



ARKANSAS WORKFORCE DEVELOPMENT BOARD

QUARTERLY MEETING



Monday, May 5, 2025
12:00 pm- 4:00 pm



Arkansas Workforce Center at Little Rock
5401 S. University, Little Rock, AR 72209





May 5, 2025

AGENDA



ARKANSAS WORKFORCE DEVELOPMENT BOARD QUARTERLY FULL BOARD MEETING

12:00 p.m. -4:00 p.m.

“Lunch with a Local Board”

[Workforce Development Board of Eastern Arkansas \(WDBEA\)](#)

Presenters: Heather Pipkin, WDBEA Executive Director

Fred Leonard, WDBEA Vice Chair (State Farm Insurance/Leonard Insurance & Financial Services Inc)

Workforce Heart of Service & Excellence Award (W.H.O.S.E.)

Presented by Eddie Thomas, Arkansas Workforce Connections, Office of Employment & Training

“Employer Insights”

Presenter: Will LaRue, Business Development Officer



ARKANSAS WORKFORCE DEVELOPMENT BOARD QUARTERLY FULL BOARD MEETING

Call to Order.....Karen Breashears, Vice Chair
Roll Call.....Board Staff
(5 Minutes)

Agenda Item 1: ACTION-

Minutes of February 3, 2025 Full Board Meeting..... Karen Breashears, Vice Chair
(5 Minutes)

Agenda Item 2: INFORMATIONAL- ADMINISTRATIVE REPORTS (20 Minutes)

Report of State Board Chairman..... Karen Breashears, Vice Chair
Arkansas Workforce Development Board

Report of State Board Director.....Dr. Charisse Childers, Director
Arkansas Workforce Development Board

Report of State Workforce Agency Director.....Cody Waits, Executive Director
Arkansas Department of Commerce-Workforce Connections

Report of Staff.....Eddie Thomas, Director
Arkansas Workforce Connections-Office of Employment & Training



Agenda Item 3: STANDING COMMITTEE REPORTS (10 Minutes)

Program & Performance Evaluation Committee.....Gan Nunnally, Chairman
Strategic Planning Committee.....Karen Breashears, Chairman

Agenda Item 4: INFORMATIONAL (20 Minutes)

Governors' Workforce Strategy Updates.....Mike Rogers, Chief Workforce Officer
Office of Governor Sarah Huckabee Sanders

LAUNCH for Students & Providers.....Dr. Robert McGough
Chief Data Officer, Arkansas Department of Transformation and Shared Services

Agenda Item 5: INFORMATIONAL (30 Minutes)

WIOA Performance Reporting Dashboard & Template.....ACOM Workforce Policy & Innovation Division
Dr. Charisse Childers, Director
Brian Rogers, Assistant Director

Agenda Item 6: INFORMATIONAL- Arkansas Workforce Connections-Non WIOA Programs Overview(30 Minutes)

Office of Skills Development.....Stephanie Isaacs, Director
Office of Existing Business..... Justin Majors, Director



Agenda Item 7: INFORMATIONAL- Arkansas Workforce Connections- WIOA Partner Program Updates *(30 Minutes)*

WIOA Title II.....Dr. Trenia Miles, Director
Office of Adult Education

WIOA Title IV.....Dr. Cassandra Williams, Director
Office of Services for the Blind

WIOA Title IV.....Commissioner Joseph Baxter, Director
Office of Rehabilitation Services

Agenda Item 8: ACTION- *(10 Minutes)*

Eastern Arkansas Workforce Development Area Center CertificationsDr. Claudia Griffin, Policy Specialist
Katherine Williams, Policy Specialist
Office of Employment & Training

Board Open Discussion *(10 Minutes)*

Public Opportunity to Address the Board *(5 Minutes)*

Announcements *(5 Minutes)*

Adjournment

News & Resources

- [PY 24-03 AR Monitoring Procedures Issuance and Monitoring Procedures](#)
 - [Monitoring Procedures](#)





“Lunch with a Local Board”



Workforce Development Board of Eastern Arkansas ([WDBEA](#))

Fred Leonard, Vice Chairman
Heather Pipkin, Executive Director

Arkansas Workforce
Development Board Meeting
May 5, 2025

Workforce Development Board of Eastern Arkansas (WDBEA)

Virtual Enrollments and Services

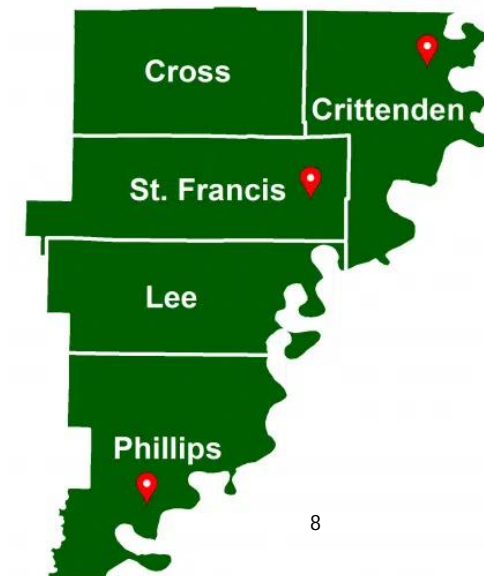
First area in the State to do implement this. With transportation, childcare and lack of services (One Stop Centers) in the Delta areas this will assist job seekers in gaining and maintaining self-sufficient employment by allowing them to access WIOA services from their home utilizing their cell phones.



Workforce Development Board of Eastern Arkansas (WDBEA)

Recruitment, Outreach and Employer Engagement

New Business Services & Outreach Coordinator



Workforce Development Board of Eastern Arkansas (WDBEA)

Promising Practices with Partners

Jobseeker-First Focus!

**Arkansas Workforce Connections Transitions &
Changes**

Customer Friendly Workforce Centers

Staff Satisfaction

Partner Referrals



Workforce Development Board of Eastern Arkansas (WDBEA)

WIOA Performance

Adult Performance

Eastern is meeting/exceeding all adult performance measures except Measurable Skills Gains- we are currently at 35.71%. We have a total of 13 with an expected completion date within this program year. We are anticipating our PY 24 measure to be 78% by June 30, 2025. Our negotiated goal for this measure is 83.70%. We have 28 participants in this measure with an expected 22 to attain, we anticipate on ending this program year within the 10% allowed.

Youth

Eastern is exceeding all youth performance measures

Retention with the same employer in the 2nd and 4th quarters after exit.

There are no performance negotiations for this measure, however data shows

Eastern as follows:

Adult- 78.33% with 60 in the denominator

DLW- 100% with 4 in the denominator

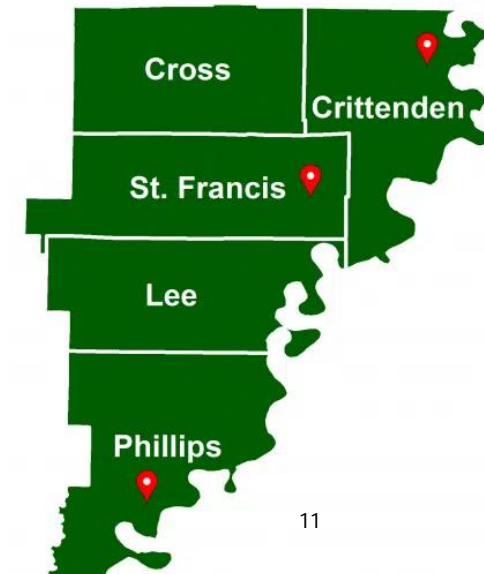
Youth- 83.33% with 20 in the denominator

Dislocated Work Performance

Eastern is meeting/exceeding all DLW performance measures except Measurable Skills Gains and Median Earnings- we are currently at 50% in the MSG with a negotiated goal of 77.80%. We have 2 in this measure and anticipate 100% performance by the end of the program year. Our negotiated performance for median earnings is \$9,200 and we are currently at \$7,280.00. Eastern does not anticipate on meeting this performance measure. Wages are entered and DLW's will not be added.

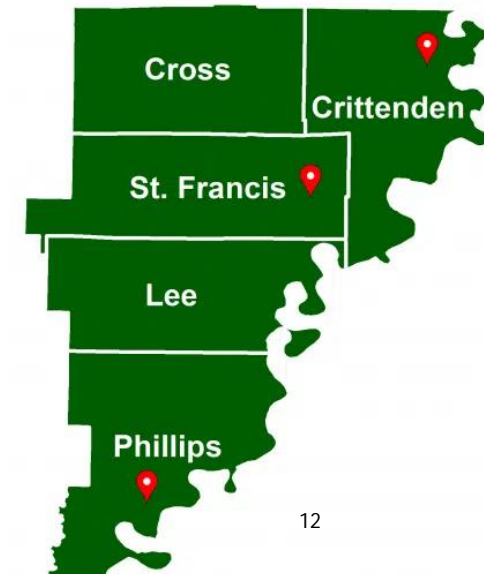
Workforce Development Board of Eastern Arkansas (WDBEA)

SUCCESS STORIES



Workforce Development Board of Eastern Arkansas (WDBEA)

BOARD ENGAGEMENT





“Lunch with a Local Board”



Workforce Development Board of Eastern Arkansas ([WDBEA](#))

Fred Leonard, Vice Chairman
Heather Pipkin, Executive Director

Arkansas Workforce
Development Board Meeting
May 5, 2025

Workforce Development Board of Eastern Arkansas (WDBEA)

Memorandum- Virtual Enrollment and Services in WIOA Title IB

Purpose: To provide guidance to Workforce Development Board of Eastern Arkansas (WDBEA) staff regarding virtual enrollments and services (internet based and phone communications) to potential WIOA Title IB participants. Virtual enrollments and services may also be provided and/or completed during times the AWC's are not open to the public or after-hours.

I. Virtual Services:

The provision of virtual services is allowable under **20 CFR 678.305(d)(3)**. However, WDBEA must ensure that all Federal, State, and program requirements are followed. For allowable services reference *TEGL 19-16 and 21-16*.

II. Collection of Eligibility Documentation:

Eligibility requirements for program participants will not change regardless if services are provided in person or virtually. WDBEA must still follow pre-established regulations for eligibility requirements for WIOA Title IB programs.

III. Collecting eligibility documentation virtually

a. Electronic Collection

Workforce Development Board of Eastern Arkansas (WDBEA) requires that all staff conducting virtual enrollments must utilize Arkansas JobLink (AJL), when applicable, to collect eligibility documentation from participants. In order to do this effectively, the career advisor must:

- Establish the participant has an active Arkansas Joblink account that is complete with updated resume.
 - Instruct the participant of the documentation that is required
 - Provide guidance on where the participant must upload their documentation.
- i. Applications can be completed on WDBEA's website- Easternworks.org, or they can be faxed, emailed, or mailed to WDBEA staff.
 - ii. Electronic signatures are allowable utilizing Adobe Pro software
 - iii. Virtual meetings are required for the enrollment process utilizing FaceTime, Zoom, TEAMS, or other virtual services. This allows WDBEA staff to match the participant with the required documentation and build the relationship required for the potential participant

b. Physical Collection of Documents

- i. WDBEA staff may require participants to provide a physical copy of requested eligibility documentation for certain reasons such as, but not limited to, documentation submitted electronically is not legible, maybe expired, out of the timeframe needed, etc.
 - 1. Documents or envelopes that are mailed to the participant to collect signatures or eligibility documentation must include an envelope with pre-paid postage for the potential participant to mail back signed documents to the assigned office of the WDBEA staff.
 - 2. Documents can be provided to organizations that have agreed to scan/email/fax documents on behalf of WDBEA. A list of organizations will be provided for the potential participants.

WDBEA does not intend to delay enrollment or create barriers to enrollment. If possible, participants should be encouraged to provide documentation virtually by utilizing their own equipment or utilizing family or close friends to submit such documents to WDBEA staff. If such equipment is not available through the methods mentioned above, then potential participants must be referred to one of our partner organizations for the documents to be submitted. Some of the organizations are:

Marianna Civic Center- Kenyan Grey- (870) 821-1707
Phillips Community College U of A- Shawndus Gregory- PCCUA Campus
Adult Education- Phillips - Chrstine Sanderlin- PCCUA campus
Adult Education- Lee- Christine Sanderlin- Anna Strong Elementary Building
Arkansas rehabilitation Services- Cheryl Lee- Planters Bank
All Public Libraries

IV. Use of Personal Equipment for Staff:

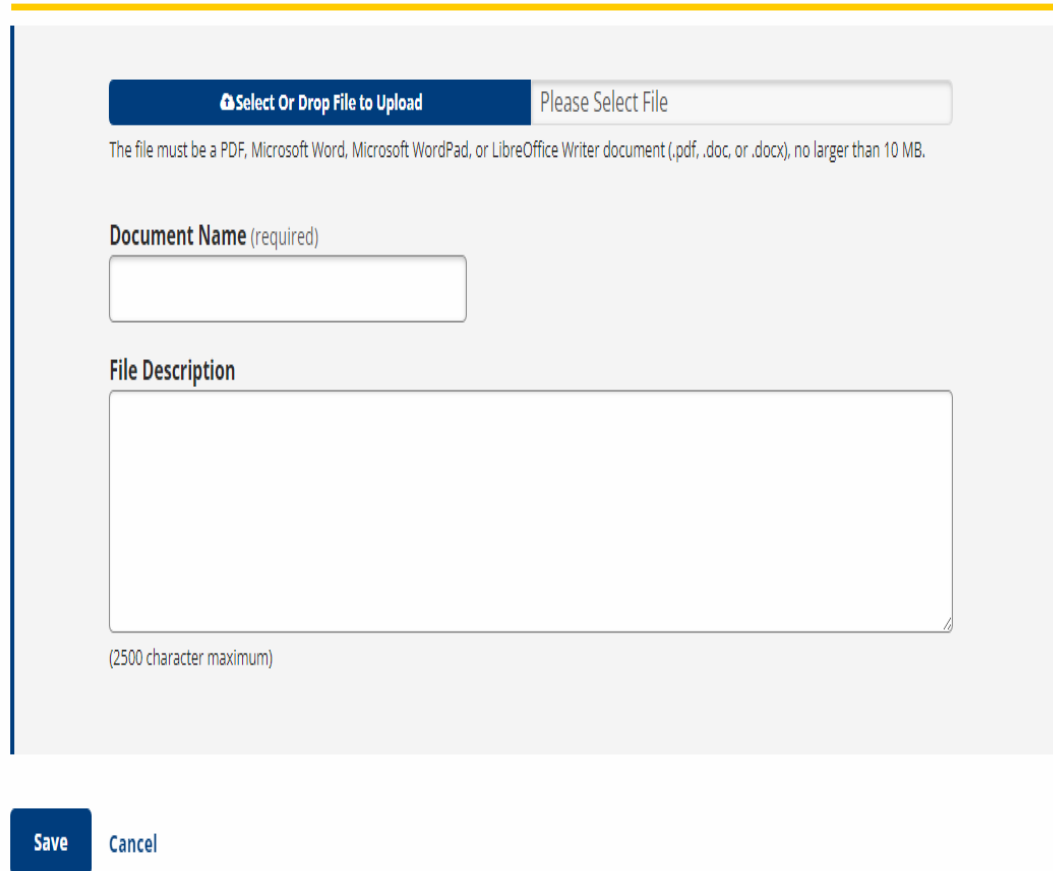
The use of personal equipment is not advised when collecting or communicating eligibility documentation. The use of a personal cell phone or computer poses a significant security risk that will put potential participants Personal Identification Information (PII) at risk for exposure. Also, the use of this equipment is subject to review by the court of law if deemed necessary. If current practices are utilizing these personal devices, then those practices should cease immediately.

Upload documents via computer (must have an active account and completed updated resume).

1. To upload a new document to your account, select **Add New Document**. The New Document page displays.

Adam Wells

New Document



The screenshot shows a web form for uploading a new document. At the top, there is a dark blue button labeled "Select Or Drop File to Upload" and a text box containing "Please Select File". Below this, a note states: "The file must be a PDF, Microsoft Word, Microsoft WordPad, or LibreOffice Writer document (.pdf, .doc, or .docx), no larger than 10 MB." The form includes a "Document Name (required)" text box and a "File Description" text area. Below the text area, it says "(2500 character maximum)". At the bottom left, there are two buttons: "Save" (dark blue) and "Cancel" (light blue).

2. Click **Select Or Drop File to Upload** and select the desired file. You may also click and drag the file into this field. The name of the selected file appears in the text box.
3. Enter a descriptive **Document Name**.
4. (Optional) Enter a **File Description**.
5. Select **Save**. You are returned to the Uploaded Documentation page and the selected document appears in the table.

Test

Uploaded Documentation

Sortable table sorted by Date, descending

Document Name ↕	Uploaded By ↕	Date ↓?
Test Doc Seeker 1 Credential	Test	Oct 30, 2024

[Add New Document](#)

Upload documents on cell phone (must have an active account and a completed updated resume).

- Log into the account
- Select Menu
- Scroll down to “Upload documents” and select
- Click “Add New Document”
- Click “Select or Drop File to Upload”
- Click Camera and take a picture of document needing to upload (ensure the document is legible)
- Select OK and enter the document name in the “Document Name” box
- Click Save

You have uploaded your document successfully into your AJL job seeker account.

Repeat steps for each document.

Performance Measures	PY 24	PY24 Current	#of Participants in the measure
WIOA Adult			
Employment Rate 2 nd Quarter after exit	86.40%	85.94%	64
Employment Rate 4 th Quarter after exit	86.40%	92.75%	69
Median Earnings 2 nd Quarter after exit	\$7,750.00	\$7,020.00	54
Credential Attainment Rate	75%	94.12%	34
Measurable Skill Gains	83.70%	35.71%	28
WIOA Dislocated Worker			
Employment Rate 2 nd Quarter after exit	91.50%	100%	5
Employment Rate 4 th Quarter after exit	88.50%	100%	4
Median Earnings 2 nd Quarter after exit	\$9,200	\$7,280.00	5
Credential Attainment Rate	77%	100%	2
Measurable Skill Gains	77.80%	50%	2
WIOA Youth			
Education/Training/Employment 2 nd Quarter after exit	83.60%	94.12%	34
Education/Training/Employment 4 th Quarter after exit	85.80%	93.10%	29
Median Earnings 2 nd Quarter after exit	\$3,950.00	\$6,884.40	31
Credential Attainment Rate	61.50%	70%	10
Measurable Skill Gains	67.90%	75%	28



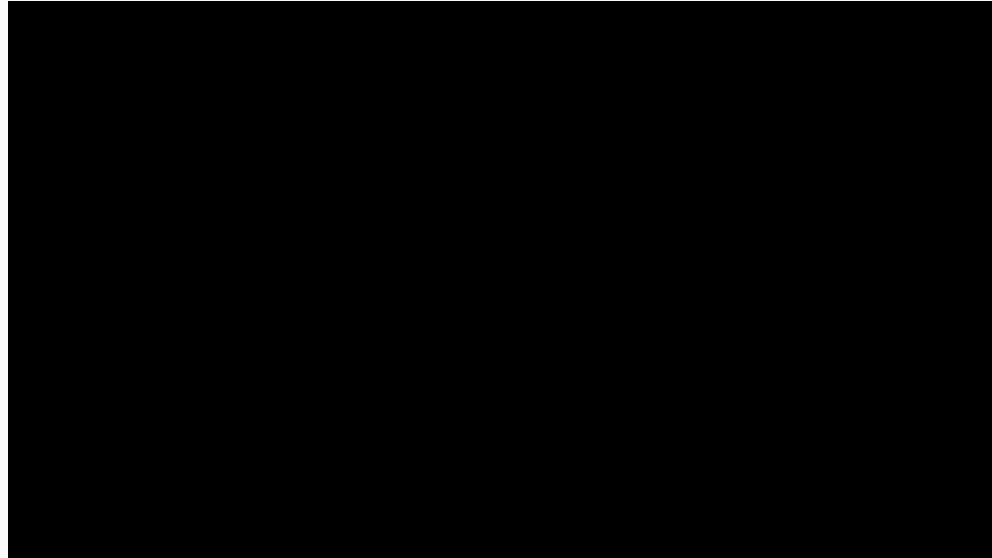
THE BUSINESS CASE FOR REENTRY: A COMMUNITY ORIENTED PATH FORWARD

Presented By: Will LaRue - President, TFC Inc.



Goals For This Session

1. To have participants deeply understand that members of our society that are currently or formerly incarcerated are not *other* or *less than* or *bad*.
2. To explore, and encourage critical thinking on, the paths both to and from incarceration.
3. To develop roadmaps for businesses, communities, and individuals to make a difference in re-entry - particularly in communities where the idea is still new and the community is apprehensive.



TFC INC.

Sheet metal manufacturing – cut, bend, weld, paint

Some key statistics

Economic/Societal Stats

- In the midst of a mass exodus of older workers called the “silver tsunami.”
 - *2.6 million baby boomers retiring from manufacturing alone before 2030*
 - *Roughly 2 million unfilled jobs by 2030*
 - *Up to 800 Billion in lost productivity by 2030*
- Finding the right talent 36% harder now than 2018.

Reentry Stats

- 1 in 3 adults in US has a criminal record
- Over 600,000 individuals released from prison every year.
- Up to 70% of formerly incarcerated individuals are unemployed or underemployed.
- Around 60% of employers view a criminal record as disqualifying.
- Securing stable employment can reduce recidivism by 25-50%.



LOCAL IMPACT

- In Arkansas, rough cost of incarcerating someone for a year is around \$27,000.
- In Faulkner County, if we keep...
 - *3 people out = fund our county museum*
 - *10 people out = match budget of our emergency squad*
 - *100 people out = nearly fund our entire county library system*



Humanizing the Data

WOTC Tax Credit

EARN UP TO

\$2,400 For each new adult hire	All new employees must work a minimum of 120 to 400 hours in order for an employer to be eligible to claim the tax credit. The amount claimed by an employer depends on the number of hours of employment and generally the credit is 25% of qualified first-year wages for those employed at least 120 hours but fewer than 400 hours and 40% for those employed 400 hours
\$9,000 For each new long-term family assistance recipient hired over a two-year	Employers hiring a larger number of employees eligible under WOTC can directly save thousands of dollars as a result of tax incentives.
\$9,600 For each new disabled veteran hire for at least 6 months	Indirect benefits include substantial business potential and growth from community gains and individual self-sufficiency.



Business Benefits of Inclusive Hiring

And Incentives/Risk Mitigation

- WOTC Credit
 - \$2,400-\$9,600 *per hire!*
- Federal Bonding Program
 - *Free protection up for \$5,000*
- Other local incentives/programs
- Fresh, untouched, easily accessible workforce
- Employee loyalty and motivation
- Reputation

1. Have you ever had any problems?
2. Don't you worry about _____?
3. Does it make your other workers uncomfortable? Is there animosity?
4. You get them to work for real cheap right?
5. Don't most just end up back in jail?

1. I've had more problems out of the folks not from reentry programs.
2. Not any more than I worry about folks not from reentry programs. Use common sense and intuition.
3. I have been AMAZED at the community that has grown.
4. No, they are paid and treated the same as any employee.
5. Not when they're given the proper resources, community, and respect! This is what we're here for!

Common Questions and Concerns

RECAP - Goals For This Session

1. To have participants deeply understand that members of our society that are currently or formerly incarcerated are not *other* or *less than* or *bad*.
2. To explore, and encourage critical thinking on, the paths both to and from incarceration.
3. To develop roadmaps for businesses, communities, and individuals to make a difference in re-entry - particularly in communities where the idea is still new and the community is apprehensive.

THANK YOU!

Will LaRue

501-358-8085

wglarue@tru-fab.com

www.tru-fab.com

Sources

- Council of State Governments Justice Center.**

“Collateral Costs: Incarceration’s Hidden Impact on Families.”
Council of State Governments Justice Center, n.d.,
<https://csgjusticecenter.org/publications/collateral-costs/>.

- National Employment Law Project.**

“Ban the Box.” *National Employment Law Project*, n.d.,
<https://www.nelp.org/publication/ban-the-box/>.

- Prison Policy Initiative.**

“Employment Discrimination.” *Prison Policy Initiative*, n.d.,
<https://www.prisonpolicy.org/>.

- National Institute of Justice.**

“Recidivism and Employment.” *National Institute of Justice*, n.d.,
<https://nij.ojp.gov/>.



Agenda Item 1: ACTION
MINUTES from February 3, 2025 Meeting



MINUTES
Arkansas Workforce Development Board
February 3, 2025

The Arkansas Workforce Development Board convened on February 3, 2025, at 12:17 p.m. at the Department of Commerce Building. Chairman Anderson presided with the following members voicing their presence: Mr. Mike Rogers, a proxy for Governor Sarah Huckabee Sanders, Commissioner Joseph Baxter, Mr. Len Blaylock, Mr. Miles Crawford, Judge Brandon Ellison, Mr. William French, Mr. Randy Henderson, Ms. Rebecca Ives, Ms. Candice Lawrence, Ms. Holley Little, Dr. Trenia Miles, Ms. Edie Stewart, (listening in as a guest for Mr. Brian Marsh), Mr. George Nunnally, Mr. Justin Majors, a proxy for Mr. Clint O'Neal, Mr. Kelley Sharp, Mr. Cody Waits, Dr. Ken Warden, and Dr. Cassandra Williams-Stokes.

Mayor Ray Bowman was unable to attend.

Agenda Item 1-ACTION-Minutes of November 6, 2024, Full Board Meeting: Chairman Anderson asked if any revisions/changes needed to be made to the November 6, 2024, meeting minutes.

Hearing none, a motion was made by Judge Brandon Ellison, and seconded by Ms. Rebecca Ives to approve the November 6, 2024, meeting minutes. The motion carried unanimously with none opposed.

Agenda Item 2-ACTION-Board Administrative Requirements: Chairman Anderson congratulated Judge Brandon Ellison, Mr. Len Blaylock, and Dr. Ken Warden on their reappointments to the Arkansas Workforce Development Board. Mr. Len Blaylock's and Dr. Ken Warden's terms will expire on May 1, 2027. Judge Brandon Ellison's term will expire on May 1, 2028. Chairman Anderson also congratulated Mayor Ray Bowman on being newly appointed to the Arkansas Workforce Development Board. Mayor Ray Bowman's term will expire on May 1, 2028. Dr. Charisse Childers reminded all of the board members of the January 31, 2025, deadline to file their Statement of Financial Interest at the Secretary of State's office. Dr. Childers reviewed policy A.C.A. §15-4-3704(h)(1) and (2) of the current stipend policy. Dr. Childers also informed the board members that two votes will take place at today's meeting. The first vote will be on either the acceptance or denial of the continuation of travel stipends to be offered to board members at a rate decided on by the board members. The second vote will be to allow board members to receive travel expense reimbursement as provided by state travel rates.

Ms. Victoria Hall thanked the board members for being responsive to the emails sent to them regarding their Statements of Financial Interest and their annual board paperwork. Ms. Victoria Hall will collect the annual board paperwork from the board members today and review it to make sure all documents are received and completed correctly. For any board members, who forgot to bring their annual board paperwork today a follow-up email will be sent out with the required paperwork that needs to be completed.

Chairman Anderson entertained a motion to approve the Arkansas Workforce Development Board authorizing payment to the appointed members of a stipend not to exceed \$110 per meeting attended by the full Arkansas Workforce Development Board or its committees. The Arkansas Workforce Development Board members shall receive no other compensation, expense reimbursement, or in-lieu-of payments except as provided by A.C.A §25-16-902.

A motion was made by Dr. Ken Warden and seconded by Mr. Randy Henderson. The motion carried unanimously with none opposed.

Chairman Anderson entertained a motion to approve expense reimbursements for the Arkansas Workforce Development Board members as provided by state travel rates.

A motion was made by Ms. Karen Breashears and seconded by Mr. Len Blaylock. The motion carried unanimously with none opposed.

Agenda Item 3-INFORMATIONAL-Administrative Reports:

Report of AWDB Director: The Strategic Planning Committee (SPC) met this morning at 9:00 a.m. Members of the National Governor's Association (NGA) facilitated the Strategic Planning Committee Meeting helping the members work on their Statement of Intent. Dr. Childers expressed appreciation to the SPC members for their efforts in aligning the WIOA state plan with the Governor's Strategy. Dr. Childers ended her report by yielding her time allotted for additional reports.

Report of State Workforce Agency Director: Director Cody Waits spoke on Audits and Compliance. The monitoring team is constantly working on closing out monitoring and auditing reports, some with fiscal impacts. Director Waits is engaging with the local workforce boards to assess how much funding is being used by industry sectors. Short-term solutions are being developed by using Excel spreadsheets for better tracking of funds used. Arkansas Rehabilitation Services & the Division of the Services for the Blind are reallocating positions to fill statewide vacancies. Policy reviews are being conducted on all WIOA Title I-IV policies, with quarterly reviews and reporting. Discussions are still ongoing about Issue 1 to define rollout and implementation. Director Waits concluded by giving an update on the Migrant & Seasonal Worker Program. Restructuring of the FLC and H2A programs has been completed to reduce the backlogs in the application processing of these programs.

Report of Staff: Director Thomas referred the board members to look at the State Performance Assessment in their packets. This Assessment was completed by the Department of Labor, and it reviews the overall performance metrics for the State of Arkansas. The feds released preliminary funding estimates for PY25, with an increase of over \$1 million for WIOA and Wagner-Peyser programs. Director Thomas provided updates on the Employment Services Virtual Center. From September 2024 to the present over 11,000 people have received assistance and job seeker services. Training specialists are conducting monthly workshops to help job seekers enhance their employment skill-building skills. Director Thomas concluded his report on partnerships. Partnerships are currently being forged with Goodwill and other partner agencies to expand workforce services.

Agenda 4- INFORMATIONAL-Employer Insights: Mr. Sam Russell, owner of the Buttered Biscuit operates six locations with 300 employees. Project Biscuit is an initiative supporting programs that provide second chances to underestimated individuals within the company's footprint. Project Biscuit focuses on breaking cycles of poverty and reentry. An example of this is Kim. Kim went from living in a halfway house and parole to a cook, kitchen supervisor, and manager and now she has a position at GLAD Manufacturing. Mr. Sam Russell transitioned from peer-to-peer training methods to AI-driven 3-minute training modules tailored for Gen Z learning styles. This training method has reduced training costs by 50% while improving comprehension and retention. The employee retention rates for the Buttered Biscuit are 3.7% above the national trend and they have a low turnover. Mr. Sam Russell ended his presentation with a few focal points of the Buttered Biscuit. The first focal point is employee retention. The second focal point is to create superfans through food, service, and employee satisfaction. The final focal point is to provide an environment that helps employees build self-belief and dignity by making them heroes of their own stories.

Agenda 5-ACTION-Standing Committee Reports:

Executive Committee: No report

Program & Performance Evaluation Committee: No report

Strategic Planning Committee: The Strategic Planning Committee is working on its WIOA Implementation Plan using the State Report and the Governor's Workforce Strategy. They are also working on ideas for streamlining the ETPL process. Some of those ideas include ensuring that ETPL programs align with H3 demand sectors, utilizing AI to improve the ETPL application providers for setting and communicating quality assurance metrics for ETPL programs.

Agenda Item 6-INFORMATIONAL-High Performing Workforce Boards: Ms. Sophia Yager, Ms. Malena Dailey, and Mr. Jack Porter, members of the National Governor's Association (NGA), presented on High Performing Workforce Boards. NGA supports state leadership through its Office of Government Relations and Center for Best Practices. NGA provides workforce development, technical assistance, and economic policy guidance to states. There are components to the framework of a high-performance state workforce board. The first component is the connector. The connector sets and communicates a strategic vision. The second component is the convenor. The convenor manages and aligns partnerships. The final component is the conductor. The conductor uses data and accountability systems to measure progress within the state workforce board. Responsibilities of the State Workforce Board include setting and communicating a workforce vision with clear goals, engaging stakeholders facilitating strategic decision-making, and aligning policy and funding through the Governor's Reserve and Title 1 funding formulas. The local boards are partners to the State Workforce Board, acting as connectors, convenors, and conductors. There should be sector partnerships between state and local boards with industry and education partners. Examples of successful models of this partnership include Colorado's Sector Partnership Network, Idaho LAUNCH, and Future Ready Oregon. Some final takeaways of the NGA presentation are that Workforce boards should track performance metrics to ensure WIOA compliance, leverage user feedback for continuous improvement, and improve data accessibility.

Agenda Item 7-INFORMATIONAL- Governor’s Workforce Strategy: Chief Workforce Officer Mike Rogers yielded his time to Mr. Robert McGough and his team.

Agenda Item 8-INFORMATIONAL-Launch & CiviForm Updates: Mr. Robert McGough, Ms. Abby McQuade, and Mr. Alex Lintz demonstrated how to use CiviForm and Launch for the board members. Launch is a data-driven platform that connects Arkansas job seekers with employers, using machine learning to design personalized career paths, and build a skilled, sustainable workforce. Civiform simplifies the application process by reusing applicant data for multiple applications.

Board Open Discussion: Information will be sent to the board members on what bills to follow during the legislative session pertaining to workforce development. Dr. Childers will reach out to the members of the Program & Performance Evaluation committee soon about working together with the SPC on the implementation plan.

Public Opportunity to Address the Board: None

Announcements: None

Adjournment: Chairman Anderson asked for a motion to conclude the board meeting. **The motion was made by Mr. Kelley Sharp and seconded by Ms. Karen Breashears. The motion carried unanimously with none opposed. The board meeting adjourned at 3:06 p.m.**

Thomas Anderson, Board Chairman
Arkansas Workforce Development Board

Dr. Charisse Childers, Director
Arkansas Workforce Development Board

Board Minutes recorded by Victoria Hall
Arkansas Workforce Connections Staff



Agenda Item 2: INFORMATIONAL ADMINISTRATIVE REPORTS





Office of
Employment & Training
Staff Report

Arkansas Workforce
Development Board Meeting
May 5, 2025

Staff Report



USDOL Monitoring- May 5-16

- *Focus: Administrative & Fiscal*

USDOE- ReImagine Program- Shorter College Update

WIOA Program Performance Training- (April 2025)

E&T Mini Conference- (March 2025)

- Leadership Cohorts & Development Opportunities
- Workforce Heart of Service & Excellence W.H.O.S.E. Award Criteria

WIOA Partners Conference- November 12-15- Ft. Smith AR

ES VIRTUAL SERVICE CENTER/HOTLINE



The “CONNECT” Employment Services Service Center began on 09/02/2024 and allows customers and employers to receive services via telephone or through a virtual platform. CONNECT is a part of a hybrid service delivery model. Customers and employers who prefer face-to-face services continue to be able to meet with staff at a local workforce center.

Looking for a job? or a better job?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

Call today!

MONDAY-FRIDAY
8 A.M.-3:30 P.M.

1-844-908-2178

(SELECT OPTION 4)



Why Choose Us?

- Expert Guidance: Our career advisors provide personalized support tailored to your skills and aspirations.
- Extensive Job Listings: Access a wide range of job opportunities across various industries.
- Resume Assistance: Get help crafting a resume that stands out to potential employers.
- Interview Preparation: Receive tips and practice sessions to ace your interviews.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-265-1121 TDD 1-800-265-1131 Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,898,977.



There are two options for customers to select when calling into the ESSC.

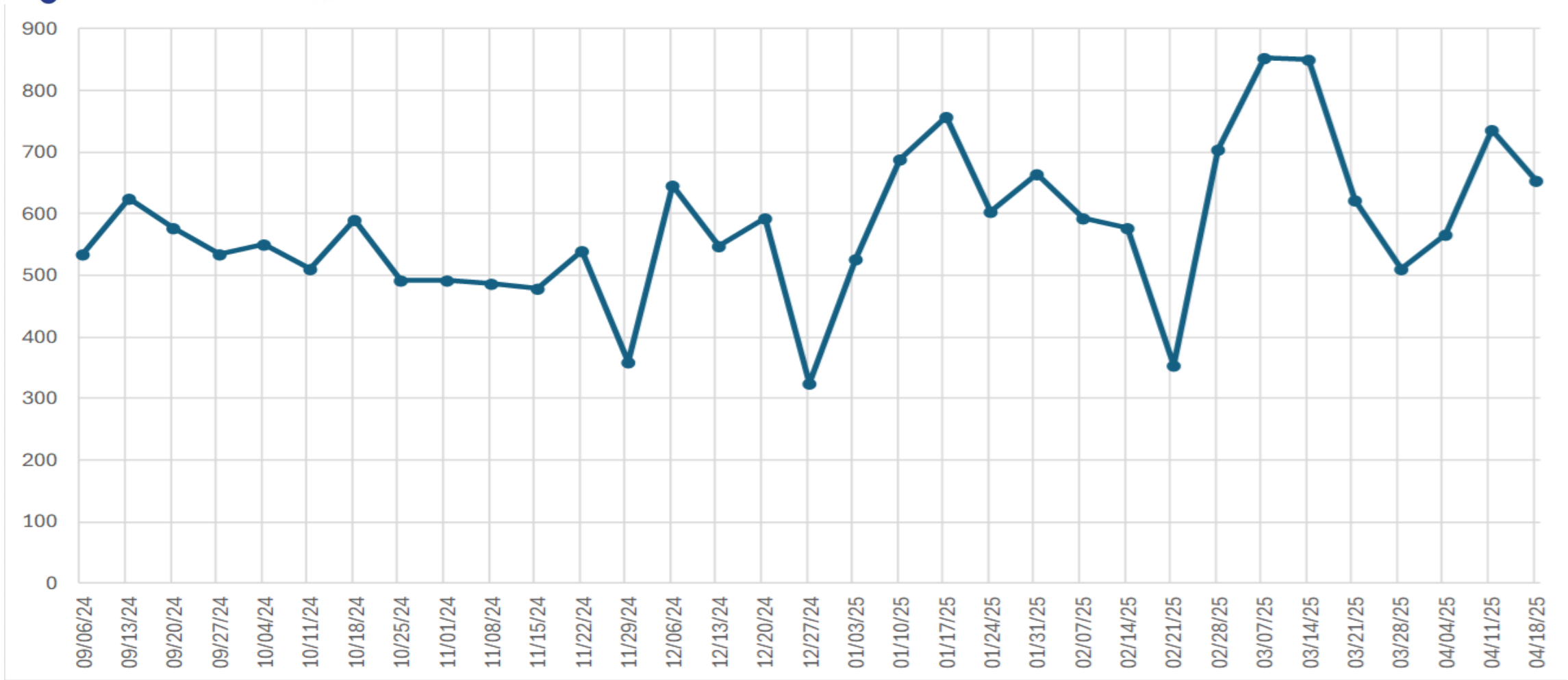
Option 1 is for customers seeking technical assistance with our statewide job search database, Arkansas JobLink. Customers and employers may receive assistance with password resets and other technical assistance. Employers can receive information regarding services available and are routed to the appropriate staff person or partner depending on need. Employers are provided with information about the LAUNCH for employer platform and connected with local business services teams.

Option 2 is for customers seeking Wagner-Peyser services. Services include, but are not limited to job search assistance, resume preparation, partner referrals, and access to other resources, services, & programs.



* System Transition from Genysis to WebX

Date	Call Offered	Answered	Abandoned	Individuals Receiving Services	Total Calls Offered since 09/02/24
09/02/24 - 09/06/24	594	534	60	214	21028
09/09/24 - 09/13/24	660	625	35	201	
09/16/24 - 09/20/24	639	577	62	189	
09/23/24 - 09/27/24	571	536	35	193	
09/30/24 - 10/04/24	588	551	37	243	
10/07/24 - 10/11/24	549	511	38	241	
10/14/24 - 10/18/24	638	590	48	234	
10/21/24 - 10/25/24	526	491	35	205	
10/28/24 - 11/01/24	547	493	54	188	
11/04/24 - 11/08/24	575	488	87	168	
11/11/24 - 11/15/24	541	479	62	152	
11/18/24 - 11/22/24	578	539	39	192	
11/25/24 - 11/29/24	385	359	26	116	
12/02/24 - 12/06/24	729	645	84	174	
12/09/24 - 12/13/24	600	549	51	176	
12/16/24 - 12/20/24	626	592	34	154	
12/23/24 - 12/27/24	356	324	32	70	
12/30/24 - 01/03/25	585	528	57	106	
01/06/25 - 01/10/25	743	689	54	198	
01/13/25 - 01/17/25	829	759	70	215	
01/20/25 - 01/24/25	672	605	67	183	
01/27/25 - 01/31/25	713	664	49	213	
02/03/25 - 02/07/25	614	593	21	199	
02/10/25 - 02/14/25	597	576	21	170	
02/17/25 - 02/21/25	387	355	32	111	
02/24/25 - 02/28/25 *		704		195	
03/03/25 - 03/07/25 *		853		291	
03/10/25 - 03/14/25	1040	851	189	241	
03/17/25 - 03/21/25	765	623	142	200	
03/24/25 - 03/28/25	638	511	127	172	
03/31/25 - 04/04/25	628	566	62	261	
04/07/25 - 04/11/25	824	737	87	234	
04/14/25 - 04/18/25	734	655	79	235	



The "CONNECT" Employment Services Service Center began on 09/02/2024 and has answered 21,028 calls through week ending 04/18/2025.

ES TRAINING



The Office of Employment and Training department has continued to implement various job search workshops and trainings to internal staff and external customers monthly and quarterly, through Wagner Peyser Employment Services.

Since February 2025, there has been a total of 47 job search workshops and trainings given. (Averaging 15 trainings monthly), 900 job seekers in attendance, with 205 certificates of completion given to internal staff, external job seekers, and reentry returning citizens.

ES TRAINING- February '25



Month	Date	Time	Training Topic	# of Attendees	Certificates
F	2/5/2025	12:00 PM	Lunch and Learn - Customer Service	12	0
E	2/11/2025	9:00 AM	Employee Training: New Hire Orientation (Onboarding)	0	0
B	2/13/2025	9:00 AM	Arkansas High School Job Search Workshop: Resume Writing	20	0
R	2/14/2025	9:00 AM	Reentry Workshop: Soft Skills	25	25
U	2/18/2025	12:00 PM	Lunch and Learn - Empathy	office closed IW	0
A	2/18/2025	1:00 PM	Reentry Workshop: Job Searching	office closed IW	0
R	2/19/2025	9:00 AM	Career Exploration & Networking	5	2
Y	2/19/2025	1:00 PM	Career Exploration & Networking	4	3
	2/20/2025	9:00 AM	Resume Writing 101	2	1
	2/20/2025	1:00 PM	Resume Writing 101	5	3
	2/21/2025	9:00 AM	Job Interview and After Hire Tips	4	3
	2/21/2025	1:00 PM	Job Interview and After Hire Tips	2	2
	2/24/2025	9:00 AM	Reentry Workshop: Job Searching	25	25
	2/25/2025	12:00PM	Hope Local Office Lunch and Learn: Resume Writing	2	0
	2/26/2025	10:00 PM	WIOA Southwest Arkansas Partners Meeting: Change Management Presentation	21	
		TOTALS--->	15 Workshops	127	64

ES TRAINING- March '25



Month	Date	Time	Training Topic	# of Attendees	Certificates
M	3/3/2025	1:30 PM	Hope High School Job Search Workshop: Career Exploration, Applications, Resumes	10	0
A	3/5/2025	12:00 PM	Lunch and Learn - Building Trust in the Workplace	cancelled	
R	3/7/2025	10:00 AM	Reentry Workshop: Job Searching	30	30
C	3/11/2025	12:00 PM	Lunch and Learn - Growth Mindset	10	0
H	3/14/2025	9:00 AM	Reentry Job Search Workshop (Texarkana Unit): Soft Skills	35	35
	3/18/2025	9:00 AM	Job Search Workshop - Career Exploration and Networking	1	
	3/18/2025	1:00 PM	Job Search Workshop - Career Exploration and Networking	2	
	3/19/2025	9:00 AM	Job Search Workshop - Resume Writing 101	1	
	3/19/2025	1:00 PM	Job Search Workshop - Resume Writing 101	5	
	3/20/2025	9:00 AM	Job Search Workshop - Job Interviews and After Hire Tips	3	
	3/20/2025	1:00 PM	Job Search Workshop - Job Interviews and After Hire Tips	cancelled	
	3/25/2025	9:00 AM	Staff Quarterly Soft Skill Training: Effective Communication	23	
	3/28/2025	9:00 AM	Staff Reentry Training: How to Service Returning Citizens	18	
		TOTALS--->	13 Workshops	128	65

ES TRAINING –APRIL ‘25



Month	Date	Time	Training Topic	# of Attendees	Certificates
A	4/4/2025	9:00 AM	Reentry Workshop: Job Searching	27	27
P	4/7/2025	9:00 AM	SADA/SWAEC Senior Interview Event: Resume & Job Interviews Workshop	20	0
R	4/8/2025	12:00 PM	Lunch and Learn: Building Trust in the Workplace	8	0
I	4/10/2025	10:00 AM	Employability/Soft Skills Job Search Workshop - Lakepoint Wellness and Recovery	30	0
L	4/11/2025	9:00 AM	Reentry Workshop: Soft Skills	26	26
	4/15/2025	1:00 PM	Texarkana Recreation Center Job Fair - Texarkana AR	75	0
	4/16/2025	9:00 AM	Job Search Workshop: Career Exploration and Networking	2	
	4/16/2025	1:00 PM	Job Search Workshop: Career Exploration and Networking	1	
	4/17/2025	9:00 AM	Job Search Workshop: Resume Writing 101	2	1
	4/17/2025	1:00 PM	Job Search Workshop: Resume Writing 101	2	
	4/18/2025	9:00 PM	Job Search Workshop: Job Interview and After Hire Tips	2	
	4/18/2025	1:00 PM	Job Search Workshop: Job Interview and After Hire Tips	1	
	4/22/2025	9:00 AM	SWAPDD Career and Job Fair in Camden AR	300	
	4/22/2025	12:00 PM	Lunch and Learn: Empathy	7	
	4/24/2025	8:30 AM	Southwest Arkansas Corrections Resource Fair	120	
	4/25/2025	10:00 AM	Staff Training: Reentry Training (How to Serve Returning Citizens) & Resume Writing	10	10
	4/28/2025	10:00 AM	Staff Training: Reentry Training (How to Serve Returning Citizens) & Resume Writing	6	6
	4/29/2025	8:00 AM	Be Pro Be Proud Event (El Dorado, AR) VR Headset	out sick	
	4/30/2025	10:00 AM	Staff Training: Reentry Training (How to Serve Returning Citizens) & Resume Writing	6	6
		TOTALS--->	19 Workshops	645	76

REGIONAL OUTREACH MANAGERS



The Regional Outreach Manager (ROM) plays a critical role in expanding awareness and engagement with the programs and services offered by Arkansas Workforce Connections.

This position is responsible for developing and maintaining relationships with community organizations, businesses, educational institutions, and other stakeholders to enhance workforce development efforts and connect job seekers with employment opportunities.

The ROMs will serve as a strategic communicator, relationship builder, and advocate for workforce initiatives, ensuring that targeted populations have access to the resources they need to be successful in life.

ARKANSAS WORKFORCE CONNECTIONS
OFFICE OF EMPLOYMENT & TRAINING



W.H.O.S.E. AWARD
Workforce Heart of Service & Excellence Award

Purpose

This policy establishes guidelines for recognizing outstanding employee performance through the Workforce Heart of Service & Excellence (W.H.O.S.E.) Award.

Background

In alignment with 2 CFR 200.437, costs that improve working conditions, employer-employee relations, employee health, and employee performance are allowable as long as they are equitably apportioned to all activities.

Policy

The Workforce Heart of Service & Excellence Award is a non-monetary award presented quarterly recognizing employees who exemplify a servant leadership spirit and consistently go above and beyond in service to clients, community, and colleagues. The award includes:

- A trophy or plaque (valued under \$100 per recipient); and
- Formal recognition during a designated ceremony or event.
- Additional donations or gifts provided by partners, businesses or individuals

Eligibility Criteria

Nominees must:

- Be an Employment and Training (E&T) employee for at least six (6) months.
- Demonstrate consistent, exceptional service that benefits others beyond regular responsibilities.
- Embody such values such as empathy, integrity, humility, and a commitment to making a difference.

Nomination Process

Staff, partners, or customers may submit nominations via the Microsoft Forms survey app *(link coming soon)* at any time during the year. Completed forms should include the following information:

- Nominee's name, title, and department.
- Nominator's name and contact information.
- Written statement (250-500 words) explaining how the nominee exemplifies a servant's heart or spirit of excellence.
- Examples of specific actions, outcomes, or stories supporting the statement.

Selection Process

Each quarter, a selection committee, comprised of individuals designated by the E&T Director, along with a minimum of two Arkansas Workforce Development Board members, will review and score the nominations based on:

- Alignment with award values.
- Alignment with mission and vision of ACOM & AWC
- Impact of service.
- Consistency of actions.
- Peer/community testimonials (if provided).

The award recipient will be notified by the E&T Director's leadership team within two (2) weeks after completion of the selection committee's review.



Hugh McDonald
SECRETARY OF COMMERCE

Cody Waits
EXECUTIVE DIRECTOR
WORKFORCE CONNECTIONS

Revision Date: 4/1/2025

Internal Title: **Regional Outreach Manager**

Division: Office of Employment & Training

Position Summary

The Regional Outreach Manager plays a critical role in expanding awareness and engagement with the programs and services offered by Arkansas Workforce Connections. This position is responsible for developing and maintaining relationships with community organizations, businesses, educational institutions, and other stakeholders to enhance workforce development efforts and connect job seekers with employment opportunities. The ideal candidate is a strategic communicator, relationship builder, and advocate for workforce initiatives, ensuring that targeted populations have access to the resources they need to be successful in life.

Knowledge, Skills, and Abilities

- Strong interpersonal and relationship-building skills.
- Excellent verbal and written communication skills.
- Ability to plan and execute outreach initiatives effectively.
- Proficiency in Microsoft Office, social media platforms, and other communication tools.
- Knowledge of workforce development programs, employment services, and economic development is a plus.
- Ability to work independently and collaboratively in a fast-paced environment.

Job Responsibilities and Expected Results

Key Business Processes/Duties

1. Community Engagement & Partnership Development

- Establish and maintain strong relationships with community-based organizations, non-profits, educational institutions, employers, and government agencies.
- Develop and execute outreach strategies to increase public awareness of workforce development programs.
- Represent the agency at community events, job fairs, and networking opportunities to promote services and initiatives.
- Identify and cultivate partnerships that support employment, training, and economic development goals.

2. Program Awareness & Public Relations
 - Coordinate and conduct presentations, workshops, and informational sessions for various community groups.
 - Serve as a liaison between the agency and underrepresented or underserved populations, ensuring equitable access to workforce programs.
 - Develop and distribute outreach materials, including brochures, social media content, newsletters, and press releases.
3. Strategic Planning & Data Reporting
 - Assess community needs and provide recommendations for improving workforce development services.
 - Track outreach activities, analyze engagement data, and report on the effectiveness of outreach initiatives.
 - Work with agency leadership to align outreach efforts with state workforce development priorities and goals.
4. Collaboration & Internal Coordination
 - Work closely with workforce program managers, career centers, and employment services staff to coordinate outreach efforts.
 - Assist in developing workforce events, stakeholder roundtables, and career readiness initiatives.
 - Ensure consistent messaging and branding in all external communications.

Additional Business Processes/Duties

1. Travel within the state will be required for community events and meetings.
2. Some evening or weekend work may be necessary based on outreach activities.




Arkansas Workforce Development Board
Quarterly Meeting
May 5, 2025

Dr. Angee Valentine

Agenda

- ❖ Enrollment
- ❖ Performance
- ❖ Job Placement Plans
- ❖ Best Practice
- ❖ Success Story

Shorter College
Reimagine
Workforce Program
REIMAGINE the Possibilities...



Performance

Year 4 Enrollments	Year 5 Enrollments	YTD Enrollments	Year 4 Completers	Year 5 Completers	YTD Completers
123	165	643	49	28	187

Cohort	Number
Cohort 17 01/13/25	63
Cohort 18 04/28/25	84
Cohort 19 06/30/25	YTD Enrolled 21 Enrollment Deadline 08/18/25

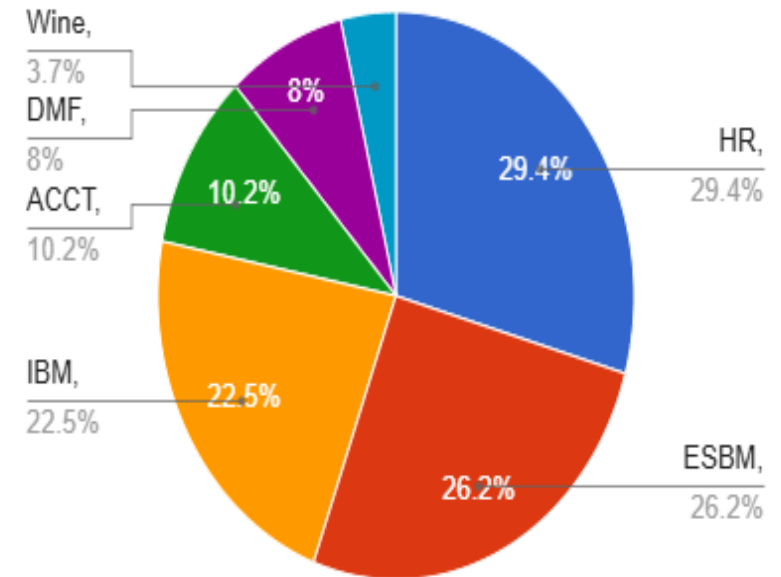
Certifications/Completers

Certifications

Certifications	Number
HR	55
ESBM	49
IBM	42
ACCT	19
DMF	15
Wine	7
Spirits	0

Completers

Reimagine Certifications



Performance Internships

Corporate Internship Partners



**Intern: Nicholas
Marconi/Cybersecurity
Partner: Equus Workforce
Solutions**



**Intern: Tiffany
Washington/ HR
Partner: Dawn Realty**



Completed	32
Active	3
Pending	1



Hugh McDonald
SECRETARY OF
COMMERCE
Charisse Childers,
Ph.D.
DIRECTOR

There are currently two web sites where Reimagine participants can sign up for job searches, additional training and information through the Arkansas Workforce Connections.

1. Arkansas JobLink <https://www.arjoblink.arkansas.gov>
2. Arkansas Launch [Arkansas LAUNCH](https://launch.arkansas.gov/)

Job Placement Plans

Job Analysis Worksheet

Before hiring, you need to determine what type of employee would best fit your business. Use this worksheet to determine the scope of responsibilities and the qualities needed from your employee. Once you've completed it, you can use this information to create the job description and job ad.

Job Title

Job Responsibilities

Define the overall goals of the job, such as "provide administrative and bookkeeping support for the CEO."

Duties

List the day-to-day tasks involved in the job responsibilities, such as answering phone calls or creating invoices.

Required Education/Training

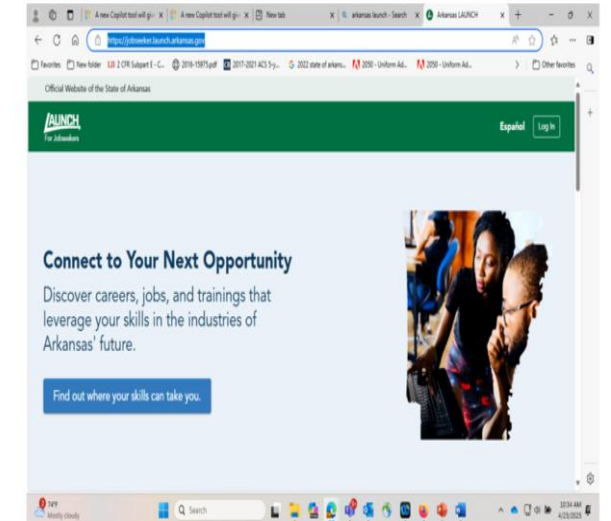
If the job requires professional certifications, degrees or special training, indicate them here.

Required/Preferred Experience

What previous job experience is required or preferred?

continues on next page

<https://launch.arkansas.gov/>



AGENCY @ GWL

SHORTER COLLEGE CAMPAIGN REPORT

PERFORMANCE HIGHLIGHTS

FACEBOOK

Impressions
154.5K
↓ -5.2%

Reach
31.2K
↑ 4.4%

Link Clicks
1.3K
↓ -17.1%

No data
No data

Industry Avg.: \$224

CTR
0.9%
↓ -12.5%

Industry Avg.: 0.8%

Apps
136.0
↑ 25.9%

GOOGLE

Impressions
44.8K
↓ -21.1%

Clicks
1K
↓ -27.6%

Avg. CPC
\$1.95
↑ \$0.55
Industry Avg.: \$2.40

CTR
2.28%
↓ -0.21%
Industry Avg.: 3.78%

Conversions
81.0
↑ 35.0%

TIKTOK

Video Views
66.0K
↑ 20.9%

Clicks
510
↓ -9.1%

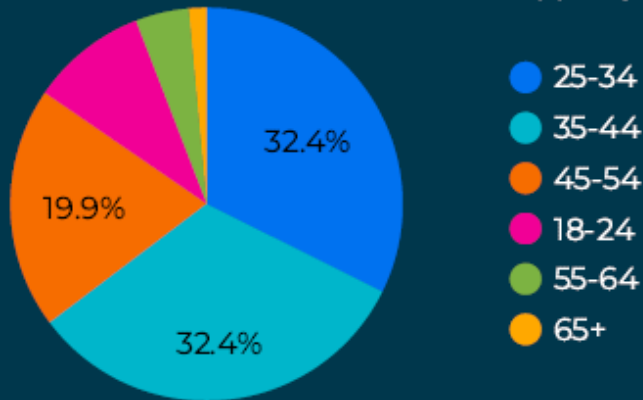
CPC
\$0.78
↑ \$0.07

CTR
0.74%
↓ -0.21%

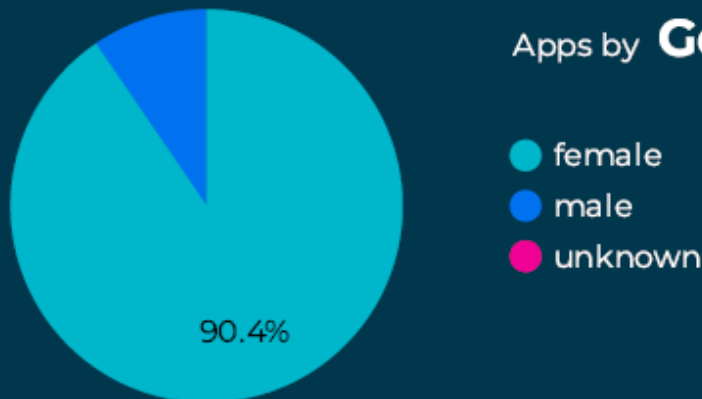
Video Views at 100%
795.0
↓ -9.9%

DEMOGRAPHICS

Apps by **Age**



Apps by **Gender**



Age Range	Impressions	Link Clicks	CTR	Applications Submitted
35-44	59,257	447	0.75%	44
25-34	51,906	394	0.76%	44
45-54	26,531	282	1.06%	27
55-64	5,317	118	2.22%	6
18-24	10,066	83	0.82%	13
65+	1,459	20	1.37%	2
Unknown	0	0	null	0

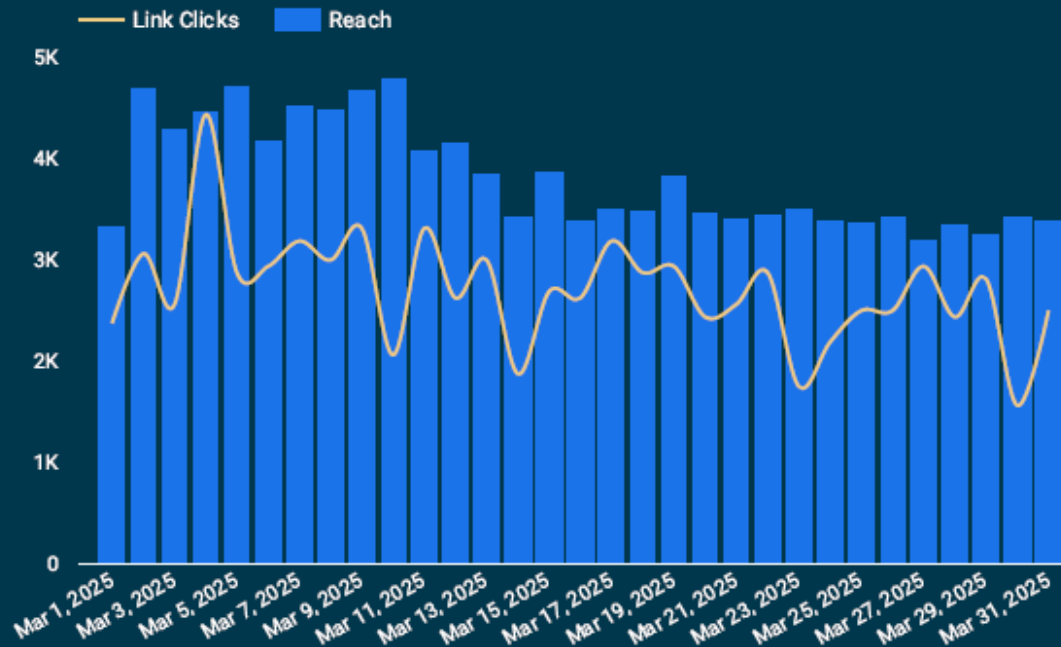
Gender	Impressions	Link Clicks	CTR	Applications Submitted
female	131,663	1,149	0.87%	123
male	22,016	189	0.86%	13
unknown	857	6	0.7%	0



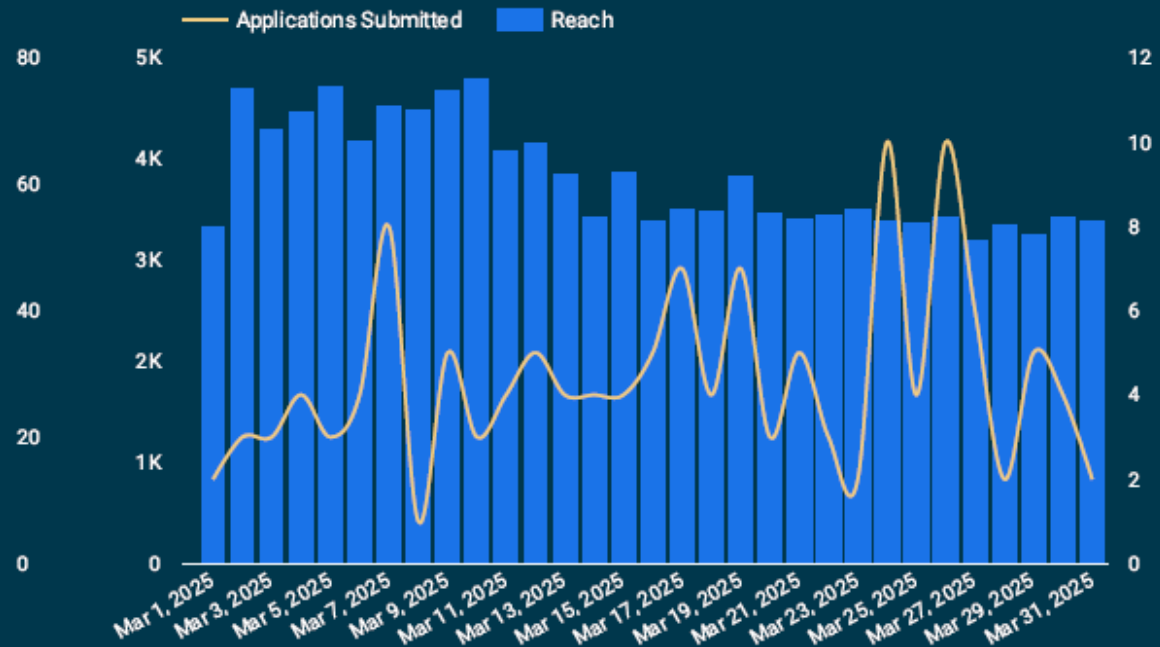
GOAL: LEADS, LINK CLICKS

Campaign Name	Impressions	Link Clicks ▾	CTR	Application Started	Cost Per App
Shorter College-Leads-March-2025-GWL	136,949	1,153	0.84%	113	\$12.21
Shorter College-Retargeting-March-20...	17,587	191	1.09%	21	\$9.52

LINK CLICKS



APPS STARTED



Retention


- **Reimagine Success Meetups: Weekly Sessions for Participants with Career Coach/Tutors**
- **Find-Out Fridays: Career Coach/Tutor Open Office Hours**
- **Digital Literacy Assessments and Tutorials**
- **Generative AI Workshops: Creating Impactful Business Plans with ChatGPT**
- **Weekly Staff Retention Strategy & Career Coach/Tutor Planning Sessions**
- **Wraparound Support: A Dedicated Team of Administrators, Instructors, Career Coach/Tutors, Counselors, and More!**

Best Practices – SWOT Analysis

Source: Reimagine Instructional Team

REIMAGINE INSTRUCTORS

SWOT Analysis

<p>Subject Matter Expertise: Instructors are not only educators but also subject matter experts (SMEs) in the areas they teach, such as entrepreneurship, HR, and digital marketing. This expertise enables instructors to provide high-quality, relevant content and real-world insights that enhance the learning experience. It also fosters a close partnership with career coaches, creating a more holistic learning environment for students.</p>		<p>Growth Opportunities: Instructors have the ability to grow within the program by refining and enhancing the courses they teach. This not only helps in creating better learning experiences for students but also supports instructors' professional development as they continuously upgrade their skills in instructional design, course delivery, and industry trends.</p>
<p>Instructional Design Skills: Instructors are skilled instructional designers capable of editing and refining courses. This allows for continuous improvement of course content, especially as technology changes and evolves. Instructors can adapt quickly to incorporate new tools and technologies, ensuring that the course material stays relevant and engaging.</p>		<p>Collaboration with Career Coaches: The ability to work closely with career coaches ensures that the learning experience is aligned with students' career goals. This close collaboration also allows for real-time feedback and adjustment of course content to better meet industry demands and prepare students for employment.</p>

Cognitive Load Challenges: Some courses, such as Entrepreneurship and HR, face significant cognitive load issues due to the vast amount of information that must be covered in a short time frame (6-12 weeks). The combination of a high volume of content and the need for summative assessments

W

Curriculum Gaps: The design of some courses, particularly in complex fields like entrepreneurship, might not yet be fully optimized for the learner experience. This is especially true where the course content is dense and students are expected to master advanced concepts quickly without enough opportunities for deep learning.

Rapid Technological Advancements: The speed of technological change, particularly in fields like digital marketing and AI, poses a threat to both instructors and students. New tools and platforms emerge quickly, and students may not be familiar with these technologies when they begin the program. Instructors may need to start from scratch to build students' foundational understanding of these technologies, which can create delays and hinder engagement.

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Diverse Levels of Motivation: Differentiation assumes that all students are equally motivated to engage with personalized learning paths, but this may not always be the case. Students who are less motivated or have a passive approach to learning may not fully benefit from the individualized approach, which could result in decreased overall course engagement and lower performance in assessments like business plans.

AI Misuse: In fields like entrepreneurship, there is a risk that students may rely on AI tools to generate written assignments or business plans without critically thinking through the content themselves. This reliance could undermine the integrity of the learning process and students' ability to develop critical thinking and problem-solving skills. Instructors must carefully guide students in using AI as a tool rather than a crutch, encouraging them to think critically about its impact on their learning outcomes.

Recommendations:

Differentiation of Learning: Differentiating instruction to meet the diverse needs of students can be time-consuming and challenging. Instructors may need to design multiple learning paths, assessments, and activities for different groups of students, which can increase the cognitive load on the instructor and require more preparation and individualized attention.

Curriculum Redesign: The instructors are already in the process of redesigning the curriculum to improve the learning experience. By adding interactive elements such as H5P videos, the passive learning experience will shift to a more engaging, interactive model where students can practice and apply what they've learned in real-time. This will better engage students and allow them to develop critical thinking skills.

0

Incorporation of New Technologies: The opportunity exists to continually update the courses to integrate the latest technological advancements, such as AI in digital marketing, which helps keep the program at the cutting edge of industry trends. This not only benefits students but also positions instructors as leaders in delivering modern, relevant content.

Personalized Learning: The shift toward interactive learning can also pave the way for personalized learning experiences, where students progress at their own pace, interact with dynamic content, and engage with the material in a way that suits their learning style.



BADGE OF ATTENDANCE



Presented to

**Angee
Valentine, Ed.D**

Celebrating your attendance at



**HBCU Ai Conference and Training
Summit**

Attended on Apr 01 - 03, 2025

Austin, TX

Powered by Whova



Success Story

Intern: Mrs. Tiffany Washington

Partner: Dawn Realty

After completion of her internship, Ms. Washington was awarded a grant, by Dawn Realty, to attend realtor school. She is on the path to become a licensed realtor.

Thank You

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Dr. Angee Valentine, Director
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Agenda Item 3: INFORMATIONAL STANDING COMMITTEE REPORTS





Agenda Item 4: INFORMATIONAL GOVERNOR'S WORKFORCE STRATEGY

**LAUNCH for STUDENTS
LAUNCH for PROVIDERS**



Workforce Strategy Updates for the Arkansas Workforce Development Board

May 5th, 2025

Talent Pipeline Management

Lithium TPM Collaborative Training



25 participants from the lithium industry will receive Talent Pipeline Management Academy training from June 2 to August 29



Participating organizations include employers, counties, colleges universities, chambers of commerce, educational cooperatives, economic planning and development, and the Venture Center



A TPM implementation workshop will be held in Magnolia in September or October to provide customized training on application of the methodology

LAUNCH for Students

LAUNCH for Students Phase I



Interest assessments
and interest-based
career exploration



Career pathway
exploration
(postsecondary,
secondary)



Student success
planning and navigation



Community service
requirements reporting

Available to participating school districts in August 2025

LAUNCH for Providers

Initial Goals



Streamline the process for provider application/renewal to the Eligible Training Provider List (ETPL) and other funding sources



Facilitate additional quality assurance levels between ETPL inclusion and full programmatic accreditation to support the lottery scholarship expansion and prepare for short-term Pell expansion without lengthy approval timelines



Facilitate improved access to and use of timely labor market information to support program alignment with evolving employer needs

AI-Powered Accreditation Information Hub



An AI-powered consultant guides providers and staff through the application and renewal process while continuously monitoring program outcomes against established benchmarks



Providers will benefit from automated documentation submission, reducing administrative burden by an estimated 70% while ensuring programs meet eligibility requirements



Providers will be well-positioned for eligibility should the Bipartisan Workforce Pell Act pass, creating new funding streams for qualified short-term workforce training programs

Partnership and Investment for Innovation

- Partnership with the National Accreditation Commission (NAC) to deploy the AI-powered Accreditation Information Hub (AIHub) for AI-assisted program application and quality assurance
- The GitLab AI for Economic Opportunity Fund and OpenAI have jointly committed financial resources to develop and implement the AIHub
- Arkansas and NAC representatives will co-present the AIHub quality assurance system at OpenAI headquarters, opening potential avenues to increase philanthropic investment



**Agenda Item 5: INFORMATIONAL
WIOA PERFORMANCE REPORTING
DASHBOARD & TEMPLATE**



WIOA Performance Metrics – Definitions and Orientation for AWDB 2025-5-5

Aim: to educate the AWDB regarding the terminology, methodology, and functionality of WIOA performance metrics.

Reminder regarding WIOA six core programs:

	PROGRAM NAME	ACRONYM / NICKNAME	TITLE NUMBER	FEDERAL AGENCY
1	Adult	Adult	I	Department of Labor
2	Dislocated Worker	Dislocated Worker	I	Department of Labor
3	Youth	Youth	I	Department of Labor
4	Adult Education and Family Literacy Act	Adult or Adult Ed	II	Department of Education
5	Employment Services	ES	III	Department of Labor
6	Vocational Rehabilitation (includes Arkansas Rehabilitation Services “ARS”) and Division of Services for the Blind “DSB”)	VR ARS DSB	IV	Department of Education

Each of the above six core programs is required to report six standard performance accountability indicators:

	INDICATOR	DEFINITION / DETAIL
1	Employment Rate – 2 nd Qtr After Exit	% of participants employment during the 2 nd quarter after program exit (or for Youth (Title I), the indicator is the % of participants in education or training activities or employment during the 2 nd quarter after exit)
2	Employment Rate – 4 th Qtr After Exit	% of participants employment during the 4 th quarter after program exit (or for Youth (Title I), the indicator is the % of participants in education or training activities or employment during the 4 th quarter after exit)
3	Median Earnings – 2 nd Qtr After Exit	Median earnings of participants employment during the 2 nd quarter after program exit
4	Credential Attainment	% of participants: (i) enrolled in an education/ training program who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after program exit, and (ii) employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after program exit
5	Measurable Skill Gains	% of participants during a program year that are: (i) in an education or training program (ii) that leads to a recognized postsecondary credential or employment and (iii) achieving measurable (as in, documented) skill gains / progress, towards such credential or employment
6	Effectiveness in Serving Employers	% of participants during 2 nd quarter after exit who were employed by same employer in 2 nd and 4 th quarters after exit

The Departments of Labor/Education publish Standard Performance Reports (SPRs) for every state: <https://www.ed.gov/about/ed-offices/octae/accountability-and-reporting-adult-education-and-literacy-state-grant-administration>

Snapshot view of the page at the above link:

State	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
United States	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Alabama	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Alaska	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
American Samoa	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Arizona	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Arkansas	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
California	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Colorado	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Connecticut	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Delaware	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
District of Columbia	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Florida	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Georgia	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Guam	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24

Snapshot view of a Standard Performance Report (SPR):

State	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
United States	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Alabama	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Alaska	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
American Samoa	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Arizona	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Arkansas	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
California	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Colorado	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Connecticut	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Delaware	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
District of Columbia	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Florida	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Georgia	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24
Guam	PY 2019-20	PY 2020-21	PY 2021-22	PY 2022-23	PY 2023-24

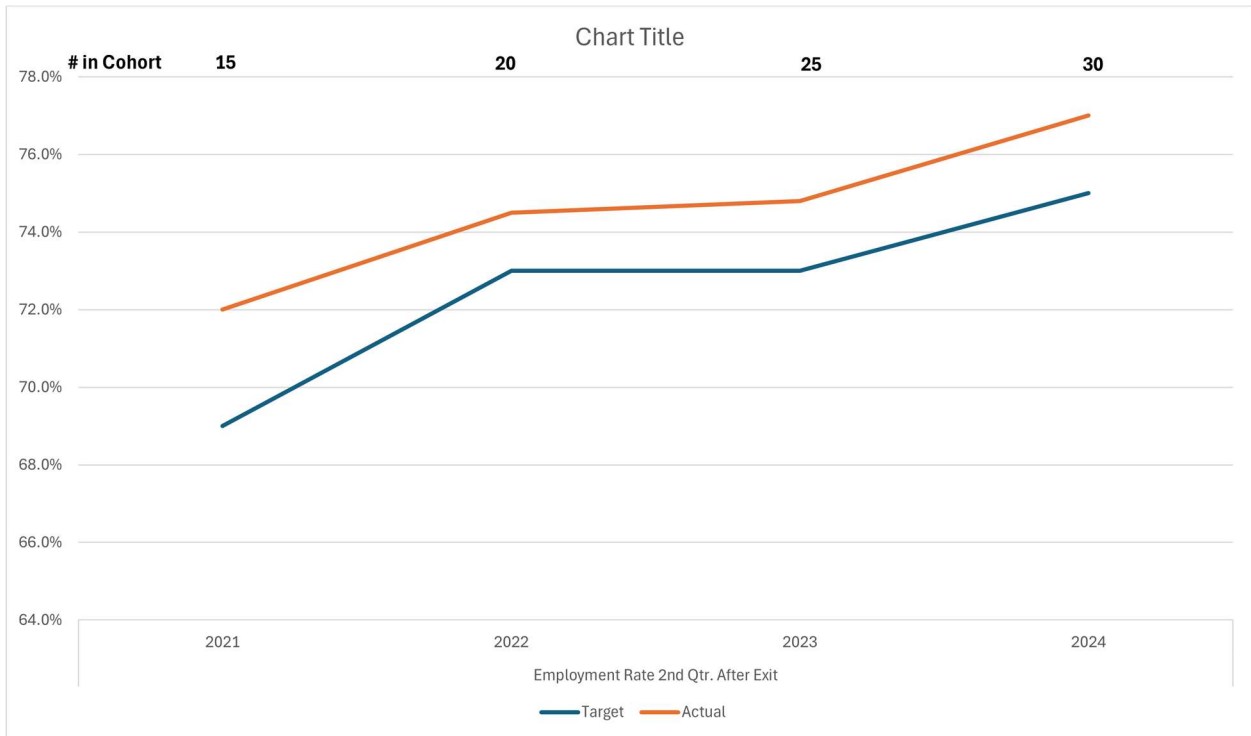
Example Arkansas WIOA Performance Indicator Presentation Table:

Title II Adult Education	2023-24
---------------------------------	----------------

Total Statewide	Total Participants Served 11,105	Total Participants Exited 8,873
-----------------	-------------------------------------	------------------------------------

Performance Indicator	Number of Participants in Cohort	Number of Participants Achieving Outcome	Negotiated Rate	Actual
2nd Qtr. Employment	6890	3,798	43.00%	55.12%
4th Qtr. Employment	6306	3,525	30.00%	55.89%
2nd Qtr. Median Earnings	6890	3,798	\$4,600	\$5,850
Credential Attainment	774	461	47.00%	60.18%
Measurable Skills Gain	11,105	6,856	53.00%	61.73%
Effectiveness in Serving Employers	NOT APPLICABLE			

Example Arkansas WIOA Performance Indicator Chart:





Agenda Item 6: INFORMATIONAL
ARKANSAS WORKFORCE CONNECTIONS
OFFICE OF SKILLS DEVELOPMENT
OFFICE OF EXISTING BUSINESS



Office of Skills Development

Workforce Connections Division
Arkansas Department of Commerce

Arkansas Workforce Development Board Meeting



May 5, 2025



OSD Overview

OSD Training Grants for
Employers

Large-Scale Workforce
Projects

Apprenticeship

Administer High School Area
Technical Centers

Administer & Oversee ARPA
funding

OSD WORKFORCE DEVELOPMENT GRANTS

OSD Workforce Development Grants

Arkansas invests in its workforce through OSD training grants. The grants help businesses offer training to their employees, keeping the state's workforce up-to-date and competitive.

- OSD primarily focuses on three grant categories:
 - Customized Technical
 - Professional Development
 - Grow Our Own

Customized Technical Training

- Specialized technical training tailored to specific industries, skills, or equipment.
- Approved and reimbursed up to 75% of the total project budget.
- Applicants can receive a maximum annual funding of \$250,000.
- Hydraulics, Pneumatics, PLC, CNC, Electrical, Automation, Industrial Maintenance, Manufacturing, CDL, Heavy Equipment trainings are examples.

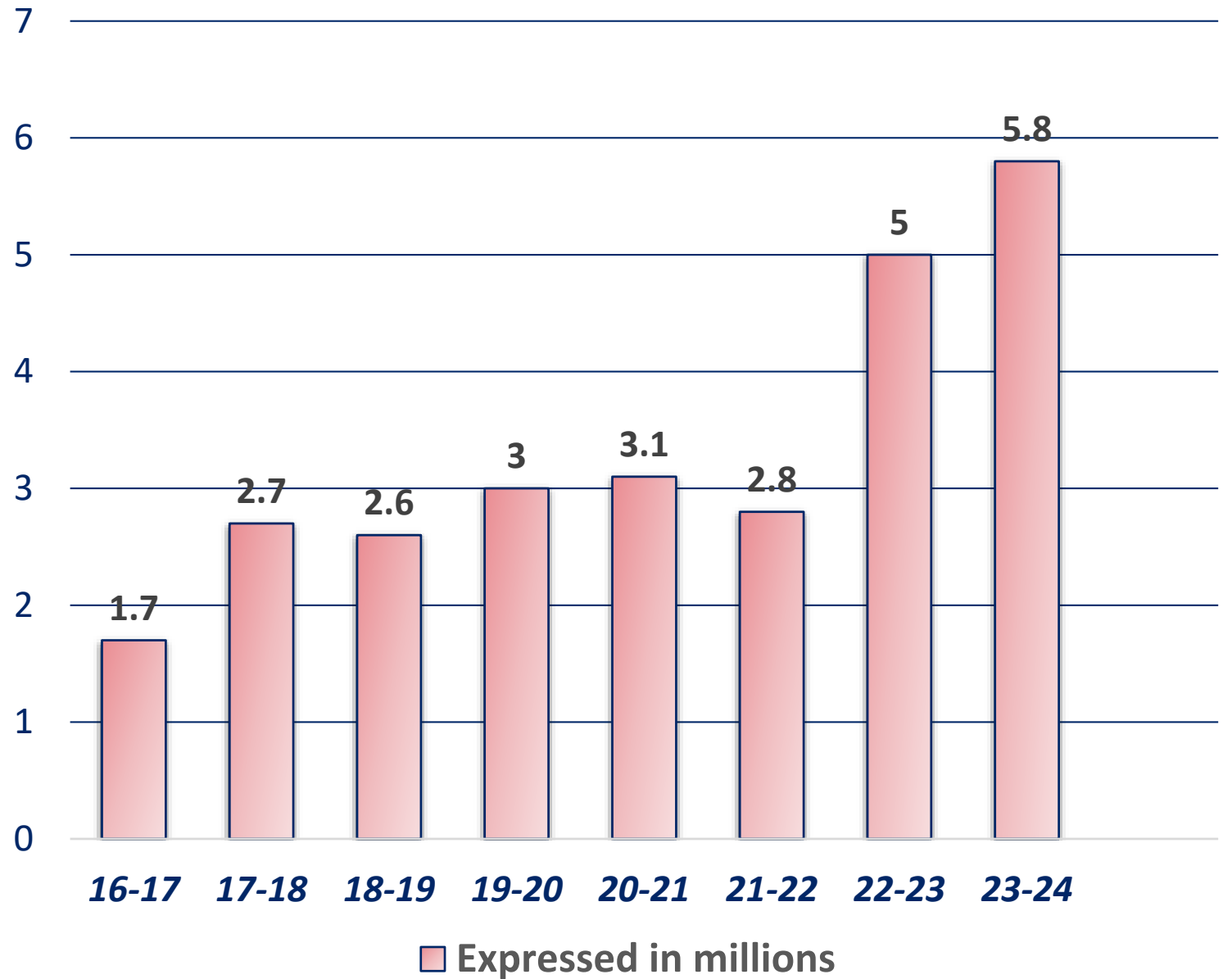
Professional Development Training

- Training in essential soft skills or core academic skills, depending on the requirements of the position.
- Approved and reimbursed up to 50% of the total project budget.
- Applicants can receive a maximum annual funding of \$50,000.
- Examples include Leadership, Communication, Conflict Management, Microsoft Excel, Lean/Six Sigma, Toyota KATA.

Grow our Own Training

- Open to Arkansas-based businesses with 250 or fewer full-time employees.
- Approved and reimbursed at 75% of the total project budget.
- Applicants can receive a quarterly maximum up to \$250,000 with an annual funding of \$1 million.

Funding Awarded Per Year



OSD GRANT AWARDS COMPARISON

JULY 1 – JUNE 30 2024



Received 583



Approved 526



Total awards \$5,873,438



Total unique companies = 203

JULY 1 TO DATE



Received 603 to date



Approved 570 to date



Total awards to date \$5,677,216



Total unique companies = 207

Large Scale Workforce Projects

Fiscal 2025 Projects

Be Pro Be Proud – State Chamber - AIAF	\$1,809,784
TRANSFR VR Training & Career Exploration – AR Community College Assoc*	\$1,400,344
Broadband Training – AR Community College Assoc	\$1,383,473
Heavy Equipment & CDL – Springdale S.D.	\$ 965,000
Construction Trades – Arkansas Construction Education Foundation	\$ 442,000
Food Processing – ASU Jonesboro	\$ 750,000
CDL Training - Black River Technical College*	\$ 448,200
Steelmaking Bootcamp – Arkansas Northeastern College*	\$ 252,000
Skills to Launch*	\$ 462,196
Build My Future Events	\$ 121,000

Fiscal 2025 Projects

IT/CyberSecurity Training – Forge Institute *	\$ 555,000
Forestry Training – South Arkansas College *	\$ 130,396
Medical Training – Birthing Suite – National Park College	\$ 220,631
Medical Assistant Certificate Training – AR Healthcare Assoc.	\$ 312,500
LPN Training – AR Healthcare Assoc.	\$1,336,409
Justice-Involved Workforce Training – DPI Staffing *	\$ 375,000
Residency Training – Conway Regional Medical Center	\$ 800,000
Northwest Technical Institute – Ammonia Refrigeration/Industrial Maint.	\$2,915,991

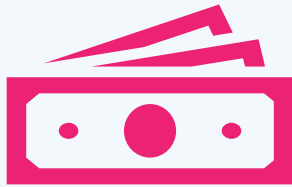
APPRENTICESHIP OVERVIEW

Traditional Apprenticeship Occupations – Construction Trades

- Plumber
- Electrician
- Sheet Metal Worker
- Brick Mason
- Carpenter
- Painter



State Funding for Apprenticeship



Funding for Traditional Apprenticeship

CT Grants \$800,000 yearly – this year OSD subsidized an additional \$56,771

TA \$1,611,456 yearly

This year's TA funded 41 programs, with 115 locations and 5,636 apprentices.



Funding for Non-Traditional Apprenticeship

Evaluated on a case-by-case basis, with maximum RTI funding assistance of up to 75% of the total cost.

OSD funded 22 companies, 285 apprentices for a total of \$836,053.

Funded 5 Pre-Apprenticeship programs, 74 pre-apprentices for a total of \$59,160.

Non-Traditional Apprenticeship Occupations

- Software Developer
- IT Generalist
- Teacher
- RN Graduate Residency
- Agriculture Service Technician
- Water Systems Specialist
- Turf Management
- Industrial Maintenance
- Quality Inspector
- Machinist/CNC Operator
- Chemical Operator



RA Expansion Successes by Industry Sector



Manufacturing

Lockheed Martin, Post Foods, ConAgra, NestleUSA, Albemarle, Tyson Foods, Lacroix Precision Optics, Baxter Healthcare



Health Care

Saline Memorial Hospital, National Park Medical Center, Arkansas Children's Hospital



Utilities/Energy

AR Rural Water, Entergy, AR Electric Cooperative, First Electric Coop



IT

Walmart, JB Hunt, Arvest, Simmons Bank, Southern Bancorp, First Orion, Edafio Technology Partners

SAEF3 Federal Grant

- OSD submitted \$780,950 BASE funding (Continuation of SAEF 1 and 2 BASE)
 - Personnel \$162,500
 - ARPAP \$140,000
 - Marketing \$125,000
 - Website \$ 50,000
 - Database \$ 40,000
 - Tracking/Reporting \$ 31,200
 - Apprenticely \$216,250
 - Travel \$ 10,000
 - Supplies \$ 6,000
 - TOTAL \$780,950**

SAEF3 Federal Grant

- OSD submitted \$4.9 million COMPETITIVE funding request over 3 years:
 - Personnel – Apprenticeship Navigator \$ 274,660
 - Travel for Navigator \$ 22,500
 - Apprenticely – Pay for Performance \$ 750,000
 - Arkansas Department of Education – Mentor Stipends \$ 900,000
 - Training Costs (RTI) for Employer \$3,000,000
 - TOTAL \$4,947,160**

Act 695

Makes Arkansas an SAA State

- Will allow the state Office of Apprenticeship to approve and manage programs.
- Will allow a seamless process from discovery to executing the RAP.
- Will allow the state to work directly with employers to build and update standards.

SECONDARY AREA TECHNICAL CENTERS

Arkansas' Secondary Career Centers



31 Centers
30 Satellites

Funding

- Centers are funded based on enrollment.
- **Vocational center aid** (state funding) is calculated by the Office of Skills Development and distributed by the Department of Education (ADE) based upon each secondary technical center's eligible student **Full-Time Equivalent (FTE)** count.
- 1 **FTE** as defined by ADE is 6 classroom hours. The maximum hours for a center is 3 hours or .5 FTE (1 divided by 2)
 - 3 hour student = .5 FTE
 - 2 hour student = .3333 FTE
 - 1 hour student = .1667 FTE

Tiered Funding

- A three-tiered funding system was established by OSD and approved by the CEWD board in December 2019. This funding system is used to determine the amount of vocational center aid based on program of study.
- Program of study tier placement considers the different funding needs and costs of individual programs of study, along with the workforce needs of the State of Arkansas.

24-25 Vocational Center Aid

VCA Budget from the Public School Fund		\$23,240,092
Fall Enrollment Payments	\$12,938,665	
Spring Enrollment Payments	<u>\$11,489,607</u>	
Total	\$24,428,272	
Deficit Paid by OSD		\$1,188,180

ARPA FEDERAL FUNDING

ARPA GRANTS ADMINISTERED BY OSD

Arkansas Linking Industry to Grow Nurses (ALIGN)

Awarded in April 2024 – Must be expended by December 31, 2026

Budget for 19 Higher Education Institutions		\$20,400,000
Reimbursed to date	\$4,565,235	
Remaining Balance		\$15,834,765
Budget for High School LPN Programs		\$ 4,600,000
Remaining Balance		\$ 4,600,000

ARPA GRANTS ADMINISTERED BY OSD

Higher Industry Readiness through Educational Development (HIRED)

Awarded November 2024 – Must be expended by December 31, 2026

Budget for 19 Awardees		\$48,000,000
Reimbursed to Date	\$2,523,005	
Remaining Balance		\$45,476,995

Office of Skills Development

Workforce Connections Division
Arkansas Department of Commerce

Stephanie Isaacs, Director

Stephanie.Isaacs@Arkansas.gov

501.516.7192



Arkansas Economic Development Commission

Existing Business & Workforce Overview

Arkansas Workforce Development
Board Meeting

5/5/2025

Existing Business will transition from AEDC to Arkansas Workforce Connections in 2025

- Realignment within the Department of Commerce
- Regional Advisors will be more project focused
- Local providers at all levels will be engaged to implement the Governor's Workforce Strategy

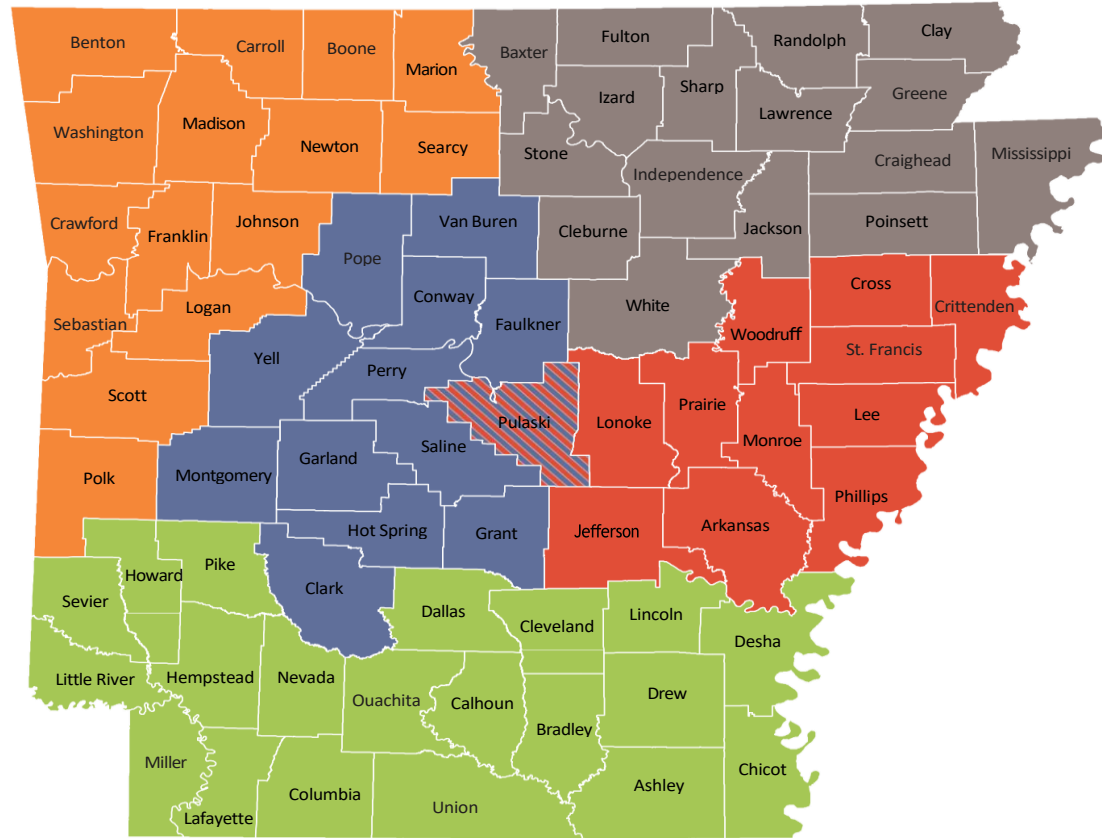
EXISTING BUSINESS TEAM

Business Managers utilize their knowledge of manufacturing trends, workforce development, and other resources to ensure companies across the state have access to the various opportunities and programs available.

Arkansas Manufacturing Solutions is the state affiliate of the National Institute of Standards and Technology-Manufacturing Extension Partnership (NIST-MEP). The mission of AMS is to maximize enterprise value for manufacturers through innovation, Operational Excellence, Sustainability and Leadership Development.



Existing Business - Business Managers



- Northwest Arkansas**
- Northeast Arkansas**
Todd Hunter 870.215.3486 Todd.Hunter@ArkansasEDC.com
- West Central Arkansas**
- East Central Arkansas**
Scott Edmondson 501.682.7322 Scott.Edmondson@ArkansasEDC.com
- South Arkansas**
Rory Gulick 870.814.3179 RGulick@ArkansasEDC.com

Justin Majors
Director

501.682.7396
JMajors@ArkansasEDC.com

Arkansas Manufacturing Solutions-Dept. of Commerce

Keith Gammill

MEP Center Director

Julianne Gonzales

Operations Manager

Candy Burris

Manager of Client Services

Phil Plyler

Manager of Client Services

Eddie Majeste

Outreach & Marketing

Arkansas Manufacturing Solutions-Subrecipient Agreements

Arkansas State University-Delta Center

Bill Kraus

Manager of Client Services

Tim Hall

Manager of Client Services

Amy Turnbull-Weegram

Manager of Client Services

University of Arkansas-World Trade Center

Brandon Brown

Manager of Client Services

Doug Hall

Supply Chain Manager

Joel Gordon

Technology Lead

Workforce Overview

- Over 1,300 in-depth conversations with Industry since 2020
- Workforce, Frontline Leadership, and Supply Chain are the greatest concerns for Manufacturers
- Why does Arkansas, and every other state, have a Workforce issue?

Hint:

It's not because, “*Nobody wants to work anymore*”

A Brief History of “*Nobody wants to work anymore*”

2022


According to a new survey released by TinyPulse, 1 in 5 executive leaders agree with this statement: “No one wants to work”. These same leaders cite a “lack of response to job postings” and “poor quality candidates” when describing why

2006

Q: I can't believe the bad luck I have had in trying to find someone to do some needed home improvements. It almost seems like nobody wants to work anymore and when they do work, they take no pride in what they do. How does one find a dependable worker?


A Brief History of *“Nobody wants to work anymore”*

1981



“Farming is my hobby now. But, these rocks — I hired two boys to clear the rocks off this land last week. But they just fooled around. They didn't want to work. Nobody wants to work anymore.

1952



I heard somebody say the other day that everybody was getting too darned lazy and nobody wants to work anymore. That's the truth if I ever heard it.

A Brief History of *“Nobody wants to work anymore”*

1937

ORCHARDISTS COMPLAIN OF SHORTAGE OF LABOR

Faced with a shortage of labor when unemployment is widespread, peach orchardists in York and Adams counties are complaining that “Nobody wants to work anymore.” There is work, it is reported, for 15 to 25 peach pickers in every orchard in the two counties, but only two to five pickers are at work because of the unavailability of labor.


“Nobody, it seems, wants to work at peach or apple picking and packing,” an Adams county fruit grower declared. He traveled York county

1922

What is the cause of unemployment and hard times? The manufacturer and business men say it is because nobody wants to work any more unless they can be paid enough wages to work half of the time and loaf half of the time. The working man says

A Brief History of *“Nobody wants to work anymore”*

1906



Labor is scarce, high and very unreliable. None want to work for wages.

1894

WITH all the mines of the country shut down by strikers what will the poor editor do for coal next winter? It is becoming apparent that nobody wants to work these hard times.

Do Your Local Companies Do This?

-Well Defined and Communicated Career Pathways	35%
-Strong Onboarding	45%
-On-The-Job Training	37%
-Mentoring Programs	30%
-Hiring/Retention Bonus	20%

Expectations of the Emerging Workforce

- Career Opportunities for Growth, Promotion, and Security
- Work-Life Balance/Flexible Scheduling
- Total Rewards (Base Pay, Benefits, and Bonuses)
- Professional Management/Supervisors
- Job Training and Opportunities for Continuing Education

The Most Difficult Positions to Fill

- Entry Level (Production & Machine Operator) 66%
- Production Supervisor 21%
- Mechanical Engineers 13%



Workforce Issues v. Retention Issues

50% - 200% Turnover in Some Positions

- Substandard Facilities
- Poor Frontline Managers
- No Career Path
- Pay is usually not the issue

Key Takeaways

- Strong Onboarding and Skilled Supervisors are essential to reducing turnover
- Be creative in meeting employer needs
- Don't be afraid to do outreach and ask questions
- Identify your employer champions
- Celebrate and publicize your wins

Arkansas Manufacturing Showcase

- October 1st and 2nd in Little Rock
- Hosted by Arkansas Manufacturing Solutions and the Arkansas Institute for Performance Excellence
- Workforce Development, Technology Trends, Supply Chain
- Exhibitor booths for vendors

Thank you!

A red diamond-shaped logo with the word "ARKANSAS" in white capital letters above the word "INC" in smaller white capital letters.

ARKANSAS
INC

A red diamond-shaped logo with the word "ARKANSAS" in white capital letters above the word "INC" in smaller white capital letters.

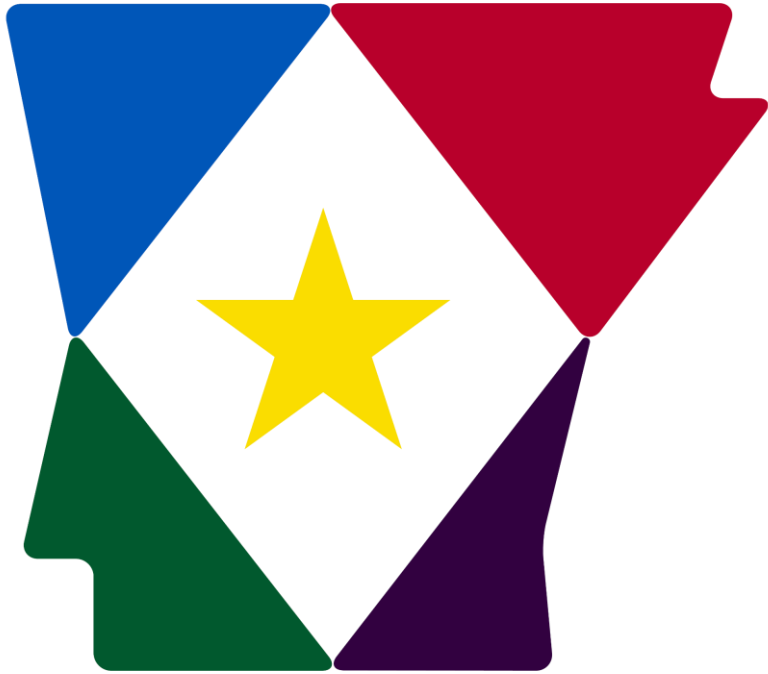
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ARKANSAS



Agenda Item 7: INFORMATIONAL
ARKANSAS WORKFORCE CONNECTIONS
WIOA PARTNER UPDATES





Arkansas Division of
Workforce Services

Adult Education

Arkansas Workforce Development Board Meeting

May 5, 2025

Trenia Miles, Ed.D.,
Director



Title II Adult Education

Title II Adult Education	Total Participants Served	Total Participants Exited
Total Statewide	11,105	8,873

2023-2024 Performance

Title II Adult Education Performance Indicators	Number of Participants in Cohort	Number of Participants Achieving Outcome	Target	Actual
2nd Qtr. Employment	6890	3,798	43.00%	55.12%
4th Qtr. Employment	6306	3,525	30.00%	55.89%
2nd Qtr. Median Earnings	6890	3,798	\$4,600	\$5,850
Credential Attainment	774	461	47.00%	60.18%
Measurable Skills Gain	11,105	6,856	53.00%	61.73%

National Performance Comparison Adult Education

Performance Outcomes 2023 - Quartile Rank

	Grantee	ABE MSG	Grantee	ESL MSG	Grantee	Overall MSG	Grantee	2 nd Quarter Employ	Grantee	4 th Quarter Employ	Grantee	Median Earnings	Grantee	Credential Rate	
1	Indiana	81.01%	Puerto Rico	95.96%	Indiana	75.07%	Montana	66.29%	Indiana	67.62%	Alabama	\$10,045.64	N. Mariana Isles	90.65%	4th Quartile
2	Wisconsin	72.15%	Dist of Columbia	74.84%	Delaware	69.79%	Wyoming	60.23%	Montana	66.14%	Nevada	\$9,390.43	Maine	79.25%	3rd Quartile
3	Wyoming	70.60%	Delaware	70.74%	Puerto Rico	69.16%	Mississippi	58.41%	Wyoming	62.78%	Dist of Columbia	\$9,321.00	Wyoming	78.95%	2nd Quartile
4	Guam	68.96%	New Jersey	67.33%	Wyoming	68.47%	Delaware	55.57%	Puerto Rico	61.98%	Nebraska	\$9,143.66	Montana	75.32%	1st Quartile
5	Delaware	68.62%	Missouri	66.16%	Guam	67.42%	North Dakota	55.32%	Mississippi	59.79%	Minnesota	\$8,608.50	Wisconsin	65.91%	
6	Rhode Island	67.78%	Indiana	64.50%	N. Mariana Isles	66.86%	Arkansas	55.12%	North Dakota	59.11%	Massachusetts	\$8,376.94	Indiana	65.05%	
7	Missouri	67.19%	New York	60.10%	Missouri	66.70%	Kansas	53.00%	Delaware	57.92%	Arizona	\$8,295.00	Kentucky	64.64%	
8	N. Mariana Isles	66.86%	Guam	60.00%	Mississippi	64.49%	Nebraska	52.88%	Arkansas	55.89%	New Hampshire	\$8,060.00	Georgia	63.63%	
9	Mississippi	65.26%	Kansas	59.03%	Dist of Columbia	63.66%	South Dakota	52.67%	Nebraska	53.68%	Maryland	\$7,800.00	West Virginia	63.61%	The box represents the banding. ± 5% from the median.
10	Arkansas	65.07%	Wyoming	58.60%	New Jersey	62.80%	Indiana	48.02%	South Dakota	53.45%	Pennsylvania	\$7,563.24	Vermont	63.20%	
11	Montana	63.41%	West Virginia	55.98%	Wisconsin	62.27%	Michigan	46.11%	Kansas	50.86%	Iowa	\$7,525.40	Utah	61.34%	
12	Tennessee	62.93%	Nevada	55.06%	Arkansas	61.73%	New Jersey	45.28%	Vermont	47.91%	South Dakota	\$7,431.76	Nebraska	60.80%	
13	Texas	61.92%	Mississippi	53.31%	Montana	60.41%	Pennsylvania	44.56%	New York	46.93%	Virginia	\$7,382.34	Arkansas	60.18%	
14	Dist of Columbia	61.90%	Kentucky	53.04%	Kansas	59.22%	New York	44.32%	Maine	46.60%	Connecticut	\$7,379.59	Missouri	57.93%	
15	Nebraska	61.82%	Arkansas	52.96%	New York	57.76%	Hawaii	44.04%	Michigan	46.19%	Kansas	\$7,277.48	Palau	57.14%	
16	Iowa	60.06%	Nebraska	51.87%	West Virginia	57.23%	South Carolina	43.85%	Pennsylvania	46.18%	Hawaii	\$7,200.00	South Dakota	52.04%	
17	Kansas	59.40%	Colorado	50.86%	Nebraska	55.95%	Georgia	43.37%	Alaska	45.62%	Indiana	\$7,090.00	Nevada	51.92%	
18	Nevada	57.41%	Wisconsin	50.38%	Kentucky	55.89%	Iowa	43.00%	Kentucky	45.39%	Rhode Island	\$7,051.41	Delaware	50.47%	



Level I Certificates

Content Area:

2022-2023	2023-2024	% Increase
1,294	2,155	67%



Employability Skills



Financial Literacy



Digital Literacy Skills



Career Exploration



Career Clusters

- Credentials
 - Advanced Manufacturing
 - Construction
 - Education
 - Healthcare & Human Services
 - Supply Chain & Transportation

Level II Certificates

2022-2023	2023-2024	% Increase
157	526	235%

Post-Secondary Credentials

By Type (PY2023-2024)	Total
CDL	195
CNA	268
Pre-Operator Training	92
Phlebotomy	69
Pharmacy Tech	66
Personal Care Tech	45
Paraprofessional	21
Billing and Coding	14
TracPipePS-II/ HVAC/Plumbing	14
Welding	6
LPN	3
Others	37
Total	830

Non-Reportables

By Type (PY2023-2024)	Total
OSHA	421
CPR/First Aid/Life Support	247
NCRC	127
ServSafe	104
HIPPA Training	68
IC3/ITT	20
National Center for Construction Education and Research (NCCER)	18
NCRC-Platinum	9
Others	81
Total	1095





Questions?



Arkansas Workforce Development Board Meeting

May 5, 2025

Dr. Cassandra Stokes, DSB Director





Arkansas Division of
Workforce Services
Division of Services for the Blind

DSB Success Story – Byron Hall

When Byron began receiving services from DSB, he was working 40 hours per week, making \$9.00 an hour. However, he was struggling with maintaining his employment due to his vision loss. Byron's vision is listed as hand motion only. As a DSB consumer, Byron received Orientation and Mobility Training, and Rehab Technology. While working with his counselor, Byron decided he wanted to participate as a Vending Manager in the Randolph-Sheppard Vending Facility Program and received training on how to manage his own vending business.



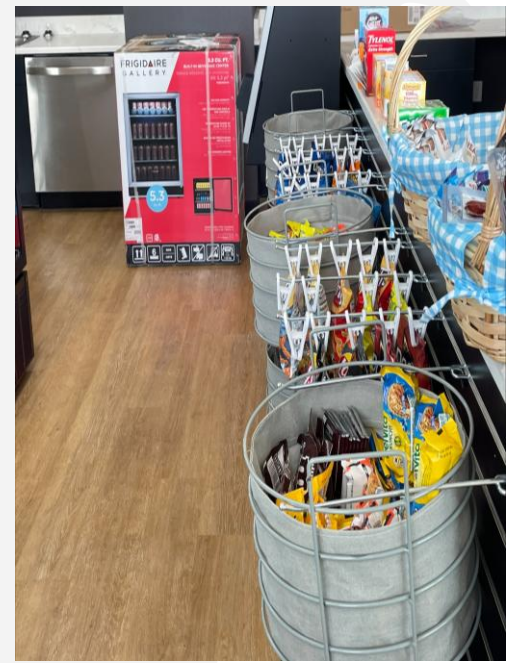
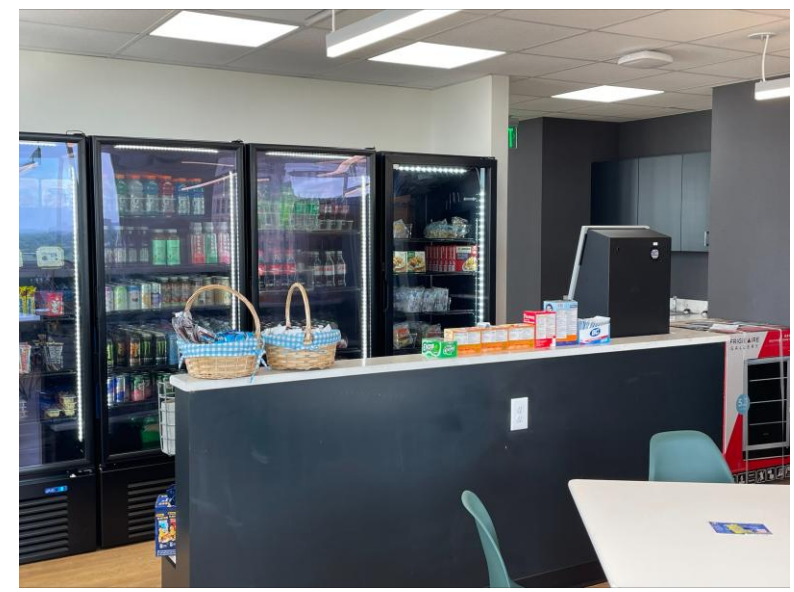
At the time Byron took over the location, the machines were bringing in approximately \$100 a week. Byron's goal was to bring that location up to \$350 a week. Due to Byron's hard work that location is now the 3rd highest producing location in the state with only 2 machines and has surpassed his goal. The two locations making more than Byron have 7 and 9 machines each.

Byron has worked with his counselor and the VFP staff to find new ways to meet customer demands without depending on additional staff which allows him to keep more of his profits. Byron has also been able to take on additional locations in the area to increase his business. His ideas and processes are even being used to train new VFP vendors on how to maximize their performance.



New Vending Facility Site

- Located on the 12th floor of the new Attorney General's Office
- First Micro Market for DSB
- Market was set up in the second week of April as staff began to move in
- Grand Opening is set for June 10
- Andre Chamberlain will be the vendor





Joseph Baxter
joseph.baxter@Arkansas.gov

Arkansas Workforce
Development Board Meeting

May 5th, 2025

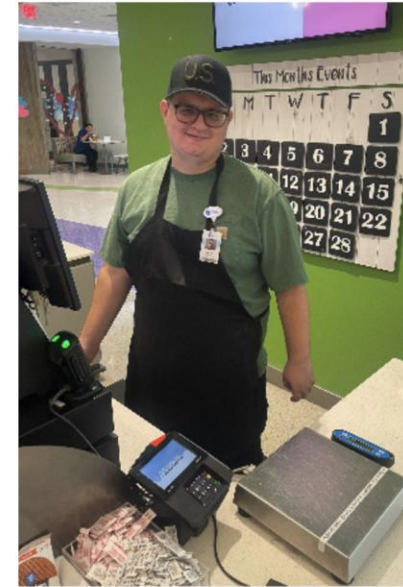
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ARS SUCCESS STORIES

Jacob Welcher

Jacob Welcher came to ARS in October 2022 as a Pre-ETS student. He actively participated in the WOLF program at Fayetteville High School and transitioned into the school's Transition program. Jacob applied for and was accepted into the 2024–2025 Project SEARCH program at Arkansas Children's Hospital Northwest (ACNW). During his time with Project SEARCH, Jacob completed two internships and was later offered a position in the ACNW cafeteria as a Food Service Worker. He officially became employed in February 2025. Jacob shared the following about his experience:



“My experience at Project SEARCH was helpful. I learned how to do many things, like professional conversations and resumes. In my first internship in maintenance, I learned how to pressure wash and make repairs. In my second internship in the kitchen, I learned how to stock foods and put them away. I also learned how to use the griddle, which I had never done before. I feel like I grew social skills with my coworkers, and while working with people out in the community. I got hired in the kitchen after my second internship, and it made me feel good because I knew I accomplished something. After my first paycheck, I was proud of myself!”



Joseph Baxter
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Arkansas Workforce
Development Board Meeting

May 5th, 2025

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Agenda Item 8: ACTION
EASTERN ARKANSAS WORKFORCE
DEVELOPMENT AREA
CENTER CERTIFICATIONS



For Consideration of the Arkansas Workforce Development Board

May 5, 2025

Agenda Item 8: **ACTION**

Recertification of the Arkansas Workforce Centers in Eastern Arkansas

INFORMATION: Local workforce development boards are tasked with the responsibility of recertifying the local workforce centers, unless the one-stop operator is the local board. If the local board is also the one-stop operator, the Arkansas State Workforce Development Board must recertify the centers in that area [20 CFR 678.800(3)]. Governor Sarah Huckabee Sanders approved the designation of the Workforce Development Board of Eastern Arkansas (WDBEA) as the local area's one-stop operator on September 12, 2023.

Staff of Arkansas Workforce Connections were tasked with the responsibility of inspecting each center in the Eastern Arkansas workforce development area, on behalf of the state board, and making a recommendation for the recertification of the centers.

Staff inspected the centers in West Memphis and Forrest City on March 17 & 18, 2025. The team found that both centers met the requirements for recertification, except that neither center had the completed Memorandum of Understanding and Infrastructure Funding Agreement that is required by DOL guidance in TEGL 16-16, TEGL 16-16, Change 1, and TEGL 17-16. These two agreements, either for each separate center or for both centers together, are required for board certification.

RECOMMENDATION:

Arkansas Workforce Centers in Forrest City (comprehensive center)

West Memphis (affiliate center):

It is recommended that the Arkansas Workforce Centers in West Memphis and Forrest City be provisionally recertified under the following condition: A Memorandum of Understanding (MOU) that is compliant with TEGL 16-16 and an Infrastructure Funding Agreement (IFA) that is compliant with TEGL 17-16 be developed and signed by all appropriate partners. These documents must be submitted to Arkansas Workforce connections at WIOA.arkansas.gov within three (3) months of the date of the approval of this recommendation.

The MOU(s) and IFA(s) for the centers may be either overarching for both centers or they may be unique to each center. Either way, each document must contain all required information and signatures.