

AGENDA

October 13, 2015

ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

1:00 P.M.

Call to OrderCharlie Clark, Chair

ACTION Item 1

Minutes of July 21, 2015 Full Board Meeting

Report of Chairperson.....Charlie Clark, Chair

Report of Staff.....Cindy Varner, Assistant Director
Arkansas Department of Workforce Services

Report of Committees

- § Executive CommitteeCharlie Clark, Chair
 - **ACTION Item 2 Ratification of Executive Committee Actions**
- § Program & Performance Evaluation Committee.....Scott Bull, Committee Chair
- § Strategic Planning Committee.....Dean Inman, Committee Member
- § Temporary Assistance for
Needy Families Oversight Committee.....Randy Hopper, Committee Chair

ACTION Item 3

Vision for the Arkansas Workforce Development Delivery SystemCindy Varner, ADWS

Local Board Annual Reports

CentralMary Wilson, Director of Administration
Central Arkansas Planning & Development District

Embassy Suites Hotel
11301 Financial Centre Pkwy
Little Rock, Arkansas



City of Little Rock.....W.J. Monagle, Executive Director
Little Rock Workforce Development Board

Eastern.....Dave Brady, Executive Director
Workforce Development Board of Eastern Arkansas

North Central.....Lynn Haas, WIOA Administrative Director
White River Planning & Development District

Northeast.....James Morgan, Program Manager
Employment & Training Services, Inc.

Northwest.....Janie Wheeler, Workforce Administrator
Northwest Arkansas Economic Development District

Southeast.....Eddie Thomas, Southeast Area Manager
Southeast Arkansas Economic Development District

Southwest.....Rodriguess “Reese” Broadnax, Director of Workforce Development
Southwest Arkansas Planning & Development District

West Central.....Gary Sams, Local Board Member
West Central Arkansas Workforce Development Board

Western.....Tracy Chapple, WIOA Administrator
Western Arkansas Planning & Development District

Announcements

Adjournment

NEXT MEETING DATES

Nov 30- Dec 1, 2015	All Day	Board Strategic Planning	Little Rock
January 12, 2016	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock
March 8, 2016	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock

Embassy Suites Hotel
11301 Financial Centre Pkwy
Little Rock, Arkansas



**For Consideration of the
Arkansas Workforce Development Board**

October 13, 2015

AGENDA ITEM 1 – ACTION: Minutes of the July 21, 2015 Full Board Meeting

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the minutes of the July 21, 2015 full board meeting.

INFORMATION/RATIONALE: Minutes of the meeting are attached.

UNOFFICIAL

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
July 21, 2015

A meeting of the Arkansas Workforce Development Board was held on July 21, 2015, beginning at 9:05 a.m., at the DoubleTree Hotel, 424 West Markham Street, in Little Rock, Arkansas. Chair Charles Clark presided with the following members present: Mr. Daryl Bassett, Mr. Chad Bishop, Ms. Karen Breashears, Mr. Scott Bull, Dr. Charisse Childers, Judge Brandon Ellison, Ms. Diane Hilburn, Mr. Randy Hopper, Mr. Alan Hughes, Ms. Abby Houseworth, Mr. Dean Inman, Mr. Brian Itzkowitz, Mr. Johnny Key, Mr. Bart Langley, Ms. Holley Little, Mr. Alan McClain, Ms. Katy Morris, Mayor Harold Perrin, Dr. Brett Powell, Mr. Mike Preston, Mr. Jerry Riley, Mr. Gary Sams and Mr. Robert Thorne. Mr. Tom Anderson, Mr. Lindsay Brown, Ms. Melissa Hanesworth and Mr. Michael Newcity were unable to attend.

Report of the Chairperson: Chair Clark welcomed members to the meeting. He stated that the State was making headway on an interesting and difficult new law, referencing the Workforce Innovation and Opportunity Act. He reported that two committees of the board met recently and the meetings went well. He thanked the committee members for taking on their charged tasks and appreciated their time. He thanked the staff for their efforts with the board as well as in organizing the two-day training and strategy session that would start immediately after the meeting. He encouraged members to get engaged with as many people as possible over next two days and get to know the local representatives.

Agenda Item 1 – ACTION – Minutes of the June 9, 2015 Board Meeting: Chair Clark proceeded to Agenda Item 1, asking if there were any additions or corrections to the minutes. Hearing none, **a motion to accept the minutes as presented was made by Mayor Harold Perrin, seconded by Bart Langley, and the motion carried unanimously.**

Report of the Staff: Chair Clark asked Ms. Cindy Varner to provide the staff report. Ms. Varner reported that the Arkansas Department of Workforce Services had recently received two of the four grants for which the agency applied for funding from the U.S. Department of Labor. She stated that the outcome of the other two will be announced later in the fall. She reported that \$6.3 million for training in sector industries was awarded and approximately 50-60 employers had already committed to participate. She further reported that a grant in the amount of \$1.1 million for the workforce data quality initiative was awarded to continue support for the workforce longitudinal data system administered by Arkansas Research Center.

Ms. Varner reported that the State's Trade Adjustment Assistance program, which serves individuals dislocated from employment due to the impact of foreign trade, recently received positive acknowledgement. She stated that the program was identified as a best practice by

the U.S. Department of Labor, and the staff was invited to present and be highlighted at a multi-regional meeting in Dallas.

She stated that she was recently selected as a featured speaker by the National Skills Coalition (NSC) to present information regarding integrating the Temporary Assistance for Needy Families program into workforce services. She stated that the national level webinar session was attended by more than 1,100 individuals and there was so much interest in the Arkansas information that the NSC created a frequently asked question document for distribution. She reported that as a result of that webinar, she has received a request from the State of California to share the information at a regional conference to be held in October 2015.

She gave an update on the two-day training that started immediately after the board meeting stating that over 500 had registered to attend, including 25 of the 29 board members. She reported that registrations included representation from employers, state and local board members, K-12 education, higher education, partner agencies, community based organizations and Registered Apprenticeship.

Report of Committees: Mr. Scott Bull gave a report of the Program and Performance Evaluation Committee meeting held [on July 14 at the Arkansas Workforce Center in Little Rock]. He reported that the Arkansas Department of Workforces staff gave a presentation regarding committee responsibilities, federal requirements, where we stand today, best practices, data collection, and accountability. He stated that the committee left with a better understanding of the committee's responsibilities.

Chair Clark referred to Mr. Brian Itzkowitz to provide the committee report for the Strategic Planning Committee.

Brian Itzkowitz reported that the Strategic Planning Committee met on July 20, 2015. He reported that the state workforce development plan is due in March 2016. He stated that the committee heard about the two different types of plans that could be submitted, unified or combined. He stated that the unified plan is for core partners only, and the combined is for unified plus other programs. He stated that the staff informed the committee that the Trade Adjustment Assistance, Temporary Assistance for Needy Families, and the Veterans services programs have indicated that they want to join in a combined plan. He stated that the State was still waiting on guidance from the U.S. Department of Labor regarding plan submission. He reported that the committee decided to wait until the two days of training were completed to see where we stand and then make a timeline for planning activities. He reported that the State plan requires a 30 day public comment period, so the plan must be completed no later than February.

Mr. Daryl Bassett, Director of the Department of Workforce Services, thanked the committee chairs for their leadership and the committee members for their guidance and service.

Chair Clark informed the board that Randy Hopper is the chair of the TANF Oversight Committee, and the committee will meet soon.

Agenda Item 2 – ACTION – Recommendation to the Governor on Certification of Local Boards: Chairman Clark directed the board’s attention to page seven of the agenda packet and asked that Ms. Cindy Varner review the certification information and answer any questions. Ms. Varner reported that the board is responsible for making a recommendation to the Governor regarding the certification of local boards. She stated that the staff had received certification requests from seven of the ten local areas. She reported that the deadline for submission is July 31, and she had received confirmation from the other three local areas that they will meet the deadline. She reported that staff has reviewed the board rosters for membership category requirements with the state policy and finds that all seven meet compliance. The seven being presented for consideration were Central Local Workforce Development Board (LWDB), City of Little Rock LWDB, North Central LWDB, Northeast LWDB, Northwest LWDB, Southwest LWDB, and West Central LWDB. Chair Clark asked for any questions or comments. Hearing none, **a motion to recommend approval to the Governor of the certification of the Central, City of Little Rock, North Central, Northeast, Northwest, Southwest, and West Central local workforce development boards was made by Bart Langley, seconded by Dean Inman, and carried unanimously.**

Announcements: Chair Clark announced that he, Arnell Willis, and Cindy Varner would be attending the National Governors’ Association State Workforce Board Chairs and State Workforce Liaisons’ meeting in Annapolis, Maryland in August. He stated that a report would be provided later.

Adjourn: Chairman Clark adjourned the meeting at 9:27 a.m., on **a motion made by Scott Bull, seconded by Gary Sams, and carried unanimously.**

Charles Clark, Chairman

Daryl Bassett, Director
Department of Workforce Services

*Minutes recorded by Cindy Blakeney Varner
Department of Workforce Services Staff*

For Consideration of the Arkansas Workforce Development Board

October 13, 2015

AGENDA ITEM 2 – ACTION: Ratification of Executive Committee Actions

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the attached vision for the State’s Workforce Development Delivery System.

INFORMATION/RATIONALE: The following action was taken at the August 3, 2015 Executive Committee meeting, which requires ratification by the full board. An excerpt from the unofficial minutes of the board is below for reference of the action.

Action Item 1 – Recommendation to the Governor on Certification of Local Boards:
Chairman Clark stated that the federal Workforce Innovation and Opportunity Act (WIOA) requires the state board to develop a policy for appointing members and certifying local workforce development boards. He continued stating that it is recommended by staff that the AWDB recommend certification to the Governor of the Eastern, Southeast, and Western local workforce development boards. He asked that Ms. Cindy Varner give an overview of the certification information provided for these areas and directed the committee’s attention to page one of their agenda packets.

Ms. Varner began by reminding the members that the seven other local boards, Central, City of Little Rock, North Central, Northeast, Northwest, Southwest, and West Central were approved for recommendation of certification to the Governor during the July 21, 2015 full board meeting. She reported that the three remaining local boards, Eastern, Southeast, and Western, had submitted their certification information by the deadline of July 31, 2015 and their certification information meets all requirements of federal and state WIOA law.

Following discussion Chairman Clark asked if there were any questions or concerns. Hearing none, a **motion to accept the staff recommendation for submittal to the Governor for certification of the Eastern, Southeast, and Western local boards was made by Mr. Bart Langley, seconded by Mr. Gary Sams and carried unanimously.**

**For Consideration of the
Arkansas Workforce Development Board**

October 13, 2015

AGENDA ITEM 3 – ACTION: Vision for the Arkansas Workforce Development Delivery System

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the attached vision for the State’s Workforce Development Delivery System.

INFORMATION/RATIONALE: On August 13, 2015, joint guidance from the U.S. Department of Labor, Department of Education’s Office of Career, Technical, and Adult Education and Office of Special Education and Rehabilitation Services regarding the vision of the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA). It was developed in collaboration with these federal agencies, as well as the Department of Health and Human Services, Administration for Children and Families.

The attached document is a customized version for the State of Arkansas and depicts the vision as presented through this federal guidance.

VISION ARKANSAS

Workforce Development Delivery System

SEPTEMBER 2015

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Arkansas Department
of Workforce Services

Vision for the Arkansas Workforce Delivery System

The publicly funded workforce system envisioned by the Workforce Innovation and Opportunity Act (WIOA) is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provide a comprehensive, accessible and high-quality workforce development system. This is accomplished by providing all customers access to high-quality workforce development centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused workforce delivery system that integrates service delivery across all programs and enhances access to the programs' services. The workforce delivery system includes six core programs (Title I adult, dislocated worker, and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program), as well as other required and optional partners identified in WIOA. In Arkansas, these programs are administered by the Arkansas Department of Workforce Services (Titles I & III), the Arkansas Department of Career Education (Title II), Arkansas Rehabilitation Services (Title IV) and Division of Services for the Blind of the Arkansas Department of Human Services (Title IV). Through the Arkansas Workforce Center network, these partner programs and their service providers ensure that businesses and job seekers—a shared client base across the multiple programs identified above—have access to information and services that lead to positive employment outcomes. Under WIOA, workforce centers and their partners:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages.
2. Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce.
4. Participate in rigorous evaluations that support continuous improvement of workforce centers by identifying which strategies work better for different populations.
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

The management of the Arkansas workforce delivery system is the shared responsibility of States, local boards, elected officials, the core WIOA partners, other required partners, and workforce center operators. The Departments encourage all of these entities to integrate the characteristics below into their work, including developing state, regional, and local strategic plans; establishing workforce center certification criteria; examining the state, regional, and local footprint of workforce centers; conducting competitions for selecting workforce center operators; developing local Memoranda of Understanding (MOUs); updating other workforce center policies and procedures; and operating and delivering services through the Arkansas Workforce Centers.

Charateristics of a High-Quality Arkansas Workforce Center

The characteristics identified below, consistent with the purpose and authorized scope of each of the programs, are designed to reflect elements that contribute to a high-quality workforce delivery system. They demonstrate the spirit and intent of the WIOA, and they will strengthen the successful integration and implementation of partner programs in Arkansas Workforce Centers. For clarity and readability the characteristics have been grouped into three functional categories: (a) Customer Service; (b) Innovation and Service Design; and (c) Systems Integration and High-Quality Staffing.

CUSTOMER SERVICE

Arkansas Workforce Centers provide excellent customer service to job seekers, workers and businesses. Meeting the needs of job seekers, workers and businesses is important in developing thriving communities where all citizens succeed and businesses prosper. High-quality workforce centers:

Reflect a Welcoming Environment

Reflect a welcoming environment to all customer groups who are served by the workforce centers. All workforce center staff are courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the workforce centers, either in person or by telephone or e-mail. Moreover, workforce center staff are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.

Provide Career Services that Empower

Provide career services that motivate, support and empower customers, including individuals with disabilities, to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals.

Value Skill Development

Value skill development by assessing and improving each individual's basic, occupational, and employability skills.

Create Opportunities

Create opportunities for individuals at all skill levels and levels of experience by providing customers, including those with disabilities, as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

Improve Job Seeker Skills

Improve the skills of job seeker and worker customers. Workforce centers offer access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies that enable customers, including those with disabilities, to compete successfully in today's global economy. They provide businesses with access to the quantity and quality of talent they need and support upskill/backfill strategies that expand job opportunities in the community.

Delivery Quality Business Services

Develop, offer, and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, workforce center staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across workforce center partner programs, as appropriate. This includes the incorporation of an integrated and aligned business services strategy among workforce center partners to present a unified voice for the workforce center in its communications with employers. Additionally, workforce centers use the forthcoming performance measure(s) on effectiveness in serving employers to support continuous improvement of these services.

INNOVATION AND SERVICE DESIGN

Arkansas Workforce Centers reflect innovative and effective service design.
High-quality workforce centers:

Integrated Intake Process

Use an integrated and expert intake process for all customers entering the workforce centers. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, and can appropriately assist customers and make knowledgeable referrals to partner programs, as needed and as appropriate given the authorized scope of the program.

Actively Engage Industry Sectors

Design and implement practices that actively engage industry sectors and use economic and labor market information, sector strategies, career pathways, Registered Apprenticeships, and competency models to help drive skill-based initiatives.

Use Market Driven Principles

Balance traditional labor exchange services with strategic talent development within a regional economy. This includes use of market-driven principles and labor market information that help to define a regional economy, its demographics, its workforce and its assets and gaps in skills and resources.

Ensure Access to All Customers

Ensure meaningful access to all customers. Workforce centers must be physically and programmatically accessible to all customers, including individuals with disabilities. In so doing, workforce centers use principles of universal design and human-centered design, such as flexibility in space usage; the use of pictorial, written, verbal and tactile modes to present information for customers with disabilities or limited English proficiency; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants. Workforce centers use assistive technology and flexible business hours to meet the range of customer needs.

Use Innovative Delivery Models

Incorporate innovative and evidence-based delivery models that improve the integration of education and training, create career pathways that lead to industry-recognized credentials, encourage work-based learning, and use state-of-the-art technology to accelerate learning and promote college and career success.

Offer Virtual and Center-Based Services

Include both virtual and center-based service delivery for job seekers, workers, and employers. Both methods of delivery support the talent needs of the regional economy, although each may better serve different customers with different levels of service needs at any given time. The workforce delivery system can expand its reach by delivering robust virtual services; and increasing the accessibility of those services through community partners, such as libraries, community and faith-based organizations, and other partners.

SYSTEMS INTEGRATION AND HIGH-QUALITY STAFFING

Arkansas Workforce Centers operate with integrated management systems and high-quality staffing.
High-quality workforce centers:

Reflect Robust Partnerships

Reflect the establishment of robust partnerships among partners. The workforce center operator facilitates an integrated, co-located partnership that seamlessly incorporates services of the core partners and other workforce center partners.

Organize Services by Function

Organize and integrate services by function (rather than by program); when permitted by a program's authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having workforce center staff who perform similar tasks serve on relevant functional teams, e.g. Skills Development Team, Business Services Team. Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.

Use Common Performance Indicators

Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting.

Offer Highly Training Career Counselors

Staff the center with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the workforce center, and skilled in developing customers' skills for employment success.

Implement Integrated Policies

Develop and implement operational policies that reflect an integrated system of performance, communication, and case management, and use technology to achieve integration and expanded service offerings.

Cross-Train and Equip Center Staff

Train and equip workforce center staff in an ongoing learning process with the knowledge, skills, and motivation to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery. Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. Cross-training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. Center staff are routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.

Maintain Integrated Case Management

Develop and maintain integrated case management systems that inform customer service throughout the customer's interaction with the integrated system and allow information collected from customers at intake to be captured once. Customer information is properly secured in accordance with personally identifiable information guidelines, and facilitated as appropriate, with the necessary memoranda of understanding or other forms of confidentiality and data sharing agreements, consistent with federal and state privacy laws and regulations. Data, however, would be shared with other programs, for those programs' purposes, within the workforce system only after the informed written consent of the individual has been obtained, where required.