



**DEPARTMENT OF WORKFORCE SERVICES
ISSUANCE NUMBER PY12-06**

Artee Williams, Director

February 5, 2013

TO: Local Workforce Investment Areas

SUBJECT: Guidance for Local Workforce Investment Area Five-Year Plans

- 1. Purpose:** To Issue WIA Planning Guidance for the PY 2012 – 2016 Local Workforce Investment Area Five Year Plan

General Information: Draft planning guidance issued November 21, 2012 remains unchanged and is communicated by this Issuance. In addition, submission instructions, and additional resource consisting of Labor Market Information (Attachment A), and signature pages are also included with this Issuance.

I. LOCAL WORKFORCE STRATEGIC PLAN

Describe the Local Workforce Investment Board's (Local Board) strategic vision for its local workforce investment area (local area) and the Board's overarching goals. Rather than simply compiling data from various sources, base this section on a thorough understanding of the economic strengths and employment needs of the workforce area.

Boards must review Governor Beebe's Plan for Economic Development (<http://www.arkansasedc.com/arkansas-edc/the-governors-strategic-plan.aspx>) and the State of Arkansas Integrated Workforce Plan PY 2012–2016 (<http://dws.arkansas.gov/AWIB/pdfs/stateplan/PY%202012-2016%20Arkansas%20State%20WIA%20W-P%20Plan,%20FINAL,%2011-2-2012%20rev%201-4-2013.pdf>) to ensure that their plans follow the same strategic direction. Consistent strategic direction among board plans will aid further integration of the Arkansas workforce system.

A. LOCAL BOARD VISION AND GOALS

Local board plans must identify the key issues, challenges, and opportunities that are expected in the next five years and that have an impact on the workforce system. Identify the goals and objectives for the workforce area. The plan must specifically address the following: [WIA §117(d)(1)], [WIA §118(a)]

- The vision for the local workforce investment system and how the local system will appear at the end of the five-year period covered by this plan.
- How the local workforce investment system will help achieve the state workforce investment goals.
- Aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service; and

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- How the local board will coordinate the workforce investment activities carried out in the local area with local economic development strategies and develop other employer linkages with these activities.
- How programs and activities described in the plan will support both the Governor's plan for economic development and the state's strategic plan for employment and training needs of youth and adults in the state.

B. ECONOMIC AND WORKFORCE INFORMATION ANALYSIS

Local plans should include: *[WIA §117(d)(7); A.C.A §15-4-2212]*

- Identify the workforce needs of businesses, job seekers, and workers in the local area and how the local workforce system will address these needs.
- Current and projected employment opportunities in the local area and the job skills necessary to obtain the employment opportunities.
- How local boards will work cooperatively with local economic development to identify local targeted industries that support state identified targeted industries and the Governor's plan for economic development.

II. LOCAL OPERATIONAL PLAN

The operational plan must present an overview of the workforce system in the local area.

A. LOCAL GOVERNANCE

- Identify the fiscal agent or entity responsible for the disbursement of grant funds described in WIA §117(d)(3)(B)(i)(III), as determined by the chief elected official(s) under WIA §117(d)(3)(B)(i). *[WIA §118(b)(8); Act 1125 §12(b)(8); 20 CFR 661.350(a)(9)]*
- Describe the agreement specifying the respective roles of the individual chief elected officials, including fiscal liability. *[WIA §101(6)(B); 20 CFR 667.705(c); 20 CFR 661.300(e)]*
 - Attach a copy of this agreement.
- Describe the local workforce investment board. *[WIA §117(d)(4); Act 1125 §11(g)]*
 - How will the local board provide a leadership role in developing policy, implementing policy, and providing oversight for the local workforce investment system?
 - How will the local board do this in partnership with the chief elected officials?
 - Attach a copy of the board by-laws.
- Describe the youth council and its development of the portions of the local plan relating to eligible youth. *[WIA §117(h); Act 1125 §11(o)]; 20 CFR 661.335; 20 CFR 661.340(b)]*
- Describe the local board's plans to provide administrative services. *[WIA §117(d)(3)(B)(II); Act 1125 §11(e)]*
 - Identify any staff positions that will be hired directly by the board.
 - Describe the board's plans, if applicable, to contract for some or all of its administrative services (administrative agent).

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- Describe the local grievance procedure established in accordance with 20 CFR 667.600. Attach a copy of the local grievance policy.
- How will the local board ensure that the public – including persons with disabilities – has access to board meetings and activities, including information regarding the local board membership, the designation of One-Stop operators, the award of grants or contracts to eligible providers of youth activities, notification of meetings, and meeting minutes? Per Arkansas Workforce Investment Board Open Public Meetings policy, please provide the website where notices of meetings, board agendas, and minutes will be posted. [WIA §117(e); AWIB Open Public Meeting Policy: <http://dws.arkansas.gov/AWIB/pdfs/policies/Open%20Public%20Meetings%20Policy.pdf>]
- Include as a separate attachment a list of the board of directors, the by-laws, and an organizational chart (with names) for the fiscal agent, the administrative agent, and the major entity responsible for providing core and intensive services.
- Also include an organizational chart (with names) for the local workforce investment board.

B. ONE-STOP DELIVERY SYSTEM

- Describe the One-Stop delivery system to be established in the local area, including the location of comprehensive centers, satellite centers, and affiliate centers. [WIA §118(b)(2); Act 1125 §12(b)(2); 20 CFR 661.350(a)(3); 20 CFR 662.100(e)]
- Describe the process used for selecting the One-Stop operator(s), including the appeals process available to entities that were not selected as the One-Stop operator(s). [WIA §121(d); 20 CFR 662.410; 20 CFR 667.600; AWIB Grievance and Appeal Procedure: <http://dws.arkansas.gov/AWIB/pdfs/policies/Grievance%20and%20Appeals%20Policy.pdf>]
- Describe how the local board will terminate a One-Stop operator for cause. [WIA §117(d)(2)(A)(ii); Act 1125 §11(a)(2)(B)]
- What programs and funding streams will support service delivery through the One-Stop system? How will services provided by each of the One-Stop partners be integrated and made available in the local One-Stop system? What optional partners will be included?
- Attach a copy of each memorandum of understanding between the local board and each of the One-Stop partners concerning the operation of the local One-Stop delivery system. [WIA §118(b)(2)(B); Act 1125 §12(b)(2)(B); 20 CFR 662.310(b)]
- Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved?
- What is the local plan for delivery of core and intensive services?
- Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area. [WIA §118(b)(4); Act 1125 §12(b)(4); 20 CFR 661.350(a)(5)]

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- How will the local board promote the participation of private sector employers in the statewide workforce investment system and ensure the effective provision, through the system, of connecting, brokering, and coaching activities, through intermediaries like the One-Stop operator in the local area or through other organizations to assist the employers in meeting hiring needs. *[Note the limitation on use of funds in WIA §181(e).] [WIA §117(d)(8); Act 1125 §11(k)]*

C. SPECIAL TARGET POPULATIONS

The local operational plan must describe how all workforce system partners will work together to ensure that customers who need a broad range of services receive them. This is an opportunity for the local area to describe how the workforce center services will address more specific needs of targeted sub-populations.

Describe how the local system will meet the needs of the following groups:

- Services to the unemployed, to include:
 - How will reemployment services to Unemployment Insurance claimants be coordinated?
 - How will services to Trade Adjustment Assistance customers be coordinated and how will these customers be co-enrolled in these programs?
- Low-Income Individuals – Include how Temporary Assistance to Needy Families (TANF) services will be further integrated into the workforce center system and how services to TANF customers are coordinated within the workforce centers.
- Migrant and Seasonal Farmworkers – please specify what outreach activities the local area will make to reach this population.
- Veterans Services – include how the Veterans Priority of Service will be implemented in the local area.
- Limited English Proficiency.
- Ex-Offenders.
- Mature Workers.
- Services to Individuals with Disabilities – Include how the local system will ensure non-discrimination and equal opportunity, as well as compliance with the Americans with Disabilities Act. *[WIA §188(a)(2)]*
- Youth Services – include the local area's design framework for the youth program and the local area's definition regarding the sixth youth eligibility criterion. Describe and assess the type and availability of youth activities in the local area, including an identification of successful providers of the activities. Also, include how the services for youth will be connected to the workforce center.

D. GRANTS MANAGEMENT

- Describe the process for developing a budget for the purpose of carrying out the duties of the local board. In answering this question, indicate how allowable administrative funds will be divided between the local board and the One-Stop operator(s). *[WIA §117(d)(3)(A); Act 1125 §11(a)(6)]*

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- Describe the competitive process to be used to award grants and contracts in the local area for activities carried out under WIA Title I, Subtitle B, including the process to be used to procure training services that are made as exceptions to the Individual Training Account process as described in WIA §134(d)(4)(G). [*WIA §118(b)(9); Act 1125 §12(b)(9); 20 CFR 661.350(a)(10)*]
- Describe the criteria to be used under 20 CFR 663.600 to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited and the process by which any priority will be applied by the One-Stop operator. [*20 CFR 661.350(a)(11)*]
- Describe any current plans to solicit grants and donations from sources other than WIA funds. [*WIA §117(d)(3)(B)(iii); Act 1125 §11(f)*]
- How will funds received under the Workforce Investment Act be used to leverage other federal, state, local and private resources to maximize the effectiveness of such resources and expand the participation of business, employees, and individuals in the local workforce investment system? [*WIA §112(b)(10)*]
- Describe the ITA system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified under WIA §134(d)(4)(G)(ii) and 20 CFR 663.430. [*20 CFR 661.350(a)(5)*]
- Describe any limits on ITAs as established by local board policies, in accordance with 20 CFR 663.420. [*20 CFR 663.420(c)*]
- If the local board has determined that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs, describe the process to be used in selecting the providers under a contract for services. This process must include a public comment period for interested providers of at least 30 days. [*20 CFR 663.430(a)(2)*]

E. COORDINATION AND NON DUPLICATION

- Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate. [*WIA §118(b)(5); Act 1125 §12(b)(5); 20 CFR 661.350(a)(6)*]
- Describe how coordination with Job Corps, Youth Opportunity Grants, and other youth programs in the local area will occur. [*Note the limitation on use of funds in WIA §129(c)(6)(B). WIA §112(b)(18)(C)*]
- Describe the local plan for avoiding duplication of services. [*WIA §112(b)(8)(A)*]
- Describe the business service team and how the team will be used to coordinate services to employers.

F. PROFESSIONAL DEVELOPMENT AND SYSTEM IMPROVEMENT

- Describe how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants. [*WIA §118(b)(2)(A); Act 1125 §12(b)(2)(A); 20 CFR 661.350(a)(3)(i)*]
- How will the local board determine the satisfaction of users of the workforce system?
- How will the board develop and implement a continuous improvement plan based on customer feedback?
- Provide a staff development plan for each classification of staff working in the workforce center to include professional development goals, priorities, and training needs. Describe the plan for cross-training of partner staff.

G. PERFORMANCE ACCOUNTABILITY

Describe and provide specific quantitative targets for the local levels of performance negotiated pursuant to WIA §136(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the One-Stop delivery system, in the local area. [*WIA §118(b)(3); Act 1125 §12(b)(3); 20 CFR 661.350(a)(4)*]

H. WAIVER REQUESTS

Will the local area be requesting any waivers in accordance with WIA sections 117, 189, or 192 as part of this plan? If so, waiver plans should be developed in accordance with 20 CFR 661.420(c) that includes the following information for each waiver requested:

- Statutory and/or regulatory requirements for which a waiver is requested.
- A description of the actions the local area has undertaken to remove state or local statutory or regulatory barriers.
- A description of the goals of the waiver, how those goals relate to workforce plan goals, and expected programmatic outcomes if the waiver is granted.
- A description of individuals impacted by the waiver.
- A description of the processes used to monitor implementation and ensure meaningful public comment, including comment from business and labor.

I. PLAN DEVELOPMENT AND IMPLEMENTATION

- Describe the plan development process, including a discussion of the process used by the local board, consistent with WIA §118(c) to provide an opportunity for public comment – including comment by representatives of business and labor organizations – and input into the development of the local plan, prior to submission of the plan.
- What other organizations were involved in the development of the local plan, visions, and goals, and how were they involved? [*WIA §118(b)(7); Act 1125 §12(b)(7); 20 CFR 661.350(a)(8)*]

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- What was the role of the chief elected official(s) (CEOs) in developing the Plan? [WIA §118(a)]
- Describe the method used to make copies of the local plan available through such means as public hearings, the local news media, and via the Internet. [WIA §118(c)(1)]
- Attach any public comments received. How were these comments considered in developing the local plan? [WIA §118(c)(3); Act 1125 §12(c)(3); 20 CFR 661.345(c)]

2. **Action:** Local Plans are due to the Arkansas Department of Workforce Services by March 31, 2013.

Local Workforce Investment Boards should submit the Local Plan with signature pages by e-mail to: cindy.varner@arkansas.gov

ADWS will confirm receipt of the Local Plan within two business days of receipt and indicate the date for the start of the review period. Should a LWIB submit an incomplete Local Plan, the period for review will not start until all required components are received.

3. **Attachments:** Labor Market Information Resources for Local Areas, and signature pages.

4. **Inquiries:** Questions regarding this Issuance may be directed to Sandy Monaco, (501) 683-3131 or sandy.monaco@arkansas.gov

5. **Expiration Date:** Continuing

Attachment A

Labor Market Information Resources for Local WIA Areas

“Discover Arkansas” (www.discover.arkansas.gov), a fully ADA compliant Web-based LMI delivery system, is designed to support the State’s Workforce Investment Areas by utilizing information in Arkansas’s Workforce Information database. The database is continually updated and populated with new information, reports, and consumer products to provide Local Areas with the most up-to-date Labor Market Information. Below, are tools that can be used in counseling and support of WIA clients.

Projected Employment Opportunities (Demand) List: Can be found at <http://www.discoverarkansas.net/article.asp?ARTICLEID=407&PAGEID=67&SUBID=122> and is instrumental in helping clients find occupations they can be trained in using federal training dollars. The list presents information in two columns, with the first providing the occupation’s code, title, and a statewide estimated average annual wage. The second column lists the corresponding Classification of Instructional Program (CIP) training code and title for the occupation. A list is included for the State (which all areas can utilize) and a specialized list for each of the 10 Local Workforce Investment Areas.

One of the pushes from the Department of Labor (DOL) is utilizing skills to help clients find training and jobs. As a supplement to the TORQ product or as a stand-alone, case managers and clients can utilize DOL’s O*Net based “Occupations by Skills” that we’ve incorporated into “Discover Arkansas” at <http://www.discoverarkansas.net/cgi/career/ocbyonetskillselection.asp>. To use, simply select the skills the client has and the wages he desires to make and it will provide you with occupations matching those skills and the opportunity to further explore the occupations by selecting them.

To compare two occupations on a side by side basis, “Discover Arkansas” maintains an O*Net related “Compare Occupations” tool. To use this tool to help clients compare their occupation to one they may be thinking about applying or training for, go to:

<http://www.discoverarkansas.net/cgi/databrowsing/occCompareOSSelection.asp?menuChoice=occCompare>
This will allow them to see if their choice is in demand and proceed to show a video (if available), wages, projections, top industries of employment (which can be expanded to show industry employer data), licensing requirements (if applicable), O*Net characteristics, training programs for the occupation, and the opportunity to look for jobs in the area using JobCentral National Labor Exchange.

To help a client match his occupation to an occupation using the O*Net skill attributes, go to the “Find Occupations Matching Current” tool at:

<http://www.discoverarkansas.net/cgi/career/occmatchingcurrentselection1.asp>. This tool will allow the client to find the best job match by skills to the one that he/she currently has by educational level, wage level, and by specific counties or by State areas. You will also be able to get skill comparisons, as well as, all the occupational detail information on the occupations that you are matching (similar to the “Compare Occupations” tool), but on a side by side occupational comparison basis.

To find occupations by career interests in the state or local areas by “Career Cluster or Pathways”, go to:

http://www.discoverarkansas.net/aspdotnet/career/CC_AreaSelect.aspx. Each cluster can be expanded by clicking on it to view its description and career pathways and then view occupations under a career pathway by level of training. By choosing an occupation you wish to explore, you can obtain a whole range of information which includes: career video (if available), wages, long-term and short-term projections (forecast), top industries that employ that occupation, O*Net skills, tasks, work activities and work values, alternate job titles and the opportunity to look for jobs in the area using JobCentral National Labor Exchange.

Another avenue for case managers when helping their clients is by using the state or local area “High Demand Targeted Jobs” tool at <http://www.discoverarkansas.net/?PAGEID=67&SUBID=152>. This tool displays the identified top growth industries in Arkansas or Area and relates them to one or more educational career clusters. It is also noted if the industry is a statewide targeted industry by the Arkansas Economic Development Commission. By choosing an industry title (NAICS title) you can view the occupations within that chosen industry or choose an educational career cluster to view its career pathways and occupations. Once at the occupations page you’ll choose an occupation you wish to explore, which will provide you with the following types of information: career video (if available), wages, long-term and short-term projections (forecast), top industries that employ that occupation, O*Net skills, tasks, work activities and work values, alternate job titles and the opportunity to look for jobs in the area using JobCentral National Labor Exchange.

To provide areas with area statistics, you can utilize the “**Local Workforce Investment Area Statistics**” tool. This will provide a snapshot of each local area that includes the areas information of: long-term and short-term industry and occupational projections, top ten growth industries and occupations, wages for each of the local areas’ 10 largest occupations, employment and earnings by industry, county census population, and three income indicators by personal income, per capita income, and median household income. This information can be found at: www.discover.arkansas.gov (as a left column heading of “Local Workforce Investment Area Statistics”) or by each Area’s page on “Discover Arkansas” at:

Central: <http://www.discoverarkansas.net/article.asp?ARTICLEID=781>

City of Little Rock: <http://www.discoverarkansas.net/article.asp?ARTICLEID=786>

Eastern: <http://www.discoverarkansas.net/article.asp?ARTICLEID=795>

North Central: <http://www.discoverarkansas.net/article.asp?ARTICLEID=811>

Northeast: <http://www.discoverarkansas.net/article.asp?ARTICLEID=807>

Northwest: <http://www.discoverarkansas.net/article.asp?ARTICLEID=809>

Southeast: <http://www.discoverarkansas.net/article.asp?ARTICLEID=762>

Southwest: <http://www.discoverarkansas.net/article.asp?ARTICLEID=794>

Western: <http://www.discoverarkansas.net/article.asp?ARTICLEID=804>

West Central: <http://www.discoverarkansas.net/article.asp?ARTICLEID=801>

Another great source for State and Local Area statistical information is the Arkansas Labor Market and Economic Report that Arkansas’ Labor Market Information Department produces yearly. It provides both a State profile and a detailed Local Area profile for each of the Workforce Investment Areas. To utilize the Economic Report’s statistics, which are in a PDF, please go to the LWIA that you are interested in at: http://www.discoverarkansas.net/admin/uploadedPublications/2109_2012_Economic_Report.pdf

WIA Comprehensive Five-Year Local Plan Submittal
July 1, 2012 – June 30, 2017

In compliance with the provisions of the Workforce Investment Act of 1998, the final rule, and planning guidelines and instructions developed by the Governor, this WIA Comprehensive Five-Year Local Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies.
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations.
- Affirm that the composition of the Local Board is in compliance with the laws, rules and regulations and is approved by the State.
- Affirm that the Chair of the Local Board was duly elected by that Board.
- Agree to comply with §661.310 by ensuring a firewall exists between the board and the provision of core services, intensive services, training services and the One Stop Operator.

Note: A separate signature sheet is required for each Chief Elected Official.

Date: _____ Signature of Local Chief Elected Official (CEO): _____

Mr. Ms. Other (Please check one)

Print Name of Local CEO: _____

Title of Local CEO: _____

Address 1 _____

Address 2 _____

City: _____

State: _____

Phone: _____

Zip Code: _____

E-mail: _____

Submittal directions: Complete this form as part of the Local Plan development process and submit the entire Local Plan electronically as described earlier in this guidance. Submit this form with original signatures to: cindy.varner@arkansas.gov

WIA Comprehensive Five-Year Local Plan Submittal
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By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies.
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations.
- Affirm that the composition of the Local Board is in compliance with the laws, rules and regulations and is approved by the State.
- Affirm that this WIA Comprehensive Five-Year Local Plan was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected Official(s) on behalf of the Local Board.
- Agree to comply with §661.310 by ensuring a firewall exists between the board and the provision of core services, intensive services, training services and the One Stop Operator.

Date:

Signature of Local Board Chair:

Mr. Ms. Other (Please check one)

Print Name of Local Board Chair: _____

Address 1 _____

Address 2 _____

City: _____

State: _____

Phone: _____

Zip Code: _____

E-mail: _____

Submittal directions: Complete this form as part of the Local Plan development process and submit the entire Local Plan electronically as described earlier in this guidance. Submit this form with original signatures to: cindy.varner@arkansas.gov