

AGENDA

July 12, 2016

ARKANSAS WORKFORCE DEVELOPMENT BOARD PROGRAM AND PERFORMANCE EVALUATION COMMITTEE MEETING

10:00 A.M.

Call to Order..... Scott Bull, PPE Committee Chair

Chairman's Comments..... Scott Bull, PPE Committee Chair

Staff Report..... Cindy Varner, Assistant Director for Employment Assistance
Arkansas Department of Workforce Services (ADWS)

Agenda Item 1 - ACTION

Minutes of the April 12, 2016 Committee Meeting

Committee Action Plan –Committee Roles/Responsibilities..... Cindy Varner, ADWS

Agenda Item 2 - ACTION

Revision to the Eligible Training Provider

Continued Eligibility Certification Process..... Cindy Varner, ADWS

Agenda Item 3 - ACTION

Local Annual Report Guidelines..... Cindy Varner, ADWS

Monitoring Report..... Cindy Varner, ADWS

Tanya Plunkett, Director
ADWS Internal Audit and Financial Monitoring

Report on DOL WIOA Assessment of Arkansas..... Cindy Varner, ADWS

Performance Dashboard Recommendation..... Cindy Varner, ADWS

Announcements

Adjournment

Embassy Suites
11301 Financial Centre Parkway
Little Rock, Arkansas



NEXT MEETING DATES

October 11, 2016	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock
January 10, 2017	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock
April 11, 2017	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock
July 11, 2017	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock
October 10, 2017	10:00 a.m. 1:00 p.m.	Committees Full Board Meeting	Little Rock Little Rock

Embassy Suites
11301 Financial Centre Parkway
Little Rock, Arkansas



**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee**

July 12, 2016

AGENDA ITEM 1 – ACTION: Minutes of April 12, 2016 Committee Meeting

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee approve the minutes of the April 12, 2016 committee meeting.

INFORMATION/RATIONALE: Minutes of the meeting are attached.

UNOFFICIAL

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
Program & Performance Evaluation Committee
April 12, 2016

A meeting of the Program & Performance Evaluation Committee of the Arkansas Workforce Development Board (AWDB) was held on April 12, 2016, beginning at 10:00 a.m. Chair Scott Bull presided with the following members present: Ms Abby Houseworth, Mr. Alan Hughes, Mr. Bart Langley, Ms. Holley Little, Mr. Brett Powell, Mr. Kelley Sharp, and Mr. Gary Sams. Mr. Jeff Griffin and Mr. Alan McClain were unable to participate.

Recognizing that a quorum is present, Chair Bull called the meeting to order and began by thanking the members for being present.

Agenda Item 1 – ACTION – Minutes of the January 19, 2016 Committee Meeting: Chair Bull proceeded to page two, 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 Mr. Kelley Sharp, seconded by Mr. Alan Hughes, and the motion carried unanimously.**

Agenda Item 2 – ACTION – WIOA Performance Accountability Policy Revision: Chair Bull asked that the committee turn to page five of their agenda packets to review the changes and corrections that have been made to the Arkansas Performance Accountability Policy. He explained that each state submitting a Unified or Combined Plan is required to comply with specific assurances. The policy approved in October, 2015 has been revised to add Section XI, which outlines how costs of data collection and performance reporting will be shared among core program partners. He further noted that three corrections have been made on page two under *WIOA Youth Performance Measures* to bring the definitions in agreement with the federal WIOA law. Chair Bull asked that Ms. Tammy Dragon, Department of Workforce Services – WIOA Staff member, answer any questions. Following discussion, **a motion to accept the recommended policy revision was made by Mr. Gary Sams, seconded by Mr. Bart Langley, and carried unanimously.**

Agenda Item 3 – INFORMATION – WIOA Monitoring Update: Chair Bull reminded the members that during their January meeting, the committee expressed a desire to receive quarterly updates on the ten local workforce development board's fiscal monitoring. He asked that Ms. Tanya Plunkett, DWS Director of Internal Audit and Financial Monitoring, provide the update. Ms. Plunkett provided a Powerpoint presentation included with the official copy of the committee agenda, answered

questions and facilitated discussion. The committee requested a report at the next meeting regarding any issues discovered during local board monitoring.

Further discussion led to the need for ethics training for board members. The committee requested that staff research this opportunity and to arrange for ethics training for the state board members.

Agenda Item 4 – INFORMATION – Evaluation of the Arkansas Workforce System: Chair Bull stated that the federal Workforce Innovation and Opportunity Act requires each state to conduct an independent evaluation of their workforce development activities. He stated that under the Arkansas Workforce Development Board bylaws this committee is charged with implementing this evaluation. He asked that Ms. Tammy Dragon to provide a presentation and asked that the committee provide assistance to staff in developing a scope of work for selection of a qualified vendor to assist the committee in performing the evaluation. Following discussion by the committee, Chair Bull suggested that staff find an entity that is doing multiple states and ask them to assist in developing the scope. Mr. Bart Langley asked that staff bring back to the committee the minimum required by law for the committee to review and decide on the scope at that time.

Agenda Item 5 – INFORMATION – Performance Dashboards: Chair Bull reported that at past meetings the committee members have seen presentations on several resources regarding performance dashboards. He stated that he asked the staff to have a time on the agenda for open discussion of the members regarding the data that is needed each quarter for the committee to fulfill the tasks with which it is charged. Following committee discussion the indicators recorded are as follows: 1) Business Outreach; 2) Success of our job training and dollar amount spent; 3) Partnerships; 4) Service Delivery Strategies; 5) individual barriers to employment; 6) Overall effectiveness; 7) Measurement of individuals.

The committee requested that the Arkansas Department of Workforce Services present on measures that agency management uses to determine success in the programs and to report that information to the committee at the next meeting.

The committee indicated that they would like to be able to follow an individual as well as monies spent, into a Workforce Center, through all testing, training, further testing, into employment, and then follow-up with the employer within one year.

Announcements: Chair Bull announced that the Arkansas Workforce Development Board is scheduled to meet today at 1:00 p.m. He informed the committee that the next regular quarterly meeting of the Arkansas Workforce Development Board is scheduled for July 12, 2016, with a location to be provided by staff at a later date.

Adjourn: Chair Bull adjourned the meeting at 11:52 a.m., on a motion made by Mr. Bart Langley, seconded by Mr. Alan Hughes, and carried unanimously.

Mr. Scott Bull, Program & Performance
Evaluation Committee, Chair

Arnell Willis, Director Workforce Investment
Department of Workforce Services

*Minutes recorded by Kim Kight
Department of Workforce Services Staff*

**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee**

July 12, 2016

AGENDA ITEM 2 – ACTION: Revision to the Eligible Training Provider Continued Eligibility Certification Process

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee of the Arkansas Workforce Development Board approve the attached policy revision regarding Eligible Training Provider Continued Eligibility Certification.

INFORMATION/RATIONALE: Under the Workforce Innovation and Opportunity Act (WIOA), in an effort to ensure that only quality training that leads to employment is available to jobseekers, the State must ensure that a process is in place to determine eligible providers of training.

This policy was originally approved by the PPE Committee in November 2015 and ratified by the full board in April 2016. As a result of technical assistance requested by the Arkansas Department of Workforce Services from the U.S. Department of Labor, it was determined that data should be collected for two years before performance indicators must be used for approval purposes. This two year period allows training providers to establish baseline data and the States to research outcomes. Therefore, the attached policy revision includes an effective date section that indicates that the policy will become effective when data has been collected on training outcomes for a period of two years.

The revision is marked in underscored red font and is located on the last page of the policy.

Continued Eligibility Certification Process

General Overview:

Section 122 of WIOA requires that training providers submit verifiable program specific information on the outcomes of WIOA program participants who have attended the training program when applying for continued eligibility. Section 122 also stipulates that some of the information submitted must meet minimum levels set by the State. Local Workforce Development Boards have the option of setting performance levels higher than the minimum levels established by the State.

Projected Employment Opportunities:

All training must be directly linked to employment opportunities either in the local area or in an area to which the individual is willing to relocate. If a local area does not have a particular occupation on its projected employment opportunities list, they may send a participant to, or a customer may choose, a training provider/program not approved by their LWDB if that participant agrees in writing that s/he would be willing to relocate or commute to become employed in that occupation.

An occupation is considered an employment opportunity for a local area if it appears on the *Projected Employment Opportunities List* for the State or local area. Occupations on an adjacent local area's list, including local areas in other states, may also be considered employment opportunities in the local area. If a local area would like to train in an occupation that is not on their local area's projected employment opportunities list, but is on the list of an adjacent area, they should contact the Labor Market Information section of the Department of Workforce Services to have the occupation added within the Arkansas Consumer Report System web site. For local areas in other states, the LWDB must provide the adjacent area's projected employment opportunities list, along with the adjacent state's contact information and occupations to be trained in before the occupations can be added to the Arkansas Consumer Report System.

Required Information for Continued Eligibility:

The information to be included on the continued application is described below.

1. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program
2. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program

3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
4. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program
5. Information on cost of attendance, including cost of tuition and fees, for program participants
6. Information on the program completion rate for such participants

The Continued Eligibility Certification Process:

1. Providers eligible to apply under this section will complete an online electronic application for “continued certification” through the automated Arkansas Consumer Report System (ACRS) located at <https://www.workforce.arkansas.gov/acrs/>. Providers must apply for each individual program. If multiple training locations exist, an application must be made for **each location**. Providers may make application to any or all Local Workforce Development Boards (LWDBs) at the same time.
2. The LWDBs will receive the application via Internet file if (1) The program’s CIP Code appears on the current *Projected Employment Opportunities List* for the State or Local Workforce Development Area, and (2) Required items are complete and meet minimum qualifications.
3. The LWDB will electronically approve or disapprove each application received via the Internet. The LWDB is responsible for ensuring that the provider’s performance information meets or exceeds the State minimum levels.
4. Upon approval by the LWDB, the provider will be automatically placed on the ACRS website as a WIOA Eligible Training Provider for the applicable program.

State Minimum Performance Standards for Training Providers

<i>Performance Measure</i>	<i>State Minimum Level</i>
PERFORMANCE MEASURES Programs must meet the State minimum levels for the performance measure.	
Percentage of WIOA participants who are in unsubsidized employment during the second quarter after exit from the program.	61%
Percentage of WIOA participants who are in unsubsidized employment during the fourth quarter after exit from the program.	63%
Median earnings of WIOA participants who are in unsubsidized employment during the second quarter after exit from the program.	\$5,000/qtr.
INFORMATIONAL MEASURES Programs must only report these performance measures.	
Percentage of WIOA participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation or within 1 year after exit from the program.	%
Cost of attendance, including cost of tuition and fees, for WIOA participants.	\$
Program completion rate for WIOA participants.	%

Effective Date of Policy: Once training providers have two years of performance outcomes data using the WIOA performance indicators addressed in this policy and specified at WIOA Section 116, the above mentioned performance measures will be effective for continued eligibility [U.S. Department of Labor Training and Employment Guidance Letter 41-14].

**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee**

July 12, 2016

AGENDA ITEM 3 – ACTION: Local Annual Report Guidelines

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee of the Arkansas Workforce Development Board approve the attached annual report narrative template for use by Local Workforce Development Boards in reporting their workforce activities for each program year.

INFORMATION/RATIONALE: Each state is required to submit an annual report to the U.S. Department of Labor by October 1 of each year for the previous program year's activities (July – June). The attached annual report narrative template is recommended for use in collecting local activities that will be incorporated into the state annual report.

Each local workforce investment board shall submit an annual report narrative by August 30 for the previous program year (July – June). Each local board should provide information on the activities below.

§ **Arkansas Workforce Centers**

List of the locations workforce centers operated throughout the program year. Indicate if any new workforce centers were opened during the year and if any centers were closed. Indicate for each center the type of center it is, i.e., comprehensive, satellite, affiliate.

§ **WIOA Implementation Activities**

A description of the activities in which the local board has engaged to implement the Workforce Innovation and Opportunity Act (WIOA). The description should include partner engagement, partner and board meetings, and efforts to integrate services to employers and jobseekers.

§ **Employer Services**

A description of the programs and strategies for serving employers at the local level.

§ **Innovative Service Delivery**

A description of the local area's unique programs and recent accomplishments. The local area should highlight any innovative service delivery strategies, including program activities that support dislocated workers, low-skilled/low-income adults and disadvantaged youth.

§ **Services to Targeted Populations**

A description of the programs, initiatives, and strategies for serving Veterans at the local level, including a description of how veterans' priority of service is being implemented for all training programs. A description of efforts and strategies employed by the local board to increase enrollments of individuals on public assistance, disabled individuals, out-of-school youth, at-risk youth, ex-offenders, high-school dropouts and other groups that may be identified by the local board as priority populations.

§ **Leveraging Resources**

Efforts to Leverage Additional Resources – identify the local boards efforts to identify additional funding sources, including state and federal agencies, corporate and philanthropic foundations.

§ **Continuous Improvement**

A description of the local area's efforts for continuous improvement of the services offered in the Arkansas Workforce Centers through customer feedback.

§ **Success Stories**

The local area should highlight significant successes experienced by their customers and provide media releases for those individuals. Pictures of the individuals are highly encouraged and should be submitted as .jpeg file attachments.

U.S. Department of Labor

Workforce Innovation and Opportunity Act (WIOA)

Implementation Assessment Report

July 5, 2016

Submitted to:

Daryl Bassett, Director
Arkansas Department of Workforce Services
#2 Capitol Mall
Little Rock, Arkansas 72203

Introduction and Overview

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. This Act represents the most significant reform of the Federal workforce development system in 16 years. Secretary Perez likes to think of this as our “Eisenhower Moment.” Just as President Eisenhower made forward-looking investments in our physical infrastructure when he built the interstate highway system, today we’re making historic upgrades in our skills infrastructure. Working together, with our partners at the state and local level, we can build a skills and career super highway for America’s job seekers and businesses.

Below is a list of key technical assistance resources that may be beneficial to the State:

- WIOA advisories https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm
- *WIOA Frequently Asked Questions (FAQs)* <https://www.doleta.gov/WIOA/FAQs.cfm>
- *Innovation and Opportunity Network (ION)* provides a wide variety of resources and technical assistance tools such as information on past and upcoming interactive peer learning events, WIOA 101, the Act Now Series where you will learn how your peers are moving forward with WIOA implementation, best practices, Quick Start Action Planners (QSAP), and other guides. The ION can be located at <https://ion.workforcegps.org>

Key Implementation Dates

The majority of the WIOA provisions became effective on July 1, 2015, the first full year after enactment. However, to effect an orderly transition, the Departments of Labor and Education have used transition authority under WIOA sec. 503(a) to extend certain deadlines through the issuance of Training and Employment Guidance Letters (TEGLs) and the WIOA State Plan Information Collection Request, OMB Control Number 1205-0222 (State Plan ICR). Below are key implementation dates for programs administered by the Department of Labor (Department).

Source/Guidance	Date	Description
TEGL 27-14 WIOA Section 101(a)	7/1/15	Governor appoint WIOA-compliant State Workforce Development Board (SWDB)
TEGL 27-14 WIOA Section 101(e)	7/1/15	Notify Regional Office of alternative SWDB entity (if used)
TEGL 27-14 WIOA Section 107(b)	7/1/15	Governor establish Local Workforce Development Board (LWDB) member criteria
TEGL 27-14	7/1/15	Governor and SWDB develop policy and procedure for designation of all local areas. Include formal appeal policy for local entities denied initial designation
TEGL 27-14	(Encouraged) 7/1/15	Governor designate local areas

Source/Guidance	Date	Description
TEGL 38-14	7/1/15	WIA local service provider contracts are modified to reflect WIOA requirements
TEGL 23-14	7/1/15	WIOA Youth Program elements are required to be made available
TEGL 41-14	7/22/15	Eligible Training Providers (ETP) provisions are implemented by Governors and boards
TEGL 27-14	(Encouraged) 9/30/15	Chief Local Elected Official (CLEO) establish policy to facilitate LWDB member nominations (date based on appointment deadline)
TEGL 27-14 WIOA Section 107(c)	(Encouraged) 9/30/15	CLEO appoint WIOA-compliant LWDB
TEGL 27-14 WIOA Section 107(b)	(Encouraged) 9/30/15	LWDB establish Standing Committees (including Youth)
TEGL 14-15 State Plan ICR WIOA Section 102	4/1/16	States submit their first Unified or Combined State Plan
TEGL 27-14 State Plan ICR WIOA Section 106(a)-(b)	4/1/16	Governor designate regions and local areas (in State Plan)
TEGL 14-15 State Plan ICR WIOA Section 116	4/1/16	State submits expected levels of performance relating to the performance accountability indicators for Program Year (PY) 16 and PY 17
TEGL 41-14 TEGL 41-14 c1	6/30/16	Governor's procedures for continued eligibility of training providers are in effect; Governor may set an earlier date
WIOA Section 102(a)	7/1/16	State Plan takes effect through June 30, 2020
WIOA Section 121(e)(4)	7/1/16	Use of common one-stop delivery identifier must be implemented (not later than start of 2nd full PY)
http://www.doleta.gov/WIOA/FAQs.cfm posted 1/28/16	7/1/17	One-Stop Infrastructure cost requirements take effect
http://www.doleta.gov/WIOA/FAQs.cfm posted 7/1/15 NPRM Section 463.635	(Proposed) 7/1/17	Proposed: One-stop operators selected under the competitive process must be in place and operating the one-stop. Must be able to demonstrate planning in PY15.

Purpose and Scope

The report outlines five key implementation focus areas to serve as the lens with which we assess the workforce development system of each State. The focus areas are: state governance, partnerships, local governance and one-stop operations, work-based learning, and youth. Each focus area represents a component of the statute that has changed significantly from the Workforce Investment Act of 1998 (WIA) and represents both the greatest risk and the greatest opportunity for success.

The reviewers, in consultation with state staff, reviewed core components within each area of focus to determine progress toward implementation. In addition to providing a summary of the

State's overall implementation of each focus area, the report highlights areas of opportunity for the State to pay particular attention to, best practices identified and suggested resources that may assist the State in implementation.

In order to draw conclusions, staff at three local workforce centers (Little Rock, Malvern, and Hope) was interviewed. State, local workforce and partner agency staff participated. Additionally, an on-site meeting with all ten local executive directors was held.

Implementation Assessment

Focus Area 1: State Governance

Under the direction of Governor Hutchinson, Arkansas has established a WIOA-compliant State Workforce Development Board (SWDB) that met for the first time on July 21, 2015. The SWDB established committees to focus on critical areas in WIOA implementation to include: finance; IT system integration; policy development; core performance measures; and sector strategies.

The Governor and the SWDB re-designated the 10 WIA local areas under WIOA and established nine WIOA regions. The Central and Little Rock local areas form one region.

Arkansas Department of Workforce Services (ADWS) has established policies for Roles and Responsibilities of Chief Elected Officials (CEOs) and Certification of Local Workforce Development Boards. Until final WIOA regulations are issued, applicable Department guidance is provided to local areas through State issuances and information memoranda. Throughout PY16, new State policies will be issued by the SWDB policy committee, which is comprised of all core partners.

Memoranda of understanding (MOUs) are in place but need to be revisited once final regulations are issued. The State has developed a MOU template that all core partners will use in order to best coordinate activities for high-quality service delivery. Additionally, the chief financial officers (CFOs) from all core partners are working together to develop procedures for one-stop partners, local boards and local CEOs to discuss and agree upon shared costs of the American Job Centers (AJCs).

ADWS requests that the Department provide technical assistance on statutory requirements at WIOA section 116(a)(b)(c) and (f). Specifically, they want to ensure performance accountability measures and sanctions are interpreted correctly.

Suggested Resources

- *Governance and Leadership Fact Sheet*
https://www.doleta.gov/wioa/Docs/WIOA_GovernLeadership_FactSheet.pdf
- *State Leadership and Governance QSAP*
http://www.workforcegps.org/QSAP_App/Governance/Questionnaire
- *WIOA State and Local Governance Slideshow*
http://wi-cwi.org/State Board/2014/koenig_wioa_State_governance_120514.pdf
- *State and Local Governance* webcast highlighting WIOA key provisions
https://www.workforcegps.org/resources/2016/03/30/10/39/State_and_Local_Governance

- *TEGL 27-14 Workforce Innovation and Opportunity Act Transition Authority for Immediate Implementation of Governance Provisions*
https://wdr.doleta.gov/directives/corr_doc.cfm?docn=7158
- *Supporting Sector Strategies Initiative* webpage provides a variety of tools and resources for States in the beginning and advanced stages
<https://businessengagement.workforcegps.org/resources/2016/04/12/13/53/Sector-Strategies-Implementation-Framework>

Focus Area 2: Partnerships

The SWDB, all core partners, and several required partners were involved in writing the combined state plan and participating in weekly meetings. ADWS hosted a two-day training session in July 2015, on strategies for implementing WIOA. This was interactive training for all partners, highlighting the key changes in WIOA and the impact it will have on workforce development in the State. Partner organizations that participated include:

- Arkansas Department of Workforce Services (ADWS)
 - Temporary Assistance for Needy Families (TANF)
- Arkansas Department of Human Services (DHS)
 - Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T)
 - Vocational Rehabilitation (VR) Division of Services for the Blind
- Arkansas Department of Career Adult Education
 - Adult Education & Family Literacy Act Program
 - Vocational Rehabilitation Program through Arkansas Rehabilitation Services

Each local area meets monthly with AJC partners to ensure new information is being shared. Local plans will focus on partnership cooperation to ensure the customer remains the focus when streamlining services.

TANF's network system, Arkansas Workforce Integrated Network System (ARWINS) allows sharing of information amongst partners. Should the SWDB adopt this system, it will have the ability to interface with all partners (i.e., data sharing, common intake-eligibility, and case management).

Suggested Resources

- *National Association of State Workforce Agencies* webpage
<http://www.naswa.org/resources/WIOA/?action=home>
- *National Association of Workforce Boards* webpage
http://www.nawb.org/wioa_resources.asp

Focus Area 3: Local Governance and One-Stop Operations

Each of the 10 local areas has a WIOA compliant workforce development board. However, several boards indicated they have vacancies that they are addressing. Local boards have grandfathered in all WIA policies until final regulations are made available and the local plans are final. The development of comprehensive policies will also provide clarity to local areas and support the full local implementation of WIOA.

Local Executive Directors expressed concerns regarding the June 30th deadline for adding providers to the Eligible Training Provider List (ETPL) and have requested technical assistance from the State.

Three comprehensive AJCs were visited:

- 1) City of Little Rock - A consultant was hired to help write the local plan and formulate a strategic outline. In addition, the Little Rock Board established committees (Youth, Individuals with Disabilities, One-stop and Executive) to better align partner programs. A tour of the facility confirmed that the partner programs (TANF, Veterans Employment and Training Programs, Unemployment Insurance, Adult Education and Literacy, Wagner-Pyser, Vocational Rehabilitation) were in place. Partner staff is working on a resource page that will provide a referral system for case managers to ensure that customers will have access to partner services.
- 2) Malvern - All partners are in place and have embraced colocation and partnering with all services for many years. To improve upon what they offer, the partners meet weekly for “case staffing sessions” to discuss customers who have enrolled, expressed interest, or have particular questions.
- 3) Hope - All partners are in place. Jobs are posted daily on a monitor in several areas of the facility. All partners participate in sharing job orders and meet weekly to inform one another of where the recruitment need is. Each partner is aware of who is recruiting which employers to minimize duplication. Partners meet weekly to discuss customers ensuring the best services are being afforded to all.

Suggested Resources

- *One-Stop Career Centers Fact Sheet*
https://www.doleta.gov/wioa/Docs/WIOA_OneStop_FactSheet.pdf
- *One-Stop Center Service Design QSAP*
http://www.workforcegps.org/QSAP_App/OneStop/Questionnaire
- *WIOA One Stop MOU* template of the State of Colorado
https://www.colorado.gov/pacific/sites/default/files/PGL-WIOA-2016-02_Partner-Req-and-Access-to-Services-in-One-Stop-System-attach-01.docx

- *NASWA's approved Suggested Steps for WIOA Planning and Implementation*
http://www.naswa.org/assets/utilities/serve.cfm?gid=DD356674-9D9D-476D-91A3-48F1FBBD7D9&dsp_meta=0

Focus Area 4: Work-Based Learning

The State has made the local boards aware of transitional jobs, which is a type of work-based learning that is new to ADWS and local boards and has issued related information memoranda. ADWS has Federal grants, Sector Partnership and Apprentice Pathways Initiative that offer work-based learning opportunities. These opportunities are shared through the local workforce system and with potential participants for training and employment.

Suggested Resources

- *Work-based Learning Toolkit* <http://toolkit.jobs2careers.org/devtools/home/>
- *Registered Apprenticeship Work-Based Learning*
https://ion.workforcegps.org/resources/2015/09/16/17/49/Registered_Apprenticeship_OJ_Ts_Work-Based_Learning
- *Registered Apprenticeship Toolkit* <http://www.dol.gov/apprenticeship/toolkit.htm>
- *A Quick Start Tool Kit Apprenticeship*
https://www.doleta.gov/oa/employers/apprenticeship_toolkit.pdf

Focus Area 5: Youth

All local boards have elected to have a youth standing committee. Local areas are broadening and integrating youth services through monthly partnership and youth committee meetings. Local Executive Directors indicate they are well-positioned to meet the 75 percent out-of-school youth expenditure requirement.

Eastern Arkansas Workforce Area has an outstanding outreach and recruitment process for out-of-school youth. Out-of-school youth are recruited through high school counselors, adult education centers, career pathways, TANF, community events, and the workforce center resource room. The other local executive directors are working to adopt Eastern Arkansas' outreach and recruitment process.

Suggested Resources

- *Youth Program Fact Sheet*
www.doleta.gov/wioa/Docs/WIOA_YouthProgram_FactSheet.pdf

- *TEGL 23-14 Workforce Innovation and Opportunity Act Youth Program Transition*
http://wdr.doleta.gov/directives/attach/TEGL/TEGL_23-14.pdf
- *TEGL 8-15 Second Title 1 Youth Program Transition Guidance*
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_08-15.pdf
- *Pre-Apprenticeship Tools and Resources* webpage
<https://www.doleta.gov/oa/preapp/resources.cfm>
- *Serving our Youth: Working with Family and Youth Services Bureau (FYSB)* webcast series: https://www.workforcegps.org/resources/2016/03/15/10/53/Webcast_Series-Serving_our_Youth-Working_with_Family_and_Youth_Services_Bureau-FYSB