



## **AGENDA**

**West Central Arkansas Workforce Development Board  
Smokin` In Style BBQ  
2278 Albert Pike Rd, Arkansas 71913  
August 14, 2025, 10:30 a.m.**

**Microsoft Teams**

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**1000 Central Avenue, Hot Springs, AR 71901 - P.O. Box 6409, Hot Springs, AR 71902 – 501-525-7577**

# AGENDA

## August 14, 2025

### Agenda Item 1 – Action

Call to Order.....Lisa Greene

Invocation

Chair Comments.....Lisa Greene

- Approval of Minutes from June 12, 2025
- Review of Final PY-24 Budgets.....Carrie Pratchard

Director of Workforce Services Comments.....Cora McCaskill

- Center Certification – Update
- Monitoring – PY 24 Update – Supportive Services Policy
- Career Readiness Certificate (CRC)

### Agenda Item 2 – Action – Committee Reports

Planning/Performance/Finance.....Karen Breashears

- Review of Initial Pending ITA Programs
- PY 21 Financial Monitoring Update.....Sarah Perry

Youth Council.....Kimberly Darling

- Recommendation for Policy Approval
  - a) Defining Recent Assessment for Youth and Basic Skills Deficient Assessment Tools for Adults, DLW and Youth Policy and Procedures
  - b) Incentive Policy and Procedures

One Stop Oversight Committee..... Cindy White-Hamilton

- OSO Procurement Update

### Agenda Item 3 - Reports

- One Stop Operator's Report.....Lori Strumpf/Andy Hightower
- WIOA Partner Reports
  - Title I – Adult/DLW/Youth.....Martha Boyer
  - Title II – Adult Education.....Kimberly Darling
  - Title III – Wagner-Peyser.....Cindy White-Hamilton
  - Title IV – Vocational Rehabilitation.....Gretchen Newton

### Agenda Item 4 – New Business

- Open Discussion of Workforce Development in Local Communities
- Career Readiness Presentation of ACT WorkReady Communities....Cora McCaskill, Cindy White- Hamilton, Brad Coffman

## **AGENDA**

### **August 14, 2025**

Adjournment

Future meeting dates

2025: August 14, October 9, December 11

2026: February 12, April 9, June 11, August 13, October 8, December 10

# CHAIR COMMENTS



The meeting of the West Central Arkansas Workforce Development Board meeting was held on Thursday, June 12, 2025, at National Park College in Hot Springs and via TEAMS.

**Members Present In-Person:** Darla Crump, Kelli Embry, Herman Grayer, Lisa Greene, Judge Hart, Gary Troutman, and Cindy White-Hamilton

**Members Present via TEAMS:** Brent Black, Kimberly Darling, Ben Freeny, Mason Robinson, Venorris Webb-Delesline, and Eugene Wilson

**Members Absent:** Greg Black, Karen Breashears, Pati Brown, Allan George, Cynthia Cleghorn, Jessica Gunn, Tim Hall, Neal Harrington, Jeremy Hughes, and Tammy Passafiume

**Staff:** Ian Bishop, Martha Boyer (Online), Angela Chupp, Margaret Dearmon, Cora Easterday, Erica Parker, Carrie Pratchard, and Dwayne Pratt

**Guests:** Jean Campo, Andy Hightower, Josh Holiman, Sarah Perry, Thomas Pittman, Bill Ritter, and Lori Strumpf

**Chair Comments:**

Lisa Greene opened the meeting at 10:00 A.M. She asked Cora to give the invocation. Lisa greeted the attendees and invited online participants to sign in. She moved on to the first agenda item, which was the approval of the minutes from the previous meeting.

**Approval of Minutes:**

Lisa Greene asked for a motion to approve the minutes of the April 10, 2025, meeting. Darla Crump made a **motion** to approve the minutes, which was seconded by Jimmy Hart. The motion carried unanimously.

**Conflict of Interest**

She said it is time to sign the annual Conflict of Interest Form. The form is in the chat. She asked the members online to complete the form and send it to Margaret.

**Approval of Excused Absences:**

Lisa Greene said that the following members have requested to be excused from the meeting today: Karen Breashears, Tim Hall, Tammy Passafiume, Jeremy Hughes, Allan George, Cynthia Gleghorn and Neal Harrington. A **motion** by Kelli Embry and seconded by Jimmy Hart to approve the requested excused absences. The motion carried unanimously.

**Review of PY 24 Budgets:**

Lisa Greene turned the floor over to Carrie Pratchard, Finance Manager, who provided an overview of financial activities and funding balances for the current program year. Carrie reported that we have expended our PY23 funds, which had to be spent by June 30, 2025. She reported that the balance on the Outreach grant shows no expenditure. Angela Chupp came on board and she worked to get outreach materials purchased. The invoices did not come in before the end of the reporting period of April 30. The invoices add up to \$13,500 of the \$15,000

budget for this grant. Carried asked if there were any questions on the budget, and there were none.

### **Board Staff Report:**

Cora reported that West Central's Local Plan for 2024-2027 has been officially approved by AWC on April 30, 2025. She thanked Margaret for her leadership and dedication throughout that process and was instrumental in getting us across the finish line.

Cora reported on the Executive Order that the President issued on April 23 titled Preparing Americans for High Skilled Paying Jobs of the future. The order aligns closely with the goals of WIOA by calling for modernization of workforce development programs to better meet current labor market demands. It emphasizes expanding registered apprenticeships, promoting industry, industry recognized credentials and streamlining efforts across federal agencies. We always focus on in demand driven training and career pathways. Executive order also promotes transparency and outcomes and increases access to alternative pathways to higher wage careers that align with WIOA. His missions are to serve job seekers of all backgrounds, and particularly those facing barriers into employment. They are going to take 90 days to review the programs and within 120 days provide some plans either to consolidate, eliminate or, you know, rebrand those particular workforce programs. We are seeing some of that already taking place.

Cora talked about Career Readiness Certificate (CRC) in our ten county West Central region. She reported there are eight communities that have made applications to become a work ready community. The Work Ready Initiative helps counties demonstrate that they have work ready or job ready workforce by promoting the national CRC, which measures the foundational workplace skills through act work keys assessments. Discussion followed.

Cora gave a brief report of the Monitoring Report from Arkansas Workforce Connections. She talked about the independent external monitoring that is currently being conducted. Cora turned the floor over to Sarah Perry who gave a brief update on the monitoring they are providing. There's two parts, so the state does have a program monitoring tool, which section A covers the programmatic monitoring and Section B covers procurement. So, we're focusing on using the state tool section B to look at procurement and also fiscal. And then in addition to that, there is a programmatic piece here which is participants. So, one of our approaches through the monitoring report that we provide to the team will be to say here's what we've observed. Now let's think about how those 2021 observations are relevant today and how we can just provide some strategic suggestions, opportunities and support there. So that's where we are. We do have a draft version of the monitoring report ready to go and we'll be meeting with the team. And that next Monday, June 16, 2025, to take a look at that. Make any additional document requests that will support us to finalize the report, and we anticipate completing that report and submitting the final version by the end of this month. So June 30, 2025 and again it's our role to provide support through that external monitoring. She asked if there were any questions and there were none.

### **Committee Reports:**

Lisa reported that the Planning/Performance/Finance Committee and Executive Committee were scheduled to meet on May 21, 2025. The Planning/Performance/Finance Committee did not have a quorum, so we had a joint committee meeting, with the Executive Committee voting on three different items. Lisa said she would be going over them individually since we have to vote on them separately.

Lisa said the first thing that we discussed was MOU and IFA. So right now, we have one MOU/IFA that covers the entire planning district and what we want to do is break that up and have each of the centers have their own and we've got confirmation through the state that we can do that. The reason being, if we need to change one thing because of one center, we don't want to have to redo the entire thing and have to get all the signatures done. We can just redo that MOU/IFA for that center. Lisa asked for a motion to ratify the committee's approval to have three separate MOU/IFAs. Gary Troutman made a motion to ratify the committee approval to have three separate MOU/IFAs, seconded by Cindy White-Hamilton. Motion carried unanimously.

Lisa said the second item that the Executive approved was the pending ETPL applications. The application for Nirvana Massage Academy. This has been tabled until the August meeting to meet the requirements set forth by the Board that the company be in business at least a year. The second application was for River Valley School of Massage. After discussion, the committee voted to approve this program. Lisa asked if there were any questions, Discussion followed. Lisa asked for a motion to ratify the board's approval of the River Valley School of Massage. Darla Crump made a motion to ratify the committee approval of River Valley School of Massage, seconded by Jimmy Harat. Motion carried unanimously.

Lisa asked Andy and Lori to excuse themselves while we discussed the next agenda item. Lisa stated that the committee voted to extend Hightower Initiative LLC's contract to the end of October. The State has given us the okay to extend the contract to allow the Board to go out on RFP for a new One Stop Operator. Cora mentioned that Western Arkansas Planning & Development District will be working with the One Stop Systems Oversight Committee to do the procurement for One Stop Operator RFP. Discussion followed. Lisa asked for a motion to ratify the committee's vote to extend the contract through October 2025. Darla Crump made the motion to ratify the committee's recommendation to extend the contract and allow Carrie and Cora to negotiate the budget. Jimmy Hart seconded to ratify the committee's approval of extending the contract and budget negotiation. Motion carried unanimously. Lisa said the second part this is to ratify the committee's recommendation to allow the Western Arkansas Planning & Development District to do the RFP for One Stop Operator, which will allow an arms-length from the procurement of RFP. It will also allow the West Central Planning & Development District to submit RFP for One Stop Operator. Lisa asked for a motion to ratify the approval of the Western Arkansas Planning & Development District to do the procurement for One Stop Operator. Kelli Embry motioned, seconded by Jimmy Hart to ratify the committee's approval of Western Arkansas Planning & Development District procurement of One Stop Operator RFP. Motion carried unanimously.

## **Informational:**

### **One Stop Operator's Report:**

Andy Hightower began stating that there has been a lot of activity over the past two months ongoing. Andy talked about the strategic goals that were set in June 2024 and where they are meeting those goals. He talked about the MOU/IFAs. He said they have most all of the data together. Now that the board has approved to do three separate MOUS, IFAs and those drafts are now available to be finalized. We will need to get the Board and CEO representative's signatures and send them to the State to get their signatures. Once that is done it will go out to the partners to get their signatures.

Andy talked about the change of the roles in the Workforce Centers. Cindy and her colleague Neil, who had been the center managers of those centers, were given a different focus to be outreach coordinator for those centers without really specifying who was responsible in their place. Andy said what they did as the One stop Operator, they are the coordinator of partner services, and we put together a task list, which is included in the packet. Cindy and Neil both helped us identify all the things that they do as a part of their day-to-day operation that was really outside of their role now and needed to be filled, that's a lot of important things about who controls keys, about what happens when there is an angry customer out front about who makes sure that in a recent example, someone is contacted when an electric pole is falling on top of the center. It means that those fall instead of to an immediate center manager. It falls on the manager of each program partner and the one stop operator to coordinate that communication in response which is on the task list. We got the point of contact for each partner for these things. They will be writing a Standard Operating Procedures so that everyone knows the communications pattern and the response pattern to each thing, but we don't want those people being contacted by several people. We don't want a disorganized approach to it. We want to make sure that if someone has identified a problem, that it is addressed and we communicate that it's being addressed so that we all are a team together in these one stop centers.

Customer traffic reports are a part of that transition. I've had to create a new method of collecting customer traffic in the centers. I do not have May's numbers yet, but what we've seen January, February, March, April is a cyclical pattern that we see every year, January is usually a very high traffic month and it slowly decreases to February to March to April before increasing again in May and July and June. Andy asked if there were any questions. Discussion followed.

## **New Business:**

### **WIOA Partner Reports:**

**Title II – Adult Education:** Kimberly Darling provided the following update for Adult Education:

**Program Overview:** This month we have six of our seven programs reporting.

Kim went over information from each of the Adult Education Centers serving the West Central area.

**UACCM Adult Education** serves Conway and Perry counties here in the West Central region. Two points of interest that I would like to note for us during the spring administrators' meeting for Adult Education. Our program was noted for the fact that we served more SNAP E&T clients than any other program during program year 23-24. I do want to make a note on that for our four-county service area for adult education, Faulkner County, which is going to be in that Central Arkansas Workforce Development Board region and of course that is where the bulk of our SNAP E&T participants are located. We had 132 SNAP E&Ts participants. I'm thrilled because our SNAP E&T program is operated by one full time employee. So big kudos to Vicky Shadel and of course she does provide services throughout the four-county area. She was with us here this morning in Conway County and I think later this week maybe she'll be meeting with students in Perry County. We are on target to hopefully in this program year on June 30th with 85 GED graduates.

**ASUTR Adult Education** - serves Clark and Hot Springs counties. A couple of special notes on their program as well. They're on target to have 65 students earn a GED credential this program year. So very impressive rating. They have a really interesting program that I'm eager to learn about this summer. They are doing in collaboration with the ASU Three Rivers Workforce Services Department. A bridge program. to prepare students for enrollment in the college's CNA program. So those bridge programs are always highly successful, so I look forward to sharing feedback on their accomplishments at our next meeting.

**ATU Adult Education** - That program serves the Johnson County area in our West Central region. A couple of things I would like to note about their program. They have reported that they are looking at receiving approval for two new integrated education and training programs - Office Support Staff program and an Emergency Medical Response Program office support hopefully will be on target to launch in September and Emergency Medical Responder in July. So we are all eager to see success because we like to emulate the successes of each other. Regina Olsen from Atu Ozark, who is due to retire at the end of this program. Also noted that this year for their program, they have had enrollment increases as well as an increase in IET credentials or industry recognized credentials for their students.

**National Park College**, which serves Garland County, reported that they had 114 GED graduates this year. It looks like they're going to end this year. But in addition to those 114 GED completions. They have had students earn a total of 106 allied health certifications, so before our next meeting, I will try to talk with Lisa to get a breakdown on the variety of those certifications and you all she did note that for their students that have completed the nursing assisting training program to become certified nursing assistants that their pass rate is 97%. On that examination process, which needs to be noted, that it is definitely a highlight.

**UA Rich Mountain Community College, Mount Ida Adult Education campus** - Julie Gordon has noted that they hope to start a phlebotomy program this fall, and that they have just started a CNA program earlier this month. I'm always eager to highlight success stories out of Montgomery County.

**Russellville Adult Education** - which serves Pope and Yell counties. On May 22, 2025, they conducted their ribbon cutting for their new adult education facility, which is some of you that are familiar with the Russellville area may know the program has moved from what I would call the old Gardner campus over to the former administration building. This facility is going to be a tremendous benefit not only to the community, but for their students. They have exceptional facilities now and they are also interested you all in launching this fall, a new integrated education and training program which we hope to be able to refer some of our students to them for a medical coding and billing program. So those are some highlights from your local adult education programs statewide. We are all racing against the clock to reach Jun 30th with hopefully stellar numbers for GED attainments.

Title III – Wagner-Peyser: Cindy White- Hamilton provided the following update for Wagner-Peyser:

We're part of the workforce center in our area. We have a 10-county region that we serve between three offices. We have been working on getting some more career fairs and seeing trying to get some more people into our office again by opening it up for interviews. So, at this moment, for the month of June, we knew that walking into it, we already had one career fair set. For one of the offices and we also had one employer interview day set for one of the offices.

Cindy reported that, effective March 31, 2025, the Arkansas Workforce Connections (AWC) restructured the roles of Local Office Managers (LOMs) statewide. These positions are now designated as Regional Outreach Managers (ROMs), with a new focus on external engagement rather than internal office management.

As part of this shift, ROMs will no longer enter staff-assisted job orders or manage day-to-day office operations. Instead, their responsibilities will center on coordinating and participating in outreach activities such as job fairs, hiring events, educational programs, and partnerships with nonprofit organizations with direct emphasis on client outreach, engagement, and awareness. She shared that Employment Services staff will continue to provide resume assistance and job search support at the local office level. However, overall service delivery will increasingly rely on collaboration with WIOA partners and the One-Stop Operator to ensure continuity and coverage. Further guidance is expected from the state, and additional meetings will be scheduled to finalize service strategies in partnership with boards and operators. She noted that coverage responsibilities have been divided regionally. Neil Golden will oversee counties in the northern portion of the service area, while Cindy will serve Clark, Garland, Hot Spring, Montgomery, and Pike Counties. She also mentioned she will be covering the Mena area in Polk County. While Polk County is outside of our WIOA service area, she shared this information as an FYI, given her ongoing involvement in that region.

Although not currently tasked with direct employer engagement, she stated that this may change depending on how AWC finalizes the structure and expectations for the new roles. On upcoming initiatives, she reported that the Be Pro Be Proud Draft Day event was successfully held in Russellville and is scheduled to take place in Hot Springs this April.

We have been working with the board of restructuring how when you come into the Hot Springs Office that we are trying to restructure it. When we moved into the facility, one of our partners was already there and they did not understand how many people that Arkansas Workforce Center actually sees on a daily basis or a weekly basis or a monthly basis. They were overwhelmed by how many people would walk through their facility on a daily basis, then just to get up through the elevator to get up onto the third floor do their unemployment or help them with job seeking and different things like that. Cindy stated when the Governor came and did our visit, that one of the comments that she made was that you had to kind of go all over the place to be able to get services and in our building and she didn't like that. So, what we're doing right now at the moment is trying to meet with all of our partners and the and the director of WIOA and the board and kind of get together on How can we do a better job with restructuring with the building that we have? To see if we can get everybody that does works with people on that bottom floor when you enter and then the people that maybe don't have to see everybody or and see people can get moved up into the other floors where you can get the services and be seen right away on the floor where you're being, we're trying to work on that. We've got some meetings coming up. I think this afternoon we've got just a little meeting and then we're gonna get back together with our partners again tomorrow and bring in plans, see where we can go from there, and then propose a plan on whatever we can do. Discussion followed.

Title IV – Vocational Rehabilitation: Cynthia Gleghorn was not in attendance, but her report was in the packet for the board to review.

### **New Business:**

Changes to By-Laws: Lisa turned the floor over to Margaret to talk about the changes in the By-Laws. Margaret reported that the Information under Nomination of the Board has been revamped to go along with the CEO Guidebook. The individual steps have been elaborated on to state that the CEO Membership Form will be signed by the CEO of the county that the membership comes from. If it is outside our area, Judge Hart will continue to sign for those. The second thing that was changed was Section X part D. The Executive Committee voted in their August 27, 2024, meeting to do away with the excused absence and just have it to say - In the event that a member shall fail to attend three (3) successive regular meetings during the program year, shall be subject to removal from the board. This change was requested because we want a board that all members are coming and being a part of what the board is doing. If they don't show up for any of the meetings, what good are they doing by being on the board other than just a placeholder saying we have a full board. Lisa asked for a motion to approve the changes to the By-Laws. Cindy White-Hamilton motioned, seconded by Jimmy Hart. Motion carried unanimously.

Cora said that there was one item not on the agenda and that is the Ad Hoc Committee Report. She turned the floor over to Darla to talk about this. Darla stated that Cindy, Venorris and herself were elected to the Ad Hoc Committee to choose Officers for PY-25. She reported that they reached out to the current officers by email on April 29, 2025, and they agreed to continue to serve in their roles. Cora opened the floor for any other nominations for officers and there

were none. Cora asked for a motion to approve the current officer for another term. Darla Crump motioned, seconded by Jimmy Hart. Motion carried unanimously.

Cora read the success story on Robin Cung who graduated in May of 2025 from Arkansas Tech University with the Bachelor of Science and Electrical Engineering. In just nine days later, he began his professional career with Harvest Hill Beverage Company as an electrical engineer with a starting wage of \$82,000.

#### Open Floor for Discussion

Lisa opened the floor for Workforce Development in Local Communities. Gary gave a report on Hot Springs Draft Day with 1200 students. He said that they are down from 20 schools to 18. It wasn't really a big loss on that because there's a lot of home schools and some tiny schools there, but we're really thrilled about we had 61 companies represented there so. There are 10 others in the state, and I think we were the biggest as far as companies and we had to be in the top three as far as students. I do want to thank Amanda Porter without her; we just couldn't do it. She's a one person, force of nature, and we'll just look to improve again next year. He congratulated Clark County on becoming lit as well as Texarkana. Gary said that they've really put a priority on the whole southwest corner because you got other parts of the stat Millard County that's just killing it. Discussion followed concerning the ACT Work Ready.

Lisa asked if there were any more workforce development initiatives to bring before the board and there were none.

#### Adjournment:

Lisa Greene adjourned the meeting at 12:26 P.M.

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Lisa Greene, Chair

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Date



**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

	All Grants		
	Program	Admin	Total
<b>Available Funds - July 1, 2024</b>			
PY23 Funding (expires 06/30/2025)	\$ 616,542.00	\$ 87,996.24	\$ 704,538.24
PY23 HCY Grant (expires 02/28/2025)	8,853.00	983.00	9,836.00
PY23 Outreach Grant (expires 05/31/2025)	15,000.00	-	15,000.00
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 640,395.00</b>	<b>\$ 88,979.24</b>	<b>\$ 729,374.24</b>
<b>Adjustments &amp; New Awards</b>			
PY23 DLW>Adult Transfer	-	-	-
PY24 Funding (expires 06/30/2026)	1,019,745.00	113,303.00	1,133,048.00
PY23 HCY Grant Funds Returned	(6,251.33)	(693.93)	(6,945.26)
Post Closeout Costs - Local Funding	66.55	5.52	72.07
<b>Total Adjustments</b>	<b>1,013,560.22</b>	<b>112,614.59</b>	<b>1,126,174.81</b>
<b>Funds Expended</b>			
PY23 Funding (expires 06/30/2025)	(658,210.18)	(46,328.06)	(704,538.24)
PY23 HCY Grant (expires 02/28/2025)	(2,668.22)	(294.59)	(2,962.81)
PY23 Outreach Grant (expires 05/31/2025)	(14,785.70)	-	(14,785.70)
PY24 Funding (expires 06/30/2026)	(446,619.52)	(52,630.34)	(499,249.86)
<b>Total Funds Expended</b>	<b>(1,122,283.62)</b>	<b>(99,252.99)</b>	<b>(1,221,536.61)</b>
<b>Remaining Funds - June 30, 2025</b>			
PY23 Funding (expires 06/30/2025)	(41,668.18)	41,668.18	-
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	214.30	-	214.30
PY24 Funding (expires 06/30/2026)	667,081.13	74,933.43	742,014.56
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ 625,627.25</b>	<b>\$ 116,601.61</b>	<b>\$ 742,228.86</b>
<b>Funding Pending Final Approval/Award</b>			
Recommended PY24 DLW>Adult Transfer	-	-	-
ESTIMATE ONLY - Pending DOL Final Notice	1,023,586.00	113,730.00	1,137,316.00
<b>Estimated Funds Available After Pending Items</b>	<b>\$ 1,649,213.25</b>	<b>\$ 230,331.61</b>	<b>\$ 1,879,544.86</b>

**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

	Formulary Grants		
	Youth		
	Program	Admin	Total
<b>Available Funds - July 1, 2024</b>			
PY23 Funding (expires 06/30/2025)	\$ 363,752.86	\$ 37,849.70	\$ 401,602.56
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 363,752.86</b>	<b>\$ 37,849.70</b>	<b>\$ 401,602.56</b>
<b>Adjustments &amp; New Awards</b>			
PY23 DLW>Adult Transfer	-	-	-
PY24 Funding (expires 06/30/2026)	423,252.00	47,027.00	470,279.00
PY23 HCY Grant Funds Returned	-	-	-
Post Closeout Costs - Local Funding	-	-	-
<b>Total Adjustments</b>	<b>423,252.00</b>	<b>47,027.00</b>	<b>470,279.00</b>
<b>Funds Expended</b>			
PY23 Funding (expires 06/30/2025)	(363,752.86)	(37,849.70)	(401,602.56)
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
PY24 Funding (expires 06/30/2026)	(146,617.61)	(16,007.10)	(162,624.71)
<b>Total Funds Expended</b>	<b>\$ (510,370.47)</b>	<b>(53,856.80)</b>	<b>(564,227.27)</b>
<b>Remaining Funds - June 30, 2025</b>			
PY23 Funding (expires 06/30/2025)	-	-	-
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
PY24 Funding (expires 06/30/2026)	276,634.39	31,019.90	307,654.29
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ 276,634.39</b>	<b>\$ 31,019.90</b>	<b>\$ 307,654.29</b>
<b>Funding Pending Final Approval/Award</b>			
Recommended PY24 DLW>Adult Transfer	-	-	-
ESTIMATE ONLY - Pending DOL Final Notice	441,455.00	49,050.00	490,505.00
<b>Estimated Funds Available After Pending Items</b>	<b>\$ 718,089.39</b>	<b>\$ 80,069.90</b>	<b>\$ 798,159.29</b>
Average Monthly Expenditures	42,530.87	4,488.07	
Approx. Months Remaining of Awarded Funds	6.50	6.91	
***After DLW>Adult Transfer	6.50	6.91	
Months Remaining in Current Fiscal Year	12.00	12.00	
Months Remaining in Grant Periods	24.00	24.00	

West Central Arkansas Planning Development District, Inc.  
WIOA Budget to Actual - Youth PY 2023  
**FINAL**

Final Closeout						
Program Activities	Out of School		Total	Budget	\$ Over (Under) Budget	% Over (Under) Budget
	In School Youth	Youth				
Work Experience (Minimum of 20%)	\$ 839.65	\$ 109,698.22	\$ 110,537.87	\$ 110,537.87	\$ -	0.00%
Pay-for-Performance Contracts (Limited to 10%)	-	-	-	-	-	0.00%
Other Training	-	6,643.39	6,643.39	6,643.39	-	0.00%
Other Program Related Expenses (Excluding Training)	14,451.11	298,956.63	313,407.74	313,407.74	-	0.00%
<b>Total Program Activities</b>	\$ 15,290.76	\$ 415,298.24	\$ 430,589.00	\$ 430,589.00	\$ -	0.00%
<b>Administration (Limited to 10%)</b>						
Administrative Entity			\$ 26,081.23	\$ 26,081.23	\$ -	0.00%
Fiscal Agent			19,018.01	19,018.01	-	0.00%
One-Stop Operator			2,743.76	2,743.76	-	0.00%
<b>Total Administration</b>			47,843.00	47,843.00	-	0.00%
<b>Total Funding</b>	\$ 15,290.76	\$ 415,298.24	\$ 478,432.00	\$ 478,432.00	\$ -	0.00%
Estimated Remaining Funding per Month			N/A	Funds fully expended during grant performance period.		

West Central Arkansas Planning Development District, Inc.  
WIOA Budget to Actual - Youth PY 2024  
June 2025

Program Activities	Program-to-Date					% Over (Under)
	In School Youth	Out of School Youth	Total	Budget	\$ Over (Under) Budget	
Pay-for-Performance Contracts (Limited to 10%)	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Work Experience (Minimum of 20%)	760.05	22,988.22	23,748.27	84,645.00	(60,896.73)	
Other Training including Training Supportive Services	-	12,375.10	12,375.10	16,929.00	(4,553.90)	-26.90%
Supportive Services - non-training related	-	-	-	8,465.00	(8,465.00)	
Career Services	90.33	53,653.01	53,743.34	160,852.00	(107,108.66)	
Staff to the Board - Program	-	7,581.96	7,581.96	67,716.00	(60,134.04)	
Business Services Team	-	11,754.60	11,754.60	38,090.00	(26,335.40)	
One Stop Operator - Program	-	14,515.61	14,515.61	33,858.00	(19,342.39)	
Other Program Activities	14,440.20	8,458.53	22,898.73	12,697.00	10,201.73	80.35%
<b>Total Program Activities</b>	<b>\$ 15,290.58</b>	<b>\$ 131,327.03</b>	<b>\$ 146,617.61</b>	<b>\$ 423,252.00</b>	<b>\$ (276,634.39)</b>	<b>-65.36%</b>
<b>Administration (Limited to 10%)</b>						
Administrative Entity			\$ 9,533.59	\$ 15,000.00	\$ (5,466.41)	-36.44%
Fiscal Agent			5,702.48	29,777.00	(24,074.52)	-80.85%
One-Stop Operator			771.03	2,250.00	(1,478.97)	-65.73%
<b>Total Administration</b>			<b>16,007.10</b>	<b>47,027.00</b>	<b>(31,019.90)</b>	<b>-65.96%</b>
<b>Total Funding</b>	<b>\$ 15,290.58</b>	<b>\$ 131,327.03</b>	<b>\$ 162,624.71</b>	<b>\$ 470,279.00</b>	<b>\$ (307,654.29)</b>	<b>-65.42%</b>
<b>Estimated Remaining Funding per Month</b>			<div> <div>\$ 25,637.86</div> <div>Grant funds expected to be expended fully during performance period.</div> </div>			

**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

Formulary Grants		
Adult		
Program	Admin	Total
<b>Available Funds - July 1, 2024</b>		
PY23 Funding (expires 06/30/2025)	\$ 63,869.03	\$ 45,621.00
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 63,869.03</b>	<b>\$ 45,621.00</b>
<b>Adjustments &amp; New Awards</b>		
PY23 DLW>Adult Transfer	170,000.00	10,000.00
PY24 Funding (expires 06/30/2026)	384,967.00	42,774.00
PY23 HCY Grant Funds Returned	-	-
Post Closeout Costs - Local Funding	-	-
<b>Total Adjustments</b>	<b>554,967.00</b>	<b>52,774.00</b>
<b>Funds Expended</b>		
PY23 Funding (expires 06/30/2025)	(267,537.21)	(21,952.82)
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
PY24 Funding (expires 06/30/2026)	(234,373.01)	(27,075.85)
<b>Total Funds Expended</b>	<b>(501,910.22)</b>	<b>(49,028.67)</b>
<b>Remaining Funds - June 30, 2025</b>		
PY23 Funding (expires 06/30/2025)	(33,668.18)	33,668.18
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
PY24 Funding (expires 06/30/2026)	228,707.58	27,770.97
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ 195,039.40</b>	<b>\$ 61,439.15</b>
<b>Funding Pending Final Approval/Award</b>		
Recommended PY24 DLW>Adult Transfer	90,000.00	10,000.00
ESTIMATE ONLY - Pending DOL Final Notice	412,337.00	45,815.00
<b>Estimated Funds Available After Pending Items</b>	<b>\$ 697,376.40</b>	<b>\$ 117,254.15</b>
Average Monthly Expenditures	41,825.85	4,085.72
Approx. Months Remaining of Awarded Funds	4.66	15.04
***After DLW>Adult Transfer	6.81	17.49
Months Remaining in Current Fiscal Year	12.00	12.00
Months Remaining in Grant Periods	24.00	24.00

**West Central Arkansas Planning Development District, Inc.**  
**WIOA Budget to Acutal - Adult PY 2023**  
**FINAL**

	Program-to-Date			% Over
			\$ Over (Under)	(Under)
Program Activities	Actual	Budget	Budget	Budget
Incumbent Worker Training (Limited to 20% of Adult and DLW Funds Combined)	\$ -	\$ -	\$ -	0.00%
Transtitional Jobs (Limited to 10% of Adult and DLW Funds Combined)	-	-	-	0.00%
	-	-	-	
Pay-for-Performance Contracts (Limited to 10%)				0.00%
Other Training	179,974.40	179,974.40	-	0.00%
Work Experience	74,352.10	74,352.10	-	0.00%
Career Services	239,994.68	239,994.68	-	0.00%
Other Program Related Expenses	119,949.00	119,949.00	-	0.00%
<b>Total Program Activities</b>	<b>\$ 614,270.18</b>	<b>\$ 614,270.18</b>	<b>\$ -</b>	<b>0.00%</b>
<b>Administration (Limited to 10%)</b>				
Administrative Entity	\$ 12,291.15	\$ 12,291.15	\$ -	0.00%
Fiscal Agent	8,654.22	8,654.22	-	0.00%
One-Stop Operator	1,007.45	1,007.45	-	0.00%
<b>Total Administration</b>	<b>21,952.82</b>	<b>21,952.82</b>	<b>-</b>	<b>0.00%</b>
<b>Total Funding</b>	<b>\$ 636,223.00</b>	<b>\$ 636,223.00</b>	<b>\$ -</b>	<b>0.00%</b>

Estimated Remaining Funding per Month	N/A	Grant fully expended within performance period.
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**West Central Arkansas Planning Development District, Inc.**  
**WIOA Budget to Actual - Adult PY 2024**  
**June 2025**

	Program-to-Date			% Over (Under)
	Actual	Budget	\$ Over (Under) Budget	
<b>Training Activities</b>				
Work-based Learning (Work Experience, OJT, etc.)	\$ 1,011.44	\$ 55,767.00	\$ (54,755.56)	-98.19%
Incumbent Worker Training (Limited to 20% of Adult and DLW Funds Combined)	-	-	-	0.00%
Transitional Jobs (Limited to 10% of Adult and DLW Funds Combined)	-	-	-	0.00%
Training (Occupational Skills, Pre-employment Activities, etc.)	48,109.07	36,625.00	11,484.07	31.36%
<b>Training Subtotal</b>	\$ 49,120.51	\$ 92,392.00	\$ (43,271.49)	-46.83%
<b>Program Activities</b>				
Career Services	\$ 138,359.08	\$ 146,292.00	\$ (7,932.92)	-5.42%
Supportive Services (to participants in career services, not training)	-	8,775.00	(8,775.00)	-100.00%
Program Activities	46,893.42	137,517.00	(90,623.58)	-65.90%
<b>Program Subtotal</b>	185,252.50	292,584.00	(107,331.50)	-36.68%
<b>Administration (Limited to 10%)</b>				
Staff to the Board (Budget Development & Fiscal Oversight) - formerly Administrative Entity	\$ 16,671.85	\$ 13,223.00	\$ 3,448.85	26.08%
Fiscal Agent (Fiscal and Accounting Staff)	8,289.34	27,254.00	(18,964.66)	-69.58%
	2,114.66	2,288.00	(173.34)	
One-Stop Operator (Fiscal and Administrative Costs)				-7.58%
<b>Administration Subtotal</b>	27,075.85	42,765.00	(15,689.15)	-36.69%
<b>Total Funding</b>	\$ 261,448.86	\$ 427,741.00	\$ (166,292.14)	-38.88%
<b>Estimated Remaining Funding per Month</b>	\$ 13,857.68 Grant funds expected to be expended fully during performance period.			

**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

Formulary Grants		
Dislocated Worker (DLW)		
Program	Admin	Total
<b>Available Funds - July 1, 2024</b>		
PY23 Funding (expires 06/30/2025)	\$ 188,920.11	\$ 4,525.54
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 188,920.11</b>	<b>\$ 4,525.54</b>
<b>Adjustments &amp; New Awards</b>		
PY23 DLW>Adult Transfer	(170,000.00)	(10,000.00)
PY24 Funding (expires 06/30/2026)	211,526.00	23,502.00
PY23 HCY Grant Funds Returned	-	-
Post Closeout Costs - Local Funding	-	-
<b>Total Adjustments</b>	<b>41,526.00</b>	<b>13,502.00</b>
<b>Funds Expended</b>		
PY23 Funding (expires 06/30/2025)	(26,920.11)	13,474.46
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
PY24 Funding (expires 06/30/2026)	(65,628.90)	(9,547.39)
<b>Total Funds Expended</b>	<b>(92,549.01)</b>	<b>3,927.07</b>
<b>Remaining Funds - June 30, 2025</b>		
PY23 Funding (expires 06/30/2025)	(8,000.00)	8,000.00
PY23 HCY Grant (expires 02/28/2025)	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-
PY24 Funding (expires 06/30/2026)	161,739.16	16,142.56
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ 153,739.16</b>	<b>\$ 24,142.56</b>
<b>Funding Pending Final Approval/Award</b>		
Recommended PY24 DLW>Adult Transfer	(90,000.00)	(10,000.00)
ESTIMATE ONLY - Pending DOL Final Notice	169,794.00	18,865.00
<b>Estimated Funds Available After Pending Items</b>	<b>\$ 233,533.16</b>	<b>\$ 33,007.56</b>
Average Monthly Expenditures	7,712.42	(327.26)
Approx. Months Remaining of Awarded Funds	19.93	(73.77)
***After DLW>Adult Transfer	8.26	(43.22)
Months Remaining in Current Fiscal Year	12.00	12.00
Months Remaining in Grant Periods	24.00	24.00



**West Central Arkansas Planning Development District, Inc.**  
**WIOA Budget to Actual - DLW PY 2023**  
**FINAL**

	Final Closeout			
	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
<b>Program Activities</b>				
Incumbent Worker Training (Limited to 20% of Adult and DLW Funds Combined)	\$ -	\$ -	\$ -	0.00%
Transtitional Jobs (Limited to 10% of Adult and DLW Funds Combined)	-	-	-	0.00%
Pay-for-Performance Contracts (Limited to 10%)	-	-	-	0.00%
Other Training	15.27	-	15.27	0.00%
Work Experience	(932.51)	-	(932.51)	0.00%
Career Services	22,661.47	22,493.00	168.47	0.75%
Other Program Related Expenses	12,528.77	11,780.00	748.77	6.36%
<b>Total Program Activities</b>	<b>\$ 34,273.00</b>	<b>\$ 34,273.00</b>	<b>\$ 0.00</b>	<b>0.00%</b>
<b>Administration (Limited to 10%)</b>				
Administrative Entity	2,454.24	2,239.50	\$ 214.74	9.59%
Fiscal Agent	1,286.12	1,567.50	(281.38)	-17.95%
One-Stop Operator	66.64	-	66.64	0.00%
<b>Total Administration</b>	<b>3,807.00</b>	<b>3,807.00</b>	<b>(0.00)</b>	<b>0.00%</b>
<b>Total Funding</b>	<b>\$ 38,080.00</b>	<b>\$ 38,080.00</b>	<b>\$ 0.00</b>	<b>0.00%</b>
 <b>Estimated Remaining Funding per Month</b>	 <b>N/A</b>	 <b>Grant funds fully expended after transfer to Adult funding stream.</b>		

West Central Arkansas Planning Development District, Inc.  
WIOA Budget to Acutal - DLW PY 2024  
June 2025

	Program-to-Date			
	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
<b>Training Activities</b>				
Work-based Learning (Work Experience, OJT, etc.)	\$ -	\$ 30,338.00	\$ (30,338.00)	-100.00%
Incumbent Worker Training (Limited to 20% of Adult and DLW Funds Combined)	-	-	-	0.00%
Transitional Jobs (Limited to 10% of Adult and DLW Funds Combined)	-	-	-	0.00%
Training (Occupational Skills, Pre-employment Activities, etc.)	(15.27)	20,225.00	(20,240.27)	-100.08%
<b>Training Subtotal</b>	<u>\$ (15.27)</u>	<u>\$ 50,563.00</u>	<u>\$ (50,578.27)</u>	-100.03%
<b>Program Activities</b>				
Career Services	\$ 50,742.24	\$ 80,484.00	\$ (29,741.76)	-36.95%
Supportive Services (to participants in career services, not training)	-	4,871.00	(4,871.00)	-100.00%
Program Activitiies	14,901.93	75,608.00	(60,706.07)	-80.29%
<b>Program Subtotal</b>	<u>65,644.17</u>	<u>160,963.00</u>	<u>(95,318.83)</u>	-59.22%
<b>Administration (Limited to 10%)</b>				
Staff to the Board (Budget Development & Fiscal Oversight) - formerly Administrative Entity	\$ 6,080.78	\$ 6,031.00	\$ 49.78	0.83%
Fiscal Agent (Fiscal and Accounting Staff)	3,006.45	17,007.00	(14,000.55)	-82.32%
One-Stop Operator (Fiscal and Administrative Costs)	460.16	464.00	(3.84)	-0.83%
<b>Administration Subtotal</b>	<u>9,547.39</u>	<u>23,502.00</u>	<u>(13,954.61)</u>	-59.38%
<b>Total Funding</b>	<u>\$ 75,176.29</u>	<u>\$ 235,028.00</u>	<u>\$ (159,851.71)</u>	-68.01%

Estimated Remaining Funding per Month	\$ 13,320.98	Current expenditures indicate transfer to Adult Funding Stream should be considered.
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**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

Discretionary Grants			
HCY			
	Program	Admin	Total
<b>Available Funds - July 1, 2024</b>			
PY23 Funding (expires 06/30/2025)	\$ -	\$ -	\$ -
PY23 HCY Grant (expires 02/28/2025)	8,853.00	983.00	9,836.00
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 8,853.00</b>	<b>\$ 983.00</b>	<b>\$ 9,836.00</b>
<b>Adjustments &amp; New Awards</b>			
PY23 DLW>Adult Transfer	-	-	-
PY24 Funding (expires 06/30/2026)	-	-	-
PY23 HCY Grant Funds Returned	(6,251.33)	(693.93)	(6,945.26)
Post Closeout Costs - Local Funding	66.55	5.52	72.07
<b>Total Adjustments</b>	<b>(6,184.78)</b>	<b>(688.41)</b>	<b>(6,873.19)</b>
<b>Funds Expended</b>			
PY23 Funding (expires 06/30/2025)	-	-	-
PY23 HCY Grant (expires 02/28/2025)	(2,668.22)	(294.59)	(2,962.81)
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
PY24 Funding (expires 06/30/2026)	-	-	-
<b>Total Funds Expended</b>	<b>(2,668.22)</b>	<b>(294.59)</b>	<b>(2,962.81)</b>
<b>Remaining Funds - June 30, 2025</b>			
PY23 Funding (expires 06/30/2025)	-	-	-
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	-	-	-
PY24 Funding (expires 06/30/2026)	-	-	-
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Funding Pending Final Approval/Award</b>			
Recommended PY24 DLW>Adult Transfer	-	-	-
ESTIMATE ONLY - Pending DOL Final Notice	-	-	-
<b>Estimated Funds Available After Pending Items</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**West Central Arkansas Planning Development District, Inc.**  
**WIOA Budget to Actual - High Concentration Youth PY 2023**  
**FINAL**

Program Activities	Final Closeout			
	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
Other Program Related Expenses - In School	\$ 2,491.25	\$ 2,429.13	\$ 62.12	2.56%
Other Program Related Expenses - Out of School	176.97	172.54	4.43	2.57%
<b>Total Program Activities</b>	<b>\$ 2,668.22</b>	<b>\$ 2,601.67</b>	<b>\$ 66.55</b>	<b>2.56%</b>
<b>Administration (Limited to 10%)</b>				
Administrative Entity	\$ -	\$ -	\$ -	0.00%
Fiscal Agent	294.59	289.07	5.52	1.91%
Administration in Excess of 10% Limit	-	-	-	0.00%
<b>Total Administration</b>	<b>294.59</b>	<b>289.07</b>	<b>5.52</b>	<b>1.91%</b>
<b>Total Funding</b>	<b>\$ 2,962.81</b>	<b>\$ 2,890.74</b>	<b>\$ 72.07</b>	<b>2.49%</b>

Estimated Remaining Funding per Month	N/A	Adjustments after closeout for ACP true-up and other reclassification totaled \$72.07. This balance was funded by local contributions.
		Unused grant funding totaled \$6,945.26.

**WIOA Funding Summary**  
**Fiscal Year Ended 06/30/2025**  
**As of 6/30/2025**

	Discretionary Grants		
	Outreach		
	Program	Admin	Total
<b>Available Funds - July 1, 2024</b>			
PY23 Funding (expires 06/30/2025)	\$ -	\$ -	\$ -
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	15,000.00	-	15,000.00
<b>Total Available Funds - July 1, 2024</b>	<b>\$ 15,000.00</b>	<b>\$ -</b>	<b>\$ 15,000.00</b>
<b>Adjustments &amp; New Awards</b>			
PY23 DLW>Adult Transfer	-	-	-
PY24 Funding (expires 06/30/2026)	-	-	-
PY23 HCY Grant Funds Returned	-	-	-
Post Closeout Costs - Local Funding	-	-	-
<b>Total Adjustments</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Funds Expended</b>			
PY23 Funding (expires 06/30/2025)	-	-	-
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	(14,785.70)	-	(14,785.70)
PY24 Funding (expires 06/30/2026)	-	-	-
<b>Total Funds Expended</b>	<b>(14,785.70)</b>	<b>-</b>	<b>(14,785.70)</b>
<b>Remaining Funds - June 30, 2025</b>			
PY23 Funding (expires 06/30/2025)	-	-	-
PY23 HCY Grant (expires 02/28/2025)	-	-	-
PY23 Outreach Grant (expires 05/31/2025)	214.30	-	214.30
PY24 Funding (expires 06/30/2026)	-	-	-
<b>Total Remaining Funds - June 30, 2025</b>	<b>\$ 214.30</b>	<b>\$ -</b>	<b>\$ 214.30</b>
<b>Funding Pending Final Approval/Award</b>			
Recommended PY24 DLW>Adult Transfer	-	-	-
ESTIMATE ONLY - Pending DOL Final Notice	-	-	-
<b>Estimated Funds Available After Pending Items</b>	<b>\$ 214.30</b>	<b>\$ -</b>	<b>\$ 214.30</b>

West Central Arkansas Planning Development District, Inc.  
WIOA Budget to Actual - Outreach PY 2023  
June 2025

Program Activities	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
Outreach Items	\$ 10,292.18	\$ 1,500.00	\$ 8,792.18	586.15%
Digital Marketing Outreach	4,493.52	13,500.00	(9,006.48)	-66.71%
<b>Total Program Activities</b>	<b>\$ 14,785.70</b>	<b>\$ 15,000.00</b>	<b>\$ (214.30)</b>	<b>-1.43%</b>
<b>Administration (Limited to 10%)</b>				
Administrative Entity	\$ -	\$ -	\$ -	0.00%
Fiscal Agent	-	-	-	0.00%
<b>Total Administration</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0.00%</b>
<b>Total Funding</b>	<b>\$ 14,785.70</b>	<b>\$ 15,000.00</b>	<b>\$ (214.30)</b>	<b>-1.43%</b>

Estimated Remaining Funding per Month	N/A	Grant pending closeout.
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# DIRECTOR OF WORKFORCE DEVELOPMENT



Hugh McDonald  
SECRETARY OF COMMERCE

Cody Waits  
DIRECTOR OF  
WORKFORCE CONNECTIONS

July 21, 2025

Mr. Jimmy Hart, Judge – Conway County  
Chief Elected Official  
117 South Moose, Room 203  
Morrilton, AR 72110

**RE: 2024 Certification of Arkansas Workforce Centers — Hot Springs, Morrilton, and Russellville**

Dear Judge Hart:

The management of the Arkansas workforce delivery system is the shared responsibility of the Arkansas Workforce Development Board (AWDB), local workforce development boards (LWDBs), chief elected officials (CEOs), the core WIOA partners, other required partners, and workforce center operators [TEGL 16-16]. As part of this oversight, workforce centers must be certified at least once every three years in accordance with WIOA Sec. 121 (g)(1).

Certification of a workforce center is determined by the information submitted in the Arkansas Workforce Center Application for Certification by the certification team designated by the local workforce development board, or the Arkansas Workforce Development Board should the LWDB serve as the one-stop operator [20 CFR 679.130(f)(1)].

Arkansas Workforce Connections has received and reviewed center application forms for the Workforce Centers at Hot Springs, Morrilton, and Russellville as submitted by the West Central Arkansas Planning and Development District certification team. Arkansas Workforce Connections has determined that all centers meet the requirements for **Provisional Certification**. The Provisional Certification determination is contingent upon completion of the following:

**Items to be completed and submitted no later than October 20, 2025.**

- **MOU/IFA Signatures** – The Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) are incomplete, as they have not been signed by all required partners. All partner signatures must be obtained to finalize these documents in compliance with WIOA requirements.

The Provisional Certification determination status should be discussed during the next scheduled local board meeting and documented in the minutes.

**Documentation Requirements and Submission Instructions**

When the items listed above have been completed, email [WIOA@arkansas.gov](mailto:WIOA@arkansas.gov) no later than October 20, 2025. At a minimum, the email must include:

1. The name of the Workforce Center (Hot Springs, Morrilton, and Russellville)
2. A list of each action item completed
3. A short description of what was done to complete each item

Please do not send additional attachments or formal documentation unless requested. Arkansas Workforce Connections will provide an update on the completed certification status.

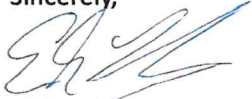
Failure to complete and document these actions by the specified deadline will constitute a violation of federal and state regulations. Additional corrective actions for non-compliance, as outlined under the Workforce Innovation and Opportunity Act, may be imposed.



Please do not hesitate to Angela Cook, Office of Employment & Training Assistant Director, at [angela.cook@arkansas.gov](mailto:angela.cook@arkansas.gov), should you require any further information or clarification regarding the modification or the approval process.

Thank you for your continued partnership and commitment to advancing Arkansas's workforce system.

Sincerely,



Eddie Thomas  
Director, Office of Employment & Training

cc: Ms. Lisa Greene, Board Chair  
West Central Arkansas Planning and Development District Board

Mr. Dwayne Pratt, Executive Director  
West Central Arkansas Planning and Development District Board



Hugh McDonald  
SECRETARY OF COMMERCE

Cody Waits  
DIRECTOR OF  
WORKFORCE CONNECTIONS

July 14, 2025

Mr. Dwayne Pratt, Executive Director  
West Central Arkansas Planning & Development District  
P.O. Box 6409  
Hot Springs, AR 71902

Dear Mr. Pratt,

Your correspondence providing West Central Arkansas Planning & Development District (WCAPDD) corrective actions and supporting documentation for the monitoring findings noted for Workforce Innovation and Opportunity Act Title 1-B Program Year 2024 (PY24) has been received. We appreciate the efforts of the staff of WCAPDD in responding to the findings.

There are findings in the attached report that remain unresolved. Each item is addressed separately. You have thirty (30) calendar days from the date of this letter to provide additional information and/or documentation before a final determination is issued.

We appreciate the cooperation and courtesy of the WCAPDD staff during the monitoring process. If you have any questions or need additional information regarding the report, please contact Jasmine McCrary at (501) 683-1318.

Sincerely,

Cody Waits  
Executive Director



# **Workforce Innovation and Opportunity Act Program Year 2024**

## **West Central Arkansas Workforce Development Area**



## EXECUTIVE SUMMARY

<b>AUTHORITY</b>	Arkansas Workforce Connections (AWC), formerly the Arkansas Division of Workforce Services, is required to conduct program and financial compliance reviews of its Workforce Innovation and Opportunity Act (WIOA) subrecipients. This review encompassed the program year 2024 (PY24) programs and services in the West Central Arkansas Workforce Development Area as administered by the West Central Arkansas Planning and Development District.
<b>PURPOSE</b>	The purpose of this review was to verify compliance with the Workforce Innovation and Opportunity Act of 2014, the Workforce Innovation and Opportunity Act Public Law 113-128, the Uniform Guidance codified at 2 CFR Part 200, Arkansas Code Annotated (A.C.A.) §15-4-3701, Title VI of the Civil Rights Act of 1964, 29 CFR Part 38, Section 504 of the Rehabilitation Act of 1973, United States Department of Labor (U.S. DOL) guidance, State and local plans, relevant Federal and State policies and procedures, and applicable guidelines.
<b>SCOPE</b>	<p>The scope of this review was PY24. The process included an examination of a sample of program and financial elements to identify any instances of non-compliance and to provide technical assistance as needed. Therefore, problems may exist which are not reported here. The report is not intended to be an evaluation of the overall effectiveness of WIOA programs and operations in the local area.</p> <p>The report consists of three parts: Part A covers program operations, Part B covers financial operations, and Part C covers equal opportunity activities. In addition, the methodology used as well as the individual samples selected are documented in Appendix A.</p>
<b>INDEX OF FINDINGS</b>	<ol style="list-style-type: none"> <li>1. Program Finding #1 – <b>Outstanding</b></li> <li>2. Program Area of Concern #1 – No Response Needed</li> <li>3. Financial Finding #1 - <b>Outstanding</b></li> <li>4. Equal Opportunity Finding #1 – Resolved</li> <li>5. Equal Opportunity Management Concern #1 – Resolved</li> </ol>

\*Please Note: Issues are classified into two categories: “Compliance Findings” and “Areas of Concern.” Compliance findings have existing criteria such as Federal or State regulations. Areas of concern may include deviations from best practices identified or areas where internal controls need to be strengthened around the process in question. **Management responses are encouraged, but NOT required for areas of concern.**



## PART A: PROGRAM OPERATIONS

### OVERVIEW

The following provides a summary of the PY24 monitoring review of the WIOA program operations and activities administered in the West Central Arkansas Workforce Development Area.

### RISK ASSESSMENT

To determine the scope of the monitoring review, the Program Monitoring and Compliance Team (MCT) conducted a review of several documents. This included reviewing the previous monitoring report, the WIOA Title 1-B Monitoring Instrument, the West Central Arkansas Workforce Development Area website, internal and external monitoring reports for program operations, and Tableau reports such as the Measurable Skills Gain (MSG) performance report, special populations report, enrollment data, participants in follow-up, and reportable individuals. The team also examined policies, agreements between entities related to governance and service provision, Board governance documents, and participant files, as well as conducted interviews with program staff.

## PROGRAM COMPLIANCE FINDINGS

### Program Finding #1:

The West Central Arkansas Workforce Development Board had not monitored its one-stop operator for PY22 and PY23. Under WIOA, the one-stop operator must be monitored to ensure compliance with applicable federal and state requirements and achievement of performance expectations.

### Requirement(s):

Excerpts from 20 CFR 683.410 state:

- a) Each recipient and subrecipient of funds under title I of WIOA and under the Wagner-Peyser Act must conduct regular oversight and monitoring of its WIOA and Wagner-Peyser Act program(s) and those of its subrecipients and contractors as required under title I of WIOA and the Wagner-Peyser Act, as well as under 2 CFR part 200, including 2 CFR 200.327, 200.328, 200.330, 200.331, and Department exceptions at 2 CFR part 2900, in order to:
  - (1) Determine that expenditures have been made against the proper cost categories and within the cost limitations specified in WIOA and the regulations in this part;
  - (2) Determine whether there is compliance with other provisions of WIOA and the WIOA regulations and other applicable laws and regulations;
  - (3) Assure compliance with 2 CFR part 200; and
  - (4) Determine compliance with the nondiscrimination, disability, and equal opportunity requirements of sec. 188 of WIOA, including the Assistive Technology Act of 1998 (29 U.S.C. 3003).

Excerpts from 20 CFR 683.400 state:

- (d) Documentation of monitoring, including monitoring reports and audit work papers, conducted under paragraph (c) of this section, along with corrective action plans, must be made available for review upon request of the Secretary, Governor, or a representative of the Federal government authorized to request the information.

Excerpts from 2 CFR 200.303 state:

The recipient and subrecipient must: (a) Establish, document, and maintain effective internal control over the Federal award that provides reasonable assurance that the recipient or subrecipient is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award.

**Corrective Action(s) Required:**

The West Central Arkansas Workforce Development Board must monitor its one-stop operator. This finding will remain unresolved until the monitoring of the one-stop operator has been completed, and a copy of the monitoring report has been submitted to AWC.

**Local Response:**

The West Central Arkansas Workforce Development Board acknowledges the requirement to monitor the One-Stop Operator in accordance with 20 CFR 683.410. We are actively reviewing applicable regulations as we develop a monitoring tool to meet compliance standards and address the oversight needs in our region. To ensure a thorough approach, we plan to submit the proposed tool to the State for feedback by June 30<sup>th</sup> to ensure compliance.

Monitoring will commence once an approved tool is in place to support a comprehensive review of the One-Stop Operator's performance. Our team will continue to gather information and apply best practices to ensure compliance.

**State's Response:**

**The documentation provided was not sufficient to resolve this finding.** On July 1, 2025, AWC provided technical assistance to the West Central Arkansas Planning & Development District on the proposed monitoring tool. However, the monitoring of the one-stop operator has not yet been conducted. This finding will remain outstanding until the monitoring of the one-stop operator is completed, and a copy of the monitoring report is submitted to AWC.

## AREA OF CONCERN

**Program Management Concern #1:**

During the monitoring review period, the West Central Arkansas Workforce Development Area had zero participants enrolled in Work Experience. Individualized career services such as work experience must be made available, if determined appropriate for an individual to obtain or retain employment.

**Recommendation(s):**

It is recommended that WCAPDD staff ensure that work experience opportunities are made available to participants when determined appropriate. The staff should also put more efforts toward the enrollment of participants in the work experience program, particularly targeting individuals who are most likely to benefit. This approach will enhance their employment opportunities and contribute to their long-term career success.



## PART B: FINANCIAL OPERATIONS

### OVERVIEW

The following information provides specific requirements of the WIOA laws, federal regulations, Uniform Guidance, state and local two-year plans, and other guidelines relative to findings or concerns detected during the PY24 monitoring review of the federal grants financial and procurement operations and activities in the West Central Arkansas Workforce Development Area.

### RISK ASSESSMENT

To determine the scope of the monitoring review, the Financial Monitoring and Compliance Team (MCT) conducted a review of several documents. This included reviewing the general ledger, check registers, bank statements for District and WIOA accounts, budget-to-actual analysis, leases/contracts, supporting documentation for the monthly expenditure reports, approved indirect cost rate and cost allocation plan, chart of accounts, policies and procedures, Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA), employee list and job descriptions, inventory list and all other financial records. The team also interviewed financial staff and the one-stop operator of the Central Arkansas Workforce Development Area.

## FINANCIAL COMPLIANCE FINDINGS

### Financial Finding #1:

The required referral procedures were not included in the West Central Arkansas Workforce Development Board Supportive Services Policy.

### Requirement:

Excerpts from 20 CFR § 680.900 state:

Local WDBs, in consultation with the one-stop partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area. The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources.

Excerpts from 20 CFR § 680.910 state:

- (a) Supportive services may only be provided to individuals who are:
- (1) Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3); and
  - (2) Unable to obtain supportive services through other programs providing such services.

### Corrective Actions Required:

WCAPDD must strengthen their internal controls surrounding the supportive services process to ensure that there are no other programs providing the services. WCAPDD must update the policy on supportive services to include procedures that ensure resource and service coordination in the local area. The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. All referrals to other sources for supportive services funding must be documented in the participant's case file.

### Local Response:

The West Central Arkansas Workforce Development Board acknowledges the finding regarding supportive services referral procedures. We are currently updating our Supportive Services Policy to include clear procedures for referrals

and coordination with other programs, as well as how services will be funded when other sources are unavailable. We anticipate completing these updates by August 31, 2025.

**State's Response:**

**The documentation provided was not sufficient to resolve this finding.** This finding will be considered resolved upon receipt of the updated and approved supportive services policy by AWC.



## PART C: EQUAL OPPORTUNITY

### OVERVIEW

The following provides a summary of the PY24 Equal Opportunity (EO) Compliance review of the West Central Arkansas Workforce Development Area.

### RISK ASSESSMENT

To determine the scope of the compliance review, the Equal Opportunity (EO) Office conducted a review of several documents. This included reviewing the previous monitoring report, the nine (9) specific Elements of the Equal Opportunity and Nondiscrimination Monitoring Review Instrument, the West Central Arkansas Planning and Development District website, the Local EO Officers job description and the presence of their contact information, internal and external communications, compliant logs, demographic reports, and ADA compliance. The team also examined policies and participant files.

## EQUAL OPPORTUNITY COMPLIANCE FINDINGS

### Equal Opportunity Finding #1:

The Equal Opportunity Notice was not posted in a location that was easily and readily visible.

### Requirement(s):

Excerpts from 29 CFR 38.36 state:

At a minimum, the Equal Opportunity Notice required by §§ 38.34 and 38.35 must be:

- (1) Posted prominently, in reasonable numbers and places, in available and conspicuous physical locations and on the recipient's Web site pages.

### Comment/Note:

The West Central Arkansas Planning and Development District staff relocated the posters to an area where they are easily and readily visible to employees and applicants.

*This finding is considered resolved. No further action is needed.*

## AREA OF CONCERN

### Equal Opportunity Management Concern #1:

The West Central Arkansas Planning and Development District displayed an older version of the "Know Your Rights Poster".

### Recommendation(s):

The West Central Arkansas Planning and Development District posted the current copy of the "Know Your Rights Poster" and removed the older version.

*This concern is considered resolved. No further action is needed.*

## APPENDIX A: METHODOLOGY

<b>TEAM MEMBERS</b>	<p>Jasmine McCrary, Joyce Akidi, Ronnie Kroepfl, Tracy Watson, Carlos Wright, Thomas Pittman, Bernard Pighee, and Patrenna White.</p>
<b>PREPARATION</b>	<p>In preparation for the review, previous monitoring reports, the local plan, local policies, and procedures, local documents, contracts, Arkansas JobLink (AJL) reports, and other documents were reviewed remotely.</p> <p>Source documents were reviewed with the staff of the West Central Arkansas Planning and Development District. A comprehensive list of source documents is available in the official monitoring instrument. The questions were used as a guide for the review and in interviewing the appropriate West Central Arkansas Planning and Development District staff.</p> <p>The funding sources reviewed:</p> <ul style="list-style-type: none"> <li>• WIOA Formula Grants <ul style="list-style-type: none"> <li>○ Youth</li> <li>○ Adult</li> <li>○ Dislocated workers</li> </ul> </li> </ul>
<b>ENTRANCE</b>	<p>An entrance meeting was held on Monday, October 28, 2024, via Microsoft Teams. Attendees were Dwayne Pratt, Cora Easterday, Margaret Dearmon, Carrie Pratchard, Martha Boyer, and Savannah Hibbs of WCAPDD; Andy Hightower of Hightower Workforce Initiatives, LLC; Eddie Thomas, Jasmine McCrary, Tracy Watson, Patrenna White, Thomas Pittman, Joyce Akidi, and Carlos Wright of AWC.</p> <p>Local area staff were informed of the program and financial elements to be covered during the review and appropriate contacts for the various program and financial elements were identified. A general timeline for the review process was provided and general questions were answered.</p>
<b>EXIT</b>	<p>The exit meeting was held on December 16, 2024, via Microsoft Teams. Attendees were Dwayne Pratt, Cora Easterday, Margaret Dearmon and Carrie Pratchard of WCAPDD; Andy Hightower and Lori Strumpf of Hightower Workforce Initiatives, LLC; Jasmine McCrary, Tracy Watson, Patrenna White, Bernard Pighee, Thomas Pittman, Joyce Akidi, Carlos Wright, and Ronnie Kroepfl of AWC.</p> <p>Local area staff and management were informed of the issues identified during the review and afforded an opportunity to seek clarification or provide additional documentation to resolve such issues.</p>

## PROGRAM SAMPLES

## FINANCIAL SAMPLES

## EQUAL OPPORTUNITY SAMPLES

### Participant File Review

Using the AJL management information system, lists of 40 adults and 17 youth were generated. Names and participant identification numbers are included on the Participant File Review Checklists of the Title I-B Monitoring Instrument and are on file at the AWC Central Office. The following participant files were reviewed:

#### Youth

Karla Erasto
--------------

#### Adult

Lydia Sowles
--------------

### Expenditure Review

A total of 13 expenditures were selected for review as follows:

Date	Payee	Amount
07/26/23	Levi Purcell	900.00
09/20/23	Arkansas Tech University	3,729.35
09/27/23	Arkansas Tech University	2,780.00
10/11/23	Aleksei Ryvlin	722.40
11/08/23	4 Imprint	2,749.61
11/09/23	Caitlyn Warhurst	295.40
11/13/23	INSURICA Insurance Services	7,894.92
11/20/23	Express Service, Inc.	172.48
01/13/24	Hightower Workforce Initiatives	6,599.04
02/16/24	Capital One Visa	4,536.78
02/22/24	Arkansas Tech University	2,093.00
02/29/24	Shaver Properties LLC	1,700.00
04/01/24	Central Arkansas Development Council	591.27

### Participant File Review

The review was conducted by observation, interview of staff, participants in work experience worksites, and review of the participant files. A total of 8 Adults, 0 Dislocated Workers and 3 Youth were sampled and reviewed as follows:

#### Youth

Anette Campos	Hazie Philpott	Nickolas Edwards
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#### Adult

Coleman Cole	Mimorie Atkinson	Savannah Ryan
Lydia Sowles	Moechay Dillon	Steven Cole
Malcom Curry	Parker Dawdy	

## APPENDIX B: DISCLOSURES

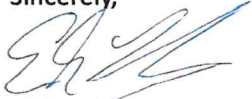
<b>SINGLE AUDITS</b>	Monitoring reports and related correspondence are to be presented to auditors prior to their initiating Single Audit reviews. Problems identified in a monitoring report may be identified as administrative findings or questioned costs in subsequent reviews. Findings and corrective actions may also be used to assist in resolving subsequent findings, if appropriate.
<b>SUBSEQUENT FINDINGS</b>	Closing a monitoring report, or portions thereof, does not absolve subsequent findings that may arise from the same issue(s) identified in the monitoring report.
<b>APPEAL RIGHTS</b>	Appeals of the State's monitoring reviews, and investigations will be processed through the Executive Director of Arkansas Workforce Connections in accordance with the Grievance, Complaint, and Appeal Policy (WIOA I – 6.1, Change 2).



Please do not hesitate to Angela Cook, Office of Employment & Training Assistant Director, at [angela.cook@arkansas.gov](mailto:angela.cook@arkansas.gov), should you require any further information or clarification regarding the modification or the approval process.

Thank you for your continued partnership and commitment to advancing Arkansas's workforce system.

Sincerely,



Eddie Thomas  
Director, Office of Employment & Training

cc: Ms. Lisa Greene, Board Chair  
West Central Arkansas Planning and Development District Board

Mr. Dwayne Pratt, Executive Director  
West Central Arkansas Planning and Development District Board

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Supportive Service Policy & Procedures

Policy Number:	WCAWDB- Policy 2025-03		
Change Number:			
Date Approved:	August 14, 2025	Effective Date:	August 14, 2025
Recessions:	Supportive Service Policy dated February 9, 2023.		

### Purpose

The purpose of this policy is to describe and to detail the regulations and requirements concerning supportive services, in accordance with the rules and regulations of Workforce Innovations 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).

Supportive services help participants access resources needed to engage in WIOA Title I-B Adult, Dislocated Worker, or Youth activities {WIOA§ 3(50); 20 CFR 680.910(b); 881.570; TEGL 19-16, Change 1 & 21-16}. These services are part of the Youth program and must be available, when necessary, appropriate, and in line with local policies. Local programs decide what services a participant receives based on their individual needs and assessment.

Each local area must work with community partners to create a supportive services policy that ensures coordination of resources. Local areas have the flexibility to determine which services to provide, within WIOA guidelines. The policy should include procedures for referrals and funding, especially when services aren't available from other sources, and may set limits on service duration and funding. It should also outline exceptions to these limits. Supportive services must be WIOA-funded only if no other funding is available, and if they are essential for participation in WIOA activities. Information and referrals to these services must be available as a Basic Career Service.

To receive supportive services, an individual must meet all eligibility requirements for a WIOA Title I-B program. The need for these services is determined through an interview, evaluation, or by creating an Individual Service Strategy (ISS) or Individual Employment Plan (IEP). Documentation of this need must be kept in the participant's file.

*Both ISS and IEP are living documents and must be updated and maintained during the participants' participation.*

***Provision of Supportive Services will be based on available funding.***

LWDB will place a maximum limit on the total dollar amount of Non-Training Supportive Services that will be provided during a program year (July 1- June 30). There will be a maximum limit of \$0.00 per participant, per program year once primary requirements have been met. The maximum for Short Term Training will be \$2500 per program year. The maximum amount for Long Term Training will be \$5000 per program year.

**Adults and Dislocated Workers:** The primary requirements for Adults or Dislocated Workers to receive a supportive service are [WIOA § 3(59) & 134(d){2}; 20 CFR 680.140, 680.900 & 680.910; TEGL 19-16]:

# West Central Arkansas Workforce Development Board

## Lisa Greene, Chair

- The participant is participating in an activity authorized as a WIOA Title 1-B Adult, Dislocated Worker (DLW) or Youth (except follow-up) or training service.
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The participant is unable to obtain the needed supportive services through another program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)].

**Youth:** The primary requirements for a Youth to receive supportive services are [WIOA § 3(59); 20 CFR 681.570 & 681.580; TEGL 21-16]:

- The participant is participating in an activity authorized as a WIOA Title 1-B Youth activity or service, including follow-up services. (There is no requirement that WIOA fund the service or activity, but it must be one of the 14 program elements or a follow-up service.)
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The Participant is unable to obtain the needed supportive services through another program providing such services.

If funding is spent on supportive services, the need for such services, including eligibility determination and the inability to obtain services from other sources must be documented in the participant's case notes. {WIOA § 3(59); 20 CFR 680.900, 681.460(a)(7), & 681.570; TEGL 19-16, Change 1 & 21-16}.

Supportive services may be provided either in-kind (goods or services) or through payment via check or card. In order to obtain payment for supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

1. Justification for the need of the supportive service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
2. A description of the supportive service provided and why the supportive service could not be obtained through other programs and;
3. An invoice, price check list, 3 quotes, or other documentation that is itemized and dated for the supportive service.

### References:

20 CFR 679.430; 680; 681

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2)

TEGL 19-16, Change 1; 21-16

Most recent version of the following policies and procedures:

ADWS Policy No. WIOA I-B - 1.2 (Definitions)

ADWS Policy No. WIOA I-B -3.9 (Supportive Services)

Most recent version of the following L WDB policies and procedures:

Individual Training Account

Supportive Services

### Policy and Procedures:

# West Central Arkansas Workforce Development Board

## Lisa Greene, Chair

The Workforce Development Board of West Central Arkansas has established the following policies and procedures for providing supportive services to WIOA-enrolled Adults, Dislocated Workers, and Youth. Career Advisors will request supportive services for participants from the Finance Manager and Director of Workforce Development when:

- WIOA staff have evaluated all available resources to determine the participant's need for WIOA funding, ensuring there is no duplication of services. This includes establishing connections with programs such as Child Support, SNAP, Medicaid, Section 8 Housing, TANF, and other partners.
- An assessment has been conducted and the need for supportive services is documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- Case notes document referrals to other agencies or resources for supportive services, with follow-up to confirm whether these services were accessible through those agencies.
- All required forms are completed and approved by the Finance Manager and Director of Workforce Development before supportive services are provided.
- Once approved, all supportive services must be recorded in the Service and Training Plan within 10 business days of service delivery.
- All request for payment from participant must be submitted by the 5<sup>th</sup> day following month end.

### Referral Procedures for Supportive Services

In collaboration with the OSO, the One-Stop Center partners has established the following procedure for referring clients to supportive services provided by partners and other community organizations.

All partners and service providers are required to use the most up-to-date Common Referral Process. Referral forms should be submitted to the designated dispatcher, who is responsible for ensuring the appropriate staff within their agency receives the referral and contacts the referred individual. Once the referral process is completed, the responsible staff member must submit a finalized referral form detailing the outcome of the referral.

The OSO will be responsible for keeping the Supportive Services spreadsheet updated and distributed to partners and community organizations.

Allowable supportive services for adults, dislocated workers and youth, include, but are not limited to:

### Section I - Non-Training Related Supportive Services (Not included in ITA)

**GED Testing, Graduation Cap and Gown and Tassel** assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain services themselves and not be able to receive services from another WIOA and/or non-WIOA partners.

Supporting documentation must be provided to career advisor and must be submitted to AvidXchange for payment. Cap and gown fees **will be covered if funding is not available by other resources.** be set at a maximum of **\$75.00** per participant. WIOA may pay for GED testing (when vouchers are not available). The maximum for testing is **\$16.00.**



# West Central Arkansas Workforce Development Board

## Lisa Greene, Chair

- Supporting Documentation: description of purchase, receipt, and document from school stating the participant will be graduating and cap and gown is required to walk.

**Transportation** assistance may be provided for participants who are engaged in an activity which requires them to attend training or testing at specific locations for a specific period.

### – Bus Pass

When available, a bus pass may be provided to participants without transportation to help them engage in Title I-B activities. The need for this service must be documented in their IEP/ISS and is subject to funding availability.

### Transportation Reimbursement

- Travel will be paid for travel to and from the training facility. Payment will be based on a set rate per mile based on the approval rate of \$.35 per mile multiplied by the type of travel (one-Way or round-trip) miles from the participant's home to the training site. The participant must complete the mileage form and submit it to AvidX at the end of the month. If not received by the required deadline, participant forfeit payment for that month. change will be calculated by the beginning and ending odometer reading entered on the Travel Reimbursement Form. Career Advisor will use a map app to verify the mileage entered.
- ~~Participants that travel unusually long distances to and from the training facility, career advisor may request a waiver to increase the maximum weekly allowable amount for those participants. The written request must document the need for an increase in the travel allowance and must be approved by the Finance Manager and Director of Workforce Services.~~
- Travel allowance will be paid for actual days of participation and must be documented by and attendance record, signed by the appropriate representative at the training facility. It is the responsibility of the participant to accurately record days of attendance and have the form signed by the appropriate representative at the training facility. It is the responsibility of the career advisor to verify that the participant has uploaded the mileage form to AvidXchange. The career advisor is also responsible for uploading the attendance form when they are reviewing the mileage form, attendance and submit required documents in a timely manner, so payment can be made in a timely manner to the participant.

**Childcare Assistance** may be provided to participants engaged in activities that prevent them from caring for their children, and when they are unable to afford childcare. The childcare provider must be licensed by the Arkansas Department of Human Services. The payment for childcare will either be the amount charged by the provider or \$25 per day, whichever is lower. Additionally, the maximum childcare allowance per child, per week, is \$125. Payments will only be made for days the participant is involved in required activities or as specified by the childcare provider.

To verify the actual childcare costs, the participant must submit a Documentation of Childcare Form. This form should include the dates and hours of care, the childcare provider's signature and date, and the cost of the service. The participant must also provide an attendance record, signed by the appropriate representative at the training facility, confirming the dates of attendance.

If a participant requires ongoing monthly childcare and is unable to afford it, WCAPDD may establish a direct payment arrangement with the childcare provider.

# West Central Arkansas Workforce Development Board

## Lisa Greene, Chair

**Work Attire and Work-Related Tools** may be provided to participants who need these items to participate in a WIOA activity or training and are unable to purchase them. ~~Assistance is capped at \$500 for uniforms and appropriate work or training attire, and \$1500 for work-related tools.~~ Documentation from the training provider or employer must confirm that these items are necessary for completing training or securing employment and are required for all

participants. The documentation must include a completed supportive service form and an itemized, dated invoice for the items purchased.

The maximum amounts listed are for the entire duration of WIOA participation for each participant.

**Housing Assistance** (rent & mortgage payment may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the service themselves and not able to receive services from another WIOA an/or non-WIOA partners.

Documentation from the landlord/mortgage company stating the rent is due and the lease agreement or contract must be provided along with the supportive service documentation forms.

If the documentation provided has other persons besides the participant listed in the home, WCAPDD will only assist with an equal percentage of the monthly payment. Example: if the lease has two people listed WCAPDD will only assist with 50% of the payment due. This excludes spouses that may be on the lease. Supporting documentation must be provided.

Hotel assistance may be provided for a participant who is homeless and does not have other means of housing. ~~Hotel assistance may be up to three weeks and set at a maximum of \$1500 for the three week term. Once the participant has gained full-time employment further housing assistance may be provided based on the guidelines above.~~

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

Auto repairs will be set at a maximum of \$1000 for the duration of the participation in the WIOA program. Auto repairs may include but are not limited to engine related issues. Auto repairs will exclude but not limited to issues with the heating and cooling systems, auto body damage, windshields, or any other cosmetic related issues with the vehicle. Also excludes insurance deductibles for collision or any other auto related accident.

The vehicle must be solely in the WIOA participant's name, must be licensed and insured by the participant. Three quotes must be provided by licensed mechanics and WCAPDD has the option to choose the most appropriate quote. If the vehicle is under warranty, then the WIOA participant must contact the company that carries that warranty and provide documentation to their career advisor that the issue is not under warranty. Supporting documentation must be provided.

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

~~The maximum amount will be \$40.00 paid to the DMV for a new driver's license.~~ This is only for participants who have **never** had a driver's license.

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

Supporting Documentation must be provided to the career advisor, who will submit it for approval by the Finance Manager and Director of Workforce Services.

- Supporting Documentation: copy of the permit, a printout from the DMV with the participants name with the cost of the new driver license. A copy of the new driver's license must be included in the participant file.

**Other Supportive Services** may be provided to participants engaged in a WIOA activity when a demonstrated need exists, and the participant is unable to obtain the services independently or through other WIOA or non-WIOA partners. A written request must be submitted to the Finance Manager and Director of Workforce Development. The request will be reviewed and a decision will be made, with approval or denial communicated in writing to the career advisor. Relevant documentation will be provided based on the specific supportive service requested.

## Section II - Training Related Supportive Services tied to ITA amount

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

The dollar amount for books, supplies and/or fees a semester will not exceed the amount at which the bookstore and/or provider charges. ~~or a maximum of \$ .00 a semester.~~

**Miscellaneous Occupational Skills Training support (Laptops, Internet and/or Software required, parking permits** required to complete Occupational Skills Training may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment or service themselves, and the participant is not able to receive services from other WIOA and/or non-WIOA partners.

~~The amount of assistance that can be paid is set at a maximum of \$ .00.~~ Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased.

~~The maximum dollar amounts listed above are for the total length of WIOA participation for each participant.~~

**Occupational Skills Medical Supplies** may be provided for participants who are participating in a WIOA medical training activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners. The supplies that can be approved may require some or all of the following: nursing supply bag, stethoscope case, stethoscope, penlight (2 max.), bandage scissors, pulse oximeter, badge holder (2 max.), compression socks (3) max, shoes, scrubs, scrub undershirts, lab jacket, nursing patches, nursing name badge, graduation cap and gown .

~~The amount of assistance that can be paid is set at a maximum of \$ .00.~~ Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased.

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

The maximum dollar amounts listed above are for the total length of WIOA participation for each participant.

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

Internship Fee, License and/or Testing Fees must be related to a specific occupation and will be set at a maximum of \$800.00 for the duration of participation in the WIOA program. Supporting documentation must be provided. Occupational Skills Training covered test include Praxis Core, Praxis Content Exams, Fort Arkansas Foundations Reading Exam, NCLEX, HESI Review, etc.

- Supporting documentation: Documentation from the school or testing facility with amount, participant name, vendor name, and type of license or testing fee.

\_\_\_\_\_  
Lisa Greene, Chair

\_\_\_\_\_  
Date

WCAWDB is an equal opportunity provider of employment and training services. Auxiliary aids and services are available upon request to person of disability, if available.



# West Central Arkansas Workforce Development Area

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Supportive Service Policy & Procedures

<b>Policy Number:</b>	WCAWDB- Policy 2025-03		
<b>Change Number:</b>			
<b>Date Approved:</b>	August 14, 2025	<b>Effective Date:</b>	August
<b>Recessions:</b>	Supportive Service Policy dated February 9, 2023		

### Purpose

The purpose of this policy is to describe and to detail the regulations and requirements concerning supportive services, in accordance with the rules and regulations of Workforce Innovations 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).

Supportive services help participants access resources needed to engage in WIOA Title I-B Adult, Dislocated Worker, or Youth activities {WIOA§ 3(50); 20 CFR 680.910(b); 881.570; TEGL 19-16, Change 1 & 21-16}. These services are part of the Youth program and must be available, when necessary, appropriate, and in line with local policies. Local programs decide what services a participant receives based on their individual needs and assessment.

Each local area must work with community partners to create a supportive services policy that ensures coordination of resources. Local areas have the flexibility to determine which services to provide, within WIOA guidelines. The policy should include procedures for referrals and funding, especially when services aren't available from other sources, and may set limits on service duration and funding. It should also outline exceptions to these limits. Supportive services must be WIOA-funded only if no other funding is available, and if they are essential for participation in WIOA activities. Information and referrals to these services must be available as a Basic Career Service.

To receive supportive services, an individual must meet all eligibility requirements for a WIOA Title I-B program. The need for these services is determined through an interview, evaluation, or by creating an Individual Service Strategy (ISS) or Individual Employment Plan (IEP). Documentation of this need must be kept in the participant's file.

*Both ISS and IEP are living documents and must be updated and maintained during the participants' participation.*

### ***Provision of Supportive Services will be based on available funding.***

LWDB will place a maximum limit on the total dollar amount of Non-Training Supportive Services that will be provided to a participant during a program year (July 1- June 30). Training less than one year is considered short term training and will have a maximum of \$2,500 non-training supportive services. Programs with durations of more than a year are considered long-term training and the maximum non-training supportive service will be \$5,000 per program year.

**Adults and Dislocated Workers:** The primary requirements for Adults or Dislocated Workers to receive a supportive service are [WIOA § 3(59) & 134(d){2}; 20 CFR 680.140, 680.900 & 680.910; TEGL 19-16]:

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

- The participant is participating in an activity authorized as a WIOA Title 1-B Adult, Dislocated Worker (DLW) or Youth (except follow-up) or training service.
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The participant is unable to obtain the needed supportive services through another program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)].

**Youth:** The primary requirements for a Youth to receive supportive services are [WIOA § 3(59); 20 CFR 681.570 & 681.580; TEGL 21-16]:

- The participant is participating in an activity authorized as a WIOA Title 1-B Youth activity or service, including follow-up services. (There is no requirement that WIOA fund the service or activity, but it must be one of the 14 program elements or a follow-up service.)
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The Participant is unable to obtain the needed supportive services through another program providing such services.

If funding is spent on supportive services, the need for such services, including eligibility determination and the inability to obtain services from other sources must be documented in the participant's case notes. (WIOA § 3(59); 20 CFR 680.900, 681.460(a)(7), & 681.570; TEGL 19-16, Change 1 & 21-16).

Supportive services may be provided either in-kind (goods or services) or through payment via check or card. In order to obtain payment for supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

1. Justification for the need of the supportive service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
2. A description of the supportive service provided and why the supportive service could not be obtained through other programs and;
3. An invoice, price check list, 3 quotes, or other documentation that is itemized and dated for the supportive service.

## References:

20 CFR 679.430; 680; 681

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2)

TEGL 19-16, Change 1; 21-16

Most recent version of the following policies and procedures:

ADWS Policy No. WIOA I-B - 1.2 (Definitions)

ADWS Policy No. WIOA I-B -3.9 (Supportive Services)

Most recent version of the following L WDB policies and procedures:

Individual Training Account

Supportive Services

## Policy and Procedures:

The Workforce Development Board of West Central Arkansas has established the following policies and procedures for providing supportive services to WIOA-enrolled Adults, Dislocated Workers, and Youth. Career Advisors will request supportive services for participants from the Finance Manager and Director of Workforce Development when:



# West Central Arkansas Workforce Development Board

## Lisa Greene, Chair

- WIOA staff have evaluated all available resources to determine the participant's need for WIOA funding, ensuring there is no duplication of services. This includes establishing connections with programs such as Child Support, SNAP, Medicaid, Section 8 Housing, TANF, and other partners.
- An assessment has been conducted and the need for supportive services is documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- Case notes document referrals to other agencies or resources for supportive services, with follow-up to confirm whether these services were accessible through those agencies.
- All required forms are completed and approved by the Finance Manager and Director of Workforce Development before supportive services are provided.
- Once approved, all supportive services must be recorded in the Service and Training Plan within 10 business days of service delivery.
- All requests for payment from participant must be submitted by the 5<sup>th</sup> day following month end.

### Referral Procedures for Supportive Services

In collaboration with the OSO, the One-Stop Center partners has established the following procedure for referring clients to supportive services provided by partners and other community organizations.

All partners and service providers are required to use the most up-to-date Common Referral Process. Referral forms should be submitted to the designated dispatcher, who is responsible for ensuring the appropriate staff within their agency receives the referral and contacts the referred individual. Once the referral process is completed, the responsible staff member must submit a finalized referral form detailing the outcome of the referral.

The OSO will be responsible for keeping the Supportive Services spreadsheet updated and distributed to partners and community organizations.

Allowable supportive services for adults, dislocated workers and youth, include, but are not limited to:

### Section I - Non-Training Related Supportive Services (Not included in ITA)

**GED Testing, Graduation Cap and Gown and Tassel** assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain services themselves and not be able to receive services from another WIOA and/or non-WIOA partners.

Supporting documentation must be provided to career advisor and must be submitted to AvidXchange for payment. Cap and gown fees will be covered if funding is not available from other resources. WIOA may pay for GED testing when vouchers are not available.

- Supporting Documentation: description of purchase, receipt, and document from school stating the participant will be graduating and cap and gown is required to walk.

**Transportation** assistance may be provided for participants who are engaged in an activity which requires them to attend training or testing at specific locations for a specific period.

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## – Bus Pass

When available, a bus pass may be provided to participants without transportation to help them engage in Title I-B activities. The need for this service must be documented in their IEP/ISS and is subject to funding availability.

## Transportation Reimbursement

- a. Travel will be paid for travel to and from the training facility. Payment will be based on a set rate per mile based on the approval rate of \$.35 per mile multiplied by the type of travel (one-Way or round-trip) miles from the participant's home to the training site. The participant must complete the mileage form and submit it to AvidXchange by the 5<sup>th</sup> day after months end. If not received by the required deadline, participant forfeit payment for that month.
- b. Travel allowance will be paid for actual days of participation and must be documented by and attendance record, signed by the appropriate representative at the training facility. It is the responsibility of the participant to accurately record days of attendance and have the form signed by the appropriate representative at the training facility. It is the responsibility of the career advisor to verify that the participant has uploaded the mileage form to AvidXchange. The career advisor is also responsible for uploading the attendance form when they are reviewing the mileage form.

**Childcare Assistance** may be provided to participants engaged in activities that prevent them from caring for their children, and when they are unable to afford childcare. The childcare provider must be licensed by the Arkansas Department of Human Services. Payments will only be made to the childcare provider and only for the days the participant is involved in required activities or as specified by the childcare provider.

To verify the actual childcare costs, the participant must submit a Documentation of Childcare Form. This form should include the dates and hours of care, the childcare provider's signature and date, and the cost of the service. The participant must also provide an attendance record, signed by the appropriate representative at the training facility, confirming the dates of attendance.

**Work Attire and Work-Related Tools** may be provided to participants who need these items to participate in a WIOA activity or training and are unable to purchase them. Documentation from the training provider or employer must confirm that these items are necessary for completing training or securing employment and are required for all participants. The documentation must include a completed supportive service form and an itemized, dated invoice for the items purchased.

**Housing Assistance** (rent & mortgage payment may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the service themselves and not able to receive services from another WIOA and/or non-WIOA partners.

Documentation from the landlord/mortgage company stating the rent is due and the lease agreement or contract must be provided along with the supportive service documentation forms.

If the documentation provided has other persons besides the participant listed in the home, WCAPDD will only assist with an equal percentage of the monthly payment. Example: if the lease has two people listed WCAPDD will only assist with 50% of the payment due. This excludes spouses that may be on the lease. Supporting documentation must be provided.

Hotel assistance may be provided for a participant who is homeless and does not have other means of housing.



# West Central Arkansas Workforce Development Board Lisa Greene, Chair

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

Auto repairs will be set at a maximum of \$1000 for the duration of participation in the WIOA program. Auto repairs may include but are not limited to engine related issues, tire repair/replacement, etc. Auto repairs will exclude but not limited to issues with the heating and cooling systems, auto body damage, or any other cosmetic related issues with the vehicle. It also excludes insurance deductibles for collision, or any other auto related accident.

The vehicle must be solely in the WIOA participant's name, must be licensed and insured by the participant. Three quotes must be provided by licensed mechanics and WCAPDD has the option to choose the most appropriate quote. If the vehicle is under warranty, then the WIOA participant must contact the company that carries that warranty and provide documentation to their career advisor that the issue is not under warranty. Supporting documentation must be provided.

**Driver's License Fee** may be provided for participants who have never had a driver's license and are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners.

Supporting Documentation including a copy of the permit, a printout from the DMV with the participant's name with the cost of the new driver license must be provided to the career advisor, who will submit it for approval by the Finance Manager and Director of Workforce Services. A copy of the new driver's license must be included in the participant file.

**Other Supportive Services** may be provided to participants engaged in a WIOA activity when a demonstrated need exists, and the participant is unable to obtain the services independently or through other WIOA or non-WIOA partners. A written request must be submitted to the Finance Manager and Director of Workforce Development. The request will be reviewed and a decision will be made, with approval or denial communicated in writing to the career advisor. Relevant documentation will be provided based on the specific supportive service requested.

## Section II - Training Related Supportive Services tied to ITA amount

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

The dollar amount for books, supplies and/or fees a semester will not exceed the amount at which the bookstore and/or provider charges.

**Miscellaneous Occupational Skills Training support (Laptops, Internet and/or Software required, parking permits** required to complete Occupational Skills Training may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment or service themselves, and the participant is not able to receive services from other WIOA and/or non-WIOA partners.

Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased).

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

**Occupational Skills Medical Supplies** may be provided for participants who are participating in a WIOA medical training activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners. The supplies that can be approved may require some or all of the following: nursing supply bag, stethoscope case, stethoscope, penlight (2 max.), bandage scissors, pulse oximeter, badge holder (2 max.), compression socks (3) max, shoes, scrubs, scrub undershirts, lab jacket, nursing patches, nursing name badge, graduation cap and gown .

Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased).

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

Internship Fee, License and/or Testing Fees must be related to a specific occupation. Supporting documentation must be provided. Occupational Skills Training covered test include Praxis Core, Praxis Content Exams, Fort Arkansas Foundations Reading Exam, NCLEX, HESI Review, etc.

- Supporting documentation: Documentation from the school or testing facility with amount, participant name, vendor name, and type of license or testing fee.

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Lisa Greene, Chair

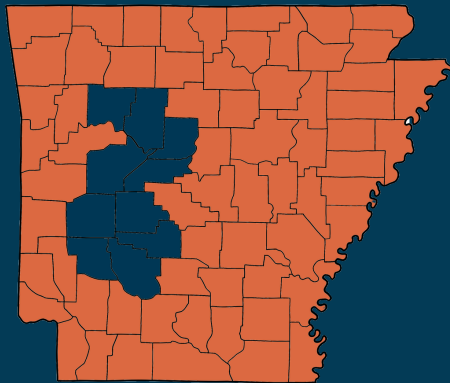
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Date

WCAWDB is an equal opportunity provider of employment and training services. Auxiliary aids and services are available upon request to person of disability, if available.

West Central  
Arkansas Workforce  
Development Area

# Arkansas National Career Readiness Certificate



Clark  
Conway  
Garland  
Hot Spring  
Johnson  
Montgomery  
Perry  
Pike  
Pope  
Yell

## Contact Us



An equal opportunity employer/program.  
Auxiliary aids and services are available  
upon request to individuals with disabilities.  
VOICE: 1-800-285-1131 | TDD: 1-800-285-1131

## What are the benefits of the National Arkansas Career Readiness Certificate?

### Employers

- Reduces turnover, overtime, and wages while increasing morale
- Takes the guesswork out of selection decisions
- Improves the effectiveness of training dollars
- Streamlines hiring by including a preferred certificate level in job postings
- Meets EEOC requirements

### Job Seekers/Individuals

- Builds confidence that skills meet the needs of local employers
- Determines skill improvement and training needs
- Possesses a portable skills credential that enhances employability and sets the stage for possible career advancement and lifelong learning

### Educators

- Increases chances that graduates will be hired
- Enables students to see a reason to take coursework seriously
- Improves students' success in entry-level and subsequent jobs
- Aligns curricula to meet the job skills employers need
- Provides a workforce development tool that ensures "no worker is left behind"

### Community

- Keeps employers from moving entry-level jobs to other cities, states and countries
- Decreases unemployment rates
- Improves the quality of life for community residents
- Increases the tax base through more profitable business partners
- Attracts new employers to the state, resulting in economic development
- Creates a work-ready community to improve the quality of life for residence.

**ACT**® Work Ready  
Communities

ARKANSAS **WORKFORCE** CENTERS  
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PERFORMANCE /  
FINANCE  
COMMITTEE

## Pending Initial ETP Applications

Award Level					
AA-Associates   BA-Baccalaureate   IHC - Technical Certificate IC-Industry Recognized Credential   GL - Government License					
Provider Name	Program`	Total Cost	CIP Code	O*NET Code	Approved or Disapproved
<b>Heavy Equipment Operating Academy</b>	CDL	\$4,250.00	490205	53-3032.00	
	Dozer Course	\$7,685.00	460000	47-5022.00	
	Excavator Course	\$7,685.00	460000	47-5022.00	
	Loader Course	\$5,585.00	460000	47-5022.00	
<b>JWS Helping Hands</b>	CNA	\$2,045.00	513902	31-1131.00	
<b>NCSI</b>	Cybersecurity	\$2,400.00	430404	15-1232.00	
<b>Nirvana Massage Academy</b>	Massage Therapy - IC	\$9,131.25	513501	31-9011-00	

August 14, 2025

## Overview

The following provides an update on the PY21 WIOA Title I-B financial monitoring completed by Witt O'Brien's for the West Central Arkansas Planning and Development District.

- Witt O'Brien's led a **financial monitoring** process for **PY21 for WIOA Title I-B** funded programs. Monitoring was guided by the State of Arkansas Monitoring Tool (Section B) and includes review of program level policies and procedures, participant payment files, and program finances.
- The purpose of the monitoring was to ensure full compliance with the State of Arkansas Monitoring Tool, and to minimize risk by identifying policies to be developed or strengthened and recommending opportunities to improve systems.
- This monitoring focused on Section B of the State Monitoring Tool and on the financial documentation related to participant eligibility files, such as training justification forms, documentation of expenses, and proof of payment.

## Summary of Observations and Recommendations

### Participant Files

- Witt O'Brien's reviewed an initial sample of 10 program files.
  - Overall, the appropriate documentation was found in participant files.
  - There were 3 instances of missing documentation, however:
    - It appeared to be a matter of ensuring documentation was put in the correct folder, and
    - Witt O'Brien's previously monitored financial documentation for participant files for PY22 and PY23 and there was 100% completion.
- For future program years the recommendation is to continue using the folder checklist and do periodic spot checks to ensure all documentation is available in the correct file.

### Procurement and Financial Monitoring

- Witt O'Brien's monitored Procurement and Financial activity, using section B of the State Tool.
- **The financial monitoring review of WCAPDD's WIOA Title I-B funds for Program Year 2021 demonstrates strong foundational financial management practices with effective systems in place for fund administration and oversight.**

WITT O'BRIEN'S

**ambipar**<sup>®</sup>  
*response*

- Regarding procurement of the one-stop operator, the files lacked a justification for selection for the vendor. While a compliant procurement process was implemented, the selected vendor was the only respondent. In this case, WCAPDD's procurement policies require a documented justification for selection. Witt O'Brien's understands that WCAPDD will engage with a third-party this year to procure one-stop operator services. Attention to procurement and record retention requirements will continue to apply.

**Overall, the financial monitoring review validates WCAPDD's effective stewardship of WIOA funds while providing targeted recommendations that will further enhance their already solid compliance framework and operational excellence.**

Any questions regarding this update or monitoring recommendations can be directed to Sarah Perry from the Witt O'Brien's team:

**Sarah Perry**

Email: [sperry@wittobriens.com](mailto:sperry@wittobriens.com)

# YOUTH COUNCIL



# West Central Arkansas Workforce Development Board

Lisa Greene, Chair

## YOUTH COUNCIL MINUTES Thursday, June 26, 2025, 10:30 a.m.

The Youth Council of the West Central Workforce Development Board met on June 26, 2025, beginning at 10:30 a.m. The meeting was held at WCAPDD, Inc., 1000 Central Avenue, Hot Springs, AR 71901.

Members present for the meeting were Darla Crump, Kimberly Darling, Jimmy Hart, April Shepherd, and Venorris Webb-Delesline. The following members notified staff they would not be able to be on the call: Greg Black and Mike Hawthorne. WCAPDD staff present were: Martha Boyer and Margaret Dearmon.

Ms. Darling called the meeting to order at 10:33 a.m. She thanked everyone for attending the meeting. She said that the agenda today was to discuss the development of the program design for the youth program. She turned the floor over to Margaret to begin the discussion.

Margaret reported it is the Youth Council's responsibility to come up with the Youth Program Design. Margaret went over the following:


- CFR 20 681.120
- Executive Order of Preparing Americans for High-Paying Skilled Trade Jobs of the Future
- Program Design Template
- WIOA I-B – 3.2 Updated
- Information on Objective Assessment
- Community Service Project Ideas for Leadership Development
- Fourteen Program Element Chart
- Work Experience Policy
- Performance Information

Margaret talked about 681.120 (a) which states the committee will recommend policy direction to the Local WDB for the design, development, and implementation of programs that benefit youth. Margaret went through each section of the template and the committee gave input on each section. Discussion followed.

Kimberly thanked Margaret for all the work she did to get this committee on the right track to make the youth program run better. She set the next meeting for July 11, 2025.

The meeting adjourned at 1:28 p.m.

  
Kimberly Darling, Chair

  
Date

# West Central Arkansas Workforce Development Board

Lisa Greene, Chair

## YOUTH COUNCIL MINUTES Friday, July 11, 2025, 10:00 a.m.

The Youth Council of the West Central Workforce Development Board met on July 11, 2025, beginning at 10:00 a.m. The meeting was held at WCAPDD, Inc., 1000 Central Avenue, Hot Springs, AR 71901 and via Teams.

Members present for the meeting were Darla Crump, Kimberly Darling, and Venorris Webb-Delesline. The following members notified staff that they would not be able to be on the call: April Shepherd. WCAPDD staff present were: Martha Boyer, Margaret Dearmon, Cora McCaskill, and Carrie Pratchard.

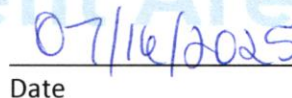
Ms. Darling called the meeting to order at 10:01 a.m. She thanked everyone for attending the meeting. She apologized for not being there in person; she stated that due to personnel matters she needed to remain in Morrilton today. Ms. Darling indicated today's agenda was to continue the discussion on the program design for the youth program. She turned the floor over to Margaret to begin the discussion.

Margaret stated that because we do not have a quorum today the committee cannot vote on anything. Margaret advised Kim that when she gives her report to the Board, next month, she will need to explain that we didn't have a quorum; therefore, the policy change will be included in the packet for the Board to review and either approve or disapprove the recommended policy change.

Margaret reported she updated the template with more information than what was on it at the last meeting. Discussion followed on the information. After the discussion, it was decided that each committee member will work on program structure recommendations. Members should be prepared to bring their suggestions for program structure to the next committee meeting. The next meeting has been scheduled for August 1, 2025 at 10:00 a.m.

The meeting adjourned at 2:55 p.m.

  
Kimberly Darling, Chair

  
Date

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Defining Recent Assessment for Youth and Basic Skills Deficient Assessment Tools for Adults, DLW and Youth Policy & Procedures

<b>Policy Number:</b>	Policy 2025-02		
<b>Change Number:</b>			
<b>Date Approved:</b>	August 14, 2025	<b>Effective Date:</b>	August 14, 2025
<b>Rescissions</b>	Defining Recent Assess for Youth and Basic Skills Deficient Assessment Tool for Adult, DLW and Youth Policy dated April, 2, 2020		

### Purpose:

Defining Recent Assessment - To provide policy direction and guidance for defining "Recent Assessment" as it relates to objective assessment and individual service strategies for youth. 681.420 (h) states that a program provider determines that it is appropriate to use a recent objective assessment or individual service strategy that was developed under another education or training program.

### Policy:

The local board is defining "recent assessment" as it relates to objective assessment and individual service strategies for youth, as within the last six months of WIOA youth program date of participation.

### References:

20 CFR 681.420 (h)

### Purpose:

Defining Basic Skills Deficient Assessment Tool - This policy also shows assessments that will be used to determine if an applicant is or isn't Basic Skills Deficient.

### Policy:

If the applicant is enrolled in college and making A, B & C grades in college-level academic courses, he or she is functioning at or above the 9th grade level. A copy of their college grades must be in the file.

The current version of the TABE will be used as the assessment tool for any applicant not enrolled in college, unless another assessment from ADWS Policy 1.2 is used to determine Basic Skills Deficient for eligibility. following assessment tools listed below may be used to determine if a person is functioning at or below the end of the 8th grade level if they are not attending school or if they are attending school and making D, For I grades in college level academic courses. If taking remediation classes, the applicant must also be tested.

- BEST Literacy
- BEST Plus 2.0
- CASAS
- CASAS Reading Goals

- CASAS Math Goals
- GAIN
- TABE 11-12
- TABE CLAS-E

### Reference:

ADWS Policy 1.2

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Lisa Greene, Chair

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Date

WCAWDB is an equal opportunity provider of employment and training services. Auxiliary aids and services are available upon request to person of disability, if available.



# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Defining Recent Assessment for Youth and Basic Skills Deficient Assessment Tools for Adults, DLW and Youth Policy & Procedures

<b>Policy Number:</b>	Policy 2025-02		
<b>Change Number:</b>			
<b>Date Approved:</b>	August 14, 2025	<b>Effective Date:</b>	August 14, 2025
<b>Rescissions</b>	Defining Recent Assess for Youth and Basic Skills Deficient Assessment Tool for Adult, DLW and Youth Policy dated April 2, 2020		

**Purpose:**

Defining Recent Assessment - To provide policy direction and guidance for defining "Recent Assessment" as it relates to objective assessment and individual service strategies for youth. 681.420 (h) states that a program provider determines that it is appropriate to use a recent objective assessment or individual service strategy that was developed under another education or training program.

**Policy:**

The local board is defining "recent assessment" as it relates to objective assessment and individual service strategies for youth, as within the last six months of WIOA youth program date of participation.

**References:**

20 CFR 681.420 (h)

**Purpose:**

Defining Basic Skills Deficient Assessment Tool - This policy also shows assessments that will be used to determine if an applicant is or isn't Basic Skills Deficient.

**Policy:**

If the applicant is enrolled in college and making A, B & C grades in college-level academic courses, he or she is functioning at or above the 9th grade level. A copy of their college grades must be in the file.

The current version of the TABE will be used as the assessment tool for any applicant not enrolled in college, unless another assessment from ADWS Policy 1.2 is used to determine Basic Skills Deficient for eligibility.

**Reference:**

ADWS Policy 1.2

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Lisa Greene, Chair

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Date

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# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Incentive Policy & Procedures

<b>Policy Number:</b>	Policy 2025-01		
<b>Change Number:</b>			
<b>Date Approved:</b>	August 14, 2025	<b>Effective Date:</b>	August 14, 2025
<b>Rescissions</b>	Youth Incentive Policy dated June 9, 2022		

### Purpose:

This policy sets forth contractor guidelines for the use of incentives to youth enrolled in the Workforce Innovation and Opportunity Act programs.

Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences [20 CFR 681.640]. Any 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].

Incentives paid for with WIOA funds must be connected to recognition of achievement of milestones in the program tied to work experience, education, or training, such as the acquisition of a credential or other successful outcome [TEGL 21-16]. WIOA funds may not be used for incentives for recruitment and eligibility documentation, although local areas may leverage private funds for such incentives [Comments in WIOA Final Rule concerning §681.640; TEGL 21-16]

If incentive payments are to be used, local 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 local program's organizational policies
4. Are in accord with the requirements contained in 2 CFR part 200

### References:

2 CFR 200  
TEGL 21-16

20 CFR 681.640  
Issuance 19-04

### Policy:

**Incentive specifications** - To be allowable, incentives awarded to youth will adhere to the specifications outlined in this policy. The purpose of offering an incentive is to induce behavior in a particular direction either toward achievement of becoming employed and/or enrolled in post-secondary education.

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

The youth participant will meet the incentive criteria specified in Description of Incentives of this policy. Incentives that may be awarded through the provisions of this policy include financial and recognition awards. The career advisor will provide incentives only to those youth who:

- (1) are eligible for and registered in the youth program; and
- (2) Must be participating in WIOA for a minimum of 30 days. If an incentive is obtained during the first 30 days, the career advisor cannot request payment for the incentive until the participant reaches 30 days of participation.,
- (3) meet the description of incentive(s),
- (4) participants must be aware of the existence of such incentive and understand the terms and standards of its award to improve the likelihood of success and lead to a successful outcome or achievement of grant performance measures.

The educational goals for incentives listed below must be addressed in the appropriate Program Element section in the ISS as well as the goal section. All educational goals must be documented in the Student Learning Plan (SLP) at Adult Education, if applicable. A copy of the SLP must be in the participants' WIOA file and submitted with each incentive request documenting that the goal has been met. All of the incentives must be addressed in the Title I-B Individual Service Strategy and AJL Enrollment or Program notes.

The work-related goals for incentives listed below must be addressed in the appropriate Program Element section in the ISS as well as the goal section. Career advisor must also document the incentive in the Enrollment/Program notes in AJL.

- A maximum of \$1200 is available to each participant. ***All funding for incentives will be based on available funding.***

## Description of Incentives

### Educational Related Goals

1. Ready Test passed \$50 each - \$200 Maximum
2. Educational Functioning Level Increase \$50 each – Max 3 - \$150 Maximum
3. Obtainment of GED - ~~\$300~~ **\$100**
4. Documented mastery of material presented in a required or recommended component by the local Adult Education program, such as Financial Literacy, Ready for Work, or Digital Literacy, **attainment of WAGE Certificate – Level 2 1 - \$100 each Maximum of \$400**

### Educational and/or Employment Goals

5. Attaining a **verifiable** credential or a specific job industry certification, such as ServSafe, OSHA, forklift, etc. - \$100
6. Earning a Bronze, Silver, Gold, or Platinum ACT National Career Readiness Certificate (ACT NCRC) - \$100

### Employment Related Goals

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

7. Completing Work Experience - \$ 100 (one time only)
8. Completing Work Experience and Employed in Unsubsidized Employment during participation (must be employed for a full quarter) - \$100
9. Unsubsidized Employment during 2nd and/or 4th quarter after exit - \$150 200 each quarter for maximum of \$400
10. Unsubsidized Employment during 4<sup>th</sup> quarter after exit - \$250
11. Unsubsidized Employment and employment with same employer during 2nd and 4th quarters after exit - \$ 300
12. Attainment of High School Diploma or GED **and** in unsubsidized employment anytime during the required 12-months of follow-up - \$200

## Documentation and Procedures for Payment

The career advisors will award incentives to participants and will maintain sufficient written documentation to substantiate that the above-referenced criterion has been met for each participant. An Incentive Request Form will need to be completed as well as the documentation shown below for incentive to be paid.

1. Ready Test passed
  - a. Documentation from Adult Education that shows passage of Ready Test
  - b. ISS Update page and AJL showing attainment of goal.
  - c. Student Learning Plan
2. Educational Functioning Level Gain
  - a. TABE pre- and post-test results showing an increase in educational functioning **level**.
  - b. ISS Update page and AJL showing attainment of goal.
  - c. Student Learning Plan , if applicable.
3. Obtainment of GED
  - a. Copy of GED Certificate
  - b. Documentation from Adult Education verifying obtainment of GED (including date of obtainment)
  - c. Student Learning Plan , if applicable.
  - d. ISS Update page and AJL showing attainment of goal.
4. Documented mastery of material presented in a required or recommended component by the local Adult Education program, such as Financial Literacy, Ready for Work, Digital Literacy or WAGE 2 1 Certificate
  - a. Documentation from Adult Education showing completion of **WAGE Level 2** individual component.
  - b. Letter or email from Adult Education verifying the completion of component
  - c. Student Learning Plan , if applicable.
  - d. ISS Update page and AJL showing attainment of goal.
5. Attaining a **verifiable** credential or a specific job industry certification, such as ServSafe, OSHA, forklift, etc.
  - a. Copy of credential or certification **with date of attainment listed**
  - b. ISS Update page and AJL showing attainment of goal.
6. Earning a Bronze, Silver, Gold, or Platinum ACT National Career Readiness Certificate (ACT NCRS)
  - a. Copy of certificate
  - b. ISS Update page and AJL showing attainment of goal.
  - c. Student Learning Plan , if applicable.
7. Completing Work Experience

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

- a. Copy of final Evaluation showing completion of the work experience.
- b. ISS Update page and AJL S&T showing Work Experience as completed.
8. Completing Work Experience and Employed in Unsubsidized Employment
  - a. Copy of final Evaluation showing completion of the work experience.
  - b. ISS Update page and AJL S&T showing Work Experience as completed.
  - c. Letter from employer documenting participant is working for their company or copy of paycheck from employer.
9. Unsubsidized Employment during 2<sup>nd</sup> and/or 4<sup>th</sup> Quarters after Exit
  - a. Unsubsidized employment paystub or Statement from Employer for 2<sup>nd</sup> and/or 4<sup>th</sup> quarters after exit.
  - b. AJL Program notes showing the participant met this goal.
  - c. AJL Wage Screen showing Supplemental UI and/or SWIS wages entered in AJL.
10. Unsubsidized Employment during 4<sup>th</sup> Quarter after Exit
  - a) Unsubsidized employment paystub or Statement from Employer for 4<sup>th</sup> quarter after exit.
  - b) AJL Program notes showing the participant met this goal.
  - c) AJL Wage Screen showing Supplemental UI and/or SWIS wages entered in AJL.
11. Unsubsidized Employment and Job Retention with same Employer during 2<sup>nd</sup> and 4<sup>th</sup> Quarters after Exit
  - a. Unsubsidized employment paystub or Statement from and employer for 2<sup>nd</sup> and 4<sup>th</sup> quarters.
  - b. AJL Program notes showing the participant met this goal.
  - c. AJL Wage Screen showing Supplemental wages, UI and/or SWIS wages entered in AJL.
12. Attainment of High School Diploma or GED and in Unsubsidized Employment and Job Retention with same Employer during 2<sup>nd</sup> and 4<sup>th</sup> Quarters after Exit
  - d. Unsubsidized employment paystub or Statement from an employer for 2<sup>nd</sup> and 4<sup>th</sup> quarters.
  - e. AJL Program notes showing the participant met this goal.
  - f. AJL Wage Screen showing Supplemental wages entered in AJL.

The career Advisor will complete the Incentive Request for Payment form (Attachment A) and attach all verifying documentation and submit for processing.

Attachments:

A. Incentive Request for Payment

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Lisa Greene, Chair

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Date

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# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Incentive Policy & Procedures

<b>Policy Number:</b>	Policy 2025-01		
<b>Change Number:</b>			
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# West Central Arkansas Workforce Development Board Lisa Greene, Chair

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- A maximum of \$1200 is available to each participant. ***All funding for incentives will be based on available funding.***

## Description of Incentives

### Educational Related Goals

1. Ready Test passed \$50 each - \$200 Maximum
2. Educational Functioning Level Increase \$50 each – Max 3 - \$150 Maximum
3. Obtainment of GED - \$100
4. Documented mastery for the attainment of WAGE Certificate – Level 2 - \$100

### Educational and/or Employment Goals

5. Attaining a verifiable credential or a specific job industry certification, such as ServSafe, OSHA, forklift, etc. - \$100
6. Earning a Bronze, Silver, Gold, or Platinum ACT National Career Readiness Certificate (ACT NCRC) - \$100

### Employment Related Goals

7. Completing Work Experience - \$ 100 (one time only)
8. Completing Work Experience and Employed in Unsubsidized Employment during participation (must be employed for a full quarter) - \$100

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

9. Unsubsidized Employment during 2nd quarter after exit - \$150
10. Unsubsidized Employment during 4<sup>th</sup> quarter after exit - \$250
11. Unsubsidized Employment and employment with same employer during 2nd and 4th quarters after exit - \$ 300
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  - a. TABE pre- and post-test results showing an increase in educational functioning level.
  - b. ISS Update page and AJL showing attainment of goal.
  - c. Student Learning Plan , if applicable.
3. Obtainment of GED
  - a. Copy of GED Certificate
  - b. Documentation from Adult Education verifying obtainment of GED (including date of obtainment)
  - c. Student Learning Plan , if applicable.
  - d. ISS Update page and AJL showing attainment of goal.
4. Documented mastery of the WAGE 2 Certificate
  - a. Documentation from Adult Education showing completion of WAGE Level 2.
  - b. Letter or email from Adult Education verifying the completion of component
  - c. Student Learning Plan , if applicable.
  - d. ISS Update page and AJL showing attainment of goal.
5. Attaining a verifiable credential or a specific job industry certification, such as ServSafe, OSHA, forklift, etc.
  - a. Copy of credential or certification with date of attainment listed
  - b. ISS Update page and AJL showing attainment of goal.
6. Earning a Bronze, Silver, Gold, or Platinum ACT National Career Readiness Certificate (ACT NCRS)
  - a. Copy of certificate
  - b. ISS Update page and AJL showing attainment of goal.
  - c. Student Learning Plan , if applicable.
7. Completing Work Experience
  - a. Copy of final Evaluation showing completion of the work experience.
  - b. ISS Update page and AJL S&T showing Work Experience as completed.
8. Completing Work Experience and Employed in Unsubsidized Employment
  - a. Copy of final Evaluation showing completion of the work experience.
  - b. ISS Update page and AJL S&T showing Work Experience as completed.

**West Central Arkansas  
Workforce Development Board  
Lisa Greene, Chair**

- c. Letter from employer documenting participant is working for their company or copy of paycheck from employer.
- 9. Unsubsidized Employment during 2<sup>nd</sup> Quarter after Exit
  - a. Unsubsidized employment paystub or Statement from Employer for 2<sup>nd</sup> quarter after exit.
  - b. AJL Program notes showing the participant met this goal.
  - c. AJL Wage Screen showing Supplemental UI and/or SWIS wages entered in AJL.
- 10. Unsubsidized Employment during 4<sup>th</sup> Quarter after Exit
  - a) Unsubsidized employment paystub or Statement from Employer for 4<sup>th</sup> quarter after exit.
  - b) AJL Program notes showing the participant met this goal.
  - c) AJL Wage Screen showing Supplemental UI and/or SWIS wages entered in AJL.
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  - a. Unsubsidized employment paystub or Statement from an employer for 2<sup>nd</sup> and 4<sup>th</sup> quarters.
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  - d. Unsubsidized employment paystub or Statement from an employer for 2<sup>nd</sup> and 4<sup>th</sup> quarters.
  - e. AJL Program notes showing the participant met this goal.
  - f. AJL Wage Screen showing Supplemental wages entered in AJL.

The career Advisor will complete the Incentive Request for Payment form (Attachment A) and attach all verifying documentation and submit for processing.

Attachments:

A. Incentive Request for Payment

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Lisa Greene, Chair

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Date

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# ONE STOP OPERATOR'S REPORT

**ONE STOP SYSTEM OPERATOR (OSSO) REPORT**  
**To the West Central Workforce Development Board**  
**For the August 14, 2025 Meeting**  
**For the Period June and July 2025**

**1. Strategic Plan.** The action plan has been completed for the strategies in the current plan. A strategic planning retreat to develop a new set of goals, objectives and action plan is scheduled for August 13, 2025. The center management teams, made up of all partners in Hot Springs and Russellville, will participate.

**2. MOU and Infrastructure (IFA) Development and Negotiations**

We worked with ARS to obtain their Career Services budget, completing the missing element from the MOU. The three MOUs, one for each center, will be signed by the Board, and the CEO and sent to the state for signature. Once those signatures are collected, the signature from the other partners will be collected and the agreement will be in place. We are not sure how long it will take to secure the signatures from the state agencies; however we hope to have all collected in August.

Because this process has taken a long time, there are already changes in local centers that will need to be incorporated. These will be collected and published in the weeks following the collection of signatures and should be in place for September.

**3. Customer Satisfaction Data**

June	Number of Responses	Ratings	Selected Comments
Hot Springs	5	All 5's	<ul style="list-style-type: none"> <li>• <i>Kathy assisted. Doing Great.</i></li> <li>• <i>Kathy helped me several times – explained everything, so professional and so kind. She is a blessing.</i></li> <li>• <i>Kathy – good job and thank you.</i></li> </ul>
Russellville	9	All 5's One Q on the form had 2 responses: Did you leave with any unanswered questions? Yes	<ul style="list-style-type: none"> <li>• <i>Better unemployment help"</i></li> <li>• <i>"Help rest pin"</i></li> <li>• <i>"great customer service"</i></li> </ul>
Morrilton	1	5 One Q on the form had 1 response: Did you leave with any unanswered questions? Yes	

July data was not received at the time of this report. At the July CMT meetings we discussed strategies to address the responses to customers reporting that they had not gotten all their questions answered. This included implementing a 'script' where all staff ask a customer as they are getting ready to leave *'have I answered all your questions and is there anything else you need'*.

#### 4. Customer Traffic Report for June: Attached

#### 5. Health Industry Sector Alliance

Since its inception, the Alliance has convened three meetings—two with participating employers and one exclusively with training providers. During the provider meeting, we reviewed the three priority areas identified in the employer-developed action plan for the April–June 2026 period:

1. Collaborative Program Development: Explore the feasibility of jointly creating high-demand training programs (e.g., radiologic technologist, laboratory technician) to ensure sufficient enrollment and program sustainability.
2. Med Tech Training Exploration: Assess the requirements and potential for launching a Medical Technician training program in partnership with existing training providers.
3. Secondary School Engagement: Support employers in connecting with local high schools to promote careers in health occupations through presentations and outreach.

Providers were asked to propose solutions addressing the first two priorities, both of which target critical talent gaps. These strategies were then presented to employers during a joint meeting, where collaborative opportunities were discussed. (Meeting notes are attached.)

Efforts to expand employer participation in the Alliance are ongoing. Our next meeting is scheduled for September 18th, where we aim to further develop actionable steps and deepen engagement across stakeholders.

#### 6. Operational Transition and Facility Update

The transition of responsibilities from Center Managers to the Workforce Development Board (WDB) has been successfully completed. The OSSO facilitated meetings to review all previously managed tasks and reassigned responsibilities accordingly. During this transition, a few facility-related issues emerged. The OSSO responded promptly by coordinating with the designated facilities contact at ADWS and maintaining communication with the center's point person until all issues were resolved.

Additionally, the OSSO has led the formation of a **Space Redesign Team** composed of leadership from partner agencies in Hot Springs. The team's goal is to relocate center operations and customer-facing staff from the 3rd floor to the 2nd floor. Plans for the move are finalized, and relocation is scheduled to be completed by **August 29th**.

Following the move:

- The **2nd floor** will house center functions and customer service staff.
- The **4th floor** will be primarily occupied by UI staff.
- The **3rd floor** will be vacated entirely.

#### 7. Additional Activities

- Both Center Management Teams (CMT) met virtually in June and July.
- Each center continues to conduct a variety of employer events.

**Attachment****Healthcare Industry Alliance  
Meeting Notes: July 10, 2025**

**Convener:** Cora McCaskill, Director, West Central Workforce Development Board

**Facilitator:** Lori Strumpf, Consultant to the WDB and Subject Matter Expert

**Attendees:** Bill Ritter, Mellonie Conrad, Melinda Sanders, Scott Sikora,  
Patt Simms, Mathew Klien, Gary Jackson, Gary Troutman, Tangela Felkins, Nicole Reed, Neil  
Golden, Jonathan Ward

This was the second meeting of the Healthcare Industry Alliance for the west central region. The meeting was a follow-up to the first Alliance meeting where employers articulated their talent needs, particularly for radiologic and laboratory technicians. Cora emphasized the importance of collaboration in developing a responsive workforce ecosystem. As a result of the first meeting an action plan was developed that resulted in three key priorities:

- Explore creating needed classes, e.g., rad tech, lab techs, collaboratively to be able to fill these classes
- Help employers connect to secondary schools to be able to make presentations about health occupations
- Explore what it would take to launch a Med Tech training program with current training providers

A second meeting was held with the training providers to identify what they could do to address training needs. Each was asked to attend this second meeting of the employers to discuss their institutions' capabilities to address the identified talent gaps in the healthcare sector.

Janice Ivers provided insights into the admission and graduation rates for Associate of Applied Science programs, noting that 16 to 17 students are admitted annually, with most securing employment shortly after graduation. She highlighted challenges faced by the Medical Laboratory Technology and Radiologic Technology programs, particularly the stringent one-to-one student-to-technologist ratio mandated by accrediting bodies. The discussion also touched on the difficulties in expanding healthcare programs due to a shortage of qualified faculty and the need for more clinical placements.

The current needs of health facilities were discussed, with Mellonie Conrad highlighting issues related to limited physical space for training and the need for more clinical placements. Nicole raised concerns about workforce challenges in nursing, particularly regarding the retention of certified nursing technicians and phlebotomists. The group acknowledged the increasing demand for nursing and mental health technicians, with several participants noting high turnover rates and multiple openings in these roles.

Scott Sikora discussing the CNA program, which has eight students enrolled and a capacity of twelve. Melinda Sanders provided insights into the ORM and LPN programs, mentioning an increase in enrollment for both starting in January. Shelly Daily contributed information about the RN program at the Russellville campus and challenges related to student retention in advanced programs.

Mellonie Conrad from Gateway Allied Health discussed the limitations of their current facility and the challenges in providing adequate clinical placements for students. She emphasized the importance of expanding partnerships to enhance clinical opportunities.

Nicole identified nursing technicians and phlebotomists as key workforce challenges, noting difficulties in maintaining a consistent workforce. Janice added that different hospitals use varying titles for similar roles, which complicates recruitment efforts. Both emphasized the importance of collaboration with nursing programs to address these challenges.



Also discussed was the urgent need for mental health technicians at National Park Medical Center, citing a significant increase in patient hours requiring one-on-one care. Matthew from St. Mary's echoed this sentiment, noting that their behavioral health department is facing similar challenges with staffing and high turnover rates. Both emphasized the lack of training programs for mental health technicians in the region.

Gary Troutman discussed the critical demand for medical jobs and praised the collaborative efforts through convening this Alliance to tackle workforce challenges. Gary Jackson called for innovative changes in training and certification processes to increase the number of qualified professionals. Janice Ivers stressed the importance of maintaining accreditation standards while also addressing the need for more practitioners in the field. The conversation included suggestions for utilizing CNAs for on-the-job training to fill gaps in mental health roles.

Lori stated that part of the value of convening the Alliance is to provide networking opportunities between employers and providers. She suggested that based on this conversation, any of the providers may reach out to employers, like Matthew, to discuss specific needs in healthcare staffing. A contact list is attached to these notes.

Lori provided an update on the priority related to high schools. She stated that the WDB staff is reaching out to some of the high schools and they will keep the Alliance up to date. The conversation highlighted the importance of connecting with local high schools to create opportunities for students in the healthcare field.

Lori and Cora reviewed the recent meeting's outcomes, highlighting the connections made with participants. Cora expressed concern about the low number of employers attending and suggested efforts to engage more long-term care employers. Lori mentioned plans for future meetings and that a schedule would be set soon.

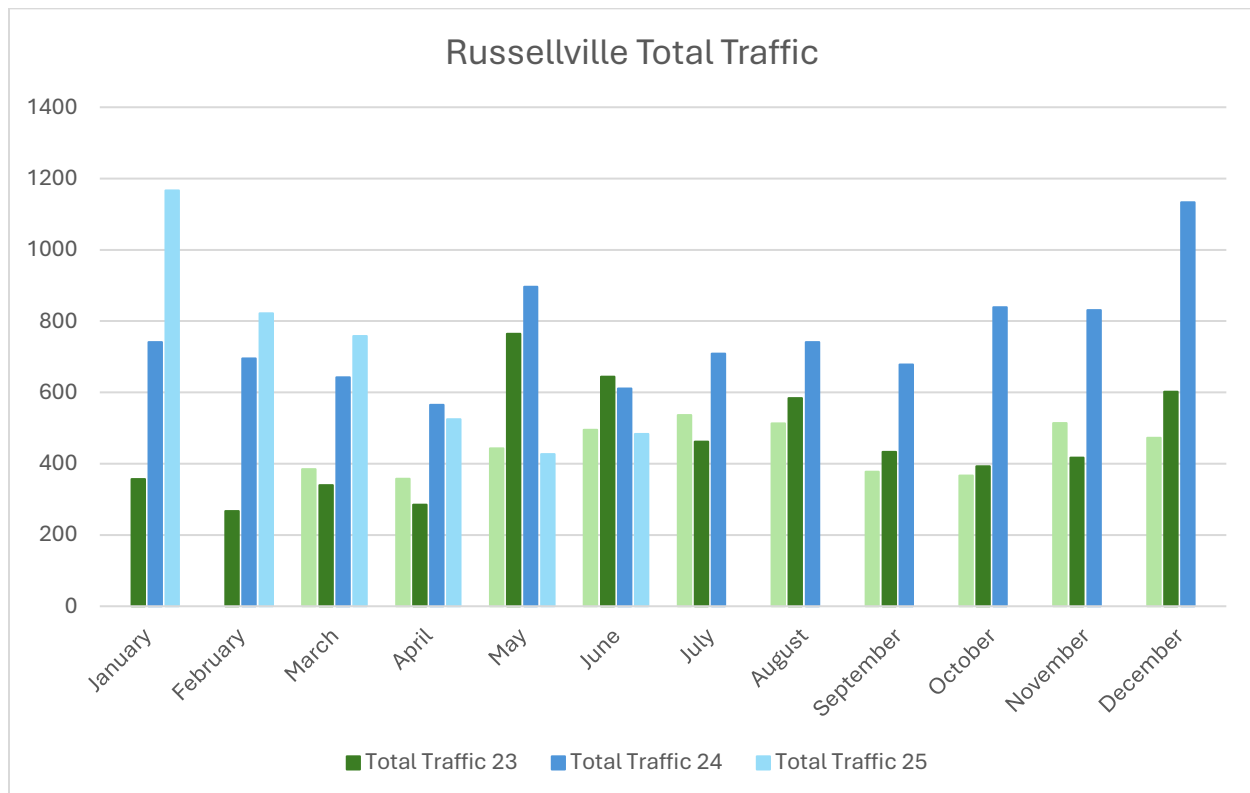
The meeting concluded with a commitment to enhance collaboration between educational providers and employers to address healthcare staffing needs. Cora proposed distributing a contact list to improve communication among participants, while Janice raised concerns about the involvement of long-term care providers. Both Lori and Cora recognized the need for greater employer participation and discussed strategies for increasing engagement, including follow-ups with those who could not attend. They agreed on the importance of maintaining momentum and planning future meetings to continue fostering these relationships.

### **Action Items**

- When available after discussions with various high schools, the WDB will send a list of the high schools that have agreed to host employer talks about healthcare occupations.
- Bill Ritter will connect with employers to recruit from the pool of graduates from the CNA program.
- Janice Ivers will explore the possibility of offering a mental health technician certification program based on employer needs.

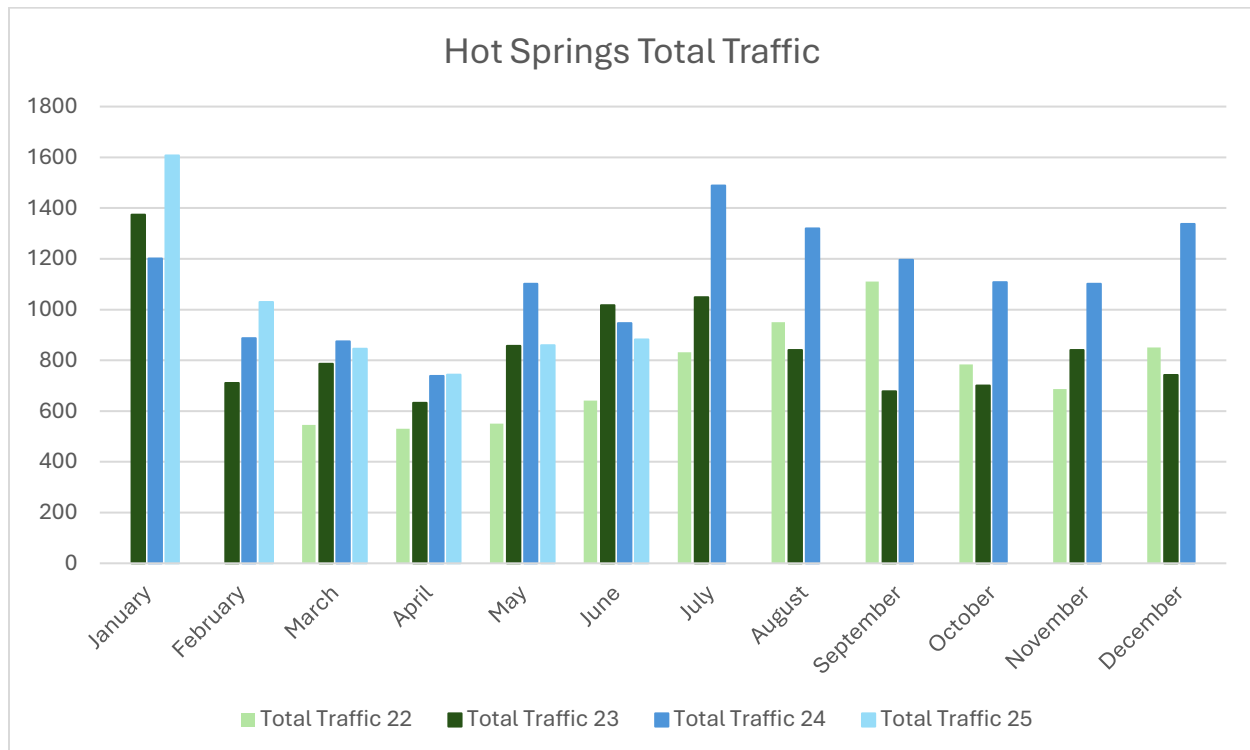
## West Central Arkansas Foot Traffic June 2025

Russellville						
	Current 25-June	Last 25-May	Year Ago 24-June	Last 12 mo 7/24-6/25	12 mo avg 7/24-6/25	Prev 12 mo 7/24-6/25
UI	312	296	350	5065	422	3295
JS	94	91	180	2581	215	3004
VET	19	17	30	353	29	345
WIOA	30	17	6	147	12	148
Adult Ed	10	3		26	2	0
DSB						41
AARP	17	43	45	424	35	199
ARS	18	3		517	43	0
<b>TOTAL</b>	<b>500</b>	<b>427</b>	<b>611</b>	<b>9113</b>	<b>759</b>	<b>7041</b>



### Hot Springs

	Current 25-June	Last 25-May	Year Ago 24-June	Last 12 mo 7/24-6/25	12 mo avg 7/24-6/25	Prev 12 mo 7/24-6/25
<b>UI</b>	510	492	527	5941	495	6493
<b>JS</b>	284	286	365	6833	569	3557
<b>VET</b>	38	36	24	363	30	265
<b>WIOA</b>	13	19	30	292	24	283
<b>TANF</b>					0	0
<b>Adult Ed</b>	10	19		48	4	0
<b>OTHER</b>	27	7		42	4	1
<b>TOTAL</b>	<b>882</b>	<b>845</b>	<b>946</b>	<b>13520</b>	<b>1150</b>	<b>10599</b>



**Morrilton**

	Current 25-June	Last 25-May	Year Ago 24-June	Last 12 mo 7/24-6/25	12 mo avg 7/24-6/25	Prev 12 mo 7/24-6/25
<b>WIOA (Calls)</b>	381	323	132	3,297	300	
<b>WIOA (Visits)</b>	70	62	48	739	67	
<b>TOTAL</b>	<b>451</b>	<b>385</b>	<b>180</b>	<b>4.036</b>	<b>367</b>	<b>n/a</b>

# WIOA PARTNER REPORTS



Clear Form

## West Central Workforce Development Area Board Report

Board Meeting Date:

8/14/25

Provider Name:

West Central Planning & Development District: Title I B

### 1. Top-Level Changes in Service Delivery:

Transition Receptionist in Russellville to serve as the new Intake Specialist: Effective 8/18/25.

Transition Intake Specialist in Hot Springs to serve as the new Career Advisor: Effective 8/18/25.

### 2. Key Events or Initiatives for the Upcoming Month:

Scheduled to do outreach at Harbor House, Covenant Recovery, and the Community Resource Center in Hot Springs.

### 3. Successes or Accomplishments in the Past Month:

Participated in a Record Sealing Clinic in Hot Springs through a partnership with the Garland County Court System on July 28th.

Enrolled 2 students at NPC in the fields of Radiologic-Adult Program, and Auto Body-DLW.

Enrolled 1 student at ATU in the field of engineering.

Care We had 10 Case Students complete Work Experience. 5 of the students have

### 4. Additional Comments:

70 Walkins for the month of July in Morrilton Office and 330 combined calls.

Submitted by:

Martha Boyer, Angela Morales



Clear Form

## West Central Workforce Development Area

### Board Report

Board Meeting Date:

August 14, 2025

Provider Name:

Arkansas State University Three Rivers

#### 1. Top-Level Changes in Service Delivery:

-CNA Bridge class will begin July 28. CNA class at ASUTR will begin in late August. This is a recent partnership between ASUTR Adult Education and ASUTR Workforce  
-Working with interested community members to begin an ESL night class in Gurdon with a target start date of Sept. 1.

#### 2. Key Events or Initiatives for the Upcoming Month:

-Currently working on final 24-25 budgets  
-Completing inventory overhaul

#### 3. Successes or Accomplishments in the Past Month:

-New classes began July 7

#### 4. Additional Comments:

-Currently seeking a part-time paraprofessional site to assist the evening instructor at the Leola site  
-Currently seeking a part-time instructor for the evening ESL class at the Malvern site

Submitted by:

Lisa Carpenter





Clear Form

## West Central Workforce Development Area Board Report

Board Meeting Date:

August 14, 2025

Provider Name:

University of Arkansas Rich Mountain

### 1. Top-Level Changes in Service Delivery:

CNA class starts next week  
Hopefully have enough enough interest in phlebotomy as well.

### 2. Key Events or Initiatives for the Upcoming Month:

Our staff member at the campus recently underwent emergency heart surgery. Trying to determine next course of action for scheduling.

### 3. Successes or Accomplishments in the Past Month:

Mt Ida campus has been terribly slow, and teacher has been out for two weeks now.

### 4. Additional Comments:

Desperately seeking ideas to drive more traffic to Mt. Ida site. Any ideas welcome.

Submitted by:

Julie Gordon





Clear Form

## West Central Workforce Development Area

### Board Report

Board Meeting Date:

8/14/25

Provider Name:

UACCM Adult Education (Conway and Perry Counties)

#### 1. Top-Level Changes in Service Delivery:

UACCM will on-board a new part-time Workforce Preparation Teacher in mid-August. Pharmacy Technician training will continue to be a priority deliverable for the remainder of 2025. UACCM plans to develop integrated education and training programs focused on three career clusters: construction, manufacturing, and health-care.

#### 2. Key Events or Initiatives for the Upcoming Month:

Throughout August, the UACCM Adult Education program will operate in talent acquisition mode with the goal of adding several part-time teachers throughout the four county service area. The fall 2025 series of classes will officially launch on Monday, August 18; however, UACCM will continue to enroll new students through an open enrollment option.

#### 3. Successes or Accomplishments in the Past Month:

On June 16, Ms. Christyl Rowland joined the UACCM Adult Education workforce as a part-time teacher assigned to Perry County. She will provide instruction at Max Milam Library in Perryville. For Program Year 24-25, UACCM had 123 GED graduates. The annual UACCM Adult Education GED Graduation was held on Friday, July 18. Despite a power outage, the graduation ceremony was exceptional.

#### 4. Additional Comments:

For Program Year 2025-2026, UACCM will continued to provide daytime and evening instruction. The summer series of classes were launched Monday, July 7. Throughout July, Arkansas Adult Education programs work to lock student data into place for the previous program year and complete end of year budget amendments.

Submitted by:

Kim Darling



# West Central Workforce Development Area

## Board Report

**Board Meeting Date:**

**Provider Name:**

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**1. Top-Level Changes in Service Delivery:**

**2. Key Events or Initiatives for the Upcoming Month:**

**3. Successes or Accomplishments in the Past Month:**

**4. Additional Comments:**

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**Submitted by:**


# NEW BUSINESS

## Benefits of Becoming an ACT Work Ready Community


### Focus on Employers

Presented By:

CORA MCCASKILL - WCAPDD  
BRAD COFFMAN - RUSSELLVILLE ADULT ED  
CINDY WHITE- HAMILTON - AR WF CONNECTIONS



WCAPDD is an "equal opportunity employer/program," and "auxiliary aids and services are available upon request to individuals with disabilities." Arkansas Relay Service: 1-800-285-1121 (Voice) 1-800-285-1131 (TDD) or TDD 711.



1

## What is an ACT Work Ready Community?

An ACT Work Ready Community (WRC) demonstrates a region's commitment to providing a skilled workforce.  
Benefits employers by ensuring access to employees with verified foundational skills.

DEVELOP OFFER, AND DELIVER QUALITY SERVICES	IDENTIFY STRATEGIES FOR ASSISTING EMPLOYERS	PRESENT A UNIFIED VOICE
Assist businesses in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy	Coordinate business services activities across workforce center partner programs, as appropriate	Incorporate an integrated and aligned business services strategy among workforce center partners to present a unified voice for the workforce center.

2

## Why Employers Should Care

- **SKILLED WORKFORCE:** ACCESS TO EMPLOYEES WITH VALIDATED SKILLS
- **IMPROVED HIRING PROCESS:** UTILIZE ACT WORKKEYS NATIONAL CAREER READINESS CERTIFICATES (NCRC) TO MATCH JOB CANDIDATES WITH JOB REQUIREMENTS
- **ENHANCED PRODUCTIVITY:** EMPLOYEES WITH THE RIGHT SKILLS CONTRIBUTE TO MORE EFFICIENT OPERATIONS



3

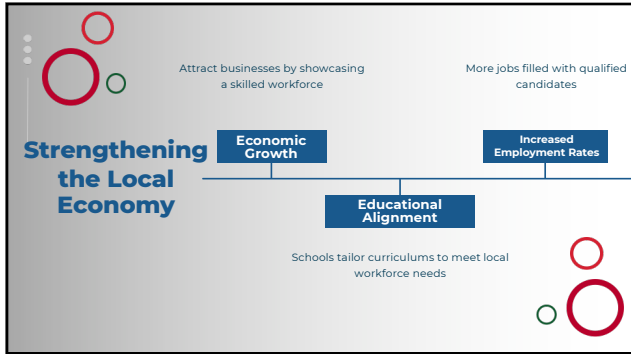
## Tailoring Job Requirements

JOB PROFILING	EFFICIENT HIRING
Aligns required skills with job responsibilities	Match job openings with candidates holding the relevant NCRC

### BETTER JOB DESCRIPTIONS

Use profiling data to refine job roles and streamline processes

4



5

## What Employers Are Saying

**Testimonial 1:** "Since becoming a Work Ready Community, our hiring process has become more efficient, and we have seen a noticeable improvement in employee performance."

**Testimonial 2:** "The NCRC has helped us identify top talent and reduce turnover rates."

**Green Bay Packaging:** "In 2018, we partnered with the University of Arkansas Community College Morrilton and the Arkansas Workforce Center to require all applicants to take the Arkansas Career Readiness Certification (ACT Work Keys) scoring a silver level or better. Green Bay Packaging, Arkansas Kraft Division is a union facility. When we hire, we may be filling entry level positions but we are actually hiring future papermakers, recovery boiler operators, mechanics, electricians, etc. The need for our employees to be able to advance in a line of progression is critical to our future success. The employees we hire who have devoted their time and energy to obtain their CRC have consistently shown the drive and ability to excel in whichever line of progression they choose." – [Heather Drilling](#)

6





7

## We Value Your Input

**What benefits have you seen?  
How can we improve the process?**

Feedback Form

8

## Q & A

### Open Floor for Questions from the Audience

9

#### Contact us to get more info

Cora McCaskill Director of Workforce Development

✉ CMCCASKILL@WCAPDD.ORG

☎ 501.525.7577 EXT. 1013

#### Brad Coffman


✉ BRAD.COFFMAN@RSDK12.NET





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#### Cindy White-Hamilton

✉ CINDY.WHITE-HAMILTON@ARKANSAS.GOV

☎ 501.525.7577 EXT. 1013



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### PARTICIPATING PARTNERS












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