

WAWDB meeting minutes 6/27/23

7200 Zero, Ft Smith, AR

Rachel called the meeting to order.

Attendees Greg Aleshire, Dana Byrum, John Craig, Cathy Creekmore, Melissa Curry, Jeremy Hughes proxy Bryan Spradley, Debbie Faubus-Kendrick, Rachel Mize, Nathan Price, Zach Sloan, Kendall Ross, Erick Wiggins. Other attendees were Ashley Garris, Angie Oliver, Kim Bartlett, Ashlie Ross, Dennis Williamson.

Rachel stated the minutes of the March 14, 2023, meeting was sent to you electronically for review and asked for any additions or corrections to the minutes. She said, hearing none the minutes are approved as distributed.

Rachel read the minutes for the June 21, 2023, executive committee meeting for the board. *Executive committee meeting minutes are attached.*

Rachel stated the one stop committee minutes were sent to you electronically for your review. She asked board for any comments or questions and that John would answer them now. There were no questions. *OSO committee meeting minutes are attached.*

Rachel Asked for any questions about the One-stop or Title I report the board reviewed. Cathy asked about the referrals vs the center walk in counts. Dennis stated that the referrals are self-reporting of client referrals by partners and the walk-in traffic is a count reported by the ADWS center staff so the counts do not align. The question was asked because of the difference of numbers in the reports; 91 referrals and the ADWS center counts over 2000 for the same period. Rachel asked about making the reports to be easier and clearer to read. Cathy shared comments that people using the center were unhappy with the challenges of the unemployment process. She commented on statements about the process not being user friendly and frustrated many clients coming through the center. Debbie added that people said they were held up in the unemployment system as long as 3 months. Dennis noted there were challenges due to high numbers from the Tyson closure and that languages barriers were major challenge since the UI unit did not interpreters. Title I and TANF partners provided some assistance between their clients. Once the need for more interpreters was identified other partners were called on to assist. Now all UI clients must use the call center system to apply for and address any issues with UI claims and this created difficulties and slowed the process. Language was still often a barrier to service at the phone banks. Rachel requested a postmortem report from the next partner meeting to address what went wrong and what resources they would like to improve the system.

Rachel stated the annual WIOA formula budget was sent to you electronically for review. She asked for a motion to approve the budget as distributed. John Craig made the motion to approve the budget as distributed and Greg Aleshire seconded the motion. Rachel asked for discussion. There was none. A vote was called, and the motion was approved unanimously.

Rachel said as noted during the committee reports Eckerd has been approved as the one stop operator. She asked for discussion and there was none. She asked for a vote to ratify the decision of the Executive committee to approve Eckerd and for Dennis to execute the contract to start July 1st as the one stop operator for Western Arkansas. The board voted unanimously to ratify the executive

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committee decision to approve Eckerd as the new one stop operator and for Dennis to execute the contract to start July 1, 2023.

Rachel stated the bylaws were sent to you with modifications on page 4 regarding the role of vice-chair and consecutive terms a board member can serve as chair or vice-chair for your review. Cathy Creekmore made a motion to approve the changes as distributed and Melissa Curry seconded the motion. Rachel asked for discussion. There wasn't any discussion and the board voted unanimously to approve the motion.

Rachel said Dennis has provided the data results from the Career connect job fairs. The board discussed in overview the results and was happy with the outcomes.

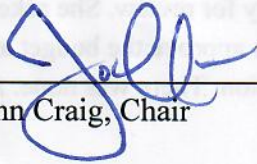
Rachel shared with the board the need for a stronger virtual option to connect clients to the workforce system and the need to provide research assistance in the form of ideas and examples. She recommends an ad hoc committee be formed and ask for a volunteer to chair it. Rachel suggested the committee begin research. She also asks board members to suggest committee members from outside the board that offer technical input. Melissa agreed to chair this team.

Rachel restated the need to provide more inviting and customer centric workforce center designs to present to the state. She asked board members to research or when traveling to get pictures of customer friendly center designs and get them to Dennis to gather more details to share back to the board. She asked that any ideas or research on this subject be given to Dennis before the December board meeting for board discussion and input.

Rachel asked that all board members sign the disclosure statements Dennis gave so they would be renewed for this year.

Rachel stated John Craig was a nominee for board chair and asked for other nominations. She asked for nominations for vice-chair since there were no other nominations for chair. She stated she was willing to fill the role as vice-chair since there were no nominations. She stated since there is only one nominee for each position that John Craig as Chair and Rachel Mize as vice-chair are declared elected by acclamation.

Rachel asked if there is any other board business. Hearing none, she said since there is no further business the meeting is adjourned.



John Craig, Chair

9/19/2023

Date