

MINUTES  
EXECUTIVE COMMITTEE MEETING  
ARKANSAS WORKFORCE INVESTMENT BOARD  
NOVEMBER 12, 2002

Vice-Chairman Joe Warren announced that a quorum was present and called to order a meeting of the Executive Committee, Arkansas Workforce Investment Board, at 9:09 a.m. on Tuesday, November 12, 2002 at the Embassy Suites Hotel, Little Rock. Members who were able to attend included Tom Anderson, Gilbert Baker, Larry Featherstone, Howard Fikes, Steve Lux, Jim Smith, and Joe Warren. Steve Franks, Alan Hughes, Catherine Janosky, Gloria Lynn, Jim Putlak, and Philip Shirley were unable to participate.

**Minutes: The minutes of the October 15 Regular Quarterly meeting were approved on motion made by Tom Anderson, seconded by Howard Fikes, and carried unanimously.**

Report of Executive Director: Vice-Chairman Warren asked Ms. English for her Director's report. Ms. English reported the office had two newly hired Regional Resource Advisors, Amanda Isbell, previously Customer Satisfaction Surveyor, and Angela Glasgow, who has been with the Board staff for two years in the role of Administrative Assistant. Mr. Al Drinkwater was hired as the Business and Industry Liaison and has a long history with the Department of Economic Development.

The State Board office and two local areas Central and Southwest were visited by the Department of Labor Dallas.

Ms. English reported that AWIS/Performance training was conducted by Sandy Monaco in Southwest on October 24-25, helping to uncover some data entry errors. On November 4, 2002, Jodie Sue Kelly, Cygnet Associates, provided strategies for meeting performance levels. There were 105 registered and 92 attended the training. Over 90% of the registered participants were workforce center staff. Ms. Kelly will return on December 16 and the training will be focused on the Youth program. Other training will be scheduled throughout next year.

Ms. English reported that the 3<sup>rd</sup> Annual Workforce Development Conference is scheduled for May 21-23, 2003, and she asked everyone to put the conference on their schedules to attend. Ms. English stated that a website pilot project demonstration was scheduled for today's meeting but was cancelled due to Internet server problems. She reported that the Incumbent Worker Committee will meet on November 20, by teleconference, to determine when the pilot will be released and what media coverage is necessary.

Ms. English reported that the Northeast Arkansas Workforce Investment Area, One-Stop Operator contract with Workforce One-Stop, Inc. has been terminated. Arkansas

Employment Security Department will take over until a new contractor can be identified. The Nestle Job Fair was well attended with over 8,000 applications received. She stated that the Employment Security Department is assisting with the applications to see which people qualify under WIA to have an On-the-Job contract. Ms. English stated that she attended the Arkansas Automobile Dealers Association meeting on November 8, in Eureka Springs. She stated that it is important we understand the different industries in the state and their skill needs. Thursday, November 14, Ms. English will meet with the Arkansas Production and Inventory Control Society. They are interested in the Incumbent Worker Training Program. Ms. English will also be attending the Governor's Retreat at Ft. Washington located in Hope, Arkansas next week.

Action Item 2 – Northwest Arkansas Funds Transfer Request: Vice-Chairman Warren directed the Board to page 10 of the agenda book. He stated that it is recommended that the Executive Committee approve the Northwest Arkansas Workforce Investment Board's requested fund transfer for 20% of Program Year 2002's Dislocated Worker allocation to Program Year 2002's Adult allocation. This transfer is allowed under the Workforce Investment Act. The approval will result in a transfer of \$ 58,745 to the Adult program. **Motion was made by Steve Lux, seconded by Gilbert Baker, and carried unanimously to approve the transfer of funds.**

Information Item 3 – Local Area Report on Best Practices: Vice-Chairman Warren stated that representatives from the U.S. Department of Labor (DOL), Regional Office in Dallas visited Arkansas for Workforce Investment Act Review of Services on October 28 - November 1, 2002. He stated that during this visit, two best practices were identified by the Review Team as being innovative and successful. Employer Services from the Central Arkansas Workforce Investment Area presented by Roseana Smith and 30-Day File Review from the Southwest Arkansas Workforce Investment Area presented by Audrey Willis.

Roseana Smith - Central Arkansas Workforce Investment Board: Ms. Roseana Smith reported that in February they kicked off their Employer services by having a Certified Nursing Assistance (CNA) program. Identifying there was a need for certified nursing assistance in the area, ads were placed in three different newspapers, the Arkansas Democrat Gazette being one of those papers. Over thirty different nursing facilities were contacted to locate what jobs were available. It was communicated that the State funding was available to pay for the training to become a certified nursing assistant. The Arkansas Workforce Center at North Little Rock offers the written test for certified nursing assistants. There has been a great display of collaboration of the different agencies in the area working together, to provide both training and jobs. Over 200 employers have been served in the Central area and almost 130 people have been employed in a three-month period from August to October. Staff in the Workforce Centers was not prepared for the job placement aspect of the Workforce Centers. Training for this has been required. Creating a notebook that provides a lot of resources to the staff on resume writing, what information is needed from the job seekers in order to have the right information to market that person to employers. Ms. Smith reported that when she goes out to meet with employer's one thing that is real

important that lots of employers are not aware of is the Work Opportunity Tax Credit. She reported that they also stress to employers the quality of applicants they are working to send them. The Workforce Center staff are able to sit down with the client, hear their story and find out what their interests are, and find a way to help them achieve their goals. She reported that includes writing a resume, checking references, and checking work history. She stated by doing this they have a higher level of quality to offer to the employer. She stated they would rather send no one to an employer than send someone that is not qualified for the position. Ms. Smith reported that a staff person is assigned to each employer. This gives the employer one person to contact regarding job openings. The staff member is responsible for contacting the employer to assess their satisfaction with the applicants sent. Another area of need the Workforce Center has identified is companies having difficulty filling some entry-level positions. She stated they have placed ten people in one company, which is their highest number for an individual company she reported they are also working with the Ozark Waffle Company that runs all of the Waffle Houses in the state of Arkansas. She said it was a pleasure working with one person that was able to help us with organizations in different parts of the state. She reported working with staffing agencies in their area. She reported working with the Governor's Dislocated Worker Task Force to find people, who are qualified, know how to work, and that want to go back to work. Ms. Smith stated that Central is work with the State board on the Incumbent Workforce Training Program. At this time, one application from their area has been approved and other applications have been sent to the local board for recommendation to be sent to the state board.

Audrey Willis: 30-Day File Review from the Southwest Arkansas Workforce Investment Area – Ms. Willis stated that the main purpose of the 30-Day File Review is to have another person review the file content and the eligibility of the client and make sure all necessary documentation is enclosed in the master file. She stated the 30-Day File Review process is broken down into three steps. The first step the case managers are given 30-day review(s) for corrections. The corrections are due within two weeks from the date given by the Magnolia office. A copy of the 30-day reviews is also given to the Coordinators to ensure corrections are made by the deadline. The reviews are to be signed off by the Coordinators to verify that the Case Managers have made the needed corrections before returning the file.

Step two, if corrections cannot be made by the deadline an extension can be requested prior to being submitted. The Coordinator should determine what has prevented the correction process to occur during the normal 8-hour workday. The Coordinator and Case Manager should determine how much additional time is required to complete the corrections. Once the information mentioned above is gathered, the request for an extension can be sent to the Magnolia office. Only when the proper information is provided will an extension be considered.

Step three, after the Case Managers return the 30-day reviews to the Magnolia office as complete, verification is performed to assure that the corrections have been made. If the corrections are not made, notification is sent to the Coordinators about the

incompletion of work and document the incompleteness. At this point, it will be necessary to refer to the employee disciplinary action plan.

Information Item 4 – Local Area Organization Information: Vice-Chairman Warren stated that during the October 15<sup>th</sup> meeting, members requested information regarding the organizational structure of the Local Workforce Investment Areas. He directed the Board to the flowchart on page 13 of the agenda book, which provides detailed information regarding the organizational structure, duties, and funds in the Arkansas Workforce Investment System. Vice-Chairman Warren asked Ms. Cindy Varner for her presentation on the information. Ms. Varner led the Board through the flowchart. Senator Baker asked if the only firewall required was between the administrative fiscal agent and One-Stop Operator for Title I. Ms. Varner confirmed that was correct and that board staff are not allowed to provide services.

Information Item 5 – Incumbent Workforce Training Projects Approved: Vice-Chairman Warren state in the agenda book, pages 15-18, and a table provides information on the training projects that have been approved by the Evaluation Committee for funding under Arkansas' Incumbent Workforce Training Program. As of November 4, 2002, funding in the amount of \$50,711.36 has been approved, leaving \$1,242,988.64 still available. A total of thirty-two applications have been received with thirteen approved by the committee.

Announcements: Vice-Chairman Warren announced that next month's meeting will be an Executive Committee Teleconference held Tuesday, December 10 at 9:00 a.m. originating from the Board Office. A joint meeting of the Strategic Planning Committee and Performance Evaluation Committee will meet at 10:30 a.m. today following this meeting. All board members are welcome to attend the meeting.

Adjourn: **With no other announcements, motion was made by Howard Fikes, seconded by Steve Lux, and carried unanimously to adjourn the meeting at 10:00 a.m.**

Minutes Recorded by Angela Glasgow  
Workforce Investment Board Staff