



AGENDA

**West Central Arkansas Workforce Development Board
U of A Community College at Morrilton
229 Timberwolf Drive
Morrilton, Arkansas 72110
October 9, 2025, 10:30 a.m.**

Microsoft Teams

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AGENDA

October 14, 2025

Agenda Item 1 – Action

Call to Order.....Lisa Greene

Invocation

Chair Comments.....Lisa Greene

- Approval of Minutes from August 14, 2025
- Review of PY-25 Budgets.....Carrie Pratchard

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

- Staffing Updates
- OSO Monitoring PY 22 and 23
- Workforce Center Hours
- State Level Realignment
- Federal Government Shutdown

Agenda Item 2 – Action – Committee Reports

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

- Review of Initial Pending ITA Programs

Youth Council.....Kimberly Darling

a) Update from August 26, 2025 meeting

One Stop Oversight CommitteeCindy White-Hamilton

- OSO Procurement Update
Ask Lori, Andy, Cora, Dwayne, Erica, Carrie, and WCAPDD staff to leave

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

Future meeting dates:

AGENDA

October 14, 2025

2025: December 11

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

Adjournment

CHAIR COMMENTS

West Central Arkansas Workforce Development Board

Lisa Greene, Chair

The meeting of the West Central Arkansas Workforce Development Board meeting was held on Thursday, August 14, 2025, at Smokin' In Style BBQ in Hot Springs, Arkansas and via TEAMS.

Members Present In-Person: Lisa Greene, Tim Hall, Neal Harrington, Gary Troutman, Venorris Webb-Delesline, Cindy White-Hamilton, Pati Brown, Kelli Embry, Herman Grayer, Gretchen Newton, Eugene Wilson

Members Present via TEAMS: Greg Black, Karen Breashears, Ben Freeny, Allan George, Mason Robinson, Jeremy Hughes, Brent Black

Members Absent: Jimmy Hart, Tammy Passafiume, Darla Crump

Staff: Cora McCaskill, Carrie Pratchard, Erica Parker, Ian Bishop, Martha Boyer (Online) and Dwayne Pratt

Guests: Margaret Dearmon, Sarah Perry (online), Andy Hightower (online), Jasmine McCrary (online), Thomas Pittman (online), Lori Strumpf, Brad Coffman, Joe Darling, Bill Weston, Alaura Little, Bill Ritter (online), and Jean Campo

Ms. Greene called the meeting to order at 10:32 a.m. and gave an invocation.

Chair Comments:

Ms. Greene welcomed all those in attendance and online. She asked for the ones online to sign in on the chat for recording purposes.

Approval of Minutes:

Ms. Greene asked for a motion to approve the minutes from the June 12, 2025, meeting.

Motion: Gary Troutman made a **motion** to approve the minutes.

Second: Neil Harrington seconded the motion.

Vote: Motion carried **unanimously**.

Review of PY-25 Budgets:

Carrie presented the financial report for the fiscal year ending June 30, 2025, beginning on page 12 of the board packet. She highlighted the following:

- The board began the year with approximately **\$729,000** in carryover funds.
- Additional funding of **\$1.1 million** was received during the year.
- **Total expenditures** across all programs—including discretionary grants—amounted to just over **\$1.2 million**.
-

Carrie explained the benefits of transferring funds from the Dislocated Worker stream to the Adult stream:

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- Dislocated Worker funds can only be used for individuals who meet specific eligibility criteria (e.g., displaced homemakers, long-term unemployed, etc.).
- By transferring the funds to the Adult stream, the board can expand services to a broader population without losing the ability to serve dislocated workers.
- The board has sufficient funds in the Dislocated Worker stream to meet current and near-term program needs, even after a transfer.
- Approval from the state may take 30–60 days, so board action during this meeting would help avoid delays in Adult program service delivery.

Motion: Gary Troutman made a **motion** to transfer \$100,000 from the Dislocated Worker funding stream to the Adult funding stream.

Second: Herman Grayer seconded the motion.

Vote: The motion passed **unanimously**.

The board agreed this would help sustain Adult program operations, especially in high-demand sectors such as healthcare and manufacturing, while maintaining sufficient capacity in the Dislocated Worker stream. Carrie confirmed this concluded her report.

Board Staff Report:

Ms. McCaskill provided the board with several key updates, including the status of the Workforce Center certification, the updated Supportive Services Policy, and regional Career Readiness Certificate (CRC)/ACT WorkReady Community efforts.

Workforce Center Certification

Ms. McCaskill reported that the state has issued formal documentation indicating that the workforce center certification application submitted during PY24 has been approved on a provisional basis, pending the execution of the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) by all required partner agencies. The state has established a firm deadline of October 20, 2025, for completion of this process.

Ms. McCaskill expressed confidence that all requirements would be met on time, thanks in part to the assistance of the One-Stop Operator, Andy Hightower.

Supportive Services Policy and State Monitoring

Ms. McCaskill provided a summary of recent monitoring by the state for PY24. Two unresolved findings from previous years were discussed:

1. **Referral Procedure Requirements** – The previous version of the Supportive Services Policy did not contain sufficient language detailing the referral process. In response, the board developed a revised policy, which now includes procedures for referrals and access to supportive services. The updated version begins on page 48 of the board packet, with a redlined version provided for comparison.

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2. **One-Stop Operator Monitoring** – The board has not completed formal monitoring of the One-Stop Operator for PY22 or PY23 due to the absence of a standardized monitoring tool. Ms. McCaskill noted that the tool is currently under development and is expected to be completed by the end of August. Monitoring for PY22 and PY23 will begin immediately thereafter, with PY24 monitoring to follow.

Motion: A **motion** was made by **Kelli Embry** to approve the revised Supportive Services Policy as presented.

Second: **Kim Darling** seconded the motion.

Vote: Motion passed **unanimously**.

Career Readiness Certificate (CRC)

Ms. McCaskill informed the board that **8 of the 10 counties** in the West Central region have applied to become ACT Work Ready Communities. These designations recognize counties for their commitment to building a skilled workforce through the promotion and use of the Career Readiness Certificate (CRC), also referred to as the National Career Readiness Certificate (NCRC).

She explained that the CRC was initially adopted in the manufacturing sector and has since expanded to other industries. The CRC is a valuable tool for employers, educators, and job seekers, and helps align workforce skills with job requirements. A handout was distributed to the board highlighting the benefits of CRC adoption.

No additional questions or discussion followed. The Director's Report concluded.

Committee Reports

Planning/Performance/Finance Committee:

Review of Initial ITA Programs

Presented by: Karen Breashears, Committee Chair (via remote)

The Planning/Performance/Finance Committee presented a recommendation regarding training provider approvals. Ms. Williams, who joined remotely due to apprenticeship school obligations, introduced the action item related to **Heavy Equipment Operating Academy – Bee Branch Campus**.

Heavy Equipment Operating Academy – Independent Program Approvals

Ms. McCaskill reminded the board that the **Heavy Equipment Operator training** had previously been approved in its entirety. The current request was to approve four **independent training programs** offered through the same provider, allowing for greater flexibility based on participant need and job placement alignment.

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The four programs proposed for addition to the Eligible Training Provider List (ETPL) under **Heavy Equipment Operating Academy – Bee Branch Campus** are:

- **CDL Program** – \$4,250 (4 weeks)
- **Dozer Program** – \$7,685 (3 weeks, Mon–Fri, 8AM–5PM)
- **Excavator Program** – \$7,600 (3 weeks, Mon–Fri, 8AM–5PM)
- **Loader Program** – cost and structure similar to other equipment programs

It was noted that this request was prompted by a local WIOA participant who expressed interest in one of the specialized programs rather than the broader heavy equipment curriculum. The committee expressed support for expanding training access in a way that accommodates targeted occupational needs.

Motion: Gary Troutman made a **motion** to approve the addition of the CDL, Dozer, Excavator, and Loader programs at Heavy Equipment Operating Academy (Bee Branch) to the Eligible Training Provider List as independent ITA programs.

Second: Pati Brown seconded the motion.

Vote: The motion passed **unanimously**.

JWS Helping Hands (Conway) – CNA Program

The committee presented a request to approve **JWS Helping Hands (Conway)** as a training provider for its Certified Nursing Assistant (CNA) program. The program is four weeks in duration, held on Thursdays and Fridays, with a total cost of \$2,045, which includes tuition, books, uniforms, supplies, and testing fees.

A question was raised regarding a cost discrepancy between the provider's website and the amount listed in the application. It was clarified that the cost submitted to Arkansas JobLink reflects all required program components and is accurate.

Following discussion, the board agreed to proceed with approval pending a successful ADA compliance review. Karen Breashears requested a motion to approve JWS Helping Hands (Conway) as a training provider

Motion: Herman Grayer made a **motion** to approve JWS Helping Hands (Conway) as a training provider for the CNA program, contingent upon successful ADA compliance.

Second: Pati Brown seconded the motion.

Vote: The motion passed **unanimously**.

NCSI – Cybersecurity Program Approval

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Ms. Breashears informed the board that the **Cybersecurity Program** offered by NCSI was newly established in **July 2025**, while the organization itself has been in operation since **2016** (as confirmed by Ms. McCaskill). The training is a **24-week course** (approximately six months), requiring **15 hours of instruction per week**. The **total program cost is \$2,400**, which is all-inclusive and covers **registration, books, materials, testing, and graduation fees**. The program leads to several **industry-recognized credentials**, including:

- Google Cybersecurity Certification
- CompTIA Security+
- CISSP (Certified Information Systems Security Professional)

The program also includes **extensive job placement support** as part of the curriculum, including career exploration, interview preparation, and job application assistance.

It was noted that while the provider is **ADA accessible**, approval is **pending the completion of the board's ADA compliance review**. The board had previously reviewed another program (Medical Billing and Coding) from this provider but did not take action at that time due to unresolved ADA concerns. The committee expressed confidence that the provider is actively working to complete those requirements.

Motion: Neil Harrington made a motion to approve the **Cybersecurity Program** at NCSI for inclusion on the Eligible Training Provider List, **contingent upon successful ADA compliance**.

Second: Gary Troutman seconded the motion.

Vote: The motion passed **unanimously**.

Cora McCaskill provided the board with a policy clarification regarding the use of **WIOA Title I-B funds for supportive services**. Historically, it was understood that supportive services under Title I-B were limited to participants enrolled in **Occupational Skills Training**.

However, based on recent guidance received through a **WIOA Technical Assistance (TA) request**, it was confirmed that **supportive services may be provided to participants who are co-enrolled in any WIOA Title program**, not solely those enrolled in Title I-B training. This includes participants in **Title II (Adult Education)** or **Title IV (Vocational Rehabilitation/ARS)**, provided the individual is **co-enrolled in a WIOA Title I-B program** and eligible for the support.

This clarification opens the door for more flexible service delivery and coordination across programs. Mrs. McCaskill encouraged staff and partners to explore **co-enrollment strategies** to leverage supportive services more effectively and expand access to resources for participants in non-training tracks.

There was no vote required, but the board acknowledged the importance of this clarification and its impact on participant service planning.

Workforce Development Director's Update

Prepared by: Cora McCaskill

Meeting Date: October 09, 2025

Reporting Period: August 15, 2025 – October 9, 2025

Staffing Update:

As part of our continued efforts to strengthen operations and align with the evolving needs of the region, we are currently recruiting for two key positions:

- A **part-time administrative support staff** member to assist with West Central operations, temporarily filling the vacancy left by Margaret's departure.
- A **full-time Business Engagement Coordinator/EO Assistant**, who will play a vital role in strengthening employer partnerships across the region while also supporting internal compliance and Equal Opportunity efforts.

Given the level of staffing transition we've experienced in recent months, we're being intentional about **redefining roles, aligning expectations, and developing clear, future-focused job descriptions**—not only for current vacancies, but for all existing positions.

One Stop Operator Monitoring:

As previously noted, the West Central Arkansas Workforce Development Board did not complete formal monitoring of the One-Stop Operator during Program Years 2022 and 2023. WIOA requires local boards to monitor the One-Stop Operator to ensure compliance with federal and state requirements, as well as progress toward performance expectations.

Our local Monitoring and Oversight Policy references the state's policy, and we initially used the **state's monitoring tool** as a starting point to guide our efforts. While helpful, we found that it didn't include many questions that specifically addressed the responsibilities of the One-Stop Operator. Because of that, we developed a customized tool that better reflects the scope of our local OSO role.

We've since received **positive feedback from the state** on the tool we created, which has given us confidence in moving forward. Since the finding stemmed from a financial oversight concern, we've reached out to ask whether there are any **specific fiscal questions the state would like us to include** before we begin the formal review.

We're hopeful to **get this wrapped up soon** and are committed to making sure this process is done thoroughly and in alignment with both state expectations and local needs.

Workforce Center Hours Update:

Effective **October 1, 2025**, the Governor's Office has directed that all state-affiliated offices, including Arkansas Workforce Centers, extend their standard business hours to remain open

until 5:00 p.m. This change is intended to ensure consistent public access to state services across all regions.

While this change directly impacts the **hours of operation at our centers**, we are proactively preparing to adapt. Our team is working to ensure that **services remain accessible even when program staff may be in client appointments, conducting outreach, or unexpectedly out of the office**. We are shifting toward a more flexible service model that prioritizes continuity — whether through shared staffing, coverage planning, or resource room support — so that no client is turned away during regular business hours.

Additional steps we are taking include:

- Updating **signage, voicemail messages, and online platforms** to reflect the extended hours
- **Coordinating with partner agencies** co-located in the centers to align coverage and communication

We view this as an opportunity to enhance access and service delivery — and we're committed to balancing these expectations with thoughtful operational planning.

State-Level Realignment of WIOA Programs:

We want to make the board aware of ongoing conversations at the state level regarding a potential realignment of WIOA programs under the direct control of the State of Arkansas. While details are still emerging, the general direction appears to move the administration of WIOA away from local workforce development boards and place more authority at the state level.

This shift would represent a significant structural change in how workforce services are designed, delivered, and monitored across the state. Currently, local boards like ours are charged with making community-informed decisions, tailoring services to meet regional workforce needs, and ensuring accountability to the employers, educators, and jobseekers we serve.

A move to centralize WIOA functions at the state level could result in:

- **Reduced local control** over program design and funding priorities
- **Limited flexibility** to respond to the unique needs of our communities
- **Disruption to existing partnerships** with employers, schools, and service providers that have been built through years of collaboration
- **Concerns about oversight and responsiveness**, as decisions would be made farther from the people and communities they impact

It's important to remember: **the State of Arkansas is not local**. Our communities—rural, urban, and everywhere in between—benefit most when decisions are made by those who live and work in the region, not by a centralized authority unfamiliar with our specific challenges and opportunities.

Federal Government Shutdown - Impacts on WIOA:

As of October 1, 2025, a **federal government shutdown is now in effect** due to Congress's failure to pass the necessary appropriations legislation. While this shutdown does not immediately halt WIOA operations, it does have short- and long-term implications for our local workforce system.

Here's what this means for us:

- **WIOA programs will continue to operate in the short term** using existing Program Year funding that has already been allocated to local areas. Our team will maintain service delivery without interruption for now.
- However, **federal staff supporting WIOA at the U.S. Department of Labor and other agencies are currently furloughed**, which may delay responses to policy questions, technical assistance, and system-level approvals.
- Certain federal systems may experience **limited functionality or access delays**, including performance reporting, grant modifications, and cash drawdowns for new awards.
- If the shutdown continues for an extended period, it could **complicate future planning, funding adjustments, and compliance timelines**, particularly as we prepare for upcoming performance and fiscal year closeouts.

This shutdown comes at a time when we're already navigating state-level uncertainty regarding the possible realignment of WIOA programs under centralized control. Taken together, these developments highlight the importance of preserving **local flexibility, continuity, and responsiveness** in workforce development.

We remain in close communication with the state and national associations, and we will continue to keep the board informed as more guidance becomes available. In the meantime, our team remains focused on service continuity and supporting our communities through this period of disruption.

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Nirvana Massage Academy – Massage Therapy Program Approval

Karen Breashears presented a request to approve the **Massage Therapy** program offered by Nirvana Massage Academy, established in **August 2024**. The program consists of **500 hours** of instruction delivered over a period of approximately **six to seven months**.

The total program cost is listed as **\$9,131.25**, which includes tuition and costs associated with the **state licensing exam**. It was clarified during the meeting that the discrepancy with the previously stated amount of **\$8,500** was due to the inclusion of licensing and exam-related fees in the final program cost submitted to Arkansas JobLink (AJL).

Upon completion of the program, students receive a diploma from Nirvana Massage Academy and become eligible to sit for the **Arkansas State Licensing Exam** for Massage Therapy. The program is reported as **ADA accessible**, with final approval **pending successful completion of the board's ADA compliance review**.

Motion: Herman Grayer made a **motion** to approve the Massage Therapy training at Nirvana Massage Academy (Russellville) for inclusion on the Eligible Training Provider List, pending successful ADA compliance.

Second: Venorris Webb-Delesline seconded the motion.

Vote: The motion passed **unanimously**.

PY 21 Financial Monitoring Update

Sarah Perry provided an update on the financial monitoring conducted for Program Year 2021 (PY21) for WIOA Title I-B programs administered by the West Central Arkansas Planning & Development District. The review was conducted by Witt O'Brien's using Section B of the State of Arkansas Monitoring Tool and focused on participant financial documentation, procurement practices, and fiscal policy compliance.

Ms. Perry explained that a sample of ten participant files was reviewed during the monitoring process. The files were generally well-organized, with appropriate documentation in place. Three minor discrepancies were noted, including a missing justification form and a receipt, but these issues were not considered significant and appeared to be isolated. She emphasized that in previous reviews of PY22 and PY23 records, the participant files demonstrated 100% documentation completion. As a result, the team was commended for its consistency and attention to detail. The recommendation going forward is to continue using the existing folder checklist and to conduct periodic spot checks to ensure that documentation remains properly filed and accessible in the event of future audits.

In addition to the participant file review, the monitoring also evaluated WCAPDD's procurement and financial oversight practices. The review confirmed that strong financial management systems are in place and that documentation is clear and accessible. One observation was noted in relation to the procurement of the One-Stop Operator, where the selected vendor was the sole respondent to the RFP. While the procurement process itself was compliant, the file did not

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contain a justification memo explaining the selection, which is a requirement under WCAPDD's internal procurement policy and may also be required by the state.

Ms. Perry advised that, moving forward, it will be important to ensure that all procurement procedures—both state and local—are followed closely and that justification documentation is retained in the file, particularly in cases involving sole respondents. She concluded her remarks by commending WCAPDD's team for its diligence and effective stewardship of WIOA funds, stating that there were no major findings, only minor recommendations. She also invited board members or staff to reach out with any follow-up questions or concerns.

Youth Council:

Kim Darling, Committee Chair presented two policy items for board consideration: the Basic Skills Deficiency Assessment Policy and the revised Youth Incentive Policy and Procedures.

She began by sharing that the Youth Committee had taken a thoughtful approach to revising both policies to better align with WIOA performance expectations and to motivate youth participants toward both educational and employment success. The committee was especially focused on ensuring that incentives support meaningful progress while maintaining program compliance and consistency across service providers.

The first policy presented was the Basic Skills Deficiency Assessment Policy, which formalizes how the local area determines whether a youth participant lacks basic literacy or numeracy skills. Ms. Darling noted that the policy standardizes assessment tools and procedures in accordance with state and federal definitions.

Motion: **Gretchen Newton** made a **motion** to approve the Basic Skills Deficiency Assessment Policy as presented.

Second: **Karen Breashears** seconded the motion.

Vote: The motion passed **unanimously**.

Next, Ms. Darling introduced the revised Youth Incentive Policy and Procedures, beginning on page 34 of the board packet. She walked the board through the changes, explaining that the policy had been updated to include new incentive options for GED Ready test passage, measurable skills gains, GED/diploma attainment, industry-recognized credentials, and work-based achievements such as unsubsidized employment in the second and fourth quarters after exit. The policy also introduces a new annual incentive cap of \$1,200 per participant to ensure consistency and prevent disproportionate disbursement across the program.

The GED attainment incentive was reduced from \$300 to \$100 in order to balance the funding structure and make room for increased employment-related incentives. The policy also reinforces documentation requirements for verifying participant eligibility for each incentive type and

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includes updated language to support service of in-school youth, now permitted under WIOA. Board discussion addressed questions about participants who change employers, receive multiple incentives, or exceed \$600 in cumulative payments, with clarifications provided by Ms. Darling and supporting staff.

Motion: Gretchen Newton made a **motion** to approve the revised Youth Incentive Policy and Procedures as presented.

Second: Kelli Embry seconded the motion.

Vote: The motion passed **unanimously**.

One Stop Oversight Committee

Cindy White-Hamilton provided an update on behalf of the One-Stop Oversight Committee regarding the upcoming procurement of a One-Stop Operator (OSO). She reported that the committee has held its initial meetings and is currently working to draft a Request for Proposals (RFP) for the role. The committee is receiving technical assistance from Tammy Predmore of Western Arkansas, who is providing guidance to help ensure the procurement process remains neutral, compliant, and at arm's length

Once the draft RFP is complete, it will be circulated to all committee members for review and confirmation that the scope of work and submission requirements are clearly defined. Mrs. White Hamilton noted that once finalized, the committee will confirm whether the RFP must be submitted to the local board or to the state first, before it is formally released. The finalized RFP will then be publicly advertised in the newspaper for a minimum of 30 days, with advertisements running each weekend during the posting period.

All proposals submitted will be sent directly to Ms. White-Hamilton for collection. Following the close of the submission window, the committee will reconvene to evaluate the proposals and develop a recommendation for the board's consideration. The goal is to present a proposed selection to the full board by the October meeting, allowing for final approval and a new operator to be in place by November.

Ms. White-Hamilton acknowledged that this procurement process is a departure from past practice, as the One-Stop Operator role had previously been held by Cindy and then Andy for an extended period. She noted that there is some discussion that the planning district may consider submitting a proposal but emphasized the hope that multiple qualified proposals will be submitted to ensure a competitive selection process.

No board action was taken at this time. Additional updates will be provided at the next board meeting.

One Stop Operator's Report:

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Lori Strumpf provided an update on One-Stop system operations, highlighting recent strategic planning efforts, customer satisfaction trends, industry sector engagement, and upcoming facility changes.

She reported that the One-Stop MOU/IFA partner group held its second strategic planning session to develop a new three-year plan. Using regional data on poverty, unemployment, and education, the partners identified three priorities: (1) increasing awareness of workforce opportunities among in-school youth; (2) improving public understanding of available workforce services; and (3) expanding access to short-term credentialing programs that lead to livable-wage employment. A written plan will follow and guide partner coordination going forward.

Ms. Strumpf also provided an update on the MOU/IFA process, noting that final state review is underway. Once approved, it will be signed by the board chair and CEO before being routed to all partners. She anticipates completion by late September, ahead of the October 20 state deadline.

In reviewing customer service data, Ms. Strumpf shared that most respondents rated their experience as excellent, though two individuals in Hot Springs noted they left with unanswered questions. A customer service script has been implemented system-wide to improve satisfaction by ensuring all customers are asked if their questions have been fully addressed before leaving.

The Healthcare Industry Sector Alliance continues to grow, with employers now identifying specific talent gaps and requesting direct engagement with school systems. The board and operator team are helping facilitate those connections. Training providers are now responding directly to employer feedback and aligning programs to meet workforce needs.

Ms. Strumpf also discussed the operational transition of Arkansas Workforce Centers from ADWS to local board oversight. She confirmed that the system is functioning smoothly, with clear lines of communication and support in place for facilities and day-to-day operations.

Finally, she announced a major facilities change at the Hot Springs Workforce Center. The center is relocating from the third floor to the more accessible second floor to improve customer access. The move is expected to be completed by early September, with all customer-facing services on the second floor and UI and other functions moved to the fourth. Ms. Strumpf thanked partners for their strong collaboration throughout the transition.

Partner's Reports

Title 1 – Adult/DLW/Youth

Ms. Boyer provided an update on current activities and staffing within the WIOA Adult, Dislocated Worker, and Youth programs. She shared that internal staffing transitions are underway, including the promotion of the Hot Springs Intake Specialist into the Career Advisor

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role, effective August 18. This change is expected to further strengthen front-line service delivery in that region.

Ms. Boyer also highlighted a variety of recent and upcoming outreach efforts aimed at expanding program visibility and enrollment. The team has participated in events at community-based organizations such as Harbor House and Covenant Recovery's Community Resource Center, as well as a recent record sealing clinic—an event designed to support individuals with justice-involved backgrounds in re-entering the workforce. These outreach efforts have yielded strong engagement and are part of a broader strategy to connect underserved populations with training and employment resources.

In terms of service activity, the Morrilton office recorded 70 in-person walk-ins during the month of July alone, and across the region, more than 330 individuals were served through a combination of walk-ins and phone-based interactions. Ms. Boyer emphasized the team's continued commitment to improving access to services, providing individualized support, and meeting performance goals across all Title I-B programs.

No board action was taken; this report was provided for informational purposes only.

Title II Adult Education

Ms. Darling provided an update on regional Adult Education activities and program highlights. She encouraged board members to visit the newly renovated adult education facility in Russellville, where medical billing and coding training is currently being offered. She also acknowledged Brad Coffman, Director of Adult Education at Russellville School District, for his leadership in expanding opportunities for adult learners.

Ms. Darling reported on the recent GED graduation ceremony held by UACCM in July, which saw a total of 125 graduates—significantly exceeding earlier projections. Of those, 24 were adult education students who chose to pay out of pocket rather than enroll in broader coursework, seeking a fast-track path to credentialing and employment. She noted this growing trend and emphasized the importance of ensuring these students are made aware of available support services and workforce opportunities.

Additional updates were provided on ASU Three Rivers, which is launching CNA bridge programs in collaboration with their workforce development team, and UA Rich Mountain, which is exploring new program expansion opportunities in Montgomery County. Ms. Darling encouraged board members to share any local contacts or ideas that might support these outreach and growth efforts.

No board action was taken; this report was shared for informational purposes only.

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Title III – Wagner- Peyser

Cindy White-Hamilton provided an update on recent structural changes within the Wagner-Peyser program and local office staffing. She informed the board that Neil Golden, who previously served as the Local Office Manager in Russellville and Regional Outreach Manager for five West Central counties, has transitioned into a new role as an Employment Services (ES) Supervisor for the western region of the state. His responsibilities now include oversight of job service staff across several counties. Cindy White-Hamilton will assume coverage of the five counties previously overseen by Mr. Golden, in addition to her current territory.

Further organizational changes include the addition of Alice Williford, who will serve as a counterpart ES Supervisor for other regions. These staffing shifts are part of a broader state-level restructuring, and Ms. White-Hamilton expressed a commitment to continued engagement and support across the region despite the added responsibilities.

Ms. White-Hamilton also reported on ongoing collaboration with community partners and recent workforce engagement activities. Over the past several months, Job Services has participated in one job fair, three hiring events, and 15 ribbon cuttings across the 10-county area. Wagner-Peyser staff have continued outreach and class facilitation efforts with organizations such as Covenant Recovery and the Ouachita Children's Center, offering soft skills workshops and interview preparation classes to justice-involved and at-risk populations.

Though a planned event in Russellville had to be postponed due to scheduling conflicts, Ms. White-Hamilton reaffirmed her team's commitment to continued participation in community and employer events, the Healthcare Industry Sector Alliance, and ongoing partnerships with disability and re-entry service providers.

No board action was taken; this report was shared for informational purposes only.

Title IV- Voc Rehabilitation

A report from Arkansas Rehabilitation Services (Vocational Rehabilitation) was not provided at the meeting, as the newly appointed board representative was still transitioning into the role at that time.

New Business

Open Floor for Discussion and Adjournment:

Cora McCaskill, Brad Coffman, and Cindy White-Hamilton presented to the board on the benefits of becoming an ACT Work Ready Community.

Adjournment:

Ms. Greene adjourned the meeting at 12:45 p.m.

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Lisa Greene, Chair Lisa Greene, Chair

Date

LG/cm

WIOA Board Report - Funding Summary

For Fiscal Year Ending June 30, 2026

As of August 31, 2025

Available Funds - July 1, 2025

PY24 Funding (expires 06/30/2026)

Total Available Funds - July 1, 2025

Adjustments & New Awards

Total Adjustments

Funds Expended

PY24 Funding (expires 06/30/2026)

Total Funds Expended

Remaining Funds - August 31, 2025

PY24 Funding (expires 06/30/2026)

Total Remaining Funds - August 31, 2025

Funding Pending Final Approval/Award

PY24 DLW>Adult Transfer - Pending AWC Approval

Pending Fully Executed Subawards from AWC

Estimated Funds Available After Pending Items

Average Monthly Expenditures

Approx. Months Remaining of Awarded Funds

***After DLW>Adult Transfer Approval

Months Remaining in Current Fiscal Year

Months Remaining in Grant Periods

All Grants		
Program	Admin	Total
\$ 614,028.43	\$ 78,903.31	\$ 692,931.74
-	-	-
\$ 614,028.43	\$ 78,903.31	\$ 692,931.74
-	-	-
-	-	-
-	-	-
(185,160.71)	(34,336.02)	(219,496.73)
-	-	-
(185,160.71)	(34,336.02)	(219,496.73)
428,867.72	44,567.29	473,435.01
-	-	-
\$ 428,867.72	\$ 44,567.29	\$ 473,435.01
-	-	-
1,022,941.00	113,658.00	1,136,599.00
\$ 1,451,808.72	\$ 158,225.29	\$ 1,610,034.01
43,775.38	8,745.39	
9.80	5.10	
9.80	5.10	
10.00	10.00	
22.00	22.00	

WIOA Board Report - Funding Summary

For Fiscal Year Ending June 30, 2026

As of August 31, 2025

Available Funds - July 1, 2025

PY24 Funding (expires 06/30/2026)

Total Available Funds - July 1, 2025

Adjustments & New Awards

Total Adjustments

Funds Expended

PY24 Funding (expires 06/30/2026)

Total Funds Expended

Remaining Funds - August 31, 2025

PY24 Funding (expires 06/30/2026)

Total Remaining Funds - August 31, 2025

Funding Pending Final Approval/Award

PY24 DLW>Adult Transfer - Pending AWC Approval

Pending Fully Executed Subawards from AWC

Estimated Funds Available After Pending Items

Average Monthly Expenditures

Approx. Months Remaining of Awarded Funds

***After DLW>Adult Transfer Approval

Months Remaining in Current Fiscal Year

Months Remaining in Grant Periods

Formulary Grants		
Youth		
Program	Admin	Total
\$ 293,637.44	\$ 38,878.41	\$ 332,515.85
-	-	-
\$ 293,637.44	\$ 38,878.41	\$ 332,515.85
-	-	-
-	-	-
-	-	-
(68,028.78)	(14,121.74)	(82,150.52)
-	-	-
\$ (68,028.78)	(14,121.74)	(82,150.52)
225,608.66	24,756.67	250,365.33
-	-	-
\$ 225,608.66	\$ 24,756.67	\$ 250,365.33
-	-	-
441,404.00	49,044.00	490,448.00
\$ 667,012.66	\$ 73,800.67	\$ 740,813.33
34,014.39	7,060.87	
6.63	3.51	
6.63	3.51	
10.00	10.00	
22.00	22.00	

WIOA Board Report - Grant Budget to Actual Summary

For PY24 Youth - August 31, 2025

Program Activities	Program-to-Date					
	In School Youth	Out of School Youth	Total	Budget	\$ Over (Under) Budget	% Over (Under) Budget
Pay-for-Performance Contracts (Limited to 10%)	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Work Experience (Minimum of 20%)	1,213.24	33,050.19	34,263.43	84,645.00	(50,381.57)	
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	65.93	56,549.28	56,615.21	160,852.00	(104,236.79)	
Staff to the Board - Program	173.45	8,964.14	9,137.59	67,716.00	(58,578.41)	
Business Services Team	485.15	15,526.68	16,011.83	38,090.00	(22,078.17)	
One Stop Operator - Program	51.12	15,044.84	15,095.96	33,858.00	(18,762.04)	
Other Program Activities	20,576.02	33,568.20	54,144.22	12,697.00	41,447.22	326.43%
Total Program Activities	\$ 22,564.91	\$ 175,078.43	\$ 197,643.34	\$ 423,252.00	\$ (225,608.66)	-53.30%
Administration (Limited to 10%)						
Administrative Entity			\$ 11,812.05	\$ 15,000.00	\$ (3,187.95)	-21.25%
Fiscal Agent			9,617.60	29,777.00	(20,159.40)	-67.70%
One-Stop Operator			840.68	2,250.00	(1,409.32)	-62.64%
Total Administration			22,270.33	47,027.00	(24,756.67)	-52.64%
Total Funding	\$ 22,564.91	\$ 175,078.43	\$ 219,913.67	\$ 470,279.00	\$ (250,365.33)	-53.24%
In School Percentage	11.42%					
WEX Percentage	17.34%					
Administration Percentage	10.13%					
Estimated Remaining Funding per Month				\$ 25,036.53	Grant funds expected to be fully expended during performance period.	

WIOA Board Report - Funding Summary

For Fiscal Year Ending June 30, 2026

As of August 31, 2025

Available Funds - July 1, 2025

PY24 Funding (expires 06/30/2026)

Total Available Funds - July 1, 2025

Adjustments & New Awards

Total Adjustments

Funds Expended

PY24 Funding (expires 06/30/2026)

Total Funds Expended

Remaining Funds - August 31, 2025

PY24 Funding (expires 06/30/2026)

Total Remaining Funds - August 31, 2025

Funding Pending Final Approval/Award

PY24 DLW>Adult Transfer - Pending AWC Approval

Pending Fully Executed Subawards from AWC

Estimated Funds Available After Pending Items

Average Monthly Expenditures

Approx. Months Remaining of Awarded Funds

***After DLW>Adult Transfer Approval

Months Remaining in Current Fiscal Year

Months Remaining in Grant Periods

Formulary Grants		
Adult		
Program	Admin	Total
\$ 171,053.39	\$ 24,630.33	\$ 195,683.72
-	-	-
\$ 171,053.39	\$ 24,630.33	\$ 195,683.72
-	-	-
-	-	-
-	-	-
(104,432.09)	(17,822.16)	(122,254.25)
-	-	-
(104,432.09)	(17,822.16)	(122,254.25)
66,621.30	6,808.17	73,429.47
-	-	-
\$ 66,621.30	\$ 6,808.17	\$ 73,429.47
90,000.00	10,000.00	100,000.00
412,337.00	45,815.00	458,152.00
\$ 568,958.30	\$ 62,623.17	\$ 631,581.47
8,702.67	1,485.18	
7.66	4.58	
18.00	11.32	
10.00	10.00	
22.00	22.00	

WIOA Board Report - Grant Budget to Actual Summary

For PY24 Adult - August 31, 2025

	Program-to-Date			
Training Activities	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
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.)	61,212.24	36,625.00	24,587.24	67.13%
Training Subtotal	\$ 62,223.68	\$ 92,392.00	\$ (30,168.32)	-32.65%
Program Activities				
Career Services	\$ 192,319.17	\$ 146,292.00	\$ 46,027.17	31.46%
Supportive Services (to participants in career services, not training)	-	8,775.00	(8,775.00)	-100.00%
Program Activities	63,811.85	137,517.00	(73,705.15)	-53.60%
Program Subtotal	256,131.02	292,584.00	(36,452.98)	-12.46%
Administration (Limited to 10%)				
Staff to the Board (Budget Development & Fiscal Oversight) - formerly Administrative Entity	\$ 20,879.51	\$ 13,223.00	\$ 7,656.51	57.90%
Fiscal Agent (Fiscal and Accounting Staff)	12,763.43	27,254.00	(14,490.57)	-53.17%
	2,313.89	2,288.00	25.89	
One-Stop Operator (Fiscal and Administrative Costs)				1.13%
Administration Subtotal	35,956.83	42,765.00	(6,808.17)	-15.92%
Total Funding	\$ 354,311.53	\$ 427,741.00	\$ (73,429.47)	-17.17%
	Pending DLW Transfer Approval			
Administration Percentage	10.15%			
Estimated Remaining Funding per Month	\$ 17,342.95	Adjusted to reflect transfer. Grant funds expected to be fully expended during performance period.		

WIOA Board Report - Funding Summary

For Fiscal Year Ending June 30, 2026

As of August 31, 2025

Available Funds - July 1, 2025

PY24 Funding (expires 06/30/2026)

Total Available Funds - July 1, 2025

Adjustments & New Awards

Total Adjustments

Funds Expended

PY24 Funding (expires 06/30/2026)

Total Funds Expended

Remaining Funds - August 31, 2025

PY24 Funding (expires 06/30/2026)

Total Remaining Funds - August 31, 2025

Funding Pending Final Approval/Award

PY24 DLW>Adult Transfer - Pending AWC Approval

Pending Fully Executed Subawards from AWC

Estimated Funds Available After Pending Items

Average Monthly Expenditures

Approx. Months Remaining of Awarded Funds

***After DLW>Adult Transfer Approval

Months Remaining in Current Fiscal Year

Months Remaining in Grant Periods

Formulary Grants		
Dislocated Worker (DLW)		
Program	Admin	Total
\$ 149,337.60	\$ 15,394.57	\$ 164,732.17
-	-	-
\$ 149,337.60	\$ 15,394.57	\$ 164,732.17
-	-	-
-	-	-
-	-	-
(12,699.84)	(2,392.12)	(15,091.96)
-	-	-
(12,699.84)	(2,392.12)	(15,091.96)
136,637.76	13,002.45	149,640.21
-	-	-
\$ 136,637.76	\$ 13,002.45	\$ 149,640.21
(90,000.00)	(10,000.00)	(100,000.00)
169,200.00	18,799.00	187,999.00
\$ 215,837.76	\$ 21,801.45	\$ 237,639.21
1,058.32	199.34	
129.11	65.23	
44.07	15.06	
10.00	10.00	
22.00	22.00	

WIOA Board Report - Grant Budget to Actual Summary

For PY24 DLW - August 31, 2025

	Program-to-Date			
	Actual	Budget	\$ Over (Under) Budget	% Over (Under) Budget
Training Activities				
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)	948.71	20,225.00	(19,276.29)	-95.31%
Training Subtotal	\$ 948.71	\$ 50,563.00	\$ (49,614.29)	-98.12%
Program Activities				
Career Services	\$ 56,191.58	\$ 80,484.00	\$ (24,292.42)	-30.18%
Supportive Services (to participants in career services, not training)	-	4,871.00	(4,871.00)	-100.00%
Program Activities	17,747.95	75,608.00	(57,860.05)	-76.53%
Program Subtotal	73,939.53	160,963.00	(87,023.47)	-54.06%
Administration (Limited to 10%)				
Staff to the Board (Budget Development & Fiscal Oversight) - formerly Administrative Entity	\$ 6,523.78	\$ 6,031.00	\$ 492.78	8.17%
Fiscal Agent (Fiscal and Accounting Staff)	3,495.68	17,007.00	(13,511.32)	-79.45%
One-Stop Operator (Fiscal and Administrative Costs)	480.09	464.00	16.09	3.47%
Administration Subtotal	10,499.55	23,502.00	(13,002.45)	-55.32%
Total Funding	\$ 85,387.79	\$ 235,028.00	\$ (149,640.21)	-63.67%
		Pending DLW Transfer Approval		
Administration Percentage	12.30%			
Estimated Remaining Funding per Month	\$ 4,964.02	Adjusted to reflect transfer. Grant funds expected to be fully expended during performance period.		

DIRECTOR
OF
WORKFORCE
DEVELOPMENT

Workforce Development Director's Update

Prepared by: Cora McCaskill

Reporting Period: August 15 – October 9, 2025

Staffing Update:

We are actively recruiting for two key roles:

- A **part-time administrative support staff** to temporarily fill the vacancy left by Margaret.
- A **full-time Business Engagement Coordinator/EO Assistant** to support employer partnerships and internal compliance efforts.

Given recent transitions, we are also revisiting job descriptions to ensure alignment with future operational needs.

One-Stop Operator Monitoring:

The board did not complete formal OSO monitoring during PY22 or PY23, as required by WIOA. In response, we developed a customized local tool—based on but expanded from the state template—which has been positively received by state staff. We've asked for additional fiscal input before launching the formal review and are committed to completing this process in full compliance with state and local policy.

Workforce Center Hours Update:

Effective **October 1**, all Workforce Centers must remain open until **5:00 p.m.**, per the Governor's directive. We are updating signage, voicemails, and websites, and coordinating with partners to ensure service continuity. Our team is adjusting operations to ensure clients are served, even when staff are in appointments or unavailable.

State-Level WIOA Realignment:

The state is exploring centralizing WIOA program administration under state control, which could reduce local authority and flexibility. Potential impacts include:

- Less control over program design and funding priorities

- Disruption to long-standing community partnerships
- Reduced responsiveness to regional needs

We emphasize the importance of maintaining **local decision-making** and will keep the board informed as discussions progress.

Federal Shutdown Impacts:

As of **October 1**, a federal government shutdown is in effect. While WIOA services will continue short-term using existing funds, the furlough of federal staff may cause delays in:

- Policy guidance and technical assistance
- System access for reporting and grant management
- Funding adjustments and planning for PY closeout

This shutdown, combined with state-level realignment discussions, underscores the need for local flexibility and continuity. We are closely monitoring developments and will update the board as needed.

PLANNING/
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 Name	Total Cost	CIP Code	O*NET Code	Approved or Disapproved
JWS Helping Hands	Phlebotomy - IC	\$2,010.00	511009	31-9097-00	
NCSI	Remote Medical Coding Preparation CCS- IC	\$12,400.00	510708	31-9094-00	
United Welding Institute	Career Welding Course - IC	\$24,000.00	480508	51-4121	

YOUTH
COUNCIL
COMMITTEE

West Central Arkansas Workforce Development Board

Lisa Greene, Chair

Youth Committee Meeting – Summary Minutes

Date: August 26, 2025

Time: 10:30 AM

Format: In Person

Key Discussion Points

- **Adult Education Data Alignment**
 - Members reviewed how adult education testing (TABE and other benchmarks) aligns with WIOA's basic skills deficiency requirements.
 - Clarification needed on using state crosswalks to interpret scores.
- **Youth Program Elements**
 - Committee discussed updating the list of providers/MOUs that align with the 14 WIOA program elements.
 - Several MOUs have already been collected (ATU–Ozark, National Park College). Additional outreach is needed to other providers.
- **Approved Policies**
 - Incentive Policy and Basic Skills Deficiency Policy were noted as approved at the last board meeting.
- **In-School Youth Outreach & Engagement**
 - Major focus of the meeting was planning outreach to in-school youth.
 - Schools and CTE coordinators are key partners. Many schools already have internship or career practicum programs in place.
 - The group agreed to prioritize outreach to smaller schools or districts without existing work-based learning opportunities.
 - Discussion included examples of past in-school youth programming (tutoring, part-time work placements, summer jobs).
- **Funding & Program Year Considerations**
 - Current waiver allows for a 50/50 split of in-school and out-of-school youth through PY25. Future funding beyond PY25 is uncertain.
 - Members emphasized the need to start small with pilot schools (1–2 locations) and build from there.
 - Placement and service decisions will need to consider limited funding and capacity.
- **Next Steps & Strategic Direction**
 - Identify all schools in the 10-county region and their co-op/CTE coordinators.
 - Prioritize schools without internships or work-based learning.
 - Consider starting with pilot sites to test the model.

West Central Arkansas Workforce Development Board

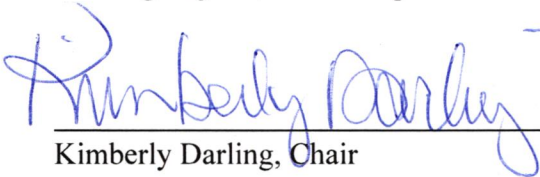
Lisa Greene, Chair

- Ensure outreach messages emphasize support, not duplication, of what schools already provide.
- Explore leveraging Career Readiness Councils and board committees for additional outreach and support.

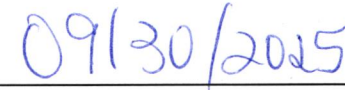
Action Items

- **MOU Updates:** Cora to update 14 Program Elements spreadsheet and follow up on additional MOUs.
- **School Outreach:** Work with co-ops (Dawson, Arch Ford, DeQueen–Mena, etc.) to identify CTE coordinators and confirm which schools currently offer work-based learning.
- **Pilot Selection:** Narrow focus to 1–2 pilot schools without established internship programs.
- **Communication:** Draft introductory email to CTE coordinators/career coaches to explain available services and explore needs.

Meeting Adjourned at 2:10 pm.



Kimberly Darling, Chair



Date

ONE STOP OVERSIGHT COMMITTEE

ONE STOP OPERATOR'S REPORT

**ONE STOP SYSTEM OPERATOR (OSSO) REPORT
To the West Central Workforce Development Board
For the October 9, 2025 Meeting
For the Period August and September 2025**

1. Strategic Plan. A new strategic plan for the period July 2025 through June 2028 was developed during a strategic planning retreat conducted in August. Three new strategic areas of focus were identified. Over the next three years, the partnership will prioritize:

- **Expanding training opportunities and funding** for workforce services.
- **Focusing on in -school youth** by increasing awareness of available opportunities.
- **Building awareness** of available programs and resources to increase community.

The Center Management Teams will be developing the action plan over their next meetings.

2. MOU and Infrastructure (IFA) Development and Negotiations

Feedback was received from the state to incorporate Job Corp. We have made all state requested changes to date. The state continues to review and will process to collect state signatures. Upon receipt we will gather the remaining partner signatures as well as the WDB's and the local elected official.

3. Customer Satisfaction Data

August	Number of Responses	Ratings	Comments
Hot Springs	6	All 5	<i>Cathy is the best. I've seen her for years. She's always the same. Please keep her around. God bless.</i> <i>Helped as needed.</i> <i>Keep up the good work. God bless you.</i> <i>Mr. Jim – great customer service. No complaints. Keep up the good work. Have a blessed day.</i>
Russellville	4	All 5	<i>"need job services in office again"</i>
Morrilton	1	5	None

September data was not received at the time of this report.

4. Customer Traffic Report for August: Attached

5. Health Industry Sector Alliance

The Alliance convened the fourth meeting on September 18th. The purpose of the meeting was to provide updates on the employer-developed action plan and to continue to gather information on their ongoing talent needs. The training providers informed the group of new programs being developed. A key area of concern expressed by one of the employers was about the lack of qualified laboratory professionals and the closure of key training programs, noting the challenges this creates in recruiting

for open positions. Another key area was the ongoing lack of behavioral health care professionals for open positions.

Employers continue to hear about this effort and inquire about participating. Efforts to expand employer participation in the Alliance are ongoing.

6. Operational Transition and Facility Update

The transition of responsibilities from Center Managers to the Workforce Development Board (WDB) has continued to operate smoothly. In Hot Springs, the move from the 3rd floor to the 2nd floor is complete. Discussions have begun with partners about having a ‘grand opening’ sometime in January. The Hot Springs center has the following functions and structure:

- The **2nd floor:** all public facing career center functions and customer service staff.
- The **4th floor:** primarily occupied by UI staff.
- The **3rd floor:** has been vacated.

7. Additional Activities

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

As our contract concludes at the end of October, we would like to share our appreciation and reflections. Hightower and Strumpf will no longer serve as the One Stop System Operator and we want to extend our sincere thanks to the board and all partners for your support over the past four years.

In our role focused on fostering collaboration among partner organizations to build a seamless and aligned service delivery system, as outlined under WIOA, we believe meaningful progress has been made. Together, we have:

- Established a structure for collaboration through the Center Management Teams and the Business Solutions Team and facilitated monthly meetings where issues, priorities, and actions were discussed and implemented.
- Developed a shared referral system to streamline service delivery.
- Facilitated the creation of the first-ever strategic plan among partners.
- Created a process for the smooth transition of center management functions to the WDB.
- Facilitated and managed the development and execution of the MOU/IFA as required by WIOA.
- Provided expertise and technical assistance on WIOA rules and regulations when called upon.

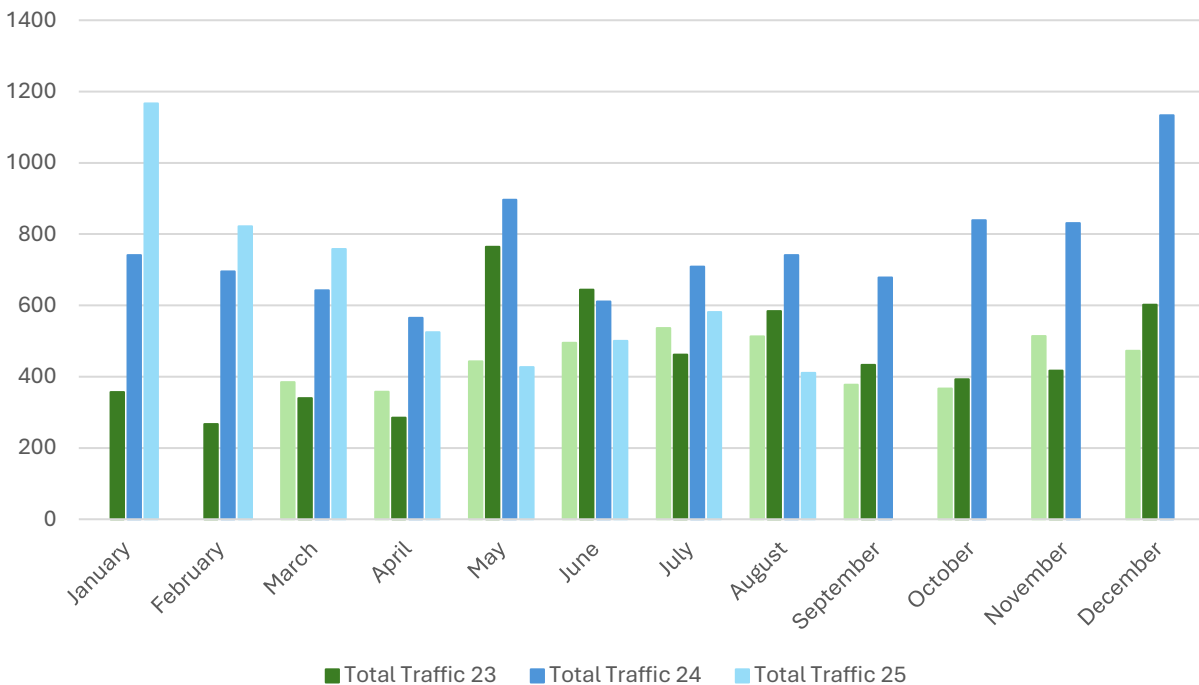
It has truly been our pleasure to serve in this capacity. Thank you again for the opportunity to support this important work.

West Central Arkansas Foot Traffic Aug 2025

Russellville

	Current 25-Aug	Last 25-July	Year Ago 24-Aug	Last 12 mo 9/24-8/25	12 mo avg 9/24-8/25	Prev 12 mo 9/24-8/25
UI	247	352	429	4866	406	3670
JS	82	94	258	2266	189	2989
VET	26	24	20	355	30	327
WIOA	18	27	14	161	13	134
Adult Ed	13	13		52	4	0
DSB	2	2		4		41
AARP			20	348	29	275
ARS	23	48		588	49	0
TOTAL	581	581	741	9113	720	7445

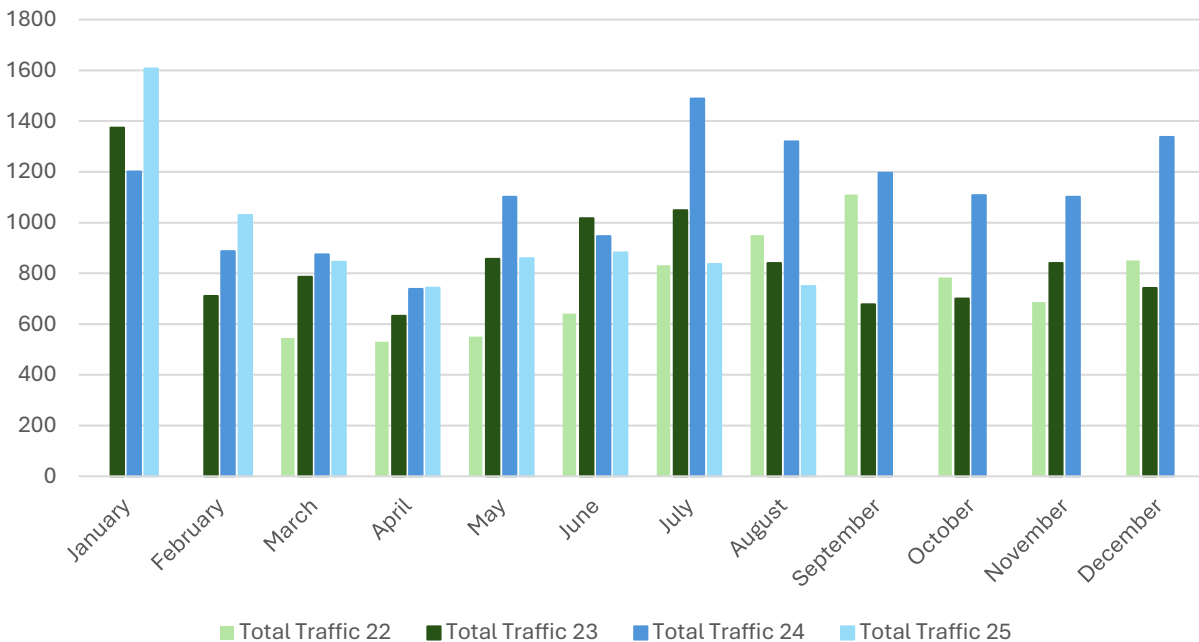
Russellville Total Traffic



Hot Springs

	Current 25-Aug	Last 25-July	Year Ago 24-Aug	Last 12 mo 9/24-8/25	12 mo avg 9/24-8/25	Prev 12 mo 9/24-8/25
UI	424	499	511	5747	486	6385
JS	272	254	747	5794	522	4541
VET	22	37	20	368	31	286
WIOA	20	27	42	266	24	307
TANF					0	0
Adult Ed	11	10		69	5	
OTHER	1	10		54	5	1
TOTAL	750	837	1320	12298	1072	11520

Hot Springs Total Traffic



Morrilton

	Current 25-Aug	Last 25-July	Year Ago 24-Aug	Last 12 mo 9/24-8/25	12 mo avg 9/24-8/25	Prev 12 mo 9/24-8/25
WIOA (Calls)	319	330	163	3,695	356	
WIOA (Visits)	109	70	78	786	71	
TOTAL	428	400	241	4,481	407	n/a

WIOA PARTNER REPORTS



Clear Form

West Central Workforce Development Area

Board Report

Board Meeting Date:

10/1/25

Provider Name:

West Central Planning & Development District: Title 1B

1. Top-Level Changes in Service Delivery:

8/21/25 moved Irma Tejeda, Case Manager and Rene Taylor, Intake Specialist to the 2nd floor. It was a successful move.

2. Key Events or Initiatives for the Upcoming Month:

Schedule to be at Harbor House 10/1/25
10/2/25 Scheduled to be at Community Resource
October - EH 2030 3pm to 4pm (Every Tuesday) outreach for low income and homeless.
October 7- Community Coffee - Networking event October 16- DAV 1100am to 1pm -

3. Successes or Accomplishments in the Past Month:

8/5/25 Hot Springs staff attended Self Care done by Community Resource Center.
8/7/25 Hot Springs staff received Narcan Training.
9/8/25 Staff received training on AI.
9/9/25 Staff member received suicide training.

4. Additional Comments:

Morrilton Office Walkins for August-109, Combined calls 319
Morrilton Office Walkins for Sept-81, Combined calls 355
Total referred for CRC from the Morrilton Office-for August and Sept- 84
Russellville Office Walkins for August-411
Russellville Office Walkins for Sept-356

Submitted by:

Martha Boyer



Clear Form

West Central Workforce Development Area Board Report

Board Meeting Date:

10/9/25

Provider Name:

Arkansas State University Three Rivers

1. Top-Level Changes in Service Delivery:

- Registration is open for Pharmacy Tech class
- Registration for the next CNA Bridge class will begin in late October
- Developing CDL IET course to help students prepare for truck driving school through ASUTR

2. Key Events or Initiatives for the Upcoming Month:

- Interviewing candidates for part-time ESL instructor and part-time paraprofessional positions Sept. 30 and Oct. 6
- Working with teachers and career coach to expand WAGE II offerings for all students

3. Successes or Accomplishments in the Past Month:

- Met with advisory committee members to discuss IET offerings
- Completed inventory overhaul

4. Additional Comments:

- Faculty and staff members will attend AACAE conference in late October
- Director and WAGE Coordinator will attend WIOA Partner's Conference in November

Submitted by:

Lisa Carpenter



Clear Form

West Central Workforce Development Area

Board Report

Board Meeting Date:

10/9/25

Provider Name:

Arkansas Tech University-Ozark Campus Adult Education

1. Top-Level Changes in Service Delivery:

We implemented Connectable for the intake process until LACES is finalized.

We added a Phlebotomy class.

2. Key Events or Initiatives for the Upcoming Month:

A new ESL Instructor has been hired at the Clarksville site. We will begin afternoon ESL classes in September.

We are currently advertising, taking applications and intend to offer an EMR class beginning in late September.

3. Successes or Accomplishments in the Past Month:

A former inmate at the Logan County Detention Center completed multiple tests and courses (TABE, WAGE I & II, etc.) and is enrolled and doing well in college classes at ATU-Ozark.

4. Additional Comments:

Regina Olsen, former Director retired

New Director is Dr. Wayne Fawcett

Submitted by:

R. Wayne Fawcett



Clear Form

West Central Workforce Development Area Board Report

Board Meeting Date:

10/9/25

Provider Name:

National Park College Adult Ed.

1. Top-Level Changes in Service Delivery:

None

2. Key Events or Initiatives for the Upcoming Month:

We received a small grant for our CNA and Phlebotomy programs which will be presented on October 14. We will be adding an EKG component to our Phlebotomy course in January 2026.

3. Successes or Accomplishments in the Past Month:

We continue to see high numbers of GED students and have a wait list for our CNA course. Our new Teen teacher has been a great asset to our program and has increased our teen enrollment.

4. Additional Comments:

I am in the process of hiring 2 part-time teachers and 2 part-time paraprofessionals as a result of recent retirements.

Submitted by:

Lisa Couch, Director



Clear Form

West Central Workforce Development Area Board Report

Board Meeting Date:

10/9/25

Provider Name:

Russellville Adult Education

1. Top-Level Changes in Service Delivery:

The Adult Education Center Medical Billing and Coding program has officially launched with orientation sessions held in September, integrating WAGE Level 1 and Level 2 into the pathway, as well as OSHA10-Healthcare, HIPAA certificate, and preparation for the NHS CBCS Exam. Additionally, we are about to expand support for distance learning students by designating a Distance Learning Coordinator. This role provides regular

2. Key Events or Initiatives for the Upcoming Month:

Continued weekly orientations for GED, ESL, and WAGE programs.
Booth at Hispanic Heritage Festival (September 27 in Dardanelle)

3. Successes or Accomplishments in the Past Month:

Successful open house event with strong attendance, including local and state partners such as Arkansas Adult Education leadership and business community representatives. ESL Night students continue with strong engagement in Burlington English, both in-class and at home. Launch of Medical Billing and Coding program orientations with strong turnout and student interest (20 students for our first class!). We are over 50% towards our yearly program goal of increased WAGE certificates and it is still the 1st.

4. Additional Comments:

Our programs continue to emphasize workforce readiness and community partnerships. The focus on WAGE Level 1 and 2 pathways provides students with clear entry points to career and technical education while strengthening connections to industry needs. Staff have worked diligently to expand both academic and workforce opportunities for students, ensuring alignment with state benchmarks and local workforce priorities.

Submitted by:

Brad Coffman



Clear Form

West Central Workforce Development Area Board Report

Board Meeting Date:

10/9/25

Provider Name:

University of Arkansas Rich Mountain Mt. Ida Campus

1. Top-Level Changes in Service Delivery:

CNA class did not make. I requested more WAGE 2 courses to promote more workforce training opportunities.

2. Key Events or Initiatives for the Upcoming Month:

Planning a Community Coffee at the campus in October or November to seek community input.

3. Successes or Accomplishments in the Past Month:

Our teacher has recovered from heart surgery and is back.

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:

10/9/25

Provider Name:

UACCM Adult Education (Conway and Perry Counties)

1. Top-Level Changes in Service Delivery:

In mid-August, UACCM hired a new part-time Workforce Preparation Teacher. This employee will lead UACCM's Integrated Education and Training (IET) efforts. While Pharmacy Technician training continues to be a priority, UACCM is developing training programs geared toward construction, manufacturing, health-care, and banking.

2. Key Events or Initiatives for the Upcoming Month:

During October, UACCM will conduct interviews for seven part-time teaching positions. The expansion of the UACCM Adult Education instructional team will support efforts to launch a new series of WAGE Level II training programs.

3. Successes or Accomplishments in the Past Month:

In recent years, UACCM has experienced an increased demand for pay-to-test services by individuals that wish to attain a GED credential without enrolling in an Adult Education program. To better serve this segment of the population, UACCM has launched a pay-to-test program. Each Friday, a UACCM employee will administer the GED Ready test to individuals that prefer the pay-to-test route for GED exam eligibility.

4. Additional Comments:

Several UACCM Adult Education employees will attend the annual Association of Continuing and Adult Education (AACAE) Conference in Hot Springs on October 29-31. As UACCM works to on-board several new part-time teachers in October/November, professional development will focus on how to best prepare Adult Education students for entry into or advancement within the local workforce.

Submitted by:

Kim Darling



Clear Form

West Central Workforce Development Area

Board Report

Board Meeting Date:

10/9/25

Provider Name:

Workforce Centers

1. Top-Level Changes in Service Delivery:

1. Office changes and changing of the floors have been completed in the Hot Springs Workforce Center. Finishing up the details from the changes.
2. Job Services made a policy change per TEGL 23-19. any customer may use the self-services offered at the center but if needing individual services must verify that you are work authorized to work in the US (per information on an I-9).

2. Key Events or Initiatives for the Upcoming Month:

Continue the outreach with classes being presented at Covenant Recovery. The classes have now branched out to Harbor House and will soon start with Wayseekers in Montgomery County as well as a presentation with Career Pathways at ASU Three Rivers.

3. Successes or Accomplishments in the Past Month:

9 Ribbon cuttings, Cindy White-Hamilton and Neil Golden attended Adult Education Advisory Board meetings in our respective areas, and Neil attended the open house for Adult Education center in his area. Russellville continues to have guest partner and community agencies present a Lunch N Learn at the workforce center, I participated in the strategic plan meeting and the Health Industry Sector Alliance meetings.

4. Additional Comments:

Top Level Changes in Service Delivery Continued:

October 9, 2025 Proclamation Reading with Judge Allen Dodson Faulkner County Library with the Color Guard and special guest, ARS client Chris Morris. October 16, 2025 Proclamation Reading WFC at Russellville with Senator Breanne Davis.

Submitted by:

Cindy White-Hamilton



Clear Form

West Central Workforce Development Area Board Report

Board Meeting Date:

October 9, 2025

Provider Name:

Arkansas Rehabilitations Services

1. Top-Level Changes in Service Delivery:

Job Placement Services will now be in Field Service offices held in Regions 6: Hot Springs, Region 5: Conway and Russellville.

2. Key Events or Initiatives for the Upcoming Month:

NDEAM (National Disability Employment Awareness Month) EVENTS: October 2, 2025 Proclamation held at the state capitol. October 3, 2025 Job Shadowing experiences at Ross Dress for Less and Sam's Club in Conway. WEBINAR: Arkansas Career Landscape, LMI, Assessment Profile by ARS and Governor's Council on Developmental Disabilities.

3. Successes or Accomplishments in the Past Month:

Annual Arkansas Rehabilitation Services Conference was held at the Double Tree by Hilton in Hot Springs, Arkansas. ARS Business Engagement Representatives Fredrick Harris and Bouvier Battles have participated in 30 plus business outreaches for the West Central Planning and Development Region the month of August.

4. Additional Comments:

Key Events Continued: October 9, 2025 Proclamation Reading with Judge Allen Dodson Faulkner County Library with the Color Guard and special guest, ARS client Chris Morris. October 16, 2025 Proclamation Reading WFC at Russellville with Senator Breanne Davis.

Submitted by:

Gretchen Newton