March 6, 2024

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.
- An ITA is an agreement established by a WIOA title I service provider with a training provider to pay certain required costs on behalf of a participant. It may be written for any allowable type of program of study that is on the state Eligible Training provider list and has been approved by the Northwest Workforce Development Board. Any payments to be made directly to the training provider must be listed on the ITA, whether the payments are for direct training costs or supportive services (such as books, supplies, and fees).
- Participants may be dropped from the program for unsatisfactory attendance or grades. Staff need to consult with WIOA Management staff BEFORE deciding whether 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.
- 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
- The Career Advisor and the Participant 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 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.
- Northwest has a duration limit on an ITA based on the type of credential the participant is seeking.
- 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.
- Northwest has a funding cap based on the program of study the participant is seeking. There is a \$15,000 total cap per participant.
- Requests for exemptions, including but not limited to instances where the course of study exceeds the expected time frame, must be formally submitted in writing by the Career Advisor and are subject to approval by the Operations Manager.
- 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.
- Northwest includes the following language on the ITA:  
“By invoicing WIOA for the training costs, the provider agrees that if provider receives Pell or scholarship funds to cover cost of tuition and fees for this individual after the WIOA program has paid for training, the provider agrees to return the portion of the funds spent by WIOA that was later covered by Pell or scholarships.”

#### 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.
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If no WIOA title I-B payments are to be made directly to the training provider, then an ITA is not needed.

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John “Bo” Phillips, Board Chair



## **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)

(Revised 03/06/2024 – no vote needed)

### **ARTICLE I**

#### **ESTABLISHMENT**

##### **SECTION I.**

**Purpose of Workforce Development Board:** The Northwest Arkansas Workforce Development Board (NWA WDB) 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 the NWA WDB 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.**

NWA WDB 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 NWA WDB 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)(j); 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 NWA WDB Chair. The Chairperson may excuse an absence. In order to obtain an excused absence, a NWA WDB Member may call or email a NWA WDB 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. 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 NWA WDB 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 NWA WDB: 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 NWA WDB Chair deems necessary or appropriate. Unless otherwise specified, the NWA WDB Chair shall appoint Committee members and their chairpersons. Youth programs shall be designed, planned, and forwarded by the Youth Committee for NWA WDB approval and implementation.

- A. The Executive Committee shall be comprised of the NWA WDB Chair, Vice-Chair, Secretary, and at least two at-large NWA WDB 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 NWA WDB Chair.

- a. The Executive Committee shall have the authority of the NWA WDB 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 NWA WDB 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 NWA WDB Chair shall refer to the Executive Committee such business, which in the NWA WDB Chair's judgement, may require action or approval of the NWA WDB. All actions of the Executive Committee shall be reported to the NWA WDB at its next meeting following such action and such reports shall become part of the minutes of that meeting.
  - d. Any member of the NWA WDB may appear before the Executive Committee to discuss any items of business of the NWA WDB. Meetings of the Executive Committee shall be called by the NWA WDB Chair in such places as the Chair may designate.
  - e. All NWA WDB members will be notified of the meeting date, time, agenda, and location when the Executive Committee meets outside of the regular NWA WDB 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 NWA WDB 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 NWA WDB.

### **SECTION IV.**

**Budget:** The NWA WDB 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 NWA WDB 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 NWA WDB 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 NWA WDB 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 NWA WDB. 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, NWA WDB members shall abide by Article IX of these Bylaws concerning conflicts of interest.

#### **SECTION VI.**

**Conference Calls and Virtual meetings:** The NWA WDB 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 NWA WDB or by the Committee Chairperson. Such meetings will meet the quorum requirements of the NWA WDB 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 NWA WDB, the bylaws or special rule shall prevail.

### **ARTICLE V**

#### **TRAVEL EXPENSES**

##### **SECTION I.**

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

### **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 NWA WDB 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 NWA WDB 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 NWA WDB 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 :**

NWA WDB members shall not engage in the practice of nepotism. The NWA WDB shall not employ a member of the family of a NWA WDB 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 NWA WDB 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 One Stop Operator Report  
March 6, 2024**

**Title 1**

**Core 4 NWAEDD**

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

Location	2 <sup>nd</sup> Quarter Participants		Year to Date Participants	
	PY 22	PY 23	PY 22	PY 23
Fayetteville	77*	22	94*	31
Harrison	29	14	42	18
Mountain Home	32	14	41	20
<b>Total</b>	<b>138</b>	<b>50</b>	<b>177</b>	<b>69</b>

\*Includes numbers from Rogers' office that has closed

**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	2 <sup>nd</sup> Quarter Reportable Individuals		2 <sup>nd</sup> 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	78	81	52	59	105	112	64	72
Fayetteville Public Schools	177	216	156	186	217	253	167	196
North Arkansas College	234	289	177	234	298	391	205	288
Northwest Arkansas Community College	803	856	588	602	1,120	1204	711	738
Northwest Technical Institute	540	734	401	539	757	929	475	757
Ozark Literacy Council	64	137	47	80	91	171	60	86
<b>Total</b>	<b>1,896</b>	<b>2,313</b>	<b>1,421</b>	<b>1,700</b>	<b>2,588</b>	<b>3,060</b>	<b>1,682</b>	<b>2,137</b>

**Title 3**

**Core 4 Division of Workforce Services**

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

Location	2 <sup>nd</sup> Quarter Customers		Year to Date Customers	
	PY 22	PY23	PY 22	PY 23
Fayetteville	3,274*	2,551	7,170*	5,898
Harrison	1,288**	1,855	3,339**	3,003
<b>Total</b>	<b>4,562</b>	<b>4,406</b>	<b>10,779</b>	<b>8,901</b>

\*Includes numbers from Rogers' office that has closed

\*\*Includes numbers from Mountain Home office that has closed

**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	2 <sup>nd</sup> Quarter Applicants		2 <sup>nd</sup> 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	174	154	276	226	346	317	582	900	473
Harrison	19	26	16	2	38	55	28	64	74	57
<b>Total</b>	<b>132</b>	<b>200</b>	<b>170</b>	<b>278</b>	<b>264</b>	<b>401</b>	<b>345</b>	<b>646</b>	<b>974</b>	<b>530</b>

**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 education, on-the-job training, ancillary support services, employee performance issues because of a disability in the workplace)

Location	2 <sup>nd</sup> 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	9	9	15	24	12	67
Baxter, Boone, Carroll, Madison, Marion, Newton, and Searcy Counties	11	9	22	27	28	43
Washington County	10	10	21	24	52	61
<b>Total</b>	<b>30</b>	<b>28</b>	<b>58</b>	<b>75</b>	<b>92</b>	<b>170</b>

**Statewide WIOA Performance Training**

Katie Causey, James Moss, and Patty attended the Statewide WIOA Performance Training organized by the Division of Workforce Services, Arkansas Department of Commerce, on November 27-28, 2023. Over two days, they focused on understanding and enhancing WIOA performance outcomes. The training began by analyzing PY2022 Performance Outcomes and comparing national performance outcomes for various sectors. Discussions also revolved around PY2023 Target Performance Rates and the sources of data and calculation methodologies for WIOA performance measures. They explored current initiatives aimed at aiding performance goals.

A significant part of the training was devoted to Credentials & Credential Attainment, highlighting recognized credential types and the significance of credential attainment. They learned about calculating credential attainment rates and discussed strategies for improving these rates both individually and at the state level, recognizing the importance of credentials in workforce development.

Participants received an overview of Performance Measures outlined in TEGL 10-16, focusing on metrics for WIOA Title 1B across different categories such as Youth, DLW, and Adult. They examined factors influencing exit, employment rates, wages, median earnings, and measurable skills gains. They also learned about educational functioning levels, diploma attainment, and skills progression/passage of exams, crucial for assessing program success.

Additionally, the training covered Targeted Populations, emphasizing the importance of understanding and addressing the unique challenges faced by individuals with barriers to employment. Strategies tailored to these populations were discussed to enhance program effectiveness.

Participants were introduced to Tableau Performance Reports, Data, and SWOT Analysis techniques, providing valuable tools for data-driven decision-making and strategic planning.

Overall, Katie, James, and Patty gained insights into WIOA performance metrics, credential attainment strategies, and interventions for diverse populations. Equipped with this knowledge, they are better prepared to contribute to achieving performance goals and improving workforce outcomes in their roles within the workforce development sector.

### **WIOA Statewide Grants Management Training**

During the WIOA Statewide Grants Management Training on December 11th and 12th, 2023, Joe Willis, Landon Koch, and Patty Methvin delved into the intricacies of Uniform Guidance and Grants Management, focusing specifically on Cost Principles for Federal Grants outlined in 2 CFR Part 200 (Subpart E) and FAR 31.2. Through this two-day course, they gained a comprehensive understanding of various aspects, including allowable costs, direct versus indirect costs, and the historical context and current application of cost principles. They honed their skills in utilizing these principles across the grants' lifecycle, from budget development to spending decisions, and even in the context of site visits and audits. By participating in modules covering basic concepts and practical applications, they were able to strengthen their ability to conduct research and apply cost principles to real-world scenarios effectively. Through this training, Joe, Landon, and Patty have become better equipped to navigate the complexities of grants management and ensure compliance with federal regulations, enhancing their effectiveness in their roles within the grants management field.

### **Success Stories**

#### **Success Story by Nicholas Ryburn – NWTI Adult Education**

##### **Twila Corter**

Determined, generous, and optimistic are three words that describe Twila Corter as a successful GED student. Twila enrolled at our Adult Education Center in June 2019. She was not new to the GED process. She had spent the previous year studying at another adult education center that was further away from her home and workplace. The distance made it difficult for her to attend class. She was excited to discover a more convenient location to continue her GED studies. Twila revealed her determination early in her first weeks of class. She attended class for four hours, from 8:30-12:30, every morning, before she left to feed her elderly neighbor his lunch and arrive at work for her 3 p.m. to 11 p.m. shift. She didn't have much time to study outside of school, so she studied during the weekends and her work lunch breaks.

Even though Twila was very focused on her studies, she did not overlook her fellow classmates. Almost every day, she brought snacks to share with the other students. She shared school



supplies that she had purchased for herself with the other students. She encouraged students in their studies by saying, "Don't give up! If I can do it, you can do it!" She always had something kind to say to everyone she met at the Adult Education Center.

She quickly passed the RLA, SS, and Science Official GED tests before our winter break in 2019. Then Twila showed true determination when her math struggle began. She

began her math studies in January of 2020. She worked remotely with our math teacher during the COVID 19 shutdown. She also successfully battled breast cancer during this time and happily returned to GED class when we reopened in August of 2020. Twila remained determined and optimistic every time she took a Math Ready and Official test. She never complained. She simply said, "I'll pass next time. I'm not quitting."

She continued attending class and studying as much as her variable work schedule permitted. Twila's determination and persistence paid off in the fall of 2023 when she passed math and became a GED graduate. Twila taught us that with determination, generosity, and optimism, anyone can accomplish their life goals.



### **Success Story by Rose Sparrow - NWAEDD Jamario Lougin**

Mr. Jamario Lougin faced a setback when he was laid off from his temporary job due to



company downsizing. Despite several attempts to secure new employment, he found himself at a crossroads.

Turning to the WIOA program for assistance, Jamario underwent an assessment conducted by the Fayetteville, AR WIOA staff, who determined his eligibility for the WIOA Adult Program.

With the support of the program, Jamario embarked on a journey to obtain his CDL training through the 160 Driving Academy. Transportation assistance eased the burden of travel expenses, enabling him to focus on his training. Although he encountered challenges along the way, Jamario persisted, ultimately achieving success in completing his training and obtaining his Arkansas CDL license and certification.

Armed with his new qualifications, Jamario seized an opportunity for employment, securing a position earning \$20.00 per hour. Despite another potential offer from APAC's sister company, Jamario opted to pursue his current role as a Dump Truck Operator at S&K Dirt Works, LLC. Now a full-time permanent employee, Jamario is grateful for the support he received throughout his journey. Reflecting on his experience, he expressed gratitude for overcoming obstacles and achieving his dream job as a Dump Truck Driver.

**Success Story by Jenna Robbins – ASU - Mountain Home Adult Education  
Rayan Syed**

We're excited to share the latest news about Rayan Syed, fall 2023 GED graduate! Rayan's journey toward his dream of becoming a nurse is already well underway, and we couldn't be happier for him. He wasted no time after graduation, diving straight into his prerequisites at ASUMH.

Rayan's determination to pursue his aspirations is truly inspiring. Having already met with a Financial Aid advisor back in December, he swiftly sorted out his funding and commenced his college journey in January. It's clear that Rayan's dedication knows no bounds.

Throughout his studies, Rayan leaned heavily on resources like our Essential Education program and various online tutorial videos. His proactive approach to learning is paying off as he progresses on his path to making a difference in the healthcare field.

As Rayan continues his education, we send our warmest wishes and unwavering support his way. Here's to his ongoing success and the countless lives he'll touch with his future endeavors in healing and care.



**Success Story by Michelle Ryan- NWAEDD  
Kelsey Jiles**

Ms. Kelsey Jiles inquired about the WIOA program after other students had spoken about the assistance they received from the program. After an initial assessment, the Harrison Arkansas American Job Center staff deemed that Kelsey met the eligibility criteria for services under the WIOA Adult program. Kelsey attended LPN training at

North Arkansas College in Harrison, AR and received assistance with utilities and car payments to assist her with the successful completion of a Certificate of Licensure degree in the LPN training program. She was able to obtain employment at MANA Urgent Care in Fayetteville, AR and is now earning over \$26 an hour as an LPN.

### **A Lifetime of Service: The Legacy of Susan Sangren**

Susan Sangren dedicated 46 years of her life to empowering her community through employment and training programs. She wore many hats, serving as a Career Advisor, Financial Administrator, and Director of Workforce Development Programs. Her passion for helping others was unmatched, and she found immense joy in improving the lives of individuals and families. Beyond her professional roles, Susan was deeply involved in various community and civic organizations. From the Daughters of the American Revolution to Rotary, she tirelessly worked to address issues ranging from race relations to promoting the arts and advocating for abused children.

As Susan enters retirement, her commitment to serving others remains unwavering. She plans to continue her involvement in civic and community service organizations, support her elderly father, delve into her genealogy, and explore the world through travel, perhaps embarking on an Alaskan Cruise.

Susan's departure from her professional role leaves a void in the community, but her legacy of compassion and service will continue to inspire and impact countless lives. She will be dearly missed, but her spirit will undoubtedly live on through the countless lives she has touched.



*Pictured, left to right: Shana King, Susan Sangren, and State Senator Bryan King. Susan was presented a Letter of Commendation from President Bill Clinton by Senator King at her retirement celebration.*

**One-Stop Operator Expenditures**  
**7/1/2023 – 12/31/2023**

	Budget	Expenditures	Balance	Percentage
Personnel Services	\$18,486.00	\$9,268.73	\$9,217.27	50%
Fringe Benefits	\$5,546.00	\$3,272.10	\$2,273.90	59%
Travel	\$1,000.00	\$0.00	\$1,000.00	0%
Training & Education	\$300.00	\$0.00	\$300.00	0%
Telephone/Internet/Fax/Postage	\$600.00	\$240.00	\$360.00	40%
Printing/Reproduction	\$100.00	\$0.00	\$100.00	0%
Materials & Supplies	\$100.00	\$0.00	\$100.00	0%
Memberships/Subscriptions/Professional Services	\$100.00	\$0.00	\$100.00	0%
Maintenance/Repairs	\$100.00	\$0.00	\$100.00	0%
3rd Party Monitoring	\$3,435.00	\$0.00	\$3,435.00	0%
Indirect Costs	\$3,033.00	\$0.00	\$3,033.00	0%
<b>Total</b>	<b>\$32,800.00</b>	<b>\$12,780.83</b>	<b>\$20,019.17</b>	<b>39%</b>

### Northwest Arkansas Workforce Board Eligible Training Providers March 2024

<u>Construction Equipment Operation (Certificate of Prof)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Certificate of Proficiency in Graphic Design</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Emergency Medical Technology -AAS Paramedic</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Technical Certificate Accounting Technology</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Technical Certificate Logistics Management</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Automotive Service Technology</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved State: Approved
<u>Collision Repair Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Graphic Design</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Automation/System Integration Manufacturing (AAS)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Climate Control Manual Drive Trains Technology - (Cert Prof)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Collision Repair Technology (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Business Administration (Associate Degree)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Paralegal</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Certification Welding (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC	Local: Approved State: Approved

**Northwest Arkansas Workforce Board Eligible Training Providers March 2024**

<u>Clinical Medical Assistant (Technical Certificate)</u>	(NORTH CAMPUS AND SOUTH NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH	<b>Local:</b> Approved <b>State:</b> Approved
<u>Phlebotomy</u>	Arkansas State University-Mountain Home (ASUMH)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Business Administration Management (AAS Degree)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH	<b>Local:</b> Approved <b>State:</b> Approved
<u>Electronics Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH	<b>Local:</b> Approved <b>State:</b> Approved
<u>Paramedic (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Nursing Assistant (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Technical Certificate, Dental Assistant</u>	NorthWest Arkansas Community College (NWACC)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Technical Certificate - Artisanal Foods</u>	NorthWest Arkansas Community College (NWACC)	<b>Local:</b> Approved <b>State:</b> Approved
<u>AAS in Business Management</u>	NorthWest Arkansas Community College (NWACC)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Marine Manufacturing</u>	Arkansas State University-Mountain Home (ASUMH)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Structural Welding</u>	The Academy - NWA	<b>Local:</b> Approved <b>State:</b> Approved
<u>Medical Laboratory Technology (Associate of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local:</b> Approved <b>State:</b> Approved
<u>Registered Nursing (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH	<b>Local:</b> Approved <b>State:</b> Approved

### Northwest Arkansas Workforce Board Eligible Training Providers March 2024

<u>Construction Equipment Operation (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Culinary Arts</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Heating, Ventilation &amp; Air Conditioning (Cert of Prof)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Computer Information Systems</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>LPN (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Criminal Justice-AAS</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Electronics Technology</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved State: Approved
<u>Workforce Technology (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Construction Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>CNA Apprenticeship - Northwest</u>	NATIONAL APPRENTICESHIP TRAINING FOUNDATION (NATF) - Arkadelphia	Local: Approved State: Approved
<u>AS in Business Administration - Transfer</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Practical Nursing</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved State: Approved
<u>Turf Management (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Manufacturing Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC	Local: Approved State: Approved

**Northwest Arkansas Workforce Board Eligible Training Providers March 2024**

<u>Shielded Metal Arc Welding (SMAW) (Cert of Proficiency)</u>	(NORTH CAMPUS AND SOUTH NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Radiology Technology (Associates of Applied Science)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Phlebotomy Technician</u>	PETRA ALLIED HEALTH (SPRINGDALE)	<b>Local: Approved State: Approved</b>
<u>Outdoor Power Equipment (Technical Certificate)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Truck Driving (Certificate of Proficiency)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Dental Assistant</u>	PETRA ALLIED HEALTH (SPRINGDALE)	<b>Local: Approved State: Approved</b>
<u>Electronics Technology (Certificate of Proficiency)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Gas Metal Arc Welding (GMAW) - (Certificate of Proficiency)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Class A CDL Program</u>	160 Driving Academy - Northwest	<b>Local: Approved State: Approved</b>
<u>Construction Technology (Certificate of Proficiency)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Automation and Systems Integration (AAS Degree)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Facilities Maintenance (Certificate of Proficiency)</u>	(NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	<b>Local: Approved State: Approved</b>
<u>Electronics Technology</u>	NorthWest Arkansas Community College (NWACC)	<b>Local: Approved State: Approved</b>



## Northwest Arkansas Workforce Board Eligible Training Providers March 2024

<u>Welding Application &amp; Procedures (Cert of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Computer Aided Design</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Phlebotomy (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Manufacturing Technology (Certificate of Proficiency)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Nursing Assistant</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved State: Approved
<u>Registered Nurse</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Technical Certificate in Graphic Design</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Gas Engine Repair and Brake Technology (Cert Prof)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Biomedical Electronics Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Food Studies- Baking Arts</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved State: Approved
<u>Heating, Ventilation, &amp; Air Conditioning (Technical Cert)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved
<u>Automotive Service Technology (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved State: Approved

## Northwest Arkansas Workforce Board Eligible Training Providers March 2024

	CAMPUS)		
<u>Bicycle Assembly &amp; Repair Technician Program</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Criminal Justice-Technical Certificate</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Food Studies - Culinary Arts</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Medical Coder</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Associate of Applied Science in Business Administration</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Automotive Systems Repair</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Associate of Applied Science in Registered Nursing LPN/Param</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Commercial Truck Driving</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Funeral Science</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Associate of Applied Science in Food Studies</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Business Administration/Accounting (AAS degree)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Limited Licensed Radiologic Technologist</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>Medical Billing and Coding/Insurance Specialist</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>Industrial Electronics Technology/Technician</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved

**Northwest Arkansas Workforce Board Eligible Training Providers March 2024**

<u>Veterinary Assistant</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>Surgical Technology (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH	Local: Approved	State: Approved
<u>Paramedic(EMT) (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Digital Media/Design (Associates Degree)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Construction Technology</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Information Technology (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Agriculture, Food and Life Science</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Associate of Applied Science in Welding</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Medical Assistant</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>Pharmacy Technician</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>Certified Nursing Assistant</u>	PETRA ALLIED HEALTH (SPRINGDALE)	Local: Approved	State: Approved
<u>HVAC</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved
<u>Surgical Technology</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved
<u>Welding</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved

## Northwest Arkansas Workforce Board Eligible Training Providers March 2024

<u>Industrial Maintenance Technology</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved
<u>Associate of Applied Science in Digital Design</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Assoc. of Applied Science in Programming/Mobile Development</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved	State: Approved
<u>Child Advocacy Studies</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>MSSC Certified Production Technician, Industry Certification</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Information Technology (Associates Degree)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Physical Therapist Assistant</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Pre-Allied Health (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Criminal Justice (Associates of Applied Science)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Health Information Management</u>	NorthWest Arkansas Community College (NWACC)	Local: Approved	State: Approved
<u>Information Systems</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved
<u>Accounting (Technical Certificate)</u>	NORTH ARKANSAS COLLEGE - NAC (NORTH CAMPUS AND SOUTH CAMPUS)	Local: Approved	State: Approved
<u>Commercial Truck Driving/Commercial Vehicle Operator</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved	State: Approved

**Northwest Arkansas Workforce Board Eligible Training Providers March 2024**

<u>Practical Nursing</u>	Arkansas State University-Mountain Home (ASUMH)	Local: Approved <b>State:</b> Approved
<u>Medium Heavy Truck Technology</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved <b>State:</b> Approved
<u>Certified Nursing Assistant</u>	NORTHWEST Technical Institute (NWTI)	Local: Approved <b>State:</b> 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  
MR. DAVID BELL, DAVID BELL, LLC.  
MS. CHERIE CONNER, NORTH ARKANSAS COLLEGE ADULT EDUCATION  
MS. SAMMIE CRIBBS, NORTH ARKANSAS MEDICAL CENTER  
MS. CHERYL DAVENPORT, ADVANCED MARINE PERFORMANCE – Proxy Sarah Brozynski  
MR. AARON JOHNSON, ARKANSAS DIVISION OF WORKFORCE SERVICES  
MS. DIANA JOHNSON, NWACC – Proxy Eve Aldredge  
MR. WILSON MARSEILLES, HARRISON REGIONAL CHAMBER OF COMMERCE  
MS. KARLEA NEWBERRY, SIGNATURE BANK OF ARKANSAS  
MR. ROGER POTTER, ANSTAFF BANK  
MS. JENNIFER RAGSDALE, ARKANSAS REHABILITATION SERVICES  
MR. KELLEY SHARP, UNIVERSITY OF ARKANSAS FAYETTEVILLE  
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:

MS. SONYA EDWARDS, JONES PHYSICAL THERAPY  
MR. KEVIN ESTES, DHS SERVICES FOR THE BLIND  
MR. WALTER HINOJOSA, NWA LABOR COUNCIL  
MS. VICKI JONES, MODERN FENCE  
MS. CHRISSIE LARCHEZ, HOPE COTTAGES  
MR. JASON PATIENCE, WABASH  
MR. BO PHILLIPS, COX-RAPID SCALE, HARRISON  
MR. MATT RUSSELL, JACK WILLIAMS VETERAN RESOURCE CENTER  
MR. HUGH SMITH, SMITH AND TAYLOR TAX

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. Joe Willis, NWAEDD  
Mr. Nicholas Ryburn, Adult Education  
Ms. April Turner, NWAEDD

Mr. Robbie Cornelius, Fayetteville Adult Education  
Ms. Amy Roberts, North Arkansas College Adult Education  
Mr. Rodney Ellis, Springdale School District  
Mr. Tom Ginn, AEDC  
Ms. Rose Sparrow, NWAEDD  
Ms. Nadine Sewak, NWAEDD  
Ms. Janie Wheeler, Retired  
Ms. Cindy Dewitt, Arkansas Behavioral Health Integration Network  
Ms. Amy Roberts, North Arkansas College Adult Education  
Mr. Ross Parker, Retired  
Ms. Shana King, NWAEDD  
Ms. Katie Causey, NWAEDD  
Mr. Bob Largent, Harrison Regional Chamber of Commerce  
Ms. Kayla Jones, Stone Bank  
Ms. Erika Evans, Title Net Solutions  
Ms. Cheryl Keymer, Signature Bank  
Ms. April Turner, NWAEDD  
Ms. Carole Shaver, NWAEDD  
Ms. Jana Kindall, ADWS  
Mr. Landon Koch, NWAEDD  
Mr. Elijah Snow, Office of Congressman Crawford  
Ms. Melba Miller, NWAEDD  
Mr. John Dyess, Altronic

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

MS. PATTY METHVIN gave the quarterly staff report. MS. METHVIN gave an update on monitoring. The Arkansas Division of Workforce Services (ADWS) monitoring for 2021 occurred in April through May of 2022. We received our first report in January 2023 and Northwest Arkansas Economic Development District (NWAEDD) responded in February 2023. There has been no other written communication since. The ADWS monitoring for 2022 occurred in April through May of 2023. ADWS sent its first report in June of 2023, NWAEDD responded within 30 days, ADWS sent its second response in August of 2023, NWAEDD responded within 15 days. There has been no other written communication since. NWAEDD received its initial monitoring report from Hightower Workforce Initiatives for third party monitoring for 2021 and 2022. NWAEDD is currently creating our response. There were no major issues in the report. MS. METHVIN shared with the Board that NWAEDD received letters from Dr. Childers stating that the Northwest board has been certified, the local plan has been approved and the two centers have been certified. MS. METHVIN informed the Board that she attended the ADWS Partner meeting in Hot Springs. She also attended the ADWS performance training with Katie Causey and James Moss.

MS. METHVIN gave the Business Services Report. The Business Services Coordinator's written report is included on the agenda. MS. METHVIN highlighted the Business Services/One Stop Operator meeting in Eureka Springs on September 27<sup>th</sup>. All 4 Core Partners, training providers, and four Northwest Workforce Board members attended. Ms. Sandy Martin from Eureka Springs made a presentation on Sector Partnership 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.

MS. EMILEE TUCKER gave the Youth Committee report. MS. TUCKER informed the board that the Youth Committee presented two youth summits in our area. The target audience was High School juniors and seniors, and Out of School youth. The vision of the summit was to allow the students the ability to have some one-on-one time with employers and training providers. There were 95 students that attended the summits and 50 vendors. The committee is now working on the Spring Youth Summits.

MS. JENNIFER RAGSDALE gave the Disability Committee report. The Disability Committee met and discussed creating a Common Intake Form as well as holding a Vendor Fair to share information on all of the services available.

MS. CHERIE CONNER gave the One-Stop Operator Committee report. The main topic of the committee meeting was to discuss collaborative processes that would improve monitoring referral and follow-up with customers.

MR. DAVID BELL made a motion to approve the committee reports. MR. AARON JOHNSON seconded the motion. The motion passed.

#### Agenda Item 1 – Updated Workforce Budget

MS. METHVIN shared with the board that Northwest will have a \$250,000 reduction of funds this year. Over the past four years the reduction in funds equals almost \$500,000. Northwest still has not received funding for this year that was normally received in early October. Regular budget meetings have been held to discuss how to respond to the funding cuts. A motion was made by MR. EDDIE BARTLETT and seconded by MS. TUCKER. The motion passed.

#### Agenda Item 2 – Title 1 Program Provider

MS. METHVIN explained to the Board that the Chief Elected Official's agreement authorizes NWAEDD to act as grant subrecipient and fiscal agent on their behalf. MR. BARTLETT made a motion to authorize NWAEDD to act as the Title 1 program provider and fiscal agent for the Northwest area in addition to other grants as appropriate. MR. ROGER POTTER seconded the motion. The motion passed.

#### Agenda Item 3 – Policy Updates

MS. METHVIN explained to the board that ADWS updated its ITA policy which required NWAEDD to update its policy to match and also to include the ITA procedure. A motion was made to approve the policy by MR. BARTLETT and seconded by MR. BELL. The motion passed.

#### Agenda Item 4 – Annual Report

MS. METHVIN presented the Annual Report to the board. Changes included updating the number of Workforce Centers and addresses as well as updated success stories. A motion was made by MR. BARTLETT to approve the updated ITA policy and seconded by MS. SAMMIE CRIBBS. The motion passed.

#### Agenda Item 5 – One-Stop Operator Report



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

Agenda Item 6 – Eligible Training Provider Programs

MS. METHVIN referred to the ETP list in the agenda. A motion was made by MR. BARTLETT to approve all the programs listed on the report. MR. JOHNSON seconded the motion. MS. CHERI CONNER, MS. DIANA JOHNSON, and MR. KELLEY SHARP abstained from voting. The motion passed.

Agenda Item 7 – Minutes of the September 6, 2023, Northwest Workforce Board Meeting

MS. TUCKER made a motion to approve the minutes of September 6, 2023. The motion was seconded by MR. JOHNSON. The motion passed.

Agenda Item 8 – WIOA Overview

MR. SHARP gave an overview of the ADWS LWDB/CEO training that he attended on behalf of the Board.

MS. METHVIN reminded the board that the next board meeting will be held on March 6, 2024. A motion was made to adjourn the meeting.

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John “Bo” Phillips

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Date