

## One-Stop Committee meeting minutes

2914 Midland, Fort Smith, AR on 4/14/21 @ 2:00 pm

Nanci called the meeting to order, and roll was taken.

Committee members in attendance were Nanci Caillouet, Justin Smith, Cathy Nesbit, John Craig, and staff were Dennis Williamson and Ashlie Ross.

- Nanci asked the committee to review the drafted monitoring tool. She asked for comments. Nanci made note that the s on lines was needed to be removed on the last page in the ADA section for line of sight. There were no other revisions. Nanci asked for a motion. Cathy Nesbit made the motion to approve the instrument as presented with the correction and John Craig made 2<sup>nd</sup> to the motion. Nanci asked for discussion on motion and there was none. She asked for a vote of aye to approve the motion and it was approved unanimously.
- There was discussion on the One-stop operators request for the 3<sup>rd</sup> quarter performance incentive in their contract. The committee reviewed the agreement and compared to the performance information and determined that as per the agreement since all of the criteria was not met per the agreement that the incentive could not be paid. There was no vote necessary since the agreement states that only approval is necessary if all criteria are met per page 5 section E of the agreement.
- Nanci stated it was time to review and recommend whether to renew the current OSO under contract for another year. Cathy made a motion to keep the current OSO and John seconded the motion. Prompted by the incentive request discussion the committee decided to recommend a modification to the incentive portion of the contract be made for the board to approve at the next board meeting. The change recommended is to change the incentive from a cumulative accounting to independent quarterly review so that in any quarter the base was met could be paid. They felt this would encourage the OSO to continually improve. Further the committee recommended that each expectation remain the same as that listed as the initial performance expectation except the number of customer surveys. This they recommended be changed to 30 to account for unexpected events and based on the expected average clients moving through the system on a quarterly basis. After discussion Cathy withdrew her motion and John made a new motion to renew the OSO contract for another year with a quarterly performance expectation instead of a cumulative quarterly expectation and that the numbers be the same as the initial expectation except the customer surveys being reduced to 30 per quarter. Justin seconded the motion. Nanci asked for further discussion on the motion and there was none. She asked for an aye vote to approve recommending the renewal of the OSO contract with the performance change. It was approved unanimously.
- Nanci said they would like feedback from the partners on the actions and abilities of the current one-stop operator.

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- Nanci said monitoring of the one-stop centers needed to be scheduled. She asked the committee to look at their calendars for possible dates after Dennis told them they needed to be done by June. The committee decided on April 28<sup>th</sup> at 11am for the Fort Smith center and May 13<sup>th</sup> at 11am for the Mena center. Dennis will send notice to each center in advance of the review and calendar invites to the committee for the dates of the monitoring.
- Nanci asked if there is any other business? She stated since there was no further business the meeting is adjourned.

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Nanci Caillouet

4/23/2021

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Nanci Caillouet, Committee Chair

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Date

**Signature:** 

**Email:** nanci\_jatc@ibew700.com

# 4.14.21 one-stop cmte minutes

Final Audit Report

2021-04-23

Created:	2021-04-23
By:	Dennis Williamson (dwilliamson@wapdd.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAF2PEFWyHY5Ctqj5gl8iMb0PgtCwCUiBN

## "4.14.21 one-stop cmte minutes" History

-  Document created by Dennis Williamson (dwilliamson@wapdd.org)  
2021-04-23 - 4:52:46 PM GMT- IP address: 209.183.169.68
-  Document emailed to Nanci Caillouet (nanci\_jatc@ibew700.com) for signature  
2021-04-23 - 4:53:43 PM GMT
-  Email viewed by Nanci Caillouet (nanci\_jatc@ibew700.com)  
2021-04-23 - 5:15:54 PM GMT- IP address: 174.71.147.230
-  Document e-signed by Nanci Caillouet (nanci\_jatc@ibew700.com)  
Signature Date: 2021-04-23 - 5:18:55 PM GMT - Time Source: server- IP address: 174.71.147.230
-  Agreement completed.  
2021-04-23 - 5:18:55 PM GMT



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