



ARKANSAS WORKFORCE DEVELOPMENT BOARD

FEBRUARY 21, 2023
10 A.M. - 12 P.M.

AGENDA FULL BOARD MEETING

GOODWILL INDUSTRIES OF ARKANSAS
7400 SCOTT HAMILTON DR
LITTLE ROCK, AR 72209



AGENDA

February 21, 2023

ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

10:00 a.m.

Call to Order & Roll Call Tom Anderson, Chair

Agenda Item 1: ACTION

Minutes of October 18, 2022, Full Board Meeting Tom Anderson, Chair

Agenda Item 2: ACTION

Minutes of January 31, 2023, Executive Committee Meeting Tom Anderson, Chair

Ratification of WIOA Title I Program Policies Approved by Executive Committee, January 31, 2023

- *Regional and Local Plan Two-Year Modifications Policy Guidance (Eddie Thomas)*
- *ADWS Policy No. 6.4- Certification of Arkansas Workforce Centers Policy and Procedures (Dr. Claudia Griffin, Policy Specialist)*
- *ADWS Policy No. 6.5 Certification of Local Workforce Development Boards (Dr. Claudia Griffin, Policy Specialist)*
- *ADWS Policy No. 4.5 - WIOA Title I-B Eligible Training Provider (Eddie Thomas)*

Report of Chair Tom Anderson, Chair

Report of Director Dr. Charisse Childers, Director
Arkansas Division of Workforce Services

Report of Board Director Chad Brown, Executive Director
Arkansas Workforce Development Board

- *DOL Monitoring of the Board (May 2023)*
- *Committee Update Reporting (per By-Laws)*
- *Website Update*

Report of Staff..... Eddie Thomas, Employment Assistance - Assistant Director
Arkansas Division of Workforce Services

Agenda Item 3: ACTION

Expense Reimbursements..... Chad Brown, Executive Director
Arkansas Workforce Development Board

Agenda Item 4: ACTION

Council Resolution 2023-1:
Board Member Stipends..... Chad Brown, Executive Director
Arkansas Workforce Development Board

Agenda Item 5: INFORMATIONAL

AWDB Committee Update Chad Brown, Executive Director
Arkansas Workforce Development Board

Agenda Item 6: INFORMATIONAL

Labor Market Information Cara Benton, Research Project Analyst
Arkansas Division of Workforce Services

Agenda Item 7: INFORMATIONAL

ADWS WIOA PY-22 High Concentration of Youth (HCY) Allocation
Issuance Of Eligible Youth..... Shalon Bogard, Grants Manager
Arkansas Division of Workforce Services

Agenda Item 8: INFORMATIONAL

WIOA Partner Updates

- *PY21 WIOA Titles I & III Annual Summary (Eddie Thomas, ADWS Assistant Director)*
- *Services for the Blind (Dr. Cassondra Williams, Director)*
- *Arkansas Rehabilitation Services (Joseph Baxter, Commissioner)*
- *Adult Education (Dr. Trenia Miles, Director)*

Agenda Item 9: INFORMATIONAL

Goodwill Industries of AR Brian Marsh, President & CEO
Goodwill Industries of Arkansas

Board Open Discussion

Public Opportunity to Address the Board

Announcements

Adjournment

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

February 21, 2023

AGENDA ITEM 1 – ACTION: Minutes of the October 18, 2022, Arkansas Workforce Development Board meeting.

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the minutes of the October 18, 2022, Arkansas Workforce Development Board meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
October 18, 2022

The Arkansas Workforce Development Board convened the Full Board meeting through electronic means on October 18, 2022, beginning at 10:00 a.m. The meeting was conducted via Zoom. Chairman Tom Anderson presided with the following members voicing their presence: Mr. Joseph Baxter, Ms. Karen Breashears, Eddie Thomas proxy for Dr. Charisse Childers, Judge Brandon Ellison, Mr. Randy Finegan, Mr. William French, Mr. Randy Henderson, Mr. Gan Nunnally, Ms. Rachel Mize, Mayor James Sanders, Ms. Latanyua Robinson, Ms. Holley Little, Mr. Brian Reel, Bridget Criner proxy for Dr. Trena Miles, Dr. Julie Roberson, Mr. Kelley Sharp, Shana Chaplin, Cassandra Williams-Stokes, Mr. Robert Thorne, Mr. Charles Johnson, and Mr. Len Blaylock III.

Mr. Miles Crawford, Ms. Candice Lawrence, Mr. Brian Marsh, Dr. Maria Markham, Ms. Abby Houseworth, Governor Hutchinson, Ms. Rebecca Ives, Secretary Mike Preston were unable to attend.

Chairman's Opening Comments: Chairman Anderson introduced two new Board Members: Shana Chaplin and Brian Reel.

Agenda Item 1 – ACTION – Full Board Minute Approval: Chairman Anderson asked if there were any additional corrections or revisions to the July 19, 2022, Full Board meeting minutes.

Hearing none, a motion to accept the July 19, 2022, Full Board meeting minutes with no corrections or revisions was made by Mr. Kelley Sharp, followed by a second motion by Mayor James Sanders. The motion carried unanimously with none opposed.

Agenda Item 2 – ACTION – Executive Committee Minute Approval: Chairman Anderson asked if there were any additional corrections or revisions to the September 15, 2022, Full Board meeting minutes.

Hearing none, a motion to accept the September 15, 2022, Executive Committee meeting minutes with no corrections or revisions was made by Mr. Robert Thorne, followed by a second motion by Judge Brandon Ellison. The motion carried unanimously with none opposed.

Report of the Chairperson: Chairman Anderson gave an overview of the Workforce Conference, sponsored by the National Governor's Association (NGA), in Oklahoma that he, Eddie Thomas, and Board Director Chad Brown attended.

Report of Director: Assistant Director Eddie Thomas was the proxy for Dr. Childers and provided a dual report.

Report of Staff: Chairman Anderson recognized Board staff, Mr. Eddie Thomas, to address the Full Board. Mr. Thomas began by providing an update on the Reimagine Arkansas Workforce Initiative which is a grant provided by the Department of Education for \$13 million provided to a local Board and ADWS. The subrecipients of the grant were Shorter College and University of Arkansas Global Campus. AD Thomas provided details for the grant which included total amount of expenditures and participant enrollments. It is a three-year grant that expires in 2023.

Next Mr. Thomas gave an update on the September monitoring completed by the Department of Labor (DOL) for the West Central Local Development Area/Board. AD Thomas mentioned that DOL expressed their appreciation to West Central for their cooperation during their monitoring visit.

AD Thomas stated that DOL will coming to Arkansas in 2023 to monitor the Western Local Development Area/Board along with the State of Arkansas, which Director Brown will discuss during his report. Mr. Thomas explained that his staff will start their monitoring cycle starting next week and will follow the model of USDOL and will return to a hybrid method of on-site and desk reviews.

Mr. Thomas continued his report by informing the Board that we will have monitoring visits from the Veterans program (JVSG), Office of Foreign Labor Certification, and Department of Education for the Reimagine Grant.

Next, Mr. Thomas informed the AWDB that the low number of enrollments is a concern on the state level and that he and his staff are working with the local workforce development areas and other partners to understand the targeted populations and those served under WIOA. He explained that Rebecca Edwards, the Targeted Populations Supervisor, has established a team which consists of two members from each local workforce area to start addressing these issues. This team has been meeting to discuss strategies on how to reach these populations and will provide quarterly reports to the local areas.

Mr. Thomas informed the AWDB that his staff are working on a few policy issuances which are 1) Local Board Certification, 2) Arkansas Workforce Center Certifications, 3) Regional and Local Plans Two-Year State Plan Modification.

Next Mr. Thomas provided an update on the WIOA Partners Meeting, October 19-21, which will be the first in-person meeting in the last several years. Mr. Thomas proceeded to provide agenda topics that will be discussed at this meeting to include, but not limited to Partner Program and Performance Updates, neighboring states presentation, employer panel, and keynote speakers.

Mr. Thomas concluded his report and turned it over to Chairman Anderson for questions. Karen Breashears stated that a couple of board members asked that the Partners Meeting agenda be sent to the Board.

Ms. Shana Chaplin asked about low completion rates for the Reimagine Grant and asked if the outcomes are based on enrollments or completion. She also asked if we know why the completion rates are so low. AD Thomas provided an explanation that is based on criteria with trends tied to enrollments and completions. AD Thomas stated that they are working with Department of Education to maybe adjust some of those outcomes and performance measures.

Ms. Chaplin then asked if payments to recipients and subrecipients based on enrollments or completion. AD Thomas stated that it's based on enrollments.

Chairman Anderson asked if there were any other questions, which there were none.

Report of Board Director: Chairman Anderson recognized Board Director, Chad Brown, to address the Full Board. First, Director Brown congratulated Ms. Shana Chaplin and Mr. Brian Reel to the AWDB.

Next, Director Brown thanked Brian Marsh for inviting him to be the Keynote Speaker at the Goodwill Sponsorship Luncheon and asked if Mr. Marsh would like to provide the Board an overview of the event. Mr. March gladly accepted and provided an overview. Some of the highlights he mentioned are listed below.

- Yearly luncheon to celebrate award winners – Employer of the Year, Partner of the Year, Graduate of the Year, Employee of the Year

- Employee of the Year was an employee who went through the Reentry Program and has worked his way up through the organization and is now a Director in the Reentry Program.
- Reentry Program has a recidivism rate under 6%.
- Over 250 people attended

Mr. Marsh thanked Director Brown for presenting and stated that members of the audience didn't know the purpose of the AWDB. Mr. Marsh explained that Director Brown did an excellent job articulating the Board's purpose along with many services offered throughout the state.

Next Director Brown informed the Board that DOL will be coming to Arkansas next year to complete some monitoring and auditing visits. Director Brown explained that DoI will probably monitor that State Board as part of their visit and provided an overview of some of the things that the Board needs to be aware of for that visit, for example, understanding of the by-laws, sunshine provision, state plan, legislated roles of the board, administrative functions, and potential interviews with board membership. Director went on to explain various sanctions due to audit findings and how that report reflects upon the State of Arkansas.

Chairman Anderson reiterated what Director Brown was saying and encouraged the members to create an elevator pitch. He explained the purpose of an elevator pitch and how each member could use it to advocate for the Board. The Chairman told the Board to be ready at the next meeting because he will call on someone to provide their pitch.

Agenda Item 3 – Informational – Committee Assignments Update: Chairman Anderson

Chairman Anderson recognized Director Brown to present the new Board Committee Roster, in collaboration with Chairman Anderson. Director Brown presented the membership of the four committees and explained that each committee comes with legislation and specified by-laws for each committee. Director Brown also explained that the intent is to have each member of the Board on a committee.

Director Brown concluded his report and turned it over to the Chairman for questions.

Agenda Item 4 – Action – Ratification of WIOA Title I Program Policies

Chairman Anderson recognized Mr. Eddie Thomas to provide this update. Mr. Eddie Thomas started with an overview of what was presented during the September 15th Executive Committee Meeting regarding several policies pending approval. The policy presented was as follows:

- ADWS Policy No. WIOA I-B – 4.3, Change 1 – AD Thomas explained that this policy change was to the Local Grievance, Complaint, and Appeals procedures. He explained that this policy gives guidance to the local areas on the requirements that must be in place regarding grievance, appeals, or complaints that are handled on the local level. AD Thomas explained that there were no major concerns from the Executive Committee Meeting and will be happy to entertain any questions.

Hearing none, a motion to accept the Ratification of the September 15, 2022, Executive Committee meeting regarding this policy with no corrections or revisions was made by Mr. Brian Marsh, followed by a second motion by Mr. Randy Henderson. The motion carried unanimously with none opposed.

Mr. Thomas concluded his report and turned it over to Chairman Anderson for questions.

Agenda Item 5 – Informational – PY21 Programs Performance: Chairman Anderson recognized Mr. AD Thomas to provide an introduction to this presentation. Mr. Thomas introduced the first presentation and its presenter Ms. Sandy Monaco.

- WIOA Title I & III: Ms. Monaco explained the performance measures and that they were recently submitted to the Department of Labor. Next Ms. Monaco provided a review and definition of performance measures in addition to the outcomes. Ms. Monaco concluded her report for questions.

Rachel Mize asked about some of the counter measures that were being reviewed to get back on target. She pointed out that the challenges seemed to be Dislocated workers and credential rates. Ms. Monaco stated that the State would be looking at some of the local outcomes and see if there is technical assistance that can be provided to bring those up for next year.

Director Brown stated that Board Member, Latanyua Robinson asked in the zoom chat about how employers are engaged in hiring participants to assist in meeting targets. AD Thomas explained the role of the Business Services teams in each local area and their responsibility to focus on this issue. AD Thomas explained that those numbers and contacts of employers are reported under the Employer Serving Effectiveness Measure in Arkansas Job Link (AJL).

- Adult Education: Next, Chairman Anderson recognized Ms. Bridget Criner to provide Adult Educations report. Ms. Criner provided an explanation of eligibility requirements and performance and participant numbers. Mr. Criner noted that Adult Education met all measures except for the Credential Attainment Rate. Mr. Criner concluded her report and was available for questions.

Chairman Anderson asked why the credential attainment rate is so hard to attain and what makes it so difficult. Ms. Criner stated that they are working hard across the state to make sure all participants have the opportunity to gain those credentials.

Rachel Mize followed up by stated that she serves on a local board and asked all the partners and their experiences if some of the difficulty in finishing those credentials is support services to people with barriers and the time and resources to get them across the finish line or are those credentials less desirable in today job market so participants are putting less emphasis on them. Ms. Criner stated that it ties back to those regional plans to make sure those credentials and pathways are in demand. Adult Education focuses on talking to those employers and make sure they are meeting those needed demands. Commissioner Baxter agreed with Ms. Criner and stated that Rehab Services is increasing the number counselor contacts with the clients to ensure follow up with participants is being done. Ms. Criner added that Adult Education has career coaches in place to help guide participants down the right path.

Charles Johnson asked if trainings and measurable skills gains being offered through online trainings and if so, does the grant provide any assistance for computers or internet for participants. Ms. Criner explained that some are online, and some are face-to-face so depending on the program and type of credential that they may be in one or both of those types of learning environments. Ms. Criner explained that they had a grant that assisted with helping participants with laptops and other needs that fell under the guidelines of the grant. AD Thomas spoke up for Title I and agreed with her efforts. He further explained that the Local Areas have the ability to provide support services which covers a multitude of needs.

Chairman Anderson opened the floor again for questions and comments, which there were none.

- Division of Services for the Blind: Chairman Anderson recognized Ms. Megan Lamb to provide Services for the Blind report to the Board. Ms. Lamb provided an explanation of their performance measures, measurable skills gains, credential attainment, employment rate, and outcomes.

Ms. Lamb concluded her report and was open for questions.

Rachel Mize asked about the drop-off between the second and fourth quarter. Ms. Lamb explained that data collection at the beginning of 2021 impacted the second quarter. MS. Lamb said they also see many repeats of short-term goals which affect the long term goals.

- Arkansas Rehabilitation Services: Chairman Anderson introduced Commissioner Joe Baxter to present. Commissioner Baxter turned the presentation over to Christy Lamas. Ms. Lamas provided an overview of the role of Rehabilitation Services for Arkansas. Ms. Lamb discussed measurable skills gains and negotiated rates. Ms. Lamb stated that Rehab Services far exceeded their rate and provided an explanation on how the goals were met. Ms. Lamb concluded and was open for questions.

Agenda Item 6 – Action – ADWS Policy No. 4.5 - WIOA Title I-B Eligible Training Provider

Policy and Procedures: Chairman Anderson recognized Ad Thomas to provide an update on the Eligible Training Policy and Procedures. Chairman Anderson explained that this policy was tabled due to some wording issues. AD Thomas agreed with the Chairman and stated that changes were made, then yielded to Ms. Beverly Lovett for the presentation that covers the changes. Ms. Lovett concluded her report and opened the floor for questions.

Rachel Mize asked about the monitoring process in relation to this policy for the local areas. She asked if there was a template for this process or is the state working on one for this process. Ms. Lovett stated that the state does have a monitoring process for WIOA and can be sent out if needed. Ms. Mize stated that that was one of the main concerns and that she understands it is difficult in making the language flexible for the workforce delivery system. Ms. Mize believes that will help resolve some concern. Ms. Lovett responded by providing info on links and other resources that help explain what is required.

Karen Breashears pointed out the minutes of the Executive Committee and stated that looking through this policy and what was discussed regarding duplication of services. Ms. Breashears asked if this was the final policy coming before the Board for approval. Julie Roberson agreed with Karen Breashears and noted that it changed from an informational item to an action item late yesterday and she explained that she did not have time to go through it to make sure those changes were addressed. Ms. Roberson also pointed out some discussions had during the Executive Committee Meeting and asked if any of that had taken place. Director Brown apologized and took blame for the administrative error or labeling it as an informational item and changing to an action item. Ms. Roberson stated that the administrative error was okay, but she normally takes a closer look at the action items to make sure she understands what she will be voting on during the board meetings. Ms. Roberson asked if it would be appropriate to re-table this item. Chairman Anderson stated he could entertain that motion.

AD Thomas stated they will go with the pleasure of the Board; however, he wanted to clarify that they are in need of getting this policy moving and is required by DOL and any further delay may put us in noncompliance with DOL. Ad Thomas' recommendation from staff is to approve this policy with provisions to continue working on it and amend anything that does not make sense or still a concern of the Board. Chairman Anderson asked Ms. Breashears and Ms. Roberson if that would be acceptable. Karen Breashears disagreed and stated that she would be comfortable having another Executive Committee

Meeting if needed rather than approving an incomplete policy. Ms. Breashears stated she did not want to be the holdup but would vote no if the Board decided to vote.

Mr. Miles Crawford asked if the vote could take place through email once the policy was completed. Chairman Anderson agreed with Mr. Crawford. Ms. Shana Chaplin asked if staff could possibly highlight those things that are very specific to the CFR so members know what can change and what cannot change per DOL. AD Thomas agreed with Ms. Chaplin and stated this feedback is what was expected and will work to better layout the wording and keep it as close as possible to DOL regulations.

Director Brown pointed out that Mr. Miles Crawford was not an appropriate way to go forward with Board votes due to a lack of a public forum and that the best approach would be to have another Executive Committee Meeting. Chairman Anderson tabled the policy and stated that we will schedule another Executive Committee Meeting when the policy is ready.

AD Thomas stated that he received a message from Mr. Len Blaylock that he was having technical difficulties but is on the line and can hear everything being discussed.

Agenda Item 7 – Informational – North Arkansas College Update: Chairman Anderson recognized Mr. David Mason and explained that Director Brown wanted him to present to the Board on the schools' programs, but also how Mr. Mason has learned to navigate the system in regard to all the state programs.

Mr. Mason provided an overview of his role at North Arkansas College and how he has worked to serve their business community, employers, workers and work to build sustainable careers. Mr. Mason gave an overview of their turf management program and industrial maintenance program. He concluded his report and turned it over to the Chairman. Chairman Anderson congratulated Mr. Mason on the work he has done and state he was impressed with the programs.

Board Open Discussion: Chairman Anderson opened the floor for Board members. No comments or questions were raised; however, Director Brown reminded Chairman Anderson that the ETP policy was an action item and still needed attention.

Chairman Anderson stated he would entertain a motion on the ETP policy. **A motion to table the ETP policy was made by Ms. Julie Roberson, followed by a second motion by Ms. Candice Lawrence. The motion carried unanimously with none opposed.**

Chairman Anderson asked the members of the Board to bring forward any agenda topics for the Board. Chairman Anderson announced the Partners Meeting taking place over the following three days and he plans to attend.

Public Speaking Opportunity: Chairman opened the conference line for public comment. There were no comments on the Zoom chat.

Announcements: Chairman stated the next Board meeting has not been scheduled; however, he was looking forward to getting back to normal business.

Adjourn: As presented, Chairman Anderson adjourned the AWDB Full Board meeting at 11:41 a.m., on a motion made by Mr. Brian Marsh, followed by Candice Lawrence making the second motion. The motion carried unanimously with none opposed.

Thomas Anderson, Board Chairman
Arkansas Workforce Development Board

Chad Brown, Director Workforce Development
Arkansas Division of Workforce Services

*Minutes recorded by Chad Brown
Arkansas Division of Workforce Services Staff*

Unofficial

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

February 21, 2023

AGENDA ITEM 2 – ACTION: Minutes of the January 31, 2023, Arkansas Workforce Development Board Executive Committee meeting.

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the minutes of the January 31, 2023, Arkansas Workforce Development Board Executive Committee meeting.

INFORMATION/RATIONALE: January 31, 2023, was scheduled to be the first in-person of the Full Board in over two years; however, inclement weather forced the cancellation of this meeting. Since there were four time sensitive policies that need reviewed and approved, an Executive Meeting was scheduled by Zoom instead.

Minutes of the meeting, with approved policies stated below, are attached.

- Regional and Local Plan Two-Year Modifications Policy Guidance
- ADWS Policy No. 6.4- Certification of Arkansas Workforce Centers Policy and Procedures
- ADWS Policy No. 6.5 Certification of Local Workforce Development Boards
- ADWS Policy No. 4.5 - WIOA Title I-B Eligible Training Provider

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
EXECUTIVE COMMITTEE
January 31, 2023

The Arkansas Workforce Development Board convened an Executive Committee meeting through electronic means on January 31, 2023, beginning at 10:01 a.m. The meeting was conducted via Zoom. Chairman Tom Anderson presided with the following members voicing their presence: Mr. Joseph Baxter, Judge Brandon Ellison, Mr. William French, Mr. Miles Crawford, Clint O'Neal, and Ms. Candice Lawrence,

Ms. Karen Breashears and Governor Huckabee Sanders were unable to attend.

Chairman's Opening Comments: Chairman Anderson explained the purpose of the Executive Committee in lieu of having the full board meeting, which was caused by inclement weather. He explained that there were some policies that needed to be addressed and that we would hear and vote on each one separately at which time he turned it over to AD Eddie Thomas to.

Agenda Item 1 – ACTION – WIOA Title I Program Policies: Chairman Anderson asked AD Eddie Thomas to provide an overview of the policies up for review and approval. AD Thomas provided an overview of Strategic vs. Administrative Policies that come before the Board. He then turned it over to Ms. Mary Wilson to present the first policy.

- **Regional and Local Plan Two-Year Modifications Policy Guidance (Mary Wilson, Policy Specialist)**

Ms. Wilson started her presentation with some background information from WIOA that discussed rules on the state plan and local plan submissions. Ms. Wilson touched on the responsibility of the Chief Elected Officials regarding the regional plans and their modifications. Ms. Wilson pointed committee members to the agency website for the location of the guidance she was presenting.

AD Thomas also provided a summary of this policy and further discussed the process of how the plans get approved. He further explained that this would get sent to the Local Areas at which point the local areas would have until April 15th to develop their policies. The CORE partners will be the one to review the plans and make sure they align with the State Plan. AD Thomas stated that we are looking to have everything finalized by the end of this program year which is June 30th.

Director Brown informed the Committee, based on previous requests from meetings, and the public listening that anything highlighted yellow was tied to federal and state legislation and was non-negotiable.

Chairman Anderson opened the floor for questions. Hearing none, a motion to accept the Regional and Local Plan Two-Year Modifications Policy Guidance was made by Judge Brandon Ellison, followed by a second motion by Ms. Candice Lawrence. The motion carried unanimously with none opposed.

- **ADWS Policy No. 6.4 - Certification of Arkansas Workforce Centers Policy and Procedures (Claudia Griffin, Policy Specialist)**

Chairman Anderson turned it over to AD Thomas. AD Thomas provided a brief overview of the Workforce Centers and their importance to the State. After his overview he handed this issuance and policy off to Dr. Claudia Griffin to explain the policy.

Dr. Griffin explained the purpose of an issuance vs. a policy and stated that DOL expects us to send out a notification when we have new law. Dr. Griffin pointed out the amount of yellow in this policy which means much is taken from law. She then explained the certification form and concluded by turning back over to the Chairman.

Chairman Anderson asked if AD Thomas had any comments before allowing questions. AD Thomas explained to the members that this policy provides assurance that our centers have the appropriate resources to assist those customers in the Arkansas looking for help.

Chairman Anderson opened the floor for questions.

Judge Brandon Ellison asked if there were an approved certification instrument that locals already use. Dr. Griffin answered yes and that it is very similar to this one. She also provided the issuance number (17-04) located on ADWS' website. She explained that this instrument adds a few required details.

Chairman Anderson opened the floor again for questions. Hearing none, a motion to accept the Certification of Arkansas Workforce Centers Policy and Procedures was made by Ms. Candice Lawrence, followed by a second motion by Mr. Miles Crawford. The motion carried unanimously with none opposed.

- **ADWS Policy No. 6.5 Certification of Local Workforce Development Boards (Claudia Griffin, Policy Specialist)**

Chairman Anderson asked AD Thomas to continue to the next policy. AD Thomas compared this policy to the Workforce Center certification and stated that we must have this in place for each of the local workforce boards. This process ensures that our local boards meet proper compositions and are carrying out proper functions based on WIOA law. AD Thomas handed the explanation off to Dr. Claudia Griffin.

Dr. Griffin stated that this simply adds a few things that are in our laws to what is currently in the CEO guide. Dr. Griffin said she wrote this straight form Act 907 of 2015.

Judge Brandon Ellison asked for more clarification on which representatives can nominate? Dr. Griffin stated that it depends on which position they are being nominated for and provided some examples of those that have policy making decisions. AD Thomas also provided some examples.

Chairman Anderson opened the floor for more questions. Hearing none, a motion to accept the Certification of Local Workforce Development Boards was made by Mr. William French, followed by a second motion by Mr. Miles Crawford. The motion carried unanimously with none opposed.

- **ADWS Policy No. 4.5 - WIOA Title I-B Eligible Training Provider (Eddie Thomas, Assistant Director)**

Chairman Anderson gave the floor back to AD Thomas to explain the final policy on the agenda. AD Thomas provided the history of the complications with his policy during the previous couple of meetings. AD Thomas informed the Committee Members that he reached out to the Local Areas for input on this policy due to the issues raised in the last two Board meetings. He went through the policy and provided brief explanations for each section.

Chairman Anderson opened the floor for questions.

Mr. Miles Crawford asked about Individual Training Accounts (ITA) and asked if those are common and how often they are utilized. AD Thomas explained that they are utilized frequently and provided further explanation. Mr. Crawford then asked if there is a high level of autonomy between the individual and the training. AD Thomas explained the process from start to finish, from walking into a center along with an overview of the specific process. Mr. Crawford further explained his question and AD Thomas provided an explanation on the autonomy of ITA's. AD Thomas said that ADWS will be rolling a state policy to assist with the process.

Judge Brandon Ellison asked if the Local Areas could get more information from the schools. AD Thomas explained that we are still working towards attaining that information by working with Division of Information Systems (DIS) and internally with ADWS.

Chairman Anderson opened the floor for questions.

Hearing none, a motion to accept the WIOA Title I-B Eligible Training Provider policy was made by Judge Brandon Ellison, followed by a second motion by Mr. William French. The motion carried unanimously with none opposed.

Board Open Discussion: Chairman Anderson opened the floor for Board members to bring any additional questions or information before this Committee. No topics were raised.

Public Speaking Opportunity: Chairman opened the conference line for public comment. There were no comments on the Zoom chat.

Announcements: Chairman stated the next Board meeting has been rescheduled for February 21st at Goodwill Industries at 10:00 am. He also reminded the members that we will have an orientation. Chairman Anderson asked if Director Brown or AD Thomas had any further questions. Both replied "no".

Adjourn: As presented, Chairman Anderson adjourned the AWDB Executive Committee meeting at 10:51 a.m., on a motion made by Ms. Candice Lawrence, followed by Mr. Miles Crawford making the second motion. The motion carried unanimously with none opposed.

Thomas Anderson, Board Chairman
Arkansas Workforce Development Board

Chad Brown, Director Workforce Development
Arkansas Division of Workforce Services

*Minutes recorded by Chad Brown
Arkansas Division of Workforce Services Staff*

Unofficial



Hugh McDonald
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.
DIRECTOR
DIVISION OF WORKFORCE SERVICES

DIVISION OF WORKFORCE SERVICES ISSUANCE NUMBER PY XX-XX

January 31, 2023

FROM: Charisse Childers, Ph.D., Director

TO: Local Workforce Development Board Chairs
Local Workforce Development Board Directors
Local Chief Elected Officials

SUBJECT: Modification requirements for Workforce Innovation and Opportunity Act (WIOA) Regional and Local Plans - Program Years PY 22-23

- I. **Purpose:** The purpose of this workforce system guidance is to provide modification requirements, submission process, and deadline for the required modifications of the WIOA Regional and Local Plans for (PYs) 2022-2023. Local workforce development boards are expected to share this guidance with their respective board chairs and chief elected officials (CEOs).
- II. **References:**
 - a. WIOA §§106(a)(c),102,108
 - b. 20 CFR 679
 - c. 29 CFR part 38.
 - d. TEN 21-16
 - e. TEGL 4-21
- III. **Background:** The Workforce Innovation and Opportunity Act requires each local workforce development board to submit a four-year plan to the Governor's administrative entity. Each plan must be modified at the end of the first two years to reflect changes in labor market and economic conditions or other factors affecting the implementation of the local plan.
- IV. **Content:** For the purpose of developing and submitting Regional and Local Plan modifications for PYs 22-23, it is critical that local boards reevaluate economic and labor market information (LMI) and adjust strategies for what may currently be a different set of growing and declining industries, occupations, and skills, thereby ensuring Regional and Local Plan modifications reflect changes in the labor market and economic conditions and other factors affecting the implementation of Local Plans as required by **[WIOA §102(c)(3)(A)]**.
- V. **Action Required:** Local board members and chief elected officials must review and modify their plans **[WIOA § 108 (a)]**. Modifications to the plan must be highlighted within the plan so they are easily recognizable. Plans must be submitted to the Arkansas Division of Workforce Services (ADWS) by **April 15, 2023**.

Regional Plan Modification Requirement [20 CFR§ 679.530]:

At the end of the first 2-year period of the 4-year local plan, the local workforce development boards within a planning region, in partnership with the appropriate chief elected officials, must review the regional plan, and prepare and submit modifications to reflect changes in:

- regional labor market and economic conditions; and
- other factors affecting the implementation of the local plan, including but not limited to changes in financing available to support WIOA title I and partner provided WIOA services.

A. Local Plan Modification Requirement [20 CFR§ 679.580]: At the end of the first 2-year period of the 4-year local plan, each local workforce development board, in partnership with the appropriate chief elected official, must review the local plan, and prepare and submit modifications to the local plan to reflect changes in:

- Labor market and economic conditions; and
- other factors affecting the implementation of the local plan, including but not limited to:
 - significant changes in local economic conditions,
 - changes in the financing available to support WIOA title I and partner-provided services,
 - changes to the Local WDB structure, and
 - the need to revise strategies to meet local area performance goals.

Note: Only regions specified by the State as described in WIOA §106(a) must submit regional plans.

B. Public Comment Period. Plan modifications must be posted for a 30-day period of public comment as described in WIOA §106(d). Notification of the posting of the regional/local plan(s) must be made simultaneously to all relevant regional/local stakeholders, as well as to the ADWS. The 30-day comment period must begin and be completed in time to meet the April 15, 2023, submission date.

Any comments received concerning the contents of the regional or local plan modifications must be addressed within that plan prior to the submission of the plan to the Arkansas Division of Workforce Services. [20 CFR §679.510(b); §679.550(b)]

C. Modified Plan Submission and Approval.

A. Submission. All modified regional/local plan packages must be submitted electronically to the following email address by close of business on April 15, 2023. Please submit electronically to: wioa@arkansas.gov .

B. Approval. Modifications to regional/local plan submitted to the ADWS are considered approved if the ADWS provides the point of contact with notification of approval; or at least 90 days has passed since the receipt of the modified plan by ADWS and the plan point of contact has not received communication from ADWS, whichever comes first [WIOA § 108(e)].

C. Non-Approval. A regional or local Plan submitted to the ADWS will not be approved for any of the following reasons [20 CFR 679.520; 679.570]:

- There are deficiencies in workforce investment activities that have been identified through audits and the local area has not made acceptable progress in implementing

plans to address deficiencies; or

- The plan does not comply with applicable provisions of WIOA and the WIOA regulations, including the required consultations and public comment provisions, and the nondiscrimination requirements of 29 CFR part 38.
- The plan does not align with the State Plan, including with regard to the alignment of the core programs to support the strategy identified in the State Plan in accordance with WIOA sec. 102(b)(1)(E) and § 676.105.

E. **Inquiries.** All questions or concerns may be submitted to Eddie Thomas, ADWS EA Assistant Director at Eddie.Thomas@arkansas.gov.

F. **Attachments:**

Policy 4.7- Regional and Local Plan Guidance Policy & Procedures:

Appendix A. PY2020 - PY2023 Regional Plan Template

Appendix B. PY2020 - PY2023 Local Plan Template

Appendix C. Local Area WIOA Negotiated Performance Goals

Appendix D. PY2022 - PY2023 Planning References and Resources

G. **Expiration Date:** June 30, 2024



Workforce Innovation and Opportunity Act
Office of Employment Assistance

ADWS Policy Number: WIOA I-B 4.7 Effective Date: January 31, 2023

**ARKANSAS DIVISION OF WORKFORCE SERVICES
REGIONAL AND LOCAL PLAN GUIDANCE POLICY**

- I. Purpose:** The purpose of this workforce system guidance is to provide modification requirements, submission process, and deadline for the required modifications of the WIOA Regional and Local Plans for (PYs) 2022-2023. Local workforce development boards are expected to share this guidance with their respective board chairs and chief elected officials (CEOs).
- II. References:**
- a. WIOA §§106(a)(c),102,108
 - b. 20 CFR 679
 - c. 29 CFR part 38.
 - d. TEN 21-16
 - e. TEGL 4-21
- III. Background:** The Workforce Innovation and Opportunity Act requires each local workforce development board to submit a four-year plan to the Governor's administrative entity. Each plan must be modified at the end of the first two years to reflect changes in labor market and economic conditions or other factors affecting the implementation of the local plan.

Regional Plan Modification Requirement [20 CFR§ 679.530]:

At the end of the first 2-year period of the 4-year local plan, the local workforce development boards within a planning region, in partnership with the appropriate chief elected officials, must review the regional plan, and prepare and submit modifications to reflect changes in:

- regional labor market and economic conditions; and
- other factors affecting the implementation of the local plan, including but not limited to changes in financing available to support WIOA title I and partner provided WIOA services.

Local Plan Modification Requirement [20 CFR§ 679.580]: At the end of the first 2-year period of the 4-year local plan, each local workforce development board, in partnership with the appropriate chief elected official, must review the local plan, and prepare and submit modifications to the local plan to reflect changes in:

- Labor market and economic conditions; and
- other factors affecting the implementation of the local plan, including but not limited to:
 - significant changes in local economic conditions,
 - changes in the financing available to support WIOA title I and partner-provided services,
 - changes to the Local WDB structure, and
 - the need to revise strategies to meet local area performance goals.

Note: Only regions specified by the State as described in WIOA §106(a) must submit regional plans.

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PY 2022 - 2023 Regional Plan Modification Requirements

WIOA requires regional planning – a broad strategic approach to planning focused on the overarching vision, goals, alignment, and shared responsibilities within the region.

In a narrative format, please address the following elements in the modification of the 4-year regional plan.

- 1.1. Provide a labor market and economic analysis of the workforce development planning region. This regional analysis must include:
 - A. The economic conditions,
 - B. Labor force employment and unemployment data,
 - C. Information on labor market trends,
 - D. Workforce development activities,
 - E. The educational and skill levels of the workforce, including individuals with barriers, and
 - F. The development and implementation of sector initiatives for existing and emerging in-demand industry sectors or occupations for the region.

Indicate the sources of regional labor market and economic data. **[WIOA Sec. 106(c)(1)(C)]**

- 1.2. Based upon the regional labor market and economic conditions analysis and *Arkansas's Workforce Development Plan (PY 2020 –PY 2023)* describe the planning region's economic and workforce development-oriented vision and strategic goals. **[WIOA Sec. 106(c) and Sec. 107(d)]**
- 1.3. Describe how the planning region will establish an agreement concerning how the planning region will collectively negotiate and reach agreement with the State on local levels of performance for, and report on, the performance accountability measures described in WIOA Section 116(c), for local areas and the planning region. **[WIOA Sec. 106(c)(H)] [20 CFR 677.210(b) and (c)] and [20 CFR 679.510(a)(2)]**

PY 2022 - 2023 Local Plan Modification Requirements

WIOA requires each Local WDB, in partnership with the appropriate chief elected official, to review and submit modifications to their local plan. The following sections of the local plan must be modified:

- Labor Market and Economic Conditions
- Significant Changes in Local Economic Conditions
- Changes in the Financing Available to Support WIOA Title I and Partner Provided Services
- Changes to the Local Workforce Development Board Structure
- The Need to Revise Strategies to Meet Local Performance Goals
- Covid Recovery, Readiness, Diversity, and Inclusion

Section 1: Workforce and Economic Analysis

Please provide a separate response for each of the elements listed below.

1.1. Provide an analysis of the economic conditions, including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. **[WIOA Sec. 108(b)(1)(A)] and [20 CFR 679.560(a)]**

Note: Per WIOA Sec. 108(c), existing economic regional and/or local area analyses may be used if sourced data and/or derived analyses are economically relevant and current (i.e., within two years of the issuance of this guidance).

1.2. Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. **[WIOA Sec. 108(b)(1)(C)] and [20 CFR 679.560(a)]**

1.3. Provide an analysis and description of workforce development activities, including type and availability of education, training, and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the education and skill needs of the workforce and the employment needs of employers in the region.

Section 2: COVID Recovery, Readiness, Diversity, and Inclusion

Responses are focused on the local area's readiness to continue full operations in the post-COVID era as well as adherence to the Administration's Diversity, Equity, and Inclusion of Workforce Services Initiative.

- 2.1 What is the Local Area's vision for equitable and inclusive recovery and reemployment? What are community partners' roles in this vision? How much of this vision is accomplishable with current WIOA funding?
- 2.2 How has the Local Area modified their service delivery strategies and services as the Arkansas Workforce Centers have safely reopened? Is there a thoughtful strategy to deliver services safely and effectively to all individuals, reflective of the President's emphasis on diversity, equity and inclusion of workforce services, and this strategy has been put into action across the local area?

Appendix A: PY 2020 – PY 2023 Regional Plan Template

WIOA requires regional planning— a broad strategic approach to planning focused on the overarching vision, goals, alignment, and shared responsibilities within the region.

Please address the following elements in a narrative of 15 pages or less.

- 1.1 Provide the following:
 - A. A reference name for the planning region;
 - B. Identification of the local workforce development areas that comprise the planning region;
 - C. Identification of the county(ies) each local workforce development area serves;
 - D. Identification of the key planning region committee members charged with drafting the regional plan;
 - E. Indication of the local workforce development area each committee member is associated with; and
 - F. A list of key planning region committee meeting dates. [WIOA Sec. 106(a) and (c)]

- 1.2 Provide a labor market and economic analysis of the workforce development planning region.

This regional analysis must include:

- A. The economic conditions;
- B. Labor force employment and unemployment data;
- C. Information on labor market trends;
- D. Workforce development activities;
- E. The educational and skill levels of the workforce, including individuals with barriers; and
- F. The development and implementation of sector initiatives for existing and emerging in-demand industry sectors or occupations for the region.

Indicate the sources of regional labor market and economic data. [WIOA Sec. 106(c)(1)(C)]

- 1.3 Based upon the regional labor market and economic conditions analysis and *Arkansas's Workforce Development Plan (PY2020-2023)* describe the planning region's economic and workforce development-oriented vision and strategic goals. [WIOA Sec. 106(c) and Sec. 107(d)]

- 1.4 Describe regional strategies used to facilitate engagement of businesses and other employers, including small employers and in-demand industry sector occupations. Describe methods and services to support the regional workforce system in meeting employer needs. [WIOA Sec. 106(c)]

- 1.5 Describe how the planning region will define and establish regional workforce development service strategies. Describe how the planning region will develop and use cooperative workforce development service delivery agreements. [WIOA Sec. 106(c)(B)]

- 1.6 Describe how the planning region will define and establish administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region. [WIOA Sec. 106(c)(E)]

- 1.7 Describe how the planning region will determine and coordinate transportation and other supportive services for the region. [WIOA Sec. 106(c)(F)]

- 1.8. Describe strategies and services the planning region will employ to coordinate workforce development programs/services with regional economic development services and providers. **[WIOA Sec. 106(c)(G)]**
- 1.9. Describe how the planning region will establish an agreement concerning how the planning region will collectively negotiate and reach agreement with the State on local levels of performance for, and report on, the performance accountability measures described in WIOA Section 116(c), for local areas and the planning region. **[WIOA Sec. 106(c)(H)] [20 CFR 677.210(b) and (c)] and [20 CFR 679.510(a)(2)]**

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Appendix B: PY 2020 - 2023 Local Plan Template

WIOA requires each local workforce area to develop a local plan that supports and is submitted as a component of its associated regional plan. The narratives framed in the local plan will include more detailed, actionable plans and objectives, consistent with the local plan's respective regional plan strategic visions and goals.

Please address the elements outlined below.

Local plans are not expected to exceed 75 pages.

Table of Contents

Section 1: Workforce and Economic Analysis.....	9
Section 2: Strategic Vision and Goals	9
Section 3: Local Area Partnerships and Investment Strategies	10
Section 4: Program Design and Evaluation.....	13
Section 5: Compliance.....	14
Section 6: COVID Recovery, Readiness, Diversity, and Inclusion.....	15
Section 7: Plan Assurances	17
Appendix C: Performance Goals	22
Appendix D: Planning References and Resources	23

Section 1: Workforce and Economic Analysis

Please provide a separate response for each of the elements listed below.

1.1 Provide an analysis of the economic conditions, including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. **[WIOA Sec. 108(b)(1)(A)] and [20 CFR 679.560(a)]**

Note: Per WIOA Sec. 108(c), existing economic regional and/or local area analyses may be used if sourced data and/or derived analyses are economically relevant and current (i.e., within two years of the issuance of this guidance).

1.2 Provide an analysis of the knowledge and skills required to meet the employment needs of the employers in the local area, including employment needs for in-demand industry sectors and occupations. **[WIOA Sec. 108(b)(1)(B)] and [20 CFR 679.560(a)]**

1.3 Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. **[WIOA Sec. 108(b)(1)(C)] and [20 CFR 679.560(a)]**

1.4. Provide an analysis and description of workforce development activities, including type and availability of education, training, and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the education and skill needs of the workforce and the employment needs of employers in the region. **[WIOA Sec. 108(b)(1)(D)] and [20 CFR 679.560(a)]**

Section 2: Strategic Vision and Goals

Section 2 responses will require input from members of the local workforce development board and other local stakeholders. Please provide a separate response for each of the elements listed below.

- 2.1 Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency. **[WIOA Sec. 108(b)(1)(E)]**

- 2.2 Describe how the local board's vision and goals align with and/or supports the vision and goals for the State's workforce development system as established by the Arkansas Workforce Development Board. **[WIOA Sec. 108(b)(1)(E)]** (See Appendix D: Planning References and Resources)

- 2.3 Describe how the local board's vision and goals contributes to each of the governor's goals. **[WIOA Sec. 108(b)(1)(E)]** (See Appendix D: Planning References and Resources) Note: The State Plan includes several objectives under each goal.

- 2.4 Describe how the local board's goals relate to the achievement of federal performance accountability measures. **[WIOA Sec. 108(b)(1)(E)]**

Section 3: Local Area Partnerships and Investment Strategies

Many of the responses in this section, such as targeted sector strategies, should be based on strategic discussions with the local board and partners. Please provide a separate response for each of the elements listed below.

3.1 Considering the analysis described in Appendix B - Section 1, describe the local board's strategy to work with the entities that carry out the core programs to align resources available to the local area, to achieve the strategic vision and goals described in element 2.1. This analysis should include:

- A. A description of the local workforce development system; include key stakeholders and entities associated with administrative and programmatic/service delivery functions. Examples include elected officials, advocacy groups, local workforce development board and committee structure, fiscal agent, operator(s), required program partners, and major contractors providing Adult/Dislocated Worker/Youth program elements. Describe respective roles and functional relationships to one another;
- B. A list of all Arkansas Workforce Centers in the local area; include address, phone numbers, and hours of operation; and
- C. An attached organization chart that depicts the chief elected official (s), local board, administrative and fiscal entities, and service providers. [WIOA §108(a), §108(b)(1)(F)]

3.2 Describe the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq), that support the strategy identified in the State plan under section 102(b)(1)(E). [WIOA Sec. 108(b)(2)]

Note: The six (6) core programs identified by WIOA are: Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser Program, and Vocational Rehabilitation.

3.3 Describe how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). [WIOA Sec. 108(b)(3)]

3.4 Identify and describe (for each category below) the strategies and services that are and/or will be used to:

- A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies;
- B. Support a local workforce development system that meets the needs of businesses;
- C. Better coordinate workforce development programs and economic development; and
- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies that support the local board's strategy in element 3.1. [WIOA Sec. 108(b)(4)(A) and (B)]

3.5 Describe local and regional efforts to support and/or promote entrepreneurial skills training and microenterprise services, in coordination with economic development and other partners. [WIOA Sec. 108(b)(5)]

3.6 Describe how the local board coordinates education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10)]

3.7 Describe efforts to coordinate supportive services provided through workforce investment activities in the local area, including facilitating transportation for customers. [WIOA Sec. 108(b)(11)]

3.8 Describe strategies to implement the operational goals of the local one-stop system, maximizing coordination of services provided by the State's employment services under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), and the local board's service providers to improve services and avoid duplication. [WIOA Sec. 108(b)(12)]

3.9 Describe how the local board will carry out a review of local applications submitted under WIOA Title II Adult Education and Literacy, consistent with the local plan (as described in WIOA Sec. 107(d)(11) and WIOA Sec. 232). [WIOA Sec. 108(b)(13)]

3.10 Based on the analysis described in Appendix B - Section 1, identify the industries where a sector partnership is currently being convened in the local area or where there will be an attempt to convene a sector partnership and the timeframe. Categorize the sector partnerships as active, emerging, or exploring as defined below.

- Active
 - Has a clear coordinator, convener, or convening team;
 - Is led by industry as demonstrated by private sector members playing leadership roles;
 - Has broad industry engagement as demonstrated by industry members attending meetings, partnering on activities, providing in-kind or financial resources, or similar;
 - Includes critical and engaged partners across programs from workforce development;
 - Can demonstrate that the partnership is not “just a workforce thing,” “just an economic development thing,” or “just an education thing.”
 - Operates in a true labor market region, not within the confines of a workforce area or other geopolitical boundaries;
 - Operates under shared strategic plan, road map, etc.;
 - Can demonstrate clearly identified priorities and an action plan, be able to demonstrate recent or current activities, services or products that are a direct outcome of the partnership.

- Emerging
 - Has at least an interim coordinator, convener, or convening team;
 - Has engaged at least one private sector champion to help drive the launch and implementation of a sector partnership;
 - Includes individuals from workforce development, education, economic development and other programs or organizations in strategic partner roles;
 - Actively working to implement strategic priorities outlined in a launch meeting.

- Exploring
 - Is in the infancy stage, but actively considering or planning the preparation needed to launch a partnership;
 - Working to identify partners who would be involved;
 - Determining if the partnership really makes sense for the community.

3.11 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding to support the local workforce development system? Briefly describe the additional funding and how it will impact the local system. If the local board does not currently have oversight of additional funding, describe any plans to pursue them.

Section 4: Program Design and Evaluation

Many of the responses below should be based on strategic discussions between the local board and one-stop partners. Please provide a separate response for each of the elements listed below.

4.1 Describe the one-stop delivery system in the local area including:

- A. The local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted service providers and providers on the eligible training provider list, and ensure that such providers meet the employment needs of local employers, workers, and jobseekers. [WIOA Sec. 108(b)(6)(A)]
- B. How the local board will facilitate access to services provided through the one-stop delivery system in remote areas, using technology, and through other means. [WIOA Sec. 108(b)(6)(B)]
- C. How entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.
[WIOA Sec. 108(b)(6)(C)] (See Appendix D: *Planning References and Resources*)
- D. List all required and optional program partners; indicate the program(s) each partner provides and the physical location where the program(s) can be accessed. Describe the roles and resource contributions of the partners. [WIOA Sec. 108(b)(6)(D)]
- E. Describe how the workforce centers are implementing and transitioning to an integrated technology-enabled intake and case management information system for core programs. [WIOA Sec. 108(b)(21)]

4.2 Describe the local board's assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. [WIOA Sec. 108(b)(7)]

4.3 Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. [WIOA Sec. 108(b)(8)]

4.4 Describe the local board's assessment of the type and availability of youth workforce activities, including activities for youth with disabilities. Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9)]

Note: This section must include a description of the program design elements as well as how the local area will implement the 14 program elements.

- 4.5 Describe local board actions to become and/or remain a high-performing local board, consistent with the factors developed by the Arkansas Workforce Development Board. **These factors have not been determined but will include effectiveness and continuous improvement criteria for local boards.** [WIOA Sec. 108(b)(18)] **(See Appendix D: Planning References and Resources)**
- 4.6 Describe how training services will be provided in accordance with **WIOA Sec. 134(c)(3)(G)**, the process and criteria for issuing individual training accounts. **[WIOA Sec. 108(b)(19)]**
- 4.7 If contracts for training services are used, describe processes utilized by the local board to ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. **[WIOA Sec. 108(b)(19)]**
- 4.8 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. **[WIOA Sec. 108(b)(22)] and [WIOA Sec. 134(c)(3)(G)(iii)]**

Section 5: Compliance

Responses are focused on the local area’s compliance with federal or state requirements. Please provide a separate response for each of the elements listed below.

- 5.1 Describe the replicated cooperative agreements, as defined by **WIOA 107(d)(11)**, in place between the local board and the Vocational Rehabilitation programs operated in the area with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. **[WIOA Sec. 108(b)(14)]**
- 5.2 Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s). **[WIOA Sec. 108(b)(15)]**
- 5.3 Describe the competitive processes to award the subgrants and contracts for activities funded by WIOA Title I programs within the local area. This includes, but is not limited to, the process used to award funds to a one-stop operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. **[WIOA Sec. 108(b)(16)]**
- 5.4 Describe the local area’s negotiated local levels of performance for the federal measures and their implications upon the local workforce system; attach the completed Performance Targets Template. **[WIOA Sec. 108(b)(17)]** *Note: See Appendix D: Planning References and Resources “Performance Targets Template”.*
- 5.5 Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), eligible providers and the one-stop delivery system, in the local area. **[WIOA Sec. 108(b)(17)]**

- 5.6 Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. **[WIOA Sec. 108 (b)(20)]**
- 5.7 Prior to the date on which the local board submits a local plan, the local plan must be made available to members of the public through electronic and other means.
- A. Describe how the local board made the local plan available for public comment. **[WIOA Sec. 108(d)(1)];**
 - B. Describe how the local board collected and considered public comments for inclusion in the local plan. **[WIOA Sec. 108(d)(2)];** and
 - C. If any comments were received that represent disagreement with the local plan, include such comments within the local plan’s attachments. **[WIOA Sec. 108(d)(3)]**
- 5.8 List the name, organization, and contact information of the designated equal opportunity officer for each workforce center within the local area.

Section 6: COVID Recovery, Readiness, Diversity, and Inclusion

Responses are focused on the local area’s readiness to continue full operations in the post-COVID era as well as adherence to the Administration’s Diversity, Equity, and Inclusion of Workforce Services Initiative.

- 6.1 What is the Local Area’s vision for equitable and inclusive recovery and reemployment? What are community partners’ roles in this vision? How much of this vision is accomplishable with current WIOA funding?
- 6.2 How has the Local Area modified their service delivery strategies and services as the Arkansas Workforce Centers have safely reopened? Is there a thoughtful strategy to deliver services safely and effectively to all individuals, reflective of the President’s emphasis on diversity, equity and inclusion of workforce services, and this strategy has been put into action across the Local Area?
- 6.3 What are the local strategies to identify, engage and enroll participants who may be unaware of the services available through the public workforce system? How have you ensured these strategies reach all populations, including marginalized and underserved populations?
- 6.4 Has the Local Area created an outreach and engagement plan to make the public more aware of the available services of the public workforce system? If no, does the Local Area plan to create such a plan?

- 6.5 How are partners, including non-traditional and community organizations, being engaged to improve access to services for all populations, including marginalized populations? Is this different for in-person vs. online services? What decisions were made regarding the capacity of the Local Area to provide remote and in-person services to marginalized populations?
- 6.6 What is the Local Area’s plan for increasing the volume of paid and unpaid work experiences, which may include summer and other employment, youth apprenticeship or pre-apprenticeship programs, internships and job shadowing, and on-the-job training? How does this strategy engage and meet the needs of all eligible youth, including those with disabilities or language barriers, and other marginalized or underserved populations?

Section 7: Plan Assurances

Planning Process and Public Comment		References
<p><input type="checkbox"/> 7.1 The local board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the public for a period that is no less than 30 days.</p>	<p>WIOA Sections 108(d); 20 CFR 679.550(b)</p>	
<p><input type="checkbox"/> 7.2 The final local plan is available and accessible to the public.</p>	<p>20 CFR 679.550(b)(5)</p>	
<p><input type="checkbox"/> 7.3 The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.</p>	<p>WIOA Section 107(e); 20 CFR 679.390 and 679.550</p>	
Required Policies and Procedures		References
<p><input type="checkbox"/> 7.4 The local board makes publicly available any local requirements for the public workforce system, such as policies, including policies for the use of WIOA Title I funds.</p>	<p>20 CFR 679.390</p>	
<p><input type="checkbox"/> 7.5 The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent and provides for the resolution of conflicts.</p>	<p>WIOA Section 107(h); 20 CFR 679.410(a)-(c)</p>	
<p><input type="checkbox"/> 7.6 The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area and has provided the State with the latest versions of its memoranda of understanding.</p>	<p>WIOA Section 121(c); 20 CFR 678.500-510</p>	
<p><input type="checkbox"/> 7.7 The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated no less than once every three years.</p>	<p>WIOA Section 121(c)(v)</p>	
<p><input type="checkbox"/> 7.8 The local board has negotiated and reached agreement on local performance measures with the local chief elected official(s) and the Governor.</p>	<p>WIOA Sections 107(d)(9) and 116(c); 20 CFR 679.390(k) and 677.210(b)</p>	
<p><input type="checkbox"/> 7.9 The local board has procurement policies and procedures for selecting one-stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.</p>	<p>WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400</p>	
<p><input type="checkbox"/> 7.10 The local board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.</p>	<p>WIOA Sections 107(d)(10), 122(b)(3), and 123;20 CFR 679.370(l)-(m) and 680.410-430</p>	

Required Policies and Procedures (Continued)	References
<input type="checkbox"/> 7.11 The local board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600
<input type="checkbox"/> 7.12 The local board has established at least one comprehensive, full-service one-stop center and has a written process for the local Chief Elected Official and local board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); 20 CFR 678.305
<input type="checkbox"/> 7.13 All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology, and materials in one-stop centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
<input type="checkbox"/> 7.14 The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.	WIOA Section 188; 29 CFR 37.42
<input type="checkbox"/> 7.15 The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
<input type="checkbox"/> 7.16 The local board complies with the nondiscrimination provisions of Section 188 and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1)
<input type="checkbox"/> 7.17 The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIOA Section 185; 29 CFR 37.37
<input type="checkbox"/> 7.18 The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12
<input type="checkbox"/> 7.19 The local board ensures that one-stop Migrant and Seasonal Farmworker (MSFW) and business services staff, along with the Migrant and Seasonal Farm Worker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven.	WIOA Section 167
<input type="checkbox"/> 7.20 The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603

Administration of Funds	References
<p>7.21 <input type="checkbox"/> The local board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable</p>	<p>WIOA Section 108(b)(16); 20 CFR 679.560(a)(15);</p>
<p>federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.</p>	<p>WIOA Section 134(c)(3)(G); 20 CFR 680.300-310</p>
<p>7.22 <input type="checkbox"/> The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program funds.</p>	<p>WIOA Section 108(b)(15)</p>
<p>7.23 <input type="checkbox"/> The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.</p>	<p>WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410</p>
<p>7.24 <input type="checkbox"/> The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.</p>	<p>WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750</p>
<p>7.25 <input type="checkbox"/> The local board will not use funds received under WIOA to assist, promote, or deter union organizing.</p>	<p>WIOA Section 181(b)(7); 20 CFR 680.850</p>
Eligibility	References
<p>7.26 <input type="checkbox"/> The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.</p>	<p>20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A</p>
<p>7.27 <input type="checkbox"/> The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.</p>	<p>WIOA Section 134(c)(3)(G); 20 CFR 680.300-320</p>
<p>7.28 <input type="checkbox"/> The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.</p>	<p>WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570</p>

<p>7.29 <input type="checkbox"/> The local board has a written policy for priority of service at its workforce centers for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.</p>	<p>Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09</p>
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Appendix C: Performance Goals

Plan modifications must identify expected levels of performance for each indicator of performance for the two years covered by the plan modification. The local boards must reach an agreement with the ADWS, on the negotiated levels of performance for each of the two years of the plan modification.

The Adult, Dislocated Worker, Youth will have two full years of data available to make reasonable determinations of expected levels of performance for the following levels of performance for the following indicators for

Program Years 22-23:

- Employment (Second Quarter after Exit),
- Employment (Fourth Quarter after Exit),
- Credential Attainment Rate, and
- Measurable Skills Gains.

PY2022 – PY 2023 Performance Targets Template

Local Area WIOA Negotiated Performance Goals

Name of local workforce development area: _____

WIOA Performance Measures	Local Area PY22-23 Performance Goals
Employment (Second Quarter after Exit)	
Adult	%
Dislocated Worker	%
Youth (Education or Training Activities or Employment)	%
Employment (Fourth Quarter after Exit)	
Adult	%
Dislocated Worker	%
Youth (Education or Training Activities or Employment)	%
Median Earnings (Second Quarter after Exit)	
Adult	\$
Dislocated Worker	\$
Youth	\$
Credential Attainment Rate	
Adult	%
Dislocated Worker	%
Youth	%
Measurable Skill Gains	
Adult	%
Dislocated Worker	%
Youth	%
Effectiveness in Serving Employers	
Adult	Baseline
Dislocated Worker	Baseline
Youth	Baseline

Appendix D: Planning References and Resources

Local Areas must list each of the state's strategic goals in their plans and develop their own objectives for inclusion in the local plan.

State of Arkansas Combined Workforce Development Strategic Plan (*State Plan*)

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) providing a framework for Governors and states to make changes to their workforce systems. The federal law sets the parameters for the workforce system which is an integral part of the State's ability to serve jobseekers and employers. WIOA will enable the State to align workforce priorities across multiple partners, training providers, employers, and others to ensure we are creating a skilled workforce for today and the future.

An effective workforce development system will be built on a foundation of alignment, innovation, employer engagement, accountability structures and improved data. Arkansas will look beyond WIOA to set broad goals for a comprehensive workforce development system. We will do this by providing the highest quality of service to jobseekers and employers through well-coordinated approaches at the state and local levels. System access will be enhanced using technology and creative partnerships with community organizations and other service providers. While access will be improved for all jobseekers, the provision of services and training will be focused on those most in need and hardest to serve.

The four main goals in the State's Combined WIOA Plan are as follows:

Strategic Goal 1: Develop an efficient partnership with employers, the educational system, workforce development partners, and community-based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.

Goal 1 Objectives:

1. Expand employer partnerships through the support of industry engagement.
2. Identify and promote best practices (private and public) for developing and sustaining partnerships.
3. Expand partnership with economic development to refine sector strategies.
4. Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
5. Increase accountability and clarity of action between all workforce related boards.
6. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
7. Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.
8. Partner with K-12 education, higher education, career and technical education, and adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.
9. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).
10. Expand small business participation.

Strategic Goal 2: Enhance service delivery to employers and jobseekers.

Goal 2 Objectives:

1. Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
2. Develop an integrated data system that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
3. Promote training that leads to industry recognized credentials and certification.
4. Support transportable skill sets for transportable careers.
5. Support career pathways development and sector strategy initiatives to meet business and industry needs.
6. Expand service delivery access points using virtual services.
7. Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
8. Develop a menu of services available at each service delivery access point that provides a list of the services and training opportunities available through Arkansas's talent development system.
9. Utilize customer satisfaction surveys to ensure continuous improvement of the State's talent development system.
10. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).

Strategic Goal 3: Increase awareness of the State's Talent Development System

Goal 3 Objectives:

1. Increase access to the workforce development system through a no wrong door approach to services.
2. Change employer and jobseeker perceptions of the workforce system.
3. Develop an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the State.
4. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
5. Develop a user-friendly website that provides a common repository of information about career development opportunities that are relevant to K-12 education, parents, educators, adults, employers, government agencies, and the public.

Strategic Goal 4: Address Skills Gaps

Goal 4 Objectives:

1. Conduct a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.
2. Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.
3. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program and the Workforce Alliance for Growth in the Economy (WAGE) program.

PY 2020 – PY 2023 Combined State Plan to be found at <http://dws.arkansas.gov/wioa.htm>

State Policy and Guidance.

State policy can be found at <http://dws.arkansas.gov/wioa.htm>

Labor Market and Workforce Information.

A. Discover Arkansas

Labor Market Information Portal Arkansas Labor Market Information (LMI) is posted online using the <https://www.discover.arkansas.gov/> and is available to the public.

B. Arkansas State Plan Economic and Workforce Analysis

The Arkansas Combined State Plan includes an analysis of the current workforce. The data provided in Section II of the state plan under strategic elements may be very helpful to local boards in conducting a local area and regional economic and workforce analysis.

To provide local workforce boards in the state with tools for development planning in their own areas, data were downloaded and prepared from the Arkansas Division of Workforce Services Labor Market Information (LMI) website, www.discover.arkansas.gov. These data were then turned into interactive visualizations, which are available at the following websites. These visualizations can be downloaded as an image or in PDF format. The goal is to help stakeholders at the state and local level better understand future industry and occupational needs and to provide workforce development boards with the tools needed to better serve their areas.

The data available at <http://arkansasresearchcenter.org/arc/index.php?cid=153> includes:

- Industries
- Job Growth
- Projected Job Growth by Workforce Development Area
- Projected Job Growth by Industry
- Percent Workforce

These data demonstrate the current makeup of the workforce by major industry, as well as projections of the number of jobs these industries will need.

The data available at <http://arkansasresearchcenter.org/arc/index.php?cid=154> includes:

Arkansas Occupations, which includes data visualizations concerning occupations in Arkansas, both current and projections. Occupations are listed by their Standard Occupation Code (SOC) title. The SOC system is hierarchical. SOC Major codes are the top-level occupational areas, such as "Construction and Extraction Occupations." At the next level would be SOC Minor, one of which for the above would be "Construction Trades Workers." Finally, there is SOC Detail, such as "Stonemasons" or "Carpenters." This web tool allows users to manipulate the data by indicating the level of detail desired.

Other Resources.

- TEN 1-15; Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide; July 6, 2015
- TEGL 37-14; Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System; May 29, 2015, Americans with Disabilities Act (ADA)



Hugh McDonald
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.
DIRECTOR
DIVISION OF WORKFORCE SERVICES

DIVISION OF WORKFORCE SERVICES ISSUANCE NUMBER PY XX-XX

January 31, 2023

FROM: Charisse Childers, Ph.D., Director

TO: Local Workforce Development Board Members
Local Workforce Development Board Directors
Local Chief Elected Officials
Arkansas Workforce Center Partners

SUBJECT: Certification of Arkansas Workforce Centers

- I. **Purpose:** The purpose of this issuance is to announce the development of ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*) and provide basic instructions to Local Workforce Development Boards (LWDBs) regarding the certification of Arkansas Workforce Centers.
- II. **Recission:** This issuance replaces ADWS Issuance No. PY 17-04 (*Certification of Arkansas Workforce Centers*)
- III. **References:**
 - WIOA §§ 101(d), 121, & 188
 - 20 CFR 678.800 & 679.130
 - 34 CFR 361.800 & 463.800
 - TEGL 16-16
- IV. **General Information:** The Arkansas Workforce Development Board (AWDB), in consultation with Chief Elected Officials (CEOs) and local workforce investment boards (LWDBs), must review and update the objective criteria and procedures to use when certifying its one-stop delivery system. (The one-stop delivery system has been banded nationally as the American Job Center network [TEGL 16-16], and in Arkansas as Arkansas Workforce Centers, a part of the American Job Center network.) This collaboration is done every two (2) years as part of the review and modification of the Arkansas State Plan [WIOA § 121(g)(1), 20 CFR 679.130, 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800]. The criteria must evaluate the Arkansas Workforce Centers and one-stop delivery system for effectiveness, availability, customer satisfaction, physical and programmatic accessibility, and continuous improvement [WIOA § 121(g)(1) and 20 CFR 678.800]. This assessment must also examine the physical and programmatic accessibility in accordance with WIOA § 188 and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), Local WDBs may establish additional criteria relating to service coordination achieved by the one-stop delivery system.

LWDBs are responsible for oversight of the Arkansas Workforce Center(s) in their areas and the delivery of services through those centers [WIOA § 121(a)(3)]. As part of this oversight, LWDBs must assess each Arkansas Workforce Center, following procedures and criteria established by the AWDB, at least once every three years. If the LWDB is the one-stop operator, the Arkansas Workforce Development Board must certify the centers in that area [WIOA § 121(g)(1), 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800].

Due to the onset of the COVID pandemic in 2020, the certification process was delayed until such time that the normal operations of the Arkansas Workforce Centers could resume.

Action Required: Local Workforce Development Boards (LWDBs) and their contractors, as well as partner agencies, should distribute ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*) and Form 6.4 (*Arkansas Workforce Center Application for Certification*) throughout the system to ensure that workforce system staff are familiar with its content and requirements.

Except in areas where the LWDB serves as the Arkansas Workforce Center operator, each LWDB must complete an Application for Arkansas Workforce Center Certification for every physical center in their geographical local workforce area, including both comprehensive and affiliate centers. Where a LWDB serves as the Arkansas Workforce Center operator, the AWDB must use the criteria to assess and certify the Center(s) [20 CFR 679.130(f)(1)].

In selecting the certification team, LWDBs should utilize caution in ensuring that no more than one (1) Local Workforce Board member participates on the Workforce Center Certification Team. The inclusion and participation of at least two (2) Local Board Members would be viewed as a “meeting” and would require meeting all public notice requirements [Arkansas Freedom of Information Handbook, 20th edition, p. 33].

Each Arkansas Workforce Center, whether comprehensive or affiliate, must be certified by the appropriate entity, using the attached Form 6.4 (*Arkansas Workforce Center Application for Certification*) and the must be submitted to ADWS at wioa@arkansas.gov. by COB March 30, 2023, with the Subject Line “Application for Arkansas Workforce Center Certification”. ADWS, on behalf of the Governor, will review all certification applications and provide confirmation of approval to local boards by April 30, 2023, contingent upon compliance by local areas.

V. Inquiries: All questions or concerns are welcome and may be submitted to the following email: wioata@arkansas.gov

VI. Attachments:

ADWS Policy No. WIOA I-B – 6.4 (*Certification of Arkansas Workforce Centers Policy and Procedures*)

Form 6.4 (*Arkansas Workforce Center Application for Certification*)

VII. Expiration Date: June 30, 2024



ADWS Policy Number: WIOA I-B – 6.4 Effective Date: January 31, 2023

Certification of Arkansas Workforce Centers Policy and Procedures

PURPOSE: The purpose of this policy is to provide guidance concerning the certification of Arkansas Workforce Centers.

REFERENCES:

WIOA §§ 101(d), 121(g), & 188
A.C.A. 15-4-3706 & 15-4-3711
20 CFR 652.202, 678.310, 678.800 & 679.130
34 CFR 361.800, 361.310, 361.315, 463.310, & 463.800
TEGLs 15-16 & 16-16

BACKGROUND:

Consistent with the requirement in WIOA § 121(e)(4) for the use of a common identifier, the U.S. Department of Labor (DOL), in coordination with the U.S. Department of Education (ED), established the American Job Center network, a unifying name and brand that identifies online and in-person workforce development services as part of a single network of publicly-funded services [TEGL 16-16]. Within the American Job Center network, Arkansas has branded its one-stop centers as Arkansas Workforce Centers.

The vision for the American Job Center network reflects the long-standing and ongoing work of dedicated workforce professionals to align a wide range of publicly-funded or privately-funded education, employment, and training programs, while also providing high-quality customer service to all job seekers, workers, and businesses [TEGL 16-16]. This vision supports the vision that the Arkansas Workforce Development Board (AWDB) adopted for the Arkansas Workforce Development Delivery System at their regular quarterly meeting in October 2015. Their stated vision is for Arkansas to have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.

The workforce system envisioned by the Workforce Innovation and Opportunity Act (WIOA) is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is

designed to increase access to and opportunities for the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible, and high-quality workforce development system. This is accomplished by providing all customers access to high-quality workforce development centers that connect them with the full range of services available in their communities, whether they are looking to find jobs, build basic educational or occupational skills, earn a postsecondary certificate or degree, obtain guidance on how to make career choices, or are businesses and employers seeking skilled workers [Arkansas State Plan 2020-2023].

The purpose of the Arkansas Workforce Centers is to [TEGL 16-16]:

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

The local workforce development board (LWDB), with the agreement of the chief elected officials (CEOs), is responsible for oversight of the one-stop delivery system, developing and entering into the memorandum of understanding described in WIOA § 121(c), and designating or certifying one-stop operators under WIOA § 121(d) [WIOA § 121(a), TEGL 15-15].

The management of the Arkansas workforce delivery system is the shared responsibility of the Arkansas Workforce Development Board (AWDB), local Workforce Development boards (LWDBs), elected officials (CEOs), the core WIOA partners, other required partners, and workforce center operators [TEGL 16-16]. (These core partners and required partners are listed below.)

Each LWDB must use a competitive process for the selection or designation of a one-stop operator, even if the one-stop operator is a consortium of three or more partners or is the LWDB itself. This competitive process must be repeated every four (4) years [TEGL 15-16]. Records and supporting documentation on the expending of Federal funds for the competitive selection of the one-stop operator must be retained to sufficiently support the expenditures reported on the quarterly ETA-9130 form. Record retention requirements are also applicable to document the lack of the conflict of interest in the selection of one-stop operator, as well as all other LWDB decisions [WIOA§121(d)(2)A), 20 CFR 678.605(c), 20 CFR 678.615(a), & TEGL 15-16]. Other Specific information concerning the selection or designation of one-stop operators, especially when a LWDB applies to be the one-stop operator, may be found in WIOA § 107(g)(2), WIOA § 121(d), and TEGL 15-16.

At least once every three (3) years, the Arkansas Workforce Center (whether comprehensive and affiliate) must be evaluated and certified [WIOA § 121(g)(1), 20 CFR 678.800, 34 CFR 361.800, & 34 CFR 463.800]. Centers may also be evaluated for cause at any time [A.C.A. 15-4-3711].

The one-stop operator carries out the following activities through the Arkansas Workforce Centers [TEGL 16-16]:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners.
- Develops and implements operational policies that reflects an integrated system of performance, communication, and case management, and uses technology to achieve integrated and expanded service offerings.
- Organizes and integrates Arkansas Workforce Center services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment involves having Arkansas Workforce Center staff who perform similar tasks serve on relevant functional teams (e.g. skills development team or business service teams), using strategies outlined in TEGL 16-16.
- Ensures that all basic career services are available during business hours, whether the center is comprehensive or affiliate.

POLICY:

The Arkansas Workforce Development Board (AWDB), in consultation with Chief Elected Officials (CEOs) and local workforce investment boards (LWDBs), must review and update the objective criteria and procedures to use when certifying its American Job Centers. This collaboration is done every two (2) years as part of the review and modification of the Arkansas WIOA Combined State Plan [WIOA § 121(g)(1), 20 CFR 679.130, 20 CFR 678.800, 34 CFR 361.800, and 34 CFR 463.800]. The criteria must evaluate the Arkansas Workforce Centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement [WIOA § 121(g)(1) and 20 CFR 678.800].

The AWDB criteria for evaluation of the comprehensive Workforce centers is the minimum criteria listed in this policy. Affiliate centers are required to meet only the criteria that are relevant to the programs in these centers.

LWDBs may establish additional criteria relating to service coordination achieved by the one-stop delivery system. If the LWDB does establish additional criteria, the criteria must be in their Local Plan, which must be approved by the AWDB [20 CFR 678.800, 34 CFR 361.800, 34 CFR 463.800, & TEGL 16-16].

Although management of the Workforce Centers is the shared responsibility of the AWDB, LWDBs, CEOs, the six WIOA cored program partners, required one-stop partners and other additional one-stop partners, Arkansas Workforce Center operators, and service providers [TEGL 16-16], LWDBs have the responsibility of oversight of the Centers with respect to a successful service delivery system [WIOA §121(a)(3)]. The certification process establishes a minimum level of quality and consistency of services in Arkansas Workforce Centers across the State. The certification criteria allow States to set standard

expectations for customer-focused seamless services from a network of employment, training, and related services that help individuals overcome barriers to obtaining and maintaining employment.

Evaluations of effectiveness must include how well the one-stop center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the one-stop partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. These evaluations must take into account feedback from one-stop customers. They must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from the one stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA §188 [20 CFR 678.800(b), 34 CFR 361.800, & 34 CFR 463.800].

Comprehensive Arkansas Workforce Centers:

Each LWDA must have at least one certified comprehensive Arkansas Workforce Center, as described in WIOA § 121(g), 20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305 [TEGL 16-16 (4)(C)]. Each comprehensive Arkansas Workforce Center must have during regular business hours [TEGL 16-16 (4)(C) & 20 CFR 678.305]:

- At least one WIOA title I staff person physically present
- Career services provided as listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430
- Access to training services described in 20 CFR 680.200
- Access to any employment and training activities carried out under WIOA §134(d)
- Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, 34 CFR 361.400 through 361.410, and 34 CFR 463.400 through 463.410
- Workforce and labor market information.

A customer must have access to all these programs, services and activities during regular business hours [TEGL 16-16, 20 CFR 678.305(c), 34 361.305(c); & 34 CFR 463.305(c)]. The LWDB may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days or who, because of life circumstances, are not able to access the comprehensive Center during regular business hours. Centers that are not open outside of regular business hours should have a plan for how they will provide services to individuals who cannot visit a center during regular business hours [TEGL 16-16 & 20 CFR 678.305(c)].

“Access” does not mean that each required partner must provide these services directly on-site and the Arkansas Workforce Center. Some career services must be provided directly on-site, but access may also be provided in one of three ways [TEGL 16-16]:

- Having program staff member physically present at the Arkansas Workforce Center,
- Having a staff member from a different partner program physically present at the Arkansas Workforce Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs, or
- Making available a direct linkage through technology to a program staff member who can provide

meaningful information or services.

The Arkansas Workforce Center Certification Criteria requires the center to have a business liaison team as the single point of contact for business services. It is expected that staff involved with initiating employer contacts will participate on the team in a coordinated outreach program under the Arkansas Workforce Center name and marketing approach. The team will consist of business contact staff from all partner programs and will, at a minimum, provide the following structure and coordination in approaching the business community [Arkansas State Plan 2020-2023, p. 66]:

- A team leader to coordinate the activities of the team
- A coordinated “script” to market the system to employers
- Use of the Arkansas Workforce Center name as the primary marketing approach, with agency specialty areas (i.e. Arkansas Rehabilitation Services, Services for the Blind, DVOP/LVER Veterans Services) presented as a part of the overall system as needed
- An information sharing strategy that makes contact results available to all team members
- A clear menu of services across all partners
- A division of duties with employer sector specializations as deemed appropriate for quality customer service
- Multiple agency participation with clear cost and information sharing commitments
- At a minimum, job search, employer contacts, job orders, or job development leads performed by any center staff as a result of outreach will be entered into the Wagner- Peyser database (Arkansas Job Link)

The evaluation of the hours of access to service must be part of the evaluation of effectiveness in the one-stop certification process [20 CFR 678.305(c)]. Suggestions for ways that services can be provided during all business hours without representatives of all programs physically at the comprehensive center can be found in TEGL 16-16 and 20 CFR 678.305.

All comprehensive Arkansas Job Centers must be physically and programmatically accessible to individuals with disabilities, as described in WIOA §188 and 29 CFR 38. To ensure meaningful access to all customers, Arkansas Workforce Centers should incorporate the principles of universal and human-centered design. These principles include, for example, flexibility in space usage; the use of pictorial, written, verbal, and tactile modes to present information for customers with disabilities or English language learners; providing clear lines of sight to information for seated or standing users; providing necessary accommodations; and providing adequate space for the use of assistive devices or personal assistants [TEGL 16-16].

Required Partners:

WIOA § 121(b) identifies the required and additional one-stop programs that must be available in a comprehensive workforce center. Generally, the entity that carries out the program serves as the one-stop partner. This may be the grant recipient, administrative entity, or organization responsible for administering the funds of the specified program in a local area. The term “entity” does not include the

service providers that contract with, or are subrecipients of, the local administrative entity. It is the responsibility of Federal grant recipient to ensure that the subrecipient that is providing services in that local area on its behalf participates in the one-stop delivery system. If the Federal grant recipient has issued or awarded part of or its entire program funds to a sub-recipient or subcontractor in accordance with program requirements, the Federal grant recipient remains the entity responsible for fulfilling the roles and responsibilities of a one-stop partner program. If a program does not have a local administrative entity, the responsible State agency is considered the one-stop partner. If a program listed below is not carried out in a local area, the requirement relating to a required one-stop partner are not applicable to that program or entity in regard to that local area's one-stop delivery system [20 CFR 678.415, 34 CFR 361.415, 34 CFR 463.415, & TEGL 16-16].

Representatives of the following programs and activities (one-stop partners) must be in all comprehensive centers if the programs or activities exist in the areas served by the centers, as explained in the previous paragraph [WIOA § 121(b)(B), 20 CFR 361.400, 20 CFR 678.400, 34 CFR 361.400, 34 CFR 463.400 & TEGL 16-16]:

- WIOA title I-B Adult, Dislocated Worker, and Youth programs
- WIOA title I-B Job Corps
- WIOA title I-D YouthBuild
- WIOA title I-D Native American programs
- WIOA title I-D (Sec. 167) Migrant and Seasonal Farmworker programs
- WIOA title II Adult Education and Family Literacy Act (AEFLA) programs
- WIOA title III Wagner-Peyser Act Employment Service programs authorized under the Wagner-Peyser Act (20 U.S.C. 49 et seq.) as amended by WIOA title (III)
- WIOA title IV-B Vocational Rehabilitation (VR) programs authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. et seq.) as amended by WIOA title IV
- Senior Community Service Employment Programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et. seq.)
- Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) (The representative is the eligible recipient(s) at the postsecondary level or a consortium of eligible recipients at the postsecondary level in the local area) [20 CFR 678.415]
- Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)
- Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.
- Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)
- Employment and training activities carried out by the Department of Housing and Urban Development
- Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)
- Reentry Employment Opportunities (REO) programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169
- Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)

Specific information concerning the entities out each of these programs and activities may be found in 20 CFR 678.415, 34 CFR 361.415, & 34 CFR 463.415.

Additional Partners:

With the approval of the LWDB and the CEOs, additional entities that carry out workforce development programs may be one-stop partners. These additional partners may include, but are not limited to *[WIOA §121(b)(2), 34 CFR 361.410, 34 CFR 463.410, & TEGL 16-16]*:

- Employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under section 1148 of the Social Security Act (42 U.S.C. 1320b-19)
- Employment and training programs carried out by the Small Business Administration
- Supplemental Nutrition Assistance Program (SNAP) employment and training programs authorized under section 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (U.S.C. 2015(d)(4))
- Client Assistance Program authorized under section 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732)
- Programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.)
- Other appropriate Federal, State, or local programs, including, but not limited to, employment, education, and training programs provided by public libraries or in the private sector

Affiliate Arkansas Workforce Centers:

Local areas may also have affiliate Arkansas Workforce Centers to increase the availability of one-stop services to individuals in the local areas *[20 CFR 678.300 d)]*. An affiliate Arkansas Workforce Center is a site that makes available to job seekers and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliate site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level through partner memorandum of understanding (MOU) negotiations. If affiliate sites are used by a local area as part of the service delivery strategy, the affiliate site must be implemented in a manner that supplements and enhances customer access to services *[20 CFR 678.310, 34 CFR 361.310, 34 CFR 463.310, & TEGL 16-16]*.

All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in WIOA § 188 and 29 CFR part 38 *[20 CFR 678.310, 34 CFR 361.310, 34 CFR 463.310, & TEGL 16-16]*.

Wagner-Peyser Act employment services cannot be a stand-alone affiliate site. *[20 CFR 652.202, 20 CFR 678.310, 20 CFR 678.315, 34 CFR 361.310, 34 CFR 361.315, 34 CFR 463.310]*. If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partner in the affiliated site with a physical presence of combined staff more than fifty (50) percent of the time the center is open. In addition, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than fifty (50) percent of the time the center is open *[20 CFR 652.202, 20 CFR 678.315, 34 CFR 361.315; 463.315]*.

Roles of Partners

1. Provide Career Services (must be available in all Arkansas Workforce Centers):

At a minimum, all of the basic career services described in *WIOA §134(c)(2)(A)(i-xi)*, *20 CFR 678.430(a)*, *34 CFR 361.430(a)*, and *34 CFR 463.430(a)* must be provided in local area through the one-stop delivery system (see these references and TEGL 16-16 for more details concerning this list):

- Determination whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs, including co-enrollment among these program
- Outreach, intake, and orientation to inform about other programs and services available through the one-stop delivery system
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
- Labor exchange services, including job search, career counseling, information on in-demand occupations, information on nontraditional employment, and information from career profiles and interest inventories
- Referrals to, and coordination of activities with, other programs and services
- Workforce and labor market employment information, including job vacancy listings, information on job skills necessary to obtain the vacant jobs listed, and information related to local occupations in-demand, their earnings, skill requirements, and opportunities for advancement
- Performance information and program cost information on eligible training providers
- Information on local performance measures
- Information concerning and referral to childcare, child support, medical assistance, SNAP, earned income tax credit, HUD housing assistance, TANF, transportation assistance, and other supportive services
- Assistance in obtaining financial aid for training programs, if not provided through WIOA
- Assistance in filing unemployment insurance claims

2. Provide Individualized Career Services as appropriate to eligible individuals when these services are necessary for an individual to obtain or retain employment [*20 CFR 678.430(b)*, *34 CFR 361.430(b)*, *34 CFR 463.430(b)*, & *TEGL 16-16*] (Must be available in all comprehensive centers):

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing, other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an individual employment plan
- Group counseling, which involves addressing certain issues, problems, or situations shared by group members
- Individual counseling, which is a one-on-one session regarding certain issues, problems, or situations
- Career planning
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training

- Internships and work experiences (including transitional jobs) that are linked to careers
- Workforce preparation activities, as listed in 34 CFR 463.34
- Financial literacy services for youth
- Out-of-area job search assistance and relocation assistance
- English language acquisition programs, as described in 34 CFR 463.31
- Integrated education and training programs, as described in 34 CFR 463.35
- VR career services authorized under 34 CFR 361.48(b)

3. **Provide Follow-up Career Services** as appropriate and allowed for each partner program

4. **Provide Business Services** as described in 20 CFR 678.435, 34 CFR 361.435, 34 CFR 463.435, and TEGL 16-16 and as is appropriate for each partner program

5. **Develop a Memorandum of Understanding (MOU)** [20 CFR 678.500, 34 CFR 361.500, 34 CFR 463.500, TEGL 16-16]

The MOU is an agreement developed and executed by the LWDB and the one-stop operators, with the agreement of the CEOs, relating to the operation of the one-stop delivery system. Each Center may use an “umbrella” MOU that groups all partner programs together, or partners may enter into separate agreements between each partner or groups of partners.

MOUs must include [TEGL 16-16]:

- A description of the services to be provided, the method of providing the services, the frequency of the program staff’s physical presence in an affiliated site, and the method of referring individuals between partners
- A description of how the shared costs of services provided by the one-stop system and the operating costs of the system will be funded (The infrastructure funding agreement is separate.)
- How the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the one-stop system
- Method(s) for referral to appropriate services and activities between the one-stop operator and partner programs or between partner programs
- The duration of the MOU (The MOU must be renewed not less than once every three years.)
- The MOU modification process. (Requirements for modification are in TEGL 16-16, page 20.)
- The signatures of the CEO(s), the LWDB Director, and authorized representatives of each partner program

Additional information about the requirement of MOUs may be found in TEGL 16-16.

PROCEDURES:

It is the responsibility of the one-stop operator to ensure that basic career services, as identified in WIOA §134(c)(2), are available at all times during business hours; to facilitate integrated partnerships to serve common customers; to ensure that the Workforce Center is compliant with WIOA §188; to develop and

implement an integrated system of performance, communication, and case management; to ensure that technology is used to integrate and expand service offerings; and to encourage communication, capacity-building, and training between partner programs [TEGL 16-16].

Arkansas Workforce Centers (both comprehensive and affiliate) must be evaluated no less than once every three years [WIOA § 121(g)(1), 20 CFR 678.800, 34 CFR 361.800, & 34 CFR 463.800]. This evaluation is carried out by the LWDB (or the Arkansas WDB in those cases where the LWDB is the one-stop operator), using the most recent Form 6.4 (*Application for Arkansas Workforce Certification*) approved by the AWDB. If any criteria or higher standards for service coordination have been established by the LWDB and placed in the Local Plan or the Local Plan modification, and the plan has been approved by the AWDB, the additional criteria must be clearly identified in an addendum to Form 6.4 (*Application for Arkansas Workforce Center Certification*). The center may also be evaluated “for-cause” at any time.

Workforce Center certification teams will be established by each LWDB (or the AWDB in those cases where LWDBs are the one-stop operators [20 CFR 678.800(a)(3)]) and are responsible for conducting independent and objective evaluations of workforce center sites and making certification recommendations to the LWDBs (or AWDB in those cases where the LWDB is the one-stop operator).

Workforce Center certification teams are comprised of at least three members. Suggested team members are: a Local WDB member (only one is allowed, per the Arkansas Sunshine Law), at least one individual who represents local partners (but not a LWDB member) with specific expertise serving populations with disabilities or other barriers to employment, and at least one additional member who has expertise in at least one category being evaluated. A LWDB staff member may be included if the LWDB staff does not dually serve in the role as the one-stop operator. Certification team members should be free of conflicts of interest (e.g., The one-stop operator staff may not be on the team. Neither can the local office manager nor anyone else who is housed in the Center.) Certification teams may utilize experts from the state level or outside of the local area to ensure evaluations are objective. They may also utilize local experts who represent targeted populations but have no financial ties with the workforce site. They may divide responsibilities based on the expertise of the individual members.

Workforce center certification teams will render written determinations within 30 days of conducting one-stop site evaluations. There are three possible determinations: (1) certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and (3) not-certified or decertified.

When a LWDB completes the Application(s) for Certification, the application(s) must be submitted by email to wioa@arkansas.gov for review and confirmation before the certification is final. Provisional certifications must be accompanied by a detailed description of the issues/concerns identified so that one-stop operators have sufficient information around which to develop required action plans and timelines. A determination to not certify a workforce center site must be accompanied by a detailed description of the deficiencies, including an explanation as to why the certification team believed the deficiencies could not be addressed or resolved provisionally. AWDB

staff must review the application and additional information before the determination is final.

If the determination of the Certification Team is “not certified,” ADWS will not only review all submitted documentation, but will also perform a follow-up visit of the workforce center and to talk with the Certification Team. If this is the first time a determination of other than “certified” has been received by the One-Stop operator at that location or if this is the first time for the certification of that particular location and operator, ADWS will work with the LWDB to determine if a “provisionally certified” determination would be more appropriate and what steps should be taken to bring the one-stop into certification.

If the workforce certification team renders a “not-certified” or “decertified” determination, and a “provisionally certified” determination has been made recently without improvement, then a decision must be made by the LWDB concerning next actions to be taken. If the decision is to terminate the one-stop operator and issue a new request-for-proposals, plans must be submitted to the State to ensure continuity of service between the time the one-stop operator leaves and a new one-stop operator is selected. If other remedies are determined to be more appropriate, this plan of action must be submitted to the State. In either case, a second certification evaluation must be completed within six (6) months of the determination if the improvement plan was effective or if more action must occur.

The marketing activity utilizing the Arkansas Workforce Center name is allowed when the LWDB approves and issues a certification. If a certification is revoked, the affected center must cease using the Arkansas Workforce Center name in all marketing until the identified problems are addressed.

Appeals

Operators of comprehensive workforce center sites that are not certified may choose to appeal those determinations, in writing, to the LWDB (or the AWDB in those cases where the LWDB is the one-stop operator), using the LWDB or AWDB appeals process. Those appeals will be subject to the processes and procedures outlined in the appropriate appeals policy.



Hugh McDonald
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.
DIRECTOR
DIVISION OF WORKFORCE SERVICES



Form 6.4
**ARKANSAS WORKFORCE CENTER
APPLICATION FOR CERTIFICATION**

LWDB Name:	Date:
One-Stop Operator:	
Center Manager / OSO Contact:	
Phone of Contact:	
Email of Contact:	
Address of Contact:	
Website for OSO:	
Hours of Operation:	

- Type of Certification:** New Certification
 Continued Certification – Date of Last Certification: _____
- Level of Certification:** Comprehensive
 Affiliate

Instructions

This application is to be completed within no less than once every three years for each workforce center the LWDB is seeking to designate as a certified or recertified Arkansas Workforce Center (either a comprehensive center or an affiliate center). The form is to be completed by the Local Certification Team, but this form may also be used by the One-Stop Operator and one-stop partners as a self-check. The Local Certification Team composition, requirements for the Arkansas Workforce Center, the location of Federal requirements, and other directions are outlined in ADWS Policy 6.4. If the LWDB has compliance criteria in addition to the criteria required by the Arkansas Workforce Development Board, these criteria must also be monitored during the visit in addition to the criteria listed in this form.

Step 1 – Each member of the Center Certification Team must be listed in the appropriate box.

Step 2 – When the Center has been selected for certification, the Center Certification Team will contact the appropriate Center Manager / Contact Person for that Center and schedule the Center Certification visit. For-cause evaluation visits may also be conducted as the LWDB deems appropriate.

Step 3 – Upon arrival at the Center, the Center Certification Team must check-in with the Center Manager / OSO Contact.

Step 3 – The Center Certification Team will request that the Center Manager / OSO Contact provide the documents listed in the Documents Reviewed section below either prior to the onsite certification visit or during the certification visit.

Step 5 –The Center Certification Team will conduct an interview with the Center Manager / Contact Person in order to explain the process and to complete the **Partners Represented in Workforce Center** and **Services Checklist** sections of the application. Care must be taken to ensure that no more than one LWDB member participates in the interview, the discussions, or the evaluation of a Workforce Center.

Step 6 - The Center Certification Team will complete Certification Criteria section of this application via a combination of walking around, observing Center operations, and interviewing the Workforce Center staff and Partner staff.

For each criterion in this section, the Center Certification Team denote “Meets” or “Not Meets” on the application. If “Meets” is selected, the “evidence or basis of determination” must be articulated in the accompanying narrative box. If “Not Meets” is selected, the necessary improvements required to meet the criterion must be described in the accompanying narrative box.

For the Certification Team to recommend to the LWDB that a Workforce Center be certified or recertified, all criteria must be assessed as “Meets” and all indicators must be met. In making their decisions, LWDBs may require additional evidence other than that provided in this application.

Workforce Center Certification Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED

Documents Reviewed

Check the boxes for the documents that were reviewed by the Center Certification Team (add notes as appropriate on separate paper, and attach to this application):

- Local MOU and IFA
- Business Plan
- Local Plan
- Local policies, procedures, manuals (List names of policies, procedures, and manuals reviewed on separate paper:
- Complaint and compliance findings
- Marketing and other printed materials
- Training schedules
- Customer feedback reports
- Customer employment plans / case notes
- Local grievance, complaint, and appeals policy, including the document posted at the Workforce Center, including State one-page procedure for individuals
- Most recent annual EO monitoring report in accordance with WIOA §188
- Recent external monitoring reports, including financial reports
- Plan for providing services after-hours

Partners Represented in Workforce Center

Instructions:

Check the appropriate box for each required Program/Partner.

If the programs or activities of a listed entity are not available in the area serviced by the Workforce Center, the entities are not required to be represented in the center and must be marked as Not Applicable.

See Policy 6.4 concerning requirements for comprehensive and affiliate centers

“On-Site scheduled hours per week” is the normal number of hours each week that at least one representative is physically at the Workforce Center.

“Off-Site Electronic Connection” means that a partner is normally available by phone or computer during all business hours to assist Workforce Center Customers.

“Non-Compliant” means:

- A representative of WIOA title I-B Adult, Dislocated Worker, and Youth program is not normally available during all business hours at a comprehensive center; or
- A representative of a required partner provides services in the local area, but not at this comprehensive center.

PARTNERS REPRESENTED IN WORKFORCE CENTER				
Partner	On-Site scheduled hours per week	Off-Site Electronic Connection	Not Applicable	Non-Compliant
WIOA title I-B Adult, Dislocated Worker, and Youth programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-B Job Corps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D YouthBuild		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D Native American programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D (Sec. 167) Migrant and Seasonal Farmworker programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WIOA title II Adult Education and Family Literacy Act (AEFLA) programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title III Wagner-Peyser Act Employment Service programs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title IV-B Vocational Rehabilitation (VR) – Arkansas Rehabilitation Services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Service Employment Programs authorized under title V of the Older Americans Act of 1965		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs authorized under the Carl D. Perkins Act of 2006 (usually local state-supported college or technical institution)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (Chapter 2 of the Trade Act of 1974)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jobs for Veterans State Grants programs (Chapter 41 of title 37, U.S.C. §4102A(b)(5))		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out by the Department of Housing & Urban Development		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Compensation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reentry Employment Opportunities (REO) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 and WIOA 169)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Temporary Assistance for Needy Families authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service Checklist

Purpose: To establish what services are provided in the Workforce Center

Requirements:

A comprehensive center must provide on-site all basic career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200.

An affiliate center must provide at least one or more of the partner programs. The frequency of program staff’s physical presence in the affiliated site is determined at a local level. Affiliate sites are access points in addition to the comprehensive one-stop center(s) in each area, and they must be implemented in a manner that supplements and enhances customer access to services.

Instructions: Identify if the following services are available on-site for customers. (“yes” means all services within a row are available.)

For comprehensive Workforce centers, customers must have access to the programs, services, and activities listed below during regular business. Affiliate centers must provide services depending on what programs are available in the center during which times (Affiliate centers may consider “during all business hours” in the charts below to mean “during the scheduled time the partners providing these services are available.”

“Access” to each partner program and its services means:

- a) Having a program staff member physically present at the one-stop center;
- b) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- c) Making available a direct link through technology to program staff who can provide meaningful information or services. “A direct link” means providing direct connection at the one-stop center, within a reasonable time by phone, or through a real-time Web-based communication to a program staff member who can provide program information of services to the customer. “A direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

A comprehensive Arkansas Workforce Center must have at least one WIOA title I-B staff person physically present during all business hours.

<p style="text-align: center;">Basic Career Services</p>	<p style="text-align: center;">Is Service Provided on site during all business hours?</p>
<p>1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Outreach, intake (including worker profiling), and orientation to information and other services available through the Workforce delivery system. For TANF programs, individuals must be provided with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needed.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>4. Labor exchange services, including job search, placement assistance, career counseling (information on in-demand industry sectors and nontraditional employment), and appropriate recruitment and other business services on behalf of employers (including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Workforce delivery system and, when appropriate, other workforce development programs.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas (including job vacancy listings in labor market areas and information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skills requirements, and opportunity for advancement for those jobs.)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>7. Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance. (including childcare, child support, medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, assistance under TANF, and other supportive services and transportation provided through that TANF.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

10. Provision of information and meaningful assistance to individuals seeking assistance in filling a claim for unemployment compensation. (“Meaningful assistance” means (a) providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or (b) providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Individualized Career Services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. All of these services must be provided at comprehensive Workforce Centers. At affiliate Workforce Centers, the services must be provided if an included partner is authorized to provide such services.

Individualized Career Services	Is Service Provided on site during business hours?
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers (i.e. diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals)	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of and information about the eligible training providers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Group counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Individual counseling	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Career planning	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	<input type="checkbox"/> Yes <input type="checkbox"/> No

7. Paid or unpaid internships and work experiences (a planned, structured learning experience that takes place in a workplace for a limited period of time) that are linked to careers	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Workforce preparation activities	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Financial literacy services	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Out-of-area job search assistance and relocation assistance.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. English language acquisition and integrated education and training programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Other Career Services	Is Service Provided on site?
1. Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. TANF agencies must identify employment services and related support being provided by the TANF program within the local area that qualify as career service and ensure access to them via the local one-stop delivery system.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Notes:

Training Services: Eligible Adults and Dislocated Workers through WIOA title I-B must have access to the following training services through the Arkansas Workforce Center, if they are eligible for such services, need training in order to obtain employment leading to self-sufficiency, cannot obtain employment leading to self-sufficiency without such services, have the ability to be successful in such training, and such training is available. Determination of eligibility, the availability, and appropriateness of training services, as well as starting the process for such services, must be available during business hours.

Training Services	Is Service Provided?
1. A. Occupational skills training, including training for nontraditional employment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. On-the-job training (OJT).	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Incumbent worker training.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Training programs operated by the private sector.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Skills upgrading and retraining.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Entrepreneurial training.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Job readiness training provided in combination with training listed in 1-7 above	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, if they are provided concurrently or in combination with training listed in 1-7 above	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	<input type="checkbox"/> Yes <input type="checkbox"/> No

Business Services: Services to businesses are vital to the success of Arkansas Workforce Centers. Although most of these services are provided by WIOA title III Wagner-Peyser representatives, the following services may be provided by other partners, including a Business Services Team. Each Arkansas Workforce Center should have a Business Services Team to assist employers in their service areas.

Workforce Center Business Services Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED	Program(s) Represented

The following business services must be available through the Arkansas Workforce Center:

Business Services	Is Service Provided?
1. Workforce and Labor Market Information	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Develop, convene, or implement industry or sector partnerships	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Establish and develop relationships and networks with large and small employers and their intermediaries.	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Customized services to employers, employer associations, or other such organizations, on employment-related issues.	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. Customized recruitment events and related services for employers including targeted job fairs.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Customized labor market information for specific employers, sectors, industries, or clusters.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Customized assistance or referral for assistance in the development of a registered apprenticeship program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Listing of Job Orders.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Applicant Referral.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Employer Needs Assessment.	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Access to Facilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No
13. Translation Services.	<input type="checkbox"/> Yes <input type="checkbox"/> No
14. Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.	<input type="checkbox"/> Yes <input type="checkbox"/> No
15. Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Arkansas Workforce Center Certification Criteria

The local center certification team shall assess and determine if the one- stop center has met each criterion below by indicating “Meets” or “Not Meets”.

Please Note: To be certified the center must meet all certification criteria as identified in below.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	Integrates available services for participants and businesses.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure in in place to ensure all partner programs are accessible and available through the Workforce Center? How are partners collaborating to ensure customers receive the most appropriate services? Interview business services staff. Are all core partners represented on the business services team? Are business outreach efforts coordinated amongst partners to avoid duplication?</i>		
	Evidence:		
A.2	Meets the workforce development needs of participants and the employment needs of local employers.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.3	Operates in a cost-efficient manner.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement among all partners attached to the local MOU.</i>		
	Evidence:		

Standards		Meets	Not Meets
A.4	Coordinates services among the Workforce partner programs.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How does the Workforce Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings among center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:		
A.5	Evaluations take into account feedback from Workforce Center customers, including a process for obtaining customer feedback from both employers and job seekers regarding how Workforce services are provided.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.7	Services funded through other partner programs are accessed through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through Workforce Centers.	<input type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?		
	Evidence:		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the Workforce Centers in a local area.	<input type="checkbox"/>	<input type="checkbox"/>
	Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?		
	Evidence:		
A.10	Identify Workforce Center customer flow business process and how job seekers access career and training services.	<input type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interview and observation.		
	Evidence:		
A.11	The Local MOU between the local workforce board and all required Workforce partners is signed and in place.	<input type="checkbox"/>	<input type="checkbox"/>
	Review copy of the local MOU to ensure the requirement has been met.		
	Evidence:		
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.	<input type="checkbox"/>	<input type="checkbox"/>
	Interview Local Equal Employment Officer and Center Manager		
	Evidence:		

Standards		Meets	Not Meets
A.13	The Center has a “Center Manager” (may be referred to by other titles) who has oversight of center operations.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Identify the Center Manager.</i>		
A.14	The Workforce Center adheres to branding requirements and utilizes the official Arkansas Workforce Center logo.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>		
A.15	Workforce Center staff utilize the Arkansas Job Link System to document all customer activities for job seekers and employers.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews.</i>		
A.16	The Workforce Center abides by Veterans Preference and Priority of Service Requirements.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable).</i>		
A.17	The Workforce Center ensures Priority of Service for Adult program participants, in accordance with.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of the Requirements of WIOA I-B Policy 2.3 Eligibility for Adult Program?</i>		
	Evidence:		

Standards		Meets	Not Meets
A.18	A directory containing partner agency contact information and services offered is available to all center staff.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:		
A.19	A menu of available services that is provided to individuals entering the Center.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Is this menu of services provided verbally via a Center visitor orientation or in written form?</i>		
	Evidence:		
B. Evaluations of Physical and Programmatic Accessibility			
B.1	Provision of reasonable accommodations for individuals with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		
B.2	Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		

Standards		Meets	Not Meets
B.3	Administration of programs in the most integrated setting appropriate.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.4	Communication with persons with disabilities is conducted as effectively as with others.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.5	Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence:		
B.6	Verify that programmatic and physical accessibility exists.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence:		

Standards		Meets	Not Meets
B.7	<p>Identify how services will be made available to customers outside regular business hours, including whether physical Workforce access is available outside regular business hours.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i></p> <p>Evidence:</p>		
B.8	<p>There is at least one WIOA Title I staff member present at the Workforce Center at all times during business hours.</p> <p><i>Verify through observation or timesheets.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
B.9	<p>Regular business hours are clearly visible outside of the Workforce Center building.</p> <p><i>Verify through observation.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
B.10	<p>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?</i></p> <p>Evidence:</p>		
B.11	<p>The required Equal Opportunity tagline is included on all documents.</p> <p><i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		

Standards		Meets	Not Meets
B.12	<p>There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i></p>		
	Evidence:		
C. Continuous Improvement			
C.1	<p>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>How is the center staff involved in the negotiation of local levels of performance?</i></p>		
	Evidence:		
C.2	<p>Contributes to negotiated local levels of performance.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i></p>		
	Evidence:		
C.3	<p>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i></p>		
	Evidence:		

Standards		Meets	Not Meets
D. Quality Assurance			
D.1	Customer Relations: Job seeker and business customer satisfaction survey results.	<input type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>How does the center track and analyze number of registrations, participants, service, and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
D.3	Professional Development: Activities and staff certifications.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
D.4	Adherence to the MOU?	<input type="checkbox"/>	<input type="checkbox"/>
	<i>MOU clearly defines infrastructure cost sharing.</i>		
D.5	Assure standards established for state workforce performance are met.	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
D.5	Evidence:		

Best or Notable Practices

The One-Stop Operator is encouraged to suggest examples of noteworthy practices below.

Best Practices or Notable Practices
Identify any best or notable practices of this Workforce Center in the categories below: Creation and implementation of virtual tools due to COVID-19, Partner relationships, Business Services Team, and Communication Efforts.
<p style="text-align: center; opacity: 0.5; font-size: 48px; transform: rotate(-30deg);">DRAFT 1/17/23</p>

Improvement Opportunities

The One-Stop Operator is encouraged to suggest areas the center should consider strengthening its performance:

Improvement Opportunities
<p>Identify any areas that the center could improve performance, using the categories below: Develop relationships with local partners (City, Civic, or Service Organizations), Develop training sessions for Employers on services and tools they can utilize at the Workforce Center, Continue to work and comply with all social distancing and other CDC recommendations post COVID, and Enhance job seeker and business feedback regarding services provided.</p>
<p><i>DRAFT</i></p>

Each time an LWDB certifies a Workforce Center, it must submit the completed Arkansas Workforce Center Application for Certification to the Arkansas Division of Workforce Services.

Please submit the completed and signed Application for Arkansas Workforce Center Application for Certification to: WIOA@arkansas.gov

LWDA Name:

Name of Workforce Center:

Comprehensive or Affiliate Status:

Address of Workforce Center:

Hours of Workforce Center:

Phone Number of Workforce Center:

Website of Workforce Center:

Completion Date of the Workforce Center Certification:

Review: Certification Period:

Certifying Body (LWDB or AWDB):

Center Certification Team Reviewers:

Lead Reviewer Contact Email and Phone:

Recommendation:

- Certified
- Provisional
- Not Certified

If Provisional Status specify date that final review must occur by (within 3 months):

I certify to the best of my knowledge and belief that the information in this Workforce Center Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein and the recommendation category selected.

Printed Name of LWDB/AWDB Chair:

Signature of LWDB/AWDB Chair:

Date of Signature:

Printed Name of Chief Elected Official:

Signature of Chief Elected Official:

Date of Signature:



Hugh McDonald
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.
DIRECTOR
DIVISION OF WORKFORCE SERVICES

DIVISION OF WORKFORCE SERVICES ISSUANCE NUMBER PY XX-XX

January 31, 2023

FROM: Charisse Childers, Ph.D., Director

TO: Local Workforce Development Board Members
Local Workforce Development Board Directors
Local Chief Elected Officials

SUBJECT: Certification of Local Workforce Development Boards

I. **Purpose:** The purpose of this issuance is to announce the development of ADWS Policy No. WIOA I-B – 6.5 (*Certification of Local Workforce Development Boards*), which elaborates on information in the *CEO Membership Guide for Local Workforce Development Boards*; and to provide basic instructions to Local Workforce Development Boards (LWDBs) regarding the certification of such boards.

II. **References:**
WIOA § 107
20 CFR 679
Arkansas Act 907 of 2015
A.C.A. § 15-4

III. **General Information:** A.C.A. § 15-4-3709 requires that in every local development area (LWDA) there is a local workforce development board (LWDB) certified by the governor at least once every two (2) years. This local board must consist of representatives of specific positions who were nominated by specific entities, as described in A.C.A. § 15-4 and Arkansas Policy No. WIOA I-B – 6.5 (*Certification of Certification of Local Workforce Development Boards Policy and Procedures*). Certification is based on proper membership of the LWDB and on proper actions taken by the LWDB.

IV. Action Required:

All required documentation listed in ADWS Policy No. WIOA I-B - 6.5, section E.6 must be uploaded to the LWDA's permanent maintenance file through the ADWS SharePoint System. Additionally, local areas must submit a completed Local Workforce Development Board Certification packet to wioa@arkansas.gov by **COB on March 15, 2023**.

V. **Inquiries:** All questions or concerns may be submitted to wioata@arkansas.gov.

VI. Attachments:

- ADWS Policy No. WIOA I-B – 6.5 (*Certification of Local Workforce Development Boards Policy and Procedures*)
- CEO Membership Guide for LWDBs, Attachment A (Board Member Appointment Form)
- CEO Membership Guide for LWDBs, Attachment B (Certification of Local Workforce Development Boards)

VII. Expiration Date: June 30, 2024

DRAFT 1/17/23



ADWS Policy Number: WIOA I-B – 6.5 Effective Date: January 31, 2023

Certification of Local Workforce Development Boards Policy and Procedures

PURPOSE: The purpose of this policy is to provide guidance concerning the membership and certification of Local Workforce Development Boards.

REFERENCES:

WIOA § 107
20 CFR 679
Arkansas Act 907 of 2015
A.C.A. § 15-4

BACKGROUND:

Arkansas Act 907 of 2015 requires that in every local workforce development area (LWDA) there is a local workforce development board (LWDB) certified by the Governor, and the purpose of this board is to carry out the functions described in A.C.A. § 15-4-3711 [2 CFR 679.350; A.C.A. § 15-4-3709(a)]. The Governor, in partnership with the Arkansas Workforce Development Board (AWDB), must establish the criteria for use by the chief elected officials (CEOs) in the LWDA's to use in the appointment of members of the LWDBs [WIOA § 107(b)(1); A.C.A. § 15-4-3709(b)].

If, after a reasonable effort, the CEO(S) are unable to reach an agreement concerning the membership of the LWDB, the Governor may appoint the members of the LWDB from among the individuals nominated or recommended for those memberships [A.C.A. § 15-4-3709(g)(3)].

POLICY and PROCEDURES:

A. Certification: The Arkansas Division of Workforce Services, as the WIOA administrative agent of the Governor, will certify each LWDB once every two years [A.C.A. § 15-4-3710(a)].

B. Membership on the LWDB:

The purpose of the LWDB is to:

- Provide strategic and operational oversight in collaboration with the required and additional partners and workforce stakeholders to help develop a comprehensive and high-quality workforce development system in the local area,
- Assist in the achievement of the State's strategic and operational vision and goals as outlined in the Combined State Plan, and
- Maximize and continue to improve the quality of services, customer satisfaction, and effectiveness of the services provided [20 CFR 679.300(b)].

To accomplish this purpose, the members of each LWDB must be carefully chosen from individuals who can best contribute to providing the benefits of the Workforce Innovation and Opportunity Act to all eligible individuals in the local workforce development area (LWDA). To ensure that the most effective representatives of required entities are included on the LWDB, all LWDB member must have optimum policy-making authority within the LWDA for the entities they represent [20 CFR 679.320(f)]. "Optimum policy-making authority" is defined as an individual who can reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action [20 CFR 679.340(a)].

The Chief Elected Official(s) of the LWDA appoint the members of the LWDBs, based on the criteria developed by the Governor, partnership with the AWDB, and based on the nomination criteria below [WIOA § 107(b)(1)]; 20 CFR 679.320; & A.C.A. § 15-4-3709(b)&(g)(1)]. If there are more than one CEO in the LWDB, the CEO agreement must include how appointments to the LWDB will be accomplished [WIOA §107(c)(B), A.C.A. § 15-4-3703(1)(A), & A.C.A. § 15-4-3709(g)(2)]. The selection of members for each LWDB will be made from nominees as required in this policy. If there is no required nomination or appointment requirement for a particular situation, such as how the nominations will be divided among the counties of the local area or the entities from which nominations will be accepted when such entities are not specified in State or Federal law, regulations or guidance, the CEO(s) may designate a nomination and/or appointment process as part of the CEO agreement.

When a representative of an Arkansas state agency is required, the Director or Deputy Director of the agency may designate the required representative(s) for the LWDB. If possible, this representative must work within the local area. This designation must be accepted by the CEO(s). The designation of the agency representative must be done in writing by July 1 of each year, either by letter or email signed by the Director or Deputy Director of the agency.

The CEO(s) must establish by-laws, consistent with this State policy for LWDB membership that at a minimum address [20 CFR 679.310(g)]:

- 1) The nomination process used by the CEO(s) to select the Local WDB chair and members;
- 2) The term limitations and how the term appointments will be staggered to ensure only a portion of the membership expire in a given year;
- 3) The process for notifying the CEO(s) of a LWDB member vacancy to ensure a prompt nominee;
- 4) The proxy and alternative designee process that will be used when a LWDB member is unable to attend a meeting and assigns a designee as per the requirements at 20 CFR 679.110(d)(4);
- 5) The use of technology, such as phone and web-based meetings, that will be used to promote LWDB member participation;
- 6) The process to ensure LWDB members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and

- 7) A description of any other condition governing appointment or membership on the LWDB as deemed appropriate by the CEO(s).

At a minimum, the criteria for the membership of each LWDB must follow the following guidelines [A.C.A. § 15-4-3709(c)]. Documentation attesting to the criteria must be maintained and made available to the certification team.

1. **Business Representatives.** At least fifty-one percent (51%) of the LWDB must be representatives of businesses in the LWDA [WIOA § 107(b)(A)(i); A.C.A. § 15-4-3709(c)(1)] or representatives of organizations that represent businesses in the LWDA [WIOA § 107(b)(A)(i); A.C.A. § 15-4-3709(c)(1)(B)]. At least two (2) of the members must represent small businesses as defined by the U.S. Small Business Administration [20 CFR 679.320(b)]. Each business representative must meet all of the lettered criteria below:
 - a. The business(es) must provide employment opportunities that, at a minimum, include high-quality, work-related training and development in in-demand industry sectors or occupations in the LWDA [A.C.A. § 15-4-3709(c)(1)(B)].
 - b. Each of the business representatives must hold at least one of the following roles in the business described in 1.a above or the organization representing businesses, as described in 1.a above. [WIOA § 107(2)(A); 20 CFR 679.320; A.C.A. § 15-4-3709 (c)(1)(A-B)]:
 - Be the business owner
 - Be the chief executive officer (CEO)
 - Be the chief operating officer (COO)
 - Be another business executives
 - Be another employee with optimum policymaking authority (A representative with “optimum policy-making authority” is an individual who can reasonably be expected to speak affirmatively on behalf of the entity he or she represents and to commit that entity to a chosen course of action [20 CFR 679.340(a)].)
 - Be another employee with optimum hiring authority
 - c. Each of the business representatives must be appointed by the Chief Elected Official(s) from among individuals nominated by local business organizations and business trade associations [WIOA A.C.A. §15-4-3709(c)(1)(C)].
2. **Labor representatives.** Not less than twenty percent (20%) of the members of each LWDB are representatives of the workforce within the LWDA who meet at least one of the following lettered criteria [WIOA § 107(2)(B); 20 CFR 679.320(c); A.C.A. § 15-4-3709(c)(2)]. At least one representative from each of the lettered criteria must be included on the LWDB unless the criterion does not apply or the criterion contains the phrase “may include.”:
 - a. If employees of businesses in the LWDA are represented by one or more labor unions or organizations, the CEO(s) must select at least two labor representatives from individuals nominated by local labor federations [WIOA §107 (2)(B)(i); 20 CFR 679.320(c)(1)]; 20 CFR A.C.A. § 15-4-3709(c)(2)(A)];

If no employees of businesses in the LWDA are represented by labor unions or organization, or if there are an insufficient number of nominations by the local labor federations after contacting all known labor federations in the LWDA, the CEO(s) must select representatives from individuals nominated by other organizations that represents employees [20 CFR 679.320(c)(1); A.C.A. § 15-4-3709(c)(2)(A)].

- b. If there is a labor organization or a training director from a joint labor-management apprenticeship program in the LWDA, a representative must be selected from this program [WIOA § 107(2)(B)(II); 2 CFR 679.320(c)(2); A.C.A. § 15-4-3709(c)(2)(B)]. If more than one program exists in the LWDA, only one program is required to be represented, although nothing prevents the CEO(s) from selecting more than one representative of labor-management apprenticeship programs.

If the LWDA does not have such a joint program, a representative of an apprenticeship program in the LWDA must be selected [WIOA § 107(2)(B)(ii); 2 CFR 679.320(c)(2); A.C.A. § 15-4-3709(c)(2)(B)].

- c. Labor representatives may include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including but not limited to, organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities [WIOA § 107(2)(B)(ii); 2 CFR 679.320(c)(3); A.C.A. § 15-4-3709(c)(2)(C)].
- d. Labor representatives may include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including, but not limited to, representatives of organizations that serve out-of-school youth [WIOA § 107(2)(B)(iv); 2 CFR 679.320(c)(4); 20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(2)(D)].

Note: For B.2. and B.3 of this policy and any other requirement for “demonstrated experience and expertise,” the term means that the individual has one of the following characteristics [20 CFR 679.340(b)]:

- Is a workplace learning supervisor as defined in WIOA § 3(70) - an individual employed by an organization who has the knowledge and skills necessary to advise other employees of that organization about the education, skill development, job training, career counseling services, and credentials, including services provided through the workforce development system, required to progress toward career goals of such employees in order to meet employer requirements related to job openings and career advancements that support economic self-sufficiency;
- Contributes to the field of workforce development, human resources, training and development, or a core program function; or
- Is recognized by the LWDB for valuable contributions in education or workforce development related fields.

3. Education and Training Representatives. Each LWDB must include representatives of entities administering education and training activities in the LWDA [A.C.A. § 15-4-3709(c)(3)]. At least one representative from each of the following lettered criteria must be included on the LWDB unless the criterion does not apply or the criterion contains the phrase “may include.”:

- a. Include a representative of eligible providers administering adult education and literacy activities [WIOA § 107(b)(2)(C)(i); 20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(3)(A)];
- b. Include a representative of institutions of higher education providing workforce investment activities, including, but not limited to, community colleges [20 CFR 679.320(d)(2); [WIOA § 107(b)(2)(C)(ii); A.C.A. § 15-4-3709(c)(3)(B)];

- c. May include representatives of local educational agencies and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment [20 CFR 679.320(d)(1); A.C.A. § 15-4-3709(c)(3)(C)].

4. Government and Community Development Representatives. Each LWDB must include representatives of government and of economic and community development entities serving the LWDA [WIOA § 107(b)(2)(D)(ii); A.C.A. § 15-4-3709(c)(4)].

At least one representative from each of the following lettered criteria must be included on the LWDB unless the criterion does not apply:

- a. Include a representative of economic and community development entities [WIOA § 107(D)(i); A.C.A. § 15-4-3709(c)(4)(A)];
- b. Include an appropriate representative from an Arkansas Division of Workforce Services office providing services to the LWDA under the Wagner-Peyser Act. 29 U.S.C. § 49 et seq., [WIOA § 107(a)(2)(D)(ii); A.C.A. § 15-4-3709(c)(4)(B)];
- c. Include an appropriate representative of the Arkansas Division of Workforce Services carrying out programs under Subchapter 1 of the Rehabilitation Act of 1973, 28 U.S.C. §701 et seq., other than 29 U.S.C. §112 [repealed], §732, or 741, serving the LWDA [WIOA § 107(D)(iii); A.C.A. § 15-4-3709(c)(4)(C)].

5. Other LWDB Members:

- a. The LWDB may include representatives of agencies or entities administering programs serving the LWDA relating to transportation, housing, and public assistance [WIOA § 107(D)(iv); A.C.A. § 15-4-3709(c)(4)(D)]; and
- b. The LWDB may include representatives of philanthropic organizations serving the LWDA [WIOA § 107(D)(v); A.C.A. § 15-4-3709(c)(4)(E)].
- c. Each LWDB may include other individuals or representatives of entities that the CEO(s) in the LWDA may determine to be appropriate [WIOA § 107(E); A.C.A. § 15-4-3709(c)(5)].

C. LWDA Governance and Administration:

1. Annually, the members of the LWDB must elect a LWDB chairperson and a vice-chairperson from among the business representatives described in B.1 of this policy [A.C.A. § 15-4-3709(d)].
2. Each local workforce development board must meet at least quarterly and may meet more often at the call of the chairperson or upon the written request of a majority of the members of the LWDB [A.C.A. § 15-4-3709(e)].
3. The LWDB must designate and direct the activities of standing committees to provide information and to assist the LWDB in carrying out activities under A.C.A. §15-4-3711 [A.C.A. § 15-4-3712(a)(1)]. A standing

committee must be chaired by a member of the LWDB. It may include other members of the LWDB, and it must include other individuals appointed by the LWDB who are not members of the LWDB and who the LWDB determines have appropriate experience and expertise to advise the LWDB, as defined in 20 CFR 679.340(b) [WIOA § 107(b)(4)(A), 20 CFR 679.360(a), A.C.A. § 15-4-3712(a)(2)].

At a minimum, the LWDB must designate the following standing committees [A.C.A. § 15-4-3712(b)(1)]:

- a. One-Stop Committee: This standing committee must provide information and assist with operational and other issues relating to the one-stop delivery system. The One-Stop Committee may include members representative of the one-stop partners [A.C.A. § 15-4-3712(b)(1)(A,B)].
- b. Youth Committee: This standing committee must provide information and assistance with planning, operations, and issues involving the provision of services to youth. This committee must include representatives of community-based organizations with demonstrated records of success in serving eligible youth [A.C.A. § 15-4-3712(b)(2)(A,B)].
- c. Committee for Services to Individuals with Disabilities: This standing committee provides information and assistance to the LWDB with regard to services for individuals with disabilities, including, but not limited to, issues relating to compliance with Section 188 of the Workforce Innovation and Opportunity Act (Pub. L. No. 113-128), and with applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101 et seq.), regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on finding employment opportunities for individuals with disabilities, including providing the appropriate supports and accommodations to employment [A.C.A. § 15-4-3712(b)(3)].

A local WDB may designate standing committees in addition to these listed standing committees [A.C.A. § 15-4-3712(c)].

4. The LWDB must comply with A.C.A § 25-19 concerning the Arkansas Freedom of Information Act, including A.C.A. § 25-19-106 concerning Open Public Meetings. Part of this requirement is that two or more LWDB members may not discuss Board matters outside of open, recorded meeting [A.C.A. § 25-19-106]. Minutes and recordings of meetings must be kept and may be examined for compliance with the Arkansas Freedom of Information Act, including A.C.A. § 21-8-1001:
 - a. No member of a state board or commission or board member of any entity receiving state funds shall participate in, vote on, influence, or attempt to influence an official decision if the member has a pecuniary interest in the matter under consideration by the board, commission, or entity.
 - b. A member of a state board or commission or any entity receiving state funds may vote on, influence, or attempt to influence an official decision if the only pecuniary interest that may accrue to the member is incidental to his or her position or accrues to his or her as a member of a profession, occupation, or large class to no greater extent than the pecuniary interest could reasonably be foreseen to accrue to all other members of the profession, occupation, or large class.
 - c. No member of a state board or commission or board member of an entity receiving state funds shall participate in any discussion or vote on a rule or regulation that exclusively benefits the member.
5. No member of any entity receiving state funds shall use or attempt to use his or her official position to secure unwarranted privileges or exemptions for himself or herself or others [A.C.A. § 21-8-1002].

6. **Nepotism laws:** Because LWDBs are subrecipients of federal funds administered by state agencies, Nepotism laws for a state Board or commission, A.C.A. § 21-8-101 Nepotism laws apply to the LWDBs:
 - a. A person who is related within the second degree, by consanguinity or affinity, to a member or employee of a state board or commission shall not be eligible for appointment as a member of the board.
 - b. A person who is related within the second degree, by consanguinity or affinity, to a member of a state board or commission shall not be eligible for employment by the board or commission. The CEO(s) may develop a more stringent nepotism policy for the local area than A.C.A. §21-8-101.

7. Conflict of interest forms listing entities for which there might be a conflict of interest for the LWDB member must be completed by each LWDB member prior to their first LWDB meeting. Such forms must be available during the LWDB certification, as well as any other monitoring visit, along with minutes and recording of Board meetings.

8. The CEO(s) must fill a vacancy in the required category in the same manner as the original appointment within 60 calendar days from the effective date of the resignation, termination, or other event causing a vacancy. During the 60-day period, the LWDB will be able to act as a body and conduct business. Any action taken by the Board with a vacancy in the required category beyond such 60-day period will be void. The CEO(s) must develop bylaws that include information about filling vacancies, as described in 20 CFR 679.310(g).

E. LWDB Certification:

1. Once every two (2) years, the Governor must certify one (1) local workforce development board for each local workforce development area in the state [A.C.A. § 15-4-3710(a)].

2. The certification must be based on:
 - a. The first certification of a LWDB will be based on membership criteria given in A.C.A. § 15-4-3709 and in Section B of this policy [A.C.A. § 15-4-3710(b)].
 - b. The second and subsequent certifications will be based on membership criteria and the extent to which the LWDB has ensured that the work investment activities carried out in the LWDA have enabled the LWDA to meet the corresponding performance accountability measures and achieve sustained fiscal integrity [A.C.A. § 15-4-3710(b)].

3. Failure of a LWDB to achieve certification must result in the appointment and certification of a new LWDB [A.C.A. § 15-4-3710(c)]. This new LWDB may be appointed and certified for the LWDA pursuant to a reorganization plan developed by the Governor in consultation with the CEO(s) in the LWDA [A.C.A. § 15-4-3710(e)].

4. After providing notice and an opportunity for comment, the Governor may decertify a local workforce development board at any time for:
 - a. Fraud or abuse;

- b. Failure to carry out the functions specified for the local workforce development board, as listed in A.C.A. § 15-4-3711; or
- c. Failure to meet the local performance accountability measures for two (2) consecutive program years [A.C.A. § 15-4-3710(d)].

5. Documents that must be available to the Certification Team for review are:

- a. **CEO Agreement**, if there are more than one (1) CEO in the LWDA, that specifies the respective roles of the individual CEOs
 - i. In the appointment of the members of the LWDB from the individuals nominated to be members [WIOA §107(c)(B), A.C.A. §15-4-3703(1)(B) & A.C.A. §15-4-3709(g)(2)(A)] and
 - ii. In carrying out the other responsibilities assigned to the CEO(s) under WIOA A.C.A. §15-4-3709(g)(2)(A)].
- b. The CEO(s) by-laws discussed in 20 CFR 679.310(g)
- c. All nomination forms, signed by the CEO(s) appointing the LWDB member
- d. Board minutes for the last two (2) years, showing attendance and the voting/abstaining of members
- e. The most recent Local Plan (and the Regional Plan, if appropriate)
- f. The Youth Service Provider Chart (Listing of 14 elements and the available service provider(s) for each
- g. LWDB Title I-B Grievance and Complaint Procedures, as required by ADWS Policy No. WIOA I-B - 4.3
- h. Local Priority of Service of Veterans Policy and Procedures, as required by ADWS Policy No. WIOA I-B - 2.2
- i. Local Priority of Service for Individuals with Barriers to Employment Policy and Procedures, as required by ADWS Policy No. WIOA I-B – 2.8
- j. Local Follow-up Services Policy for Adults and Dislocated Workers, as described in ADWS Policy No. WIOA I-B – 3.1
- k. Local Work Experience Policy, as required by ADWS Policy No. WIOA I-B – 3.8
- l. Local Supportive Services Policy and Procedures, as required by ADWS Policy No. WIOA I-B – 3.9
- m. Local Confidentiality Policy and Procedures, as required by ADWS Policy No. WIOA I-B – 4.1
- n. Local Self-Sufficiency Definition, as required in 20 CFR 680.710
- o. Local ITA Policy and Procedures
- p. Contracts and/or agreements for the provision of Title I-B Services
- q. All RFPs and RFQs issued in the last two (2) years for services that must be procured through a competitive bidding process

Appeals: If the Governor, determines that a reorganization of the LWDA is required because of substantial violation of WIOA title I or because the LWDA has failed to meet local performance indicators for consecutive program years, the LWDB may appeal this to the U.S. Department of Labor as explained in ADWS Policy No. 6.1 (current version), WIOA §§ 116(g)(2)(A) & 184(b); 20 CFR 361.225, 463.225, 677.225, 683.410, or 683.650, depending on the reason for the reorganization determination.

Chief Elected Official's Members State of Arkansas - Certification of Local Workforce Development Boards

LWDB Name

Located in

Board Member Roster

Date of Submission

A. Membership Summary

Category	Count of Members	Percentage of Board Membership
Business <i>(Minimum 51%)</i>		
Representatives of the Workforce <i>(20%)</i>		
Education Entities		
Government and Economic Development		
Other		
Total		

NOTE: Membership consists of dual representation in the categories of: (If Applicable)

B. Business Representatives (minimum 51% of board)

Name	Company	Title	Optimum Policy-making	Hiring Authority	Employment opportunities reflect high quality work-relevant training and development in in-demand industry sectors or occupations	Nominated by local business or trade association	Small Business	Minority
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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C. Representatives of the Workforce (minimum 20% of board)

Name	Company	Title	Category	Optimum Policy-making	Hiring Authority	Minority
			Organized Labor	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Organized Labor	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Labor-Apprenticeship Partnership	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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D. Education Entities

Name	Company	Title	Category	Optimum Policy-making	Hiring Authority	Minority
			Adult Education & Literacy	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Institution of Higher Education	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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E. Government and Economic Development

Name	Company	Title	Category	Optimum Policy-making	Hiring Authority	Minority
			Economic & Community Development	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Wagner-Peyser Program	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Rehabilitation Services - ARS	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Rehabilitation Services - DSB	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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F. Other

Name	Company	Title	Category	Optimum Policy-making	Hiring Authority	Minority
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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G. Board Contact Information

Name	Mailing Address	Email	County

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H. Chief Elected Official Approval

Chief Elected Official Name

Signature

Date

Email
Board Staff



ADWS Policy Number: WIOAI-B 4.5, Change 1

Effective Date: January 31, 2023

Arkansas Division of Workforce Services Eligible Training Provider Policy

PURPOSE:

To provide policy and procedure guidance required under the Workforce Innovation and Opportunity Act (WIOA) for training providers on Arkansas' statewide Eligible Training Provider List (ETPL).

REFERENCES:

WIOA, Section 122
(TEGL)No. 8-19
20 CFR 680.410, 430, 510, 470, & 480
WIOA Section 122 (b)(1)
WIOA Section 122 (d)(1)
WIOA Section 3(24)
WIOA Section 133
WIOA Section 134 (c)(E)

BACKGROUND:

WIOA Section 122 requires states to establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under section 133(b) for the provision of training services in local areas in the State.

The Arkansas Division of Workforce Services (ADWS) is the entity responsible for publishing and maintaining the comprehensive Arkansas Eligible Training Provider List with cost information. In alignment with WIOA, the publishing of ETPL by ADWS promotes customer choice, and enables job seekers to compare offerings on the ETPL and select the most appropriate training program with the assistance of Arkansas Workforce Center Staff.

Arkansas Division of Workforce Services Eligible Training Provider Policy and Procedures

POLICY:

The ADWS as the Governor's Administrative Entity, after consultation with the Arkansas Workforce Development Board, must establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under section 133 (b) for the provision of local areas in the State [WIOA & 122(a)].

An eligible training provider is the only type of entity that receives funding for training services as defined in 20 CFR 680.200, through an individual training account (ITA) [20 CFR 680.410]. A training provider that is not on the Arkansas ETPL cannot receive WIOA funds for training services.

In accordance with [20 CFR 680.410], an ETP must be included on the Arkansas ETPL and must provide a program of training services and must be one of the following types of entities:

- A. An institution of higher education that provides a program that leads to a recognized postsecondary credential;
- B. Entities that carry out programs registered under the National Apprenticeship Act; or
- C. Other public or private providers of training services that may include:
 - a. Community-based organizations;
 - b. Joint labor-management organizations; and
 - c. Eligible providers of adult education and literacy activities under Title II of WIOA if the activities are provided in combination with training services.

Arkansas' List of eligible training providers, training provider programs, and accompanying information must be made available in a manner that does not reveal personally identifiable information about an individual participant. [20 CFR 680.500]

Except in specific circumstances listed in WIOA § 122(h), WIOA § 134(c)(3)(G)(ii), 20 CFR 680.320, TEGL 19-16, and TEGL 8-19, Occupational Skills Training is provided for WIOA title I Adults, Dislocated Workers, and Out-of-School Youth through an individual training account (ITA) that is used to purchase training from an Eligible Training Provider [WIOA § 134(c)(3)(G)(i); TEGL 19-16; TEGL 3-18; TEGL 8-19]. Eligible training providers (ETPs) must be certified by the State and local areas before they may receive funding through ITAs. Only ITAs require the use of an eligible training provider. Other training services required by contracts are not required to be certified as an ETP [TEGL 8-19].

An ITA is a payment agreement established by a local workforce development board on behalf of a participant with a training provider on the eligible training provider List (ETPL). An ITA may be used to pay for any allowable type of training, as listed in WIOA Sec. 134(c)(3)(D), 20 CFR 680.200, TEGL 19-16, and TEGL 8-19, as long as the program of study is on the state list of eligible training providers. However, ITAs are usually used for occupational skills training.

Occupational skills training is organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training must [20 CFR 681.540]:

1. Be out-come oriented and focused on an occupational goal specified in ISS or IEP
2. Be of sufficient duration to impart the skills needed to meet the occupational goal
3. Lead to the attainment of a recognized postsecondary credential, as described in TEN 25-19

4. **Meet the quality standards in WIOA *sec. 123*.**

Individual Training Account:

While participants can select training from the ETPL, the LWDB policies determine the type and funding amounts for each program. Local WDBs must have the authority to write procedures for making payments, selecting individual training account options such as: vouchers, checkbooks, electronic transfers, setting duration and amounts of individual training accounts and policy regarding exceptions. The authority to restrict the duration of ITAs or to restrict funding amounts should not be used to establish limits that arbitrarily preclude WIOA participants from selecting a training provider of their choice.–

The LWDB **may choose not to fund** specific training programs based on, but not limited to, the following reasons:

- Lack of high occupational demand; or
- High tuition costs compared to similar programs; or
- Lack leading to a self-sufficient wage; or
- Lack leading to a USDOL – defined “industry recognized credential”

Licensing:

In-state and out-of-state post-secondary institutions must be authorized by a state governing body—such as the Arkansas Division of Higher Education Commission (ADHE), Arkansas Department of Education (ADE), Arkansas Division of Career and Technical Education (ADE CTE), Arkansas State Board of Private Career Education, Higher Learning Commission (HLC) to operate in the State of Arkansas. This does not apply to Registered Apprenticeships (RAs).

AJL ProviderLink ETPL Application and Program Instructions:

Prospective Eligible Training Providers must apply for eligibility approval status for their programs electronically using AJL ProviderLink, a web-based training application. To be included on the Eligible Training Provider List (ETPL), training providers must set up a user account for the ETPL application in AJL ProviderLink for the Local Workforce Development Board (LWDB) for the area where they wish to provide training services. The instructions to set up the user account for the AJL ProviderLink ETPL Application are included with this link, [*AJL ProviderLink ETPL Application and Program Instructions.*](#)

The user account is designed to enable prospective providers to simultaneously apply for program approval for the WIOA Title I Individual Training Accounts (ITAs).

Being placed on the State ETP list is contingent upon the approval of a training institution’s electronic application and at least one postsecondary occupational program.

Eligibility status for a training institution is one year from the date of approval by the State; however, provider and program approvals will end on a program year basis annually by July 1st thru June 30th. After the initial and first renewal or subsequent program performance reporting data is approved in AJL ProviderLink, eligibility status for a training institution can be approved for one year from the date of renewal or subsequent performance by the State.

An entity that carries out programs under the National Apprenticeship Act will be included and maintained on the ETPL for so long as their program remains registered. These providers are required to contact ADWS to make known

their desire to be listed and provide documentation that verifies their program is a registered apprenticeship program certified by the U.S. Department of Labor/Office of Apprenticeship.

In-Demand Occupations and Projected Employment Opportunities:

Local WDBs may approve a training provider program if there is a demand for an occupation. Local WDBs are responsible for giving training institutions information on occupations in-demand and sectors of the economy that have a high potential for sustained demand or growth within the labor market area. Using labor market information, a local WDB is responsible for determining occupational demand in its local area or in another local area to which a youth, adult or dislocated worker is likely to be willing to relocate.

Local WDBs should instruct providers wishing to explore occupations in-demand in the Arkansas economy to view labor market data found on the Discover Arkansas Labor Market Information Section, *Projected Employment Opportunities List*, for the State or local area. An occupation is considered an in-demand or employment opportunity for a local area if it appears on the [Projected Employment Opportunities List \(arkansas.gov\)](http://arkansas.gov) for the State or local area. Occupations on an adjacent local area's list, including local areas in other states, may also be considered employment opportunities in the local area. If a local area would like to train in an occupation that is not on their local area's Projected Employment Opportunities List, but is on the list of an adjacent area, they should contact the Division of Workforce Services with the information located in the Labor Market Information section, ["Adding to the List"](#), of the occupation within the Discover Arkansas Labor Market Information Section web site. For local areas in other states, the LWDB must provide the adjacent area's projected employment opportunities list, along with the adjacent state's contact information and occupations to be trained in before the occupations can be added.

Transferring WIOA Participants:

Local WDBs will determine the feasibility of transferring WIOA participants to another eligible training provider with the same or similar program, when an eligible training provider is removed from the ETP list.

Primary factors to consider in transferring participants are the length of time remaining to complete the training program, necessity and reasonability of allowing participants to continue with a training provider removed from the State ETP list. WIOA participants enrolled with an eligible training provider removed from the ETP list may complete the program for the duration of an ITA. Local WDBs are encouraged to minimize disruption to WIOA participants, to the extent as possible.

Eligible Training Provider Policy and Procedures

Procedures:

To be included on the Eligible Training Provider List (ETPL), providers must submit an electronic application, to the Local Workforce Development Board (LWDB) for the area where they wish to provide training services. A separate electronic application must be submitted for each training program. Also, if applying for a training program to be offered at different training locations, a separate electronic application is required for each training location. Each occupation associated with the training program must be on the current *Projected Employment Opportunities List*. [Projected Employment Opportunities \(arkansas.gov\)](#)

An entity that carries out programs under the National Apprenticeship Act will be included and maintained on the ETPL for so long as their program remains registered. These providers will be required to contact ADWS to make known their desire to be listed and provide documentation that verifies their program is a registered apprenticeship program certified by the U.S. Department of Labor, Office of Apprenticeship.

Required Information for Initial Eligibility [TEGL 8-19]:

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

1. A description of each training program to be offered, including the costs of tuition, books, and fees.
2. The program completion rate for **all** individuals participating in the applicable program to be offered by the provider.

To calculate: The number of all participants who completed the program/course during the reporting period divided by the total number of all participants.

3. If the training provider is in a partnership with business/industry and an explanation of the partnership.
4. If the training program leads to a recognized postsecondary credential and a description of the credential.
5. If the program aligns with in-demand industry sectors and occupations.

The Initial Eligibility Certification Process:

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

If the training provider does not have performance data because the training program is a new program, then the provider must submit the following information to the LWDB of application to include:

1. Written justification for the missing data, and
2. The process that will be used to track and record the required information for re-certification.

The Continued Eligibility Certification Process:

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

Continued Eligibility [TEGL 8-19]:

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

1. The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program
2. The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program
3. The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
4. The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program
5. Information on cost of attendance, including cost of tuition and fees, for program participants
6. Information on the program completion rate for program participants
7. A description of how the provider provides access to training services, including to rural areas, including the use of technology
8. A description of the degree to which training program(s) align with in-demand industries and occupations in the State, as identified in State and Local Plans
9. Any applicable state licensure requirements of training providers and licensing status of providers of training is applicable
10. A description of training provider’s ability to offer industry-recognized certificates and/or credentials

11. A description of training provider's ability to offer programs that lead to a recognized post-secondary credentials
12. A description of the quality of the program of training services including a program that leads to a recognized post-secondary credential
13. A description of the ability of the providers to provide training services that are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities
14. The timeliness and accuracy of the eligible training provider's performance reports
15. Relevant information reported to State agencies on Federal and State training programs other than programs within WIOA Title I-B.

The ADWS will not limit customer choice nor decrease the number of available training providers, we will prioritize certain individual criteria elements listed above during our evaluation for continued eligibility. Our primary focus will be placed upon the WIOA performance criteria, Numbers 1-4, followed by criteria Numbers 5-8. The remaining criteria elements will be given no special emphasis.

Program Exit:

As defined for the purpose of performance calculations, exit is the point after which a participant who has received services through any program meets the following criteria:

1. For the adult, dislocated worker, and youth programs authorized under WIOA title I, the AEFLA program authorized under WIOA title II. And the Employment Service Program authorized under Wagner-Peyser Act, as amended by WIOA title III, exit date is the last day of service.
2. The last day of service cannot be determined until at least 90 days has lapsed since participant last received services; services do not include self-services, information-only services or activities, or follow-up services. This also requires that there are no plans to provide the participant with future services.

For consideration of renewal of programs, an eligible training provider must add continued program performance data in AJL ProviderLink annually for the current PY ending June 30th, and this will avoid any interruption of eligibility. The instructions to add the performance data is included in the following link, [*AJL ProviderLink ETPL Application and Program Instructions.*](#)

Performance data must be added by the end of each program year between July 1st and August 15th. The continued eligibility review conducted is required for both the program and the eligible training provider as an institution.

The training provider and program approval date(s) will be extended for an additional year if the training providers meets the fiscal, programmatic integrity and performance standards. The State will not update any program approval for continued eligibility that does not meet the eligibility criteria.

Upon completion of the review of continued eligibility criteria, the training provider will be made aware of any programs for denial or removal via email correspondence or a notification from the AJL ProviderLink system along with the appeal process.

The State may consider a 30-day extension for a provider who has extenuating circumstances if performance cannot be entered prior to a program's renewal, expiration date.

Performance:

LWDBs have the authority to increase the levels of performance required by the State and require additional verifiable program-specific information from training providers for initial eligibility. The Arkansas Division of Workforce Services/Employment Assistance (EA) Section must be notified if these levels of performance are increased.

To facilitate the public and stakeholder access to such information, training provider outcomes information will also be published on <https://www.trainingproviderresults.gov/>.

State Minimum Performance Standards for Training Providers

Performance Measure	Calculation	State Minimum Level
ALL PARTICIPANT PERFORMANCE MEASURES Programs must meet the State minimum level for the performance measure.		
Program CompletionRate	The number of all participants who completed the program during the reporting period divided by the total number of all participants.	19.5 %

Besides the requirements above, the State has established additional minimum performance standards to evaluate the Renewal/Continued Eligibility determination for programs at the end of each program year (July 1- June 30). The State Minimum Performance Standards implemented by State in accordance with the requirements stipulated by Section 116 of the WIOA for eligible training provider programs inclusion to the state’s ETPL for all are:

All Program Participants

1. Credential Attainment Rate (state minimum performance level: **25%**)

The percentage of those participants enrolled in an education or 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 exit from the program.

2. Employment Rate 2nd Quarter after Exit (state minimum performance level: **40%**)

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

3. Employment Rate 4th Quarter after Exit (state minimum performance level: **45%**)

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

4. Median Earnings – 2nd Quarter After Exit (state minimum performance level: **\$1,500 per quarter**).

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

WIOA Title I-B

5. Credential Attainment Rate (state minimum performance level: 25%)

The percentage of those participants enrolled in an education or 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 exit from the program.

6. Employment Rate 2nd Quarter after Exit (state minimum performance level: 25%)

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

7. Employment Rate 4th Quarter after Exit (state minimum performance level: 25%)

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

8. Median Earnings – 2nd Quarter After Exit (state minimum performance level: \$2,000 per quarter)

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Registered Apprenticeships [TEGL 8-19]:

Registered Apprenticeship (RA) Programs are automatically eligible to be included on the ETP list. RA programs are an exception to the initial and continued eligibility certification process. They are exempt from performance and reporting-related requirements. These programs have already gone through a rigorous assessment as part of the registration process with the U.S. Department of Labor, Office of Apprenticeship (DOL/OA). Information required for an RA program to be added to the ETP is:

- Occupation (s) included with the registered apprenticeship program;
- Name and address of the Registered Program Sponsor;
- Name and address of the related technical instruction provider, including the location of the facility if different from the program sponsor's address;
- Method and length and length of instruction, and
- The number of active applications.

Substantial Violation:

Under WIOA, an institution commits a substantial violation when it: (1) fails to meet the state's procedure for timely and accurately submitting required information for annual ETP performance reporting, (2) fails to meet the state's procedure for timely and accurately submitting all required information for initial or continued eligibility, (3) intentionally provides false information, or (4) violates any provision of WIOA Title I or its regulations, including the nondiscrimination and equal opportunity provisions.

The State will consider exceptional circumstances beyond the institution's control (e.g., natural disasters, unexpected personnel transitions, and unexpected technology-related issues) when determining if an institution committed a substantial violation for failing to timely and accurately submit required information. If it is determined that exceptional circumstances existed, then a substantial violation did not occur. If it is determined that an institution committed a substantial violation, the institution is prohibited from having its programs on the published ETPL for a minimum of two years and it is liable to repay any WIOA Youth, Adult, and Dislocated Worker Program funds it received during the period of noncompliance.

Arkansas Division of Workforce Services (ADWS) Responsibilities:

The ADWS is the designated state agency for WIOA administration and is responsible for:

- Ensuring that the information contained on the ETPL is accurate and current.
- Establishing a process for adding programs to the ETPL and verifying their "approved" status.
- Maintaining the list of eligible training providers and programs approved by LWDB.
- Providing an updated list to all LWDBs and the public through the State's website.
- Establishing initial eligibility criteria for new training providers and setting minimum levels of performance for all training providers to remain eligible.
- Submitting all reports to the appropriate Federal Agency as required.
- Distributing the ETPL, accompanied by credential, cost and performance information for each ETPL training program throughout Arkansas.
- Allowing training providers to appeal a denial or removal of eligibility, including an opportunity for a hearing at the state level, after a training provider receives an unsatisfactory decision.
- Providing technical assistance to the local areas and the training providers.

Required Local Workforce Development Board (LWDB) Responsibilities:

Local workforce development boards are responsible for carrying out the procedures assigned to them by the State [20 CFR 430 (c)].

Local Boards must:

- Carry out the procedures assigned to the Local workforce development boards by the State, such as determining the initial eligibility of entities providing a program of training services, renewing the eligibility of providers and programs, and considering the possible termination of an eligible training provider due to the provider's submission of inaccurate eligibility and performance information or the provider's substantial violation of WIOA requirements;
- Work with the State to ensure there are sufficient numbers and types of providers of training services, including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities described under WIOA sec. 107(d)(10)(E), serving the local area; and
- Ensure the dissemination and appropriate use of the State list of eligible training providers and programs through the local one-stop delivery system, including formats accessible to individuals with disabilities [20 CFR.430 (c)(3)].
- Local boards must collect performance information required by the state and determine if the providers meet the state's performance criteria [20 CFR 680.430 (c)(1)]

Local WDBs cannot use the local list to limit choices for WIOA participants. Local WDBs have the option, by law to establish higher performance levels and make a case for in-demand occupations that may differ from the State's. Any local WDBs that have established higher minimum performance standards above the state minimum requirements may remove a program of training services from the eligible programs in the local area for failure to meet the higher performance levels, but only if applied consistently to all approved providers within their local area.

The LWDB is responsible for:

- Reviewing training programs for initial eligibility;
- Ensuring that all participants are enrolled in approved training programs, as identified on the ETPL.
- Collecting performance and cost information and any other required information related to programs from training providers;
- Monitoring training providers for compliance and performance;
- Evaluating performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum performance standards;
- Allowing training providers to appeal a denial or removal of eligibility of programs that includes an opportunity for a hearing at the local level, a timely decision and a right to appeal if the provider is unsatisfied with the LWDB decision.

Each local WDB must develop and maintain procedures to determine the eligibility of a training provider's programs in an objective and consistent manner. Each local WDB must define its own procedures, consistent with the requirements of this policy. Procedures must clearly describe how reviewer(s) will apply any local policies related to the following factors:

- Quality training programs linked to in-demand occupations as determined by the local WDB.
- Performance and cost information, including program-specific performance and cost information of the local outlet(s) of multi-site eligible training providers.
- Information indicating how programs are responsive to local requirements.
- Other appropriate information related to the objectives of WIOA.

Performance Data Requirements for ETP Annual Reporting (Excluding Registered Apprenticeships):

- ETPs must submit accurate and timely information for participants receiving training under WIOA Title I–B.
- ETPs must provide the information necessary to determine program performance and to meet requirements per WIOA. The ETP must agree to make their data available to validate the information submitted for reporting,
- The annual performance reports must contain individual-level data for all participants in programs offered by the ETP that include at least one (1) student receiving WIOA funding.
- The performance data is due in AJL ProviderLink and ADWS between July 1 through August 31 of every year.

Denial, Removal, and/or Appeal of Training Providers and/or Programs:

A training provider must meet the requirements for eligibility and provide accurate information in order

to retain its status as an eligible training provider. Only the Governor's Administrative Entity can remove eligible training providers and programs from the ETP list after appropriate due process.

Local WDBs may take steps to request removal of eligible training providers and/or programs from the ETP list in consultation with the ADWS ETP Coordinator. The State can deny and/or remove a program, an eligible training provider, or both when the individual:

Denial of a Program/Provider (may reapply for approval after 6 months):

- Fails to meet the minimum criteria for initial eligibility as specified above;
- Fails to complete the initial eligibility application in AJL ProviderLink;
- Failure to have a license to operate by a private career school as required in the state of Arkansas;
- Fails to add the subsequent eligibility performance reporting ending dates and performance data in AJL ProviderLink as required;
- Program renewal expired past the renewal date and/or
- Program not approved by the local board.

Removal of a Program/Provider (may reapply for approval after 1 year):

- Fails to supply available participant data required for the performance review within due dates established and unwilling to supply required and available participant data by the ADWS staff;
- Violates state and/or local laws;
- State or local required performance levels are not met;
- Loses its educational license or accreditation;
- Fails to notify any program changes including, but not limited to, costs or location of training;
- Ceases to be in business and/or lost its license to operate;
- Fails to meet criteria or minimum performance levels as part of the annual or biennial review of initial or continued eligibility;

Removal of a Provider (may reapply for approval after 2 years):

- Substantially violates any provision of Title I of WIOA and its regulations including 29 CFR Part 38, the nondiscrimination and equal opportunity provisions, and
- Intentionally supplies inaccurate data.

Appeal of Training Providers and Programs:

If a provider of training services has its eligibility denied, are terminated due to substantial violations, failure to provide requested performance information without reasonable justification, or otherwise are removed for good cause, the training provider will be notified that their training program is being removed from the State's training provider list. This information regarding the decision will be submitted to the contact person listed on the training provider's account.

The training provider may appeal the denial or termination within ten (10) calendar days from the date of receipt of notice of termination by submitting an appeal request to the following email address:
ADWS.WIOAAppeals@arkansas.gov.

The State will review the appeal, provide opportunity for a hearing, and issue a written decision/response within (30) calendar days of the receipt of the appeal. The Director will appoint a hearing officer.

The ADWS ETP Coordinator or designee shall remove a provider and/or program that was determined to be no longer eligible no earlier than the 31st calendar day from the issuance of the removal notice.

However, if a training provider initially chooses to appeal, a training provider and/or program that is

subject to removal shall remain on the state ETPL until the appeal is concluded.

After official removal of a training provider and/or program from the ETP list, local WDBs cannot fund WIOA participants enrolled in the removed training provider and/or its programs. Per WIOA Section 122, a training provider removed from the ETP list for failure to meet performance or is in violation of the WIOA regulations, cannot apply for eligibility for one year after the official removal date. Training providers may appeal a removal decision under the appeal process.

Monitoring:

The ADWS will monitor the LWDBs for ETPL compliance during annual monitoring visits or desk reviews. The LWDB monitor will randomly select WIOA participant files and validate that the data has been uploaded into the system correctly, ensuring that the annual report is accurate.

Reciprocal Agreement:

States may enter into agreements, on a reciprocal basis, with other states to permit eligible providers of training services to accept individual training accounts from provided in another state. [WIOA §122 (g)] Under the current policy, training providers must have a physical and permanent Arkansas mailing address. Arkansas currently has reciprocal agreements with the state of Missouri. **Only providers located in states bordering the state of Arkansas and approved Apprenticeship Sponsors are eligible for inclusion on the Arkansas ETPL.**

These agreements allow Arkansas participants to use ETPs if that training provider appears on the other State's ETPL. Similarly, WIOA participants in the reciprocal states can utilize programs that are on Arkansas' ETPL.

Contact:

For any questions related to this policy, please contact the ADWS Employment Assistance Unit at WIOATA@arkansas.gov.

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

February 21, 2023

AGENDA ITEM 3 – INFORMATIONAL: Board Member Expense Reimbursement

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board determine, via majority vote, whether to authorize expense reimbursement for each board member for performing official board duties.

INFORMATION/RATIONALE: Arkansas Code Annotated § 25-16-902 states:

(a) Every state board may, by a majority vote of the total membership of the board cast during its first regularly scheduled meeting of each calendar year, authorize expense reimbursement for each board member for performing official board duties.

(b) The expense reimbursement shall not exceed the rate established for state employees by state travel regulations.

Consequently, the Arkansas Workforce Development Board by a majority vote of the total membership of the board cast during its first regularly scheduled meeting of each calendar year, may authorize payment to its members for expense reimbursement while performing official board duties.

These expense reimbursements shall not exceed the rate established for state employees by state travel regulations.

The current state employees travel regulations are attached for consideration by the board.

Title 19 | Chapter 4 | Subchapter 9

SUBCHAPTER 9 - TRAVEL REGULATIONS

ACA§ 19-4-901. Rules and regulations generally.

The Chief Fiscal Officer of the State shall promulgate rules and regulations with respect to travel and travel allowances and prescribe the forms and procedures for reporting, approving, and paying such travel allowances for all officers and employees of the state government or for other persons who are authorized to carry out official duties in connection with the business of the state.

History. Acts 1973, No. 876, § 16; A.S.A. 1947, § 13-342

Authority, Chief Fiscal Officer, Rules and Regulations

R1-19-4-901 Rules and Regulations Generally

The Chief Fiscal Officer of the State is authorized by ACA 19-4-901 to promulgate rules and regulations with respect to travel and travel allowances and prescribe the forms and procedures for reporting, approving and paying such travel allowances for all officers and employees of state government or for other persons who are authorized to carry out official duties in connection with the business of the State. The Financial Management Guide covers the travel regulations at a high level. For more detailed information, please refer to the State of Arkansas Travel Regulations at the website address below:

Accounting Forms

19-4-902. Authorization for travel.

(a)(1) The responsibility for authorizing travel, or any expenses in connection therewith, shall be placed upon the board or commission in charge or upon the administrative head of each state agency. (2) No travel expenses shall be authorized or allowed without the approval of the board, commission, or administrative head of any agency.

(b) It shall be the responsibility of the administrative head of any agency to keep on file in the place of business of the agency, subject to audit, copies of all supporting documents and required receipts for expenses incurred in connection with the travel authorizations and allowances for persons traveling in behalf of the agency.

History. Acts 1973, No. 876, § 16; A.S.A. 1947, § 13-342; Acts 2001, No. 1453, § 24.

ACA 19-4-902 places the authority and responsibility of authorizing and approving travel expenses with the board or commission in charge or to the administrative head of the agency, department or institution.

R1-19-4-902 Responsibility and Accountability for Travel Authorizations and Disbursement

It shall be the responsibility of the administrative head of each agency, board, commission or institution to keep on file in the place of business of the agency, subject to audit, originals of all supporting documents and required receipts for expenses incurred in connection with the travel authorizations and disbursements for persons traveling on behalf of the governmental entity. The documents on file may be in the form (microform or electronic) prescribed under the provisions of ACA 19-4-815 (b) if approved by the Division of Legislative Audit.

In large governmental units, it may not be feasible for the administrative head of the agency, department, or institution to act as travel administrator. In this case, he or she may designate other responsible officials to act as his or her agent(s) and to be referred to as travel administrator. The approval of these designated agents will be considered to reflect the approval of the board, commission or head of the agency, department or institution. The designation of agents as travel administrators shall be made in writing and kept on file in the agency/institution.

19-4-903. Standard reimbursements and special authorizations.

(a)(1) Except for special authorization by the Chief Fiscal Officer of the State, reimbursement for meals and lodging while traveling on official business of the state shall not exceed the maximum rates as prescribed by the Federal Travel Directory published by the General Services Administration. (2) Requests for special authorization shall be limited to those rare occasions where unusual circumstances may cause the existing rates to be inadequate and shall be set out in writing in such detail as shall be required in the state travel procedures and shall be executed in behalf of each individual traveler for each special authorized occasion. Provided however, that requests for special authorization by employees of institutions of higher education shall be subject to the approval of the chief executive officer of the institution and not the Department of Finance and Administration.

(3) Under such emergency conditions as shall be determined by the Governor, the limitations of this subsection with respect to meals and lodging may be waived or modified.

(b)(1) As used in this subsection, "state-owned motor vehicle" means a motor vehicle purchased or leased by:

(A) The State of Arkansas;

(B) The office of a constitutional officer of the State of Arkansas;

(C) A constitutionally independent agency or commission; and

(D) A state-supported institution of higher education.

(2) (A) Unless otherwise provided for by law, reimbursement for the use of privately owned motor vehicles while traveling on official business for the state shall not exceed the allowable rate of the Internal Revenue Service per mile for business use of privately owned motor vehicles.

(B) A state agency director may authorize reimbursement for travel expenses for meals, lodging, and private automobile or airplane usage at amounts less than that established under the authority of this section.

(C) The Chief Fiscal Officer of the State may by regulation establish procedures and the rate for reimbursing individuals for the use of privately owned airplanes while traveling on official business for the state.

(3)(A)(i) Any employee of the State of Arkansas who utilizes, but whose job does not require the state employee to utilize, a state-owned motor vehicle for transportation to or from his or her permanent residence from or to his or her official station on a daily basis shall reimburse the fund from which the operating expenses of the state-owned motor vehicle are paid at the same rate authorized by the state agency director of the agency employing the state employee for reimbursements for private automobile usage under subdivision (b) (2) (B) of this section.

(ii) As used in subdivision (b) (3) (A) (i) of this section, "state employee":

(a) Means an employee of a state agency, board, commission, department, or state-supported institution of higher education; and

(b) Includes a constitutional officer and an employee of a constitutional officer.

(B) All state-owned motor vehicles or state-leased motor vehicles shall be for official business use only.

(c) The Chief Fiscal Officer of the State shall promulgate rules and regulations to implement the provisions of this subchapter.

History. Acts 1973, No. 876, § 16; 1974 (Ex. Sess.), No. 16, § 1; 1977, No. 462, § 1; 1979, No. 890, § 1; 1985, No. 365, § 7; A.S.A. 1947, § 13-342; Acts 1987, No. 81, § 1; 1991, No. 1222, §§ 1, 2; 1997, No. 795, § 1; 2011, No. 1021, §1.

R1-19-4-903 Standard Reimbursements for State Employees and Officials

Officials and employees may be paid travel expenses when required to travel away from their "official station" on State business. "Official station" is the geographic location or "address" where the employee normally reports for duty and/or spends the majority of his/her productive time and must be designated as such in writing by the employer. An employee's "residence"

shall be the city or town in which the individual has an abode or dwelling place. An employee whose resident city is a location other than his/her "official station" shall not be allowed mileage to travel between them except as provided for under Special Authorizations.

All employee travel reimbursement claims must be completed for payment to the individual traveler. One employee may not include on his travel payment request the expenses of another employee.

No expenses for meals or lodging will be allowed within the city or town of the employee's "official station" unless approved in writing by the agency head as a "special authorization," under ACA 19-4-903. The written justification must show the benefit to the State. Under no circumstances should the maximum daily federal per diem rates be exceeded.

State employees loaned from one state agency to another may be reimbursed for travel expenses by the agency benefiting from the travel.

Limits for Meals and Lodging

Please note that travel reimbursement is NOT a per diem and is to be claimed for ACTUAL EXPENSES FOR MEALS AND LODGING NOT TO EXCEED THE MAXIMUM ALLOWABLE RATES AS LISTED IN THE FEDERAL TRAVEL DIRECTORY PLUS APPLICABLE SALES TAX. (Sales tax rate must be stated on Travel Reimbursement (TR-1) forms or equivalent for lodging. The maximum allowance for meals INCLUDES taxes and up to 15% tip. Lodging rates per the Federal Travel Directory EXCLUDE room tax and should be exceeded only by the room tax amount unless special authorization is given in writing by the administrative head of the agency justifying the need to exceed the standard reimbursement rate.)

PLEASE NOTE: Special rates for reimbursement apply "county-wide". For example, when looking at Arkansas on GSA's website, the only cities listed are Little Rock (Pulaski County) and Hot Springs (Garland County) Special allowances in certain cities that exceed the daily "normal" or "state-wide" limits may be claimed in other locales of the County where the listed City is located. In other words, the special rates for reimbursement apply "county-wide."

Meals

Reimbursement for meals is allowed only in connection with overnight travel whether in- state or out-of-state unless "special authorization," under ACA 19-4-903, is given in writing by the agency head. Out of state travel in and of itself should never be the sole reason for "special authorization" under this section, rather as provided in ACA 19-4-903, requests should be limited to those "rare occasions" where, for example, an employee is asked to perform unanticipated duties outside of his/her normal work schedule that are official in nature, such as attending special board meetings.

The maximum full day meal allowance (including tax and up to 15% tip) cannot exceed the federal per diem rate depending on the destination location. For partial days, meals charged must be in proportion to the time in travel status and may not exceed the maximum for applicable meal(s) stated in the Federal Travel Directory for the location(s). Although receipts for meals are not required by this rule, the administrative heads of agencies, departments and institutions may require them. See the federal per diem rates at: <http://www.gsa.gov/portal/category/100000> .

PLEASE NOTE: The "IE" allowances as stated in the Federal Travel Directory are for incidentals. Incidentals are specifically defined and provided for and must be listed separately and explained on the Travel Reimbursement Request Form (TR-1). It is no longer necessary to subtract the incidental rate from the maximum meal allowance due to the law change that provides for tip reimbursement of up to 15% of the meal amount expended. The traveler is now eligible for actual expenses for meals up to the maximum meal allowance per the Federal Travel Directory.

Partial days' meal allowances

The traveler is only eligible for 75% of the daily allowance for meals on the first and last day of travel. The daily travel allowance at the destination location shall be used in the calculation of the limit for partial days. In accordance with the State travel regulations, actual expenses only are allowed, and the charges must be in proportion to the time in travel status not to exceed that allowed by the Federal Travel Regulations.

Meals Included in Conference Registration

Meal reimbursement requests must be reduced for meals provided as part of the conference registration by deducting the appropriate amount as shown under the Meals and Incidental Expenses (M&IE) breakdown at <http://www.gsa.gov/portal/content/104877>.

Allowances may be made in writing to allow the traveler to claim meal reimbursement if any of the conditions below are met:

1. The traveler is unable to consume the meal provided because of medical requirements or religious beliefs;
2. The traveler purchased substitute meal(s) in order to satisfy their medical requirements or religious beliefs;
3. The traveler was unable to take part in the provided meal due to the conflict of official business.

Complementary Meals

Meals provided by a common carrier or a complementary meal provided by a hotel/motel does not affect the maximum meal allowance per the Federal Travel Directory.

Lodging

Reimbursement for lodging is limited to the single room rate. If a room is occupied by more than one person, the single room rate must be noted on the receipt. The maximum daily allowance will be limited to the federal per diem rate depending on the location for both in state and out of state travel. Room taxes are not included in the federal per diem rate and may be claimed for reimbursement. Lodging costs that exceed the rates listed in the Federal Travel Directory by more than room tax may not be paid without a letter of authorization by the administrative head of the agency and must include a justification as to why it was in the best interest of the State to exceed the standard reimbursement rate. Such letter of authorization must be filed in the agency files with the travel payment document for the trip for each occurrence of such overage. Except for institutions of higher education exempt under ACA

19-4-903 (a) (2), a report of these special authorizations in a format prescribed by the Department of Finance and Administration may be required. See the federal per diem rates at: <http://www.gsa.gov/portal/category/100000> .

Transportation

Travel may be achieved by plane, train, bus, taxi, private vehicle/aircraft, rented or state-owned automobile whichever method serves the requirements of the State most economically and advantageously. Commercial airline tickets should be purchased at least 14 days prior to travel if possible. Airline tickets purchased with less than a 14-day advance shall be explained in writing to the head of the agency and approved by him/her in writing prior to purchase. Agencies may pay or reimburse the traveler for checked baggage fees for the first bag only. Fees for additional bags must be paid by the traveler and are not eligible for reimbursement.

Reimbursement for out-of-state travel will be the lesser of coach class airfare or the established rate of private car mileage based on map mileage (whether paper-based or electronic) when driven.

For trips where the destination is 400 miles or more from the employee's "official station", the minimum miles traveled per day to be eligible to collect a night's lodging must be 400 miles. The requirement to travel a minimum of 400 miles daily has no effect on in-state travel nor does it affect travel outside the state where the destination is less than 400 miles from the employee's "official station". The requirement applies to trips where the destination is 400 miles or more from the "official station". It addresses the period of time the employee(s) spends "en-route" or in "travel status" reaching the destination. Travelers by commercial air shall utilize coach accommodations, except in those instances where first class accommodations would be more economical for the State. Instances where first class fare is utilized will require detailed justification and must be approved by the travel administrator.

Reimbursement for Use of Privately Owned Vehicle

Private vehicle mileage shall be reimbursed and computed, using map mileage (whether paper-based or electronic), between the travel site destination and the employee's official station or residence, if leaving directly from the residence, whichever is less. Mileage reimbursement for official use of a private motor vehicle may be claimed, listed separately on the TR-1, within the vicinity of any locale.

When privately owned motor vehicles are used for travel on official business, the traveler may claim reimbursement at the rate per mile established by the Chief Fiscal Officer of the State in effect during the time the travel occurred. See [P2-19-4-903](#). The shortest major highway route (map mileage whether paper-based or electronic) will determine the maximum mileage allowed. The source for map mileage used by the agency personnel shall be designated by the administrative head of the agency and shall be used exclusively on all mileage claims.

The State will reimburse for official miles driven only. The State assumes no responsibility for any maintenance, insurance, operational costs, accidents or fines incurred by the operator of the vehicle while on official business for the State.

When a privately owned aircraft is used for travel on State business, the rate of reimbursement will be in nautical miles at the rate as established by the Chief Fiscal Officer of the State, under the provisions of ACA 19-4-903, during the time the travel occurred.

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

February 21, 2023

AGENDA ITEM 4 – ACTION: Council Resolution 2023-1: Board Member Stipend

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve Council Resolution 2023-1 allowing board members to accept a stipend for reimbursement of expenses to attend meetings of the board.

INFORMATION/RATIONALE: Arkansas Code Annotated § 15-4-3704 allows the Arkansas Workforce Development Board by a majority vote of the total membership of the board cast during its first regularly scheduled meeting of each calendar year, the board may authorize payment to its members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended. The board members shall receive no other compensation, expense reimbursement, or in-lieu-of payments as provided in § 25-16-902.

A draft council resolution is attached for consideration by the board.

**ARKANSAS WORKFORCE DEVELOPMENT BOARD
COUNCIL RESOLUTION NUMBER 2023 – 1**

WHEREAS, the Arkansas Workforce Development Board (AWDB) conducts its matters as an entity prescribed by the Workforce Innovation and Opportunity Act (WIOA); and

WHEREAS, the AWDB serves the Governor of the State of Arkansas as a policy advisory entity in accordance with WIOA law; and

WHEREAS, it has been determined that the AWDB and its activities are encompassed by A.C.A. §15-4-3706; and

WHEREAS, A.C.A. §15-4-3704 (h)(1) and (2) states, “By a majority vote of the total membership of the Arkansas Workforce Development Board cast during its first regularly scheduled meeting of each calendar year, the Arkansas Workforce Development Board may authorize payment to the appointed members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended of the full Arkansas Workforce Development Board or its committees, and 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.” and “The stipend shall be paid from Workforce Innovation and Opportunity Act funding awarded to the state and authorized for Arkansas Workforce Development Board activities.”

BE IT RESOLVED, that the Arkansas Workforce Development Board adopts as its official and stated policy the reimbursement of expenditures to its members in accordance with A.C.A. §15-4-3704 for the entire calendar year of 2023.



Board Member Declination of Stipend

I understand that according to A.C.A. §15-4-3704 (h)(1) and (2), which states:

“By a majority vote of the total membership of the Arkansas Workforce Development Board cast during its first regularly scheduled meeting of each calendar year, the Arkansas Workforce Development Board may authorize payment to the appointed members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended of the full Arkansas Workforce Development Board or its committees, and 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.” and “The stipend shall be paid from Workforce Innovation and Opportunity Act funding awarded to the state and authorized for Arkansas Workforce Development Board activities”,

According to the language above, I am entitled to receive a stipend payment for attending full meetings of the Arkansas Workforce Development Board or its committees.

- I decline a stipend payment for attending meetings of the Arkansas Workforce Development Board.
- I choose to accept the stipend payment that I am eligible to receive for calendar year _____.

Printed Name:

Signature:

Date:

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

February 21, 2023

AGENDA ITEM 5 – INFORMATION: Arkansas Workforce Development Board Committees Roster Update

INFORMATION/RATIONALE: Over the last year, along with the new Administration in the Governor’s Office, the AWDB has attained several new members; however, the Board has lost members due to expiration of terms.

To ensure that these Committees can meet their required obligations, we have updated their membership rosters.

Attached are the new committee rosters for the Board’s review and approval. Each roster in your packet includes language from the law in addition to the language in the Board’s By-Laws.

To: Arkansas Workforce Development Board (AWDB)
From: Members Tom Anderson, AWDB Board Chairman
Date: February 21, 2023
Subject: Committee Roster update

An updated committee roster was provided at the last full meeting of the Arkansas Workforce Development Board on October 18, 2022; however, an error was made by having one of the Board members assigned to three different committees. The overall goal is to have each member assigned to, at least, one committee.

In addition, the appropriate rosters have been updated to include Governor Sarah Huckabee Sanders and Arkansas Economic Development Commission (AEDC) Director, Clint O'Neal.

Attached to this memo are the revised committee rosters for the Board's review. Each roster in your packet includes language from the law in addition to the language in the Board's By-Laws.

Executive Committee Roster

# of Members	Status		Last Name	First Name	Notes
1		Business	Anderson	Thomas	Chair
2		Business	Crawford	Miles	
3		Business	Lawrence	Candice	
4		Chief Elected Official	Ellison	Brandon	
5		§15-4-3704(b)(2)(B) - (Apprenticeship)	Breashears	Karen	Vice-Chair
6		§15-4-3704(b)(2)(B) - (Labor)	French	William	
7		State	Baxter	Joe	
8		Open to any AWDB Board Member	O'Neal	Clint	
9 (min)		Open to any AWDB Board Member	Huckabee Sanders	Governor	
10	Vacant	Business			
11 (max)	Vacant	Business			

The Arkansas Annotated 15-4-3705 – Arkansas Workforce Development Board (AWDB) Committees, requires the AWDB to select from its membership an Executive Committee. The Executive Committee is to be comprised of at least (9) members but no more than (11) members.

The Chair of the AWDB and the Vice Chair of the AWDB shall serve as chair and vice chair of the executive committee, respectively.

According to the by-laws, “the Executive Committee shall be formed and meet as needed between the quarterly board meetings at the call of the chair of the executive committee or upon the request of seventy-five percent (75%) of the executive committee members. Upon the initial meeting of the Workforce Development Board, the Chair shall name an interim Executive Committee, which shall expire after six months. The Board shall select an Executive Committee to take effect the seventh month.

The Executive Committee shall have the authority of the Board to act during the interim between Board meetings but shall defer to the Board, whenever practical, action on matters of major policy implications. Executive Committee decisions will be implemented immediately and will be ratified at the next full Board meeting. Between Board meetings the Executive Committee shall review and coordinate the work of the other committees. All Board functions not specifically enumerated and assigned to another committee by these by-laws shall be the responsibility of the full Board and the Executive Committee, unless the function is assigned by the Chair to another standing or ad hoc committee.

The membership of the Executive Committee shall include:

- At least five (5) members representing businesses;
- At least one (1) chief elected official;
- At least two (2) representatives of workers;

The Arkansas Department of Workforce Services shall provide staff support to the board.”

Temporary Assistance for Needy Families (TANF) Oversight Committee

# of Members	Status	Act 907	Last Name	First Name	Notes
1		Business	Nunnally	George "Gan"	Chair
2		Business	Little	Holley	
3		Business	Finegan	Randy	
4		Business	Thorne	Robert	
5		§15-4-3704(b)(2)(B)	Markham	Maria	
6		Chief Elected Official	Ellison	Brandon	
7		Director of DWS	Childers	Charisse	
8		DHS - Division of County Operations	Franklin	Mary	
9 (max)	Vacant	Business			

The Arkansas Annotated 15-4-3705 - Arkansas Workforce Development Board Committees, requires the Arkansas Workforce Development Board to have a standing committee to provide oversight of the Temporary Assistance for Needy Families Program.

This Committee ensures that all program participants are receiving the assistance, the information, and the services needed to help these low-income parents prepare for and connect with employment that will lead to a self-sufficient wage.

According to the By-Laws, the “Temporary Assistance for Needy Families Oversight Committee provides oversight of the Temporary Assistance for Needy Families Program and ensures that all program participants are receiving the assistance, information, and the services needed to help these low-income parents prepare for and connect with employment that will lead to a self-sufficient wage.

The member of the committee shall include:

- At least five (5) members representing businesses;
- At least one (1) chief elected official;
- At least one (1) member from among those members representing workers;
- The director of the Department of Workforce Services;
- The director of the Division of County Operations of the Department of Human Services as a standing voting committee member who is also not a member of the Arkansas Workforce Development Board.”

Strategic Planning Committee

# of Members	Status	Act 907	Last Name	First Name	Notes
1		§15-4-3704(b)(2)(B) - (Apprenticeship)	Breashears	Karen	Chair
2		Business			
3		Business	Henderson	Randy	
4		Business	Ives	Rebecca	
5		Business	Robinson	Latanyua	
6		Business	Johnson	Charles	
7		State	Williams	Cassandra	
8		Workforce Development	Marsh	Brian	
9	Vacant	Open to any AWDB Board Member	Chaplin	Shana	

The Arkansas Annotated 15-4-3705 – Arkansas Workforce Development Board Committees (AWDB), allows the Board to form other Committees as needed. The Strategic Planning Committee is one of the standing committees, in accordance with approved Board By-Laws.

According to the By-Laws, “The Strategic Planning Committee shall act in an advisory capacity to the Board to carry out the following functions:

- The development, implementation, and modification of the state workforce development plan
- The review of statewide policies, of statewide programs, and of recommendations on actions that should be taken by the state to align workforce development programs in the state in a manner that supports a comprehensive and streamlined workforce development system in the state, including the review and provision of comments on the state plan, if any, for programs and activities of one-stop partners that are not core programs;
- The development and continuous improvement of the workforce development system in the state, including:
 - The identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
 - The development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
 - The development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
 - The development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;

- The identification of regions, including planning regions, after consultation with local boards and chief elected officials;
- The development of strategies to support staff training and awareness across programs supported under the workforce development system;
- The development and review of statewide policies affecting the coordinated provision of services through the state’s one-stop delivery system, including the development of—
 - Guidance for the allocation of one-stop center infrastructure funds; and
 - Policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocation in such system;
- The development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system, including such improvements to:
 - Enhance digital literacy skills;
 - Accelerate the acquisition of skills and recognized postsecondary credentials by participants;
 - Strengthen the professional development of providers and workforce professionals; and
 - Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas;
- The development of allocation formulas for the distribution of funds for employment and training activities for adults, and youth workforce investment activities, to local areas.

The Committee also will perform other functions related to strategic planning activities. To the extent feasible, appointments to the Strategic Planning Committee shall be similar to the categorical representation of the Board as a whole.”

Program and Performance Evaluation Committee

# of Members	Status	Act 907	Last Name	First Name	Notes
1		Business	Houseworth	Abby	Chair
2		Business	Mize	Rachel	
3		Business	Blaylock	Len	
4		Business	Roberson	Julie	
5		Business			
6		Business	Sharp	Kelley	
7		Chief Elected Official	Sanders	James	
8	Vacant	Open to any AWDB Board Member			
9	Vacant	Open to any AWDB Board Member			

The Arkansas Annotated 15-4-3705 - Arkansas Workforce Development Board Committees, allows the Board to form other Committees as needed. The Program and Performance Evaluation Committee is one of the standing committees, in accordance with approved Board By-Laws.

According to the By-Laws, “The Program and Performance Evaluation Committee shall act in an advisory capacity to the Board to carry out the following functions:

- The continuous improvement of the one-stop delivery system in local areas, including providing assistance to local boards, one-stop operators, one-stop partners, and providers with planning and delivering services, including training services and supportive services, to support effective delivery of services to workers, jobseekers, and employers;
- The development and updating of comprehensive state performance accountability measures, including state adjusted levels of performance, to assess the effectiveness of the core programs in the state;
- The identification and dissemination of information on best practices, including best practices for:
 - The effective operation of one-stop centers, relating to the use of business outreach, partnerships, and service delivery strategies, including strategies for serving individuals with barriers to employment;
 - The development of effective local boards, which may include information on factors that contribute to enabling local boards to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measures of effectiveness; and
 - Effective training programs that respond to real time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual’s prior knowledge, skills,

competencies, and experiences, and that evaluate such skills, and competencies for adaptability, to support efficient placement into employment or career pathways;

- Objective criteria and procedures for use by local boards in assessing the effectiveness and continuous improvement of one-stop centers;
- The preparation of an annual report;
- The development of the statewide workforce and labor market information system;
- The development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the state; and
- The development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures (including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation, to improve coordination of services across one-stop partner programs).

To the extent feasible, appointments to the Program Performance and Evaluation Committee shall be similar to the categorical representation of the Board as a whole.”

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

February 21, 2023

AGENDA ITEM 5 – INFORMATION: Explaining Arkansas' Labor Shortage

INFORMATION/RATIONALE: This presentation is from the Labor management Information section within ADWS. The information being presented will provide the members of this Board a look into the issues Arkansas is faced with from a labor shortage perspective.

Since the Board's role is strategic, this will provide a good foundation to start brainstorming ways to reach the populations in need. The Board is encouraged to ask questions during or after this presentation.

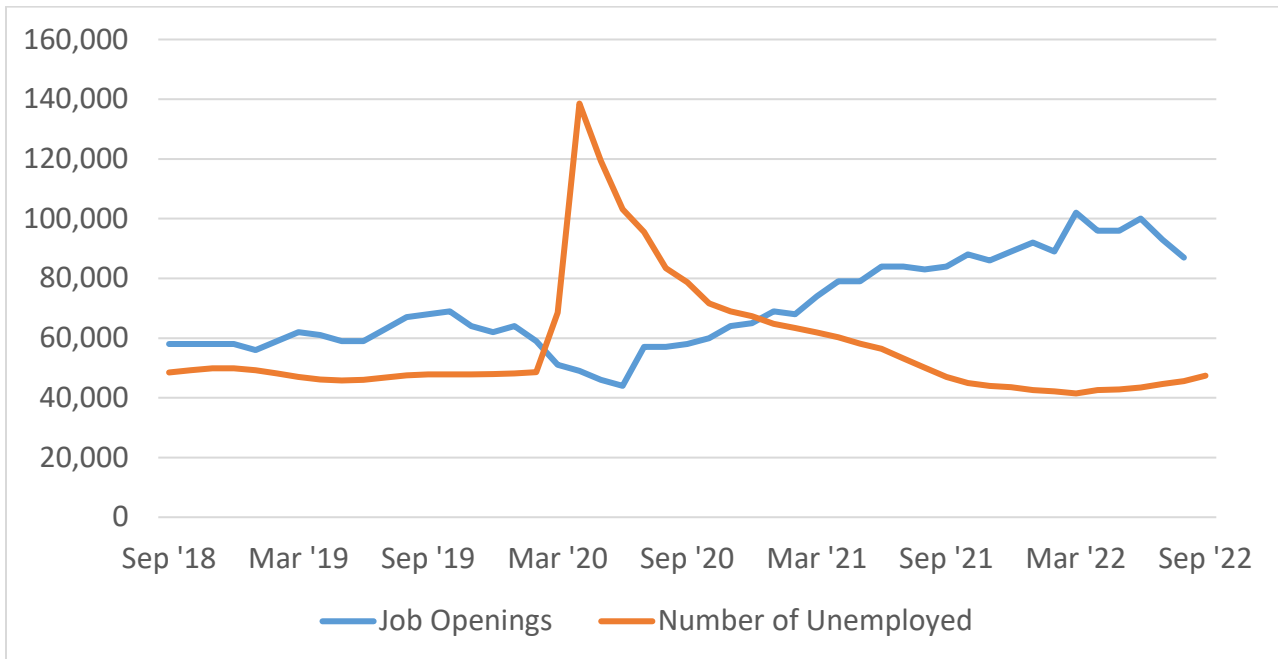
Explaining Arkansas' Labor Shortage ADWS, Labor Market Information November 2022

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Labor Shortage in the Workforce

The Bureau of Labor Statistics produces a data series called Job Openings and Labor Turnover Survey (JOLTS). JOLTS data tracks job openings at the statewide level.

State of Arkansas
Job Openings vs Number of Unemployed
September 2018 – September 2022



- In 2018 and early 2019, there were roughly 10,000 more job openings each month than unemployed persons looking for work
- By late 2019, that number had doubled to 20,000
- The number of job openings and unemployed persons converged in December 2020
- Since then, the number of job openings has outpaced the number of unemployed by 2:1, with roughly 40,000 – 60,000 more job openings than unemployed

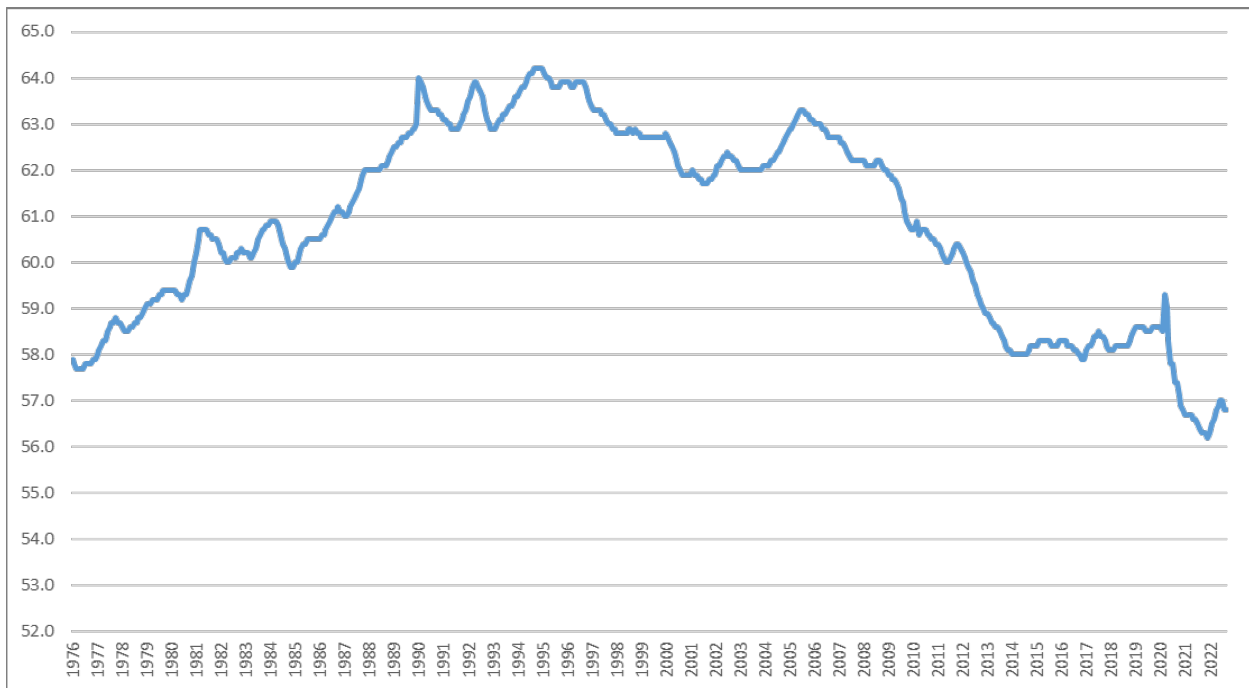
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Labor Force Participation Rates

The Labor Force Participation Rate (LFPR) is the percentage of the civilian non-institutionalized population (aged 16+) that is either working or actively looking for work.

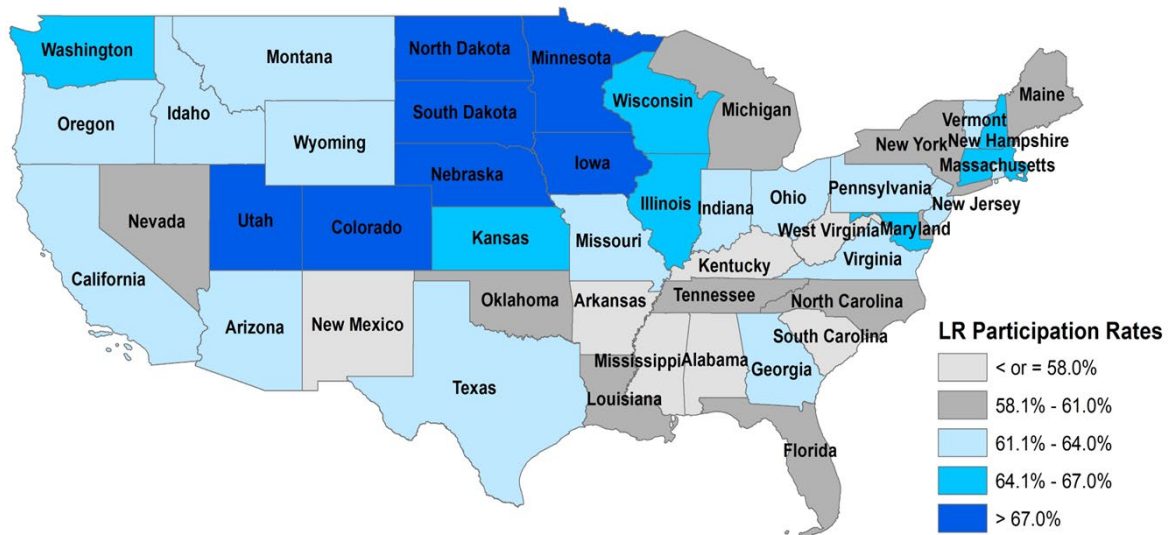
- Arkansas' LFPRs peaked in the mid-1990s, reaching 64.2% in 1994
- Similar levels occurred in 2005 (63.3%) but have steadily declined since then
- Record low levels were seen in December 2021 (56.2%) but have slightly increased to 56.8% in August and September 2022

Arkansas' Labor Force Participation Rates (Seasonally Adjusted)
January 1976 – September 2022



- In September 2022, Arkansas had the 3rd lowest LFPR in the country behind NM, MS, and WV
- All border states (except Mississippi) have higher LFPRs than Arkansas

Labor Force Participation Rates by State (Seasonally Adjusted)
September 2022



- Researchers from various fields and governmental agencies have conducted studies on declining LFPRs and have isolated 6 possible causes*
 - Aging Population
 - Arkansas has a higher percentage of people over aged 60 than US average
 - Decline of Men in the Labor Force
 - LFPR levels for working aged men has declined sharply
 - Trends in Young Workers and Educational Attainment
 - Arkansas has lower than average levels of both HS and College graduates
 - Increase in the Number of Disabled
 - In 2021, 476,600 Arkansans (aged 16+) report having a disability
 - Of those, 73.4% or 349,800 report not participating in the Labor Force due to the disability
 - High Incarceration Rates
 - Arkansas has a higher-than-average rate of incarcerated adults
 - 27,700 Arkansans were incarcerated in 2019
 - Addiction and Drug Abuse
 - In 2018, roughly 93.5 opioid prescriptions were written per 100 people
 - Arkansas has nearly twice the national average of opioid prescriptions

*More Detail available in the Labor Force Participation Rate PowerPoint Presentation

* * * * *

Arkansans Not in the Labor Force

In September 2022, there were approximately 47,428 unemployed Arkansans (aged 16+) who were actively looking for work in the previous 4 weeks. These people are included in the count of the Civilian Labor Force.

What about the Arkansans that are neither employed nor unemployed (actively looking for work)?

Current Population Survey
Based on Monthly Survey of 1,000 Arkansas Households
12-Month Moving Average

	Sep '18	Sep '19	Sep '20	Sep '21	Sep '22
Average Weeks Unemployed	18.4	14.1	15.9	27.1	17.4
16+ <u>Not</u> in Labor Force	1,000,800	985,300	985,800	1,018,000	1,013,600
Do Not Want a Job	955,600	940,600	944,400	966,200	973,000
Do Not Want a Job (55+)	568,400	573,200	579,900	610,200	628,600
Want a Job Now	45,200	44,700	41,300	51,800	40,600
Want a Job- Haven't Looked in a Year	27,100	27,600	26,700	34,100	23,900
Not Available to Work	2,200	4,300	2,500	4,400	4,700
Discourage- Job Prospects	5,800	3,000	3,800	5,100	3,300
Discouraged- Other	10,000	9,800	8,400	8,200	8,700

- The number of Arkansans Not in the Labor Force remains around 1 million
 - 95% of Arkansans Not in the Labor Force report that they ‘Do Not Want a Job’
 - 62% of Arkansans that ‘Do Not Want a Job’ are over the age of 55
 - That number has increased 60,200 between September 2018-September 2022
 - Most of the increase due to retirement
 - Number is expected to continue to increase, as our largest population cohort (Baby Boomers) are all above the age of 58 now

- In September 2018, approximately 387,200 Arkansans (aged 16-54) ‘Do Not Want a Job’

- In September 2022, approximately 344,400 Arkansans (aged 16-54) ‘Do Not Want a Job’
 - Pre vs Post Pandemic, there are now 42,800 fewer Arkansans (aged 16-54) reporting that they ‘Do Not Want a Job’
 - During this same time, the number of employed Arkansans has only increased by 2,452

State of Arkansas
Civilian Labor Force Estimates (Seasonally Adjusted)
September: 2018 - 2022

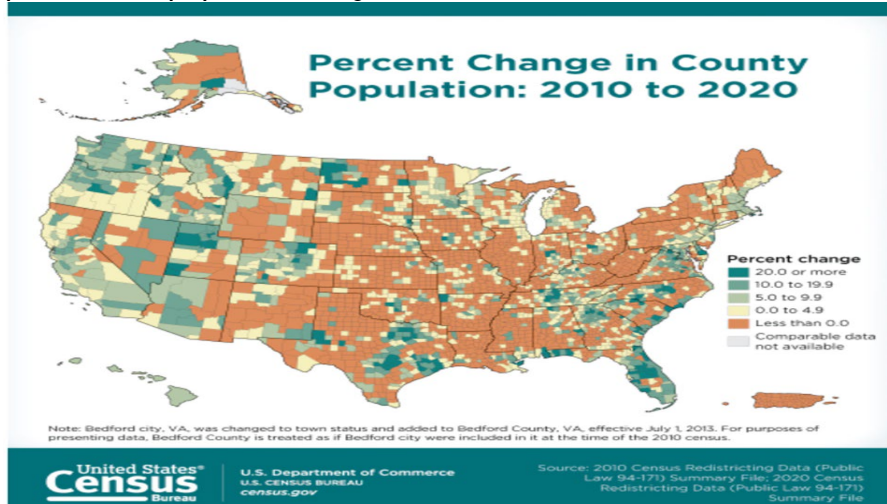
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Civilian Labor Force	1,352,197	1,366,734	1,345,464	1,330,685	1,353,637
Employment	1,303,757	1,318,945	1,266,785	1,283,697	1,306,209
Unemployment	48,440	47,789	78,679	46,988	47,428
Unemployment Rate	3.6	3.5	5.8	3.5	3.5
LFP Rate	58.2	58.6	57.4	56.3	56.8

- Arkansas' Civilian Labor Force in September 2022 is almost identical to the Civilian Labor Force in September 2018 with one exception
 - The LFPR has declined from 58.2% to 56.8% in the last 5 years
 - There are roughly 42,800 fewer working aged (16-54) Arkansans out of the Labor Force because they 'Do Not Want a Job'

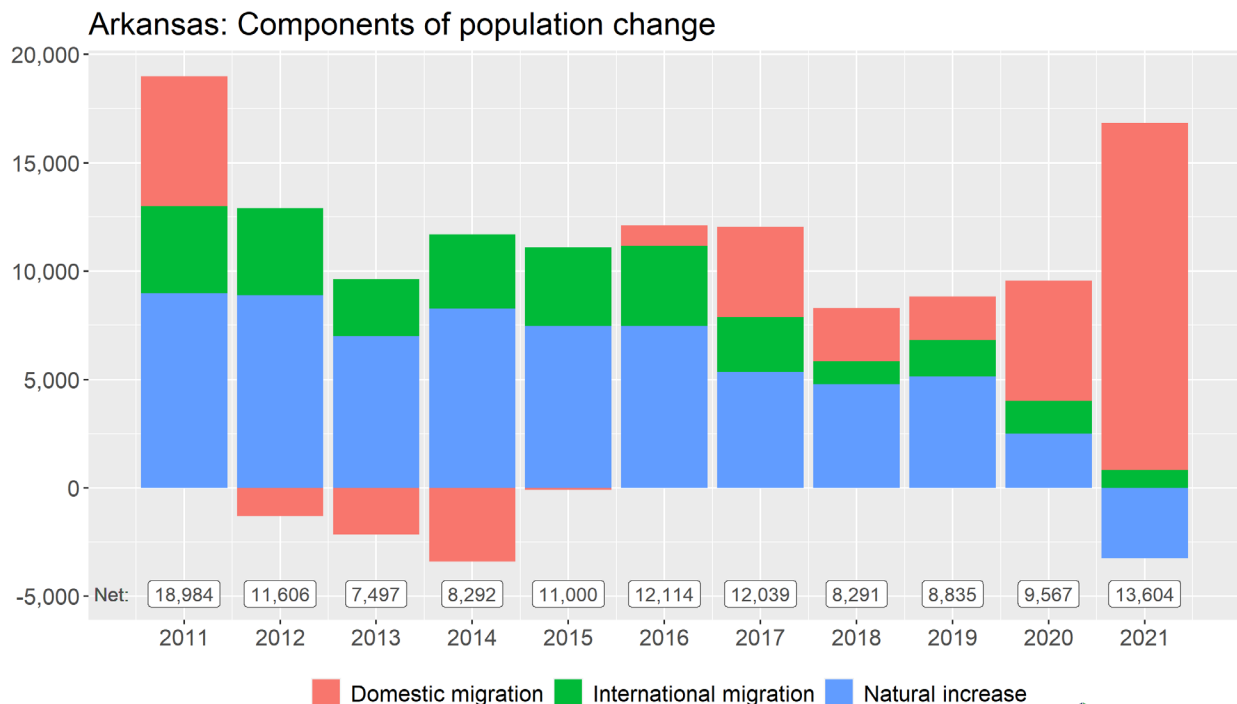
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Population/Demographic Shifts

- How is the Labor Force the same while the LFPR is declining and fewer working aged Arkansans are in the Labor Force?
- Recent research is focusing on the population and demographic shifts occurring across the country
- The US Population grew 0.1% in 2021, the slowest rate of growth since the establishment of the Census Bureau
 - Except for the Northwest corner of the State, most counties in Arkansas experienced a population stagnation or decline between 2010 and 2020



- While Arkansas' total population continues to trend upward, the reason for our population increase has changed in the last decade.
 - In 2011, Arkansas' population increased by 18,984
 - Roughly 8,000 was due to more births than death (natural increase)
 - Roughly 4,000 was due to international migration into the State
 - Roughly 6,000 was due to domestic migration (moving to AR from other States)
 - Between 2012-2015, the trend changed as the population increased at a slower rate
 - Birth/Death ratios were relatively stable
 - International migration into the state began to decline
 - People started to leave Arkansas to move to other States
 - Between 2016-2020, Arkansas' population increase slowed even more
 - Birth/Death ratios changed as fewer births occurred each year
 - International migration declined even more
 - More people began to move to Arkansas from other states
 - In 2021, the trend shifted again
 - Deaths outpaced births for the first time by 2,500
 - International migration fell to the lowest levels in a decade
 - The vast majority of Arkansas population growth in 2021 was attributed to domestic migration of people moving to Arkansas from other states

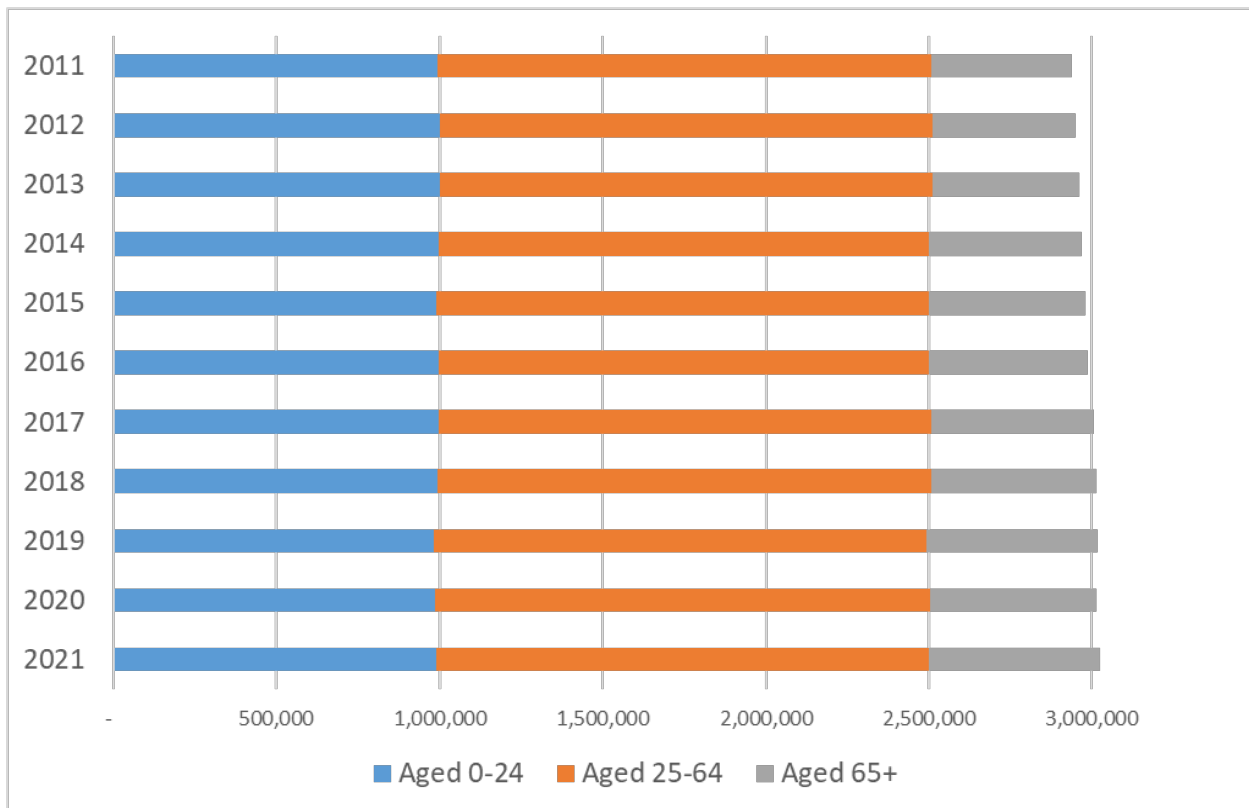


Source: U.S. Census Bureau, Population Division



- In 2021, the largest percentage of domestic migration was in the 18-24 age group, indicating that much of the migration is due to people moving to Arkansas to attend college
- In addition to components of change, there have also been demographic population changes in the last decade
 - Between 2011 and 2021, Arkansas' total population increased 87,912
 - Between 2011 and 2021, Arkansas population aged 0-24 declined 4,909
 - Between 2011 and 2021, Arkansas' population aged 25-64 declined 3,387
 - Between 2011 and 2021, Arkansas' population aged 65+ increased 96,208

State of Arkansas
 Total Population by Age Cohort
 Census Population Data: 2011- 2021



* * * * *

Skills Gap in the Workforce

While there are currently twice as many job openings than unemployed Arkansans looking for work, there is also a disconnect between the types of jobs available and the skills/education possessed by those looking for work. This is known as the ‘Skills Gap’. The data below shows the disconnect between job openings and the number of people skilled for those jobs, based on required education level for the jobs.

State of Arkansas
Gap Between Workers and Demand (2021-2023)
No Formal Education

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Fast Food and Counter Workers	-7,768
Laborers and Freight, Stock, and Material Movers, Hand	-6,254
Cashiers	-5,372
Waiters and Waitresses	-3,475
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	-3,121
Industrial Truck and Tractor Operators	-2,693
Cleaners of Vehicles and Equipment	-1,782
Packers and Packagers, Hand	-1,610
Cooks, Restaurant	-1,470
Maids and Housekeeping Cleaners	-1,263
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	-1,204
Meat, Poultry, and Fish Cutters and Trimmers	-1,122
Farmworkers, Farm, Ranch, and Aquacultural Animals	-1,050
Food Preparation Workers	-950
Cooks, Institution and Cafeteria	-863
Landscaping and Groundskeeping Workers	-825
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	-776
Construction Laborers	-751
Refuse and Recyclable Material Collectors	-680
Counter and Rental Clerks	-585
Dishwashers	-503
Cooks, Fast Food	-498
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	-451
Machine Feeders and Offbearers	-428
Dining Room and Cafeteria Attendants and Bartender Helpers	-352
Bartenders	-330
Food Processing Workers, All Other	-316

State of Arkansas
 Gap Between Workers and Demand (2021-2023)
 High School Diploma/Equivalency

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Farmers, Ranchers, and Other Agricultural Managers	-3,974
Stockers and Order Fillers	-3,791
Office Clerks, General	-2,592
Helpers--Production Workers	-1,477
Insurance Sales Agents	-1,392
First-Line Supervisors of Food Preparation and Serving Workers	-1,320
Light Truck or Delivery Services Drivers	-902
Receptionists and Information Clerks	-796
Healthcare Support Workers, All Other	-778
Security Guards	-759
Inspectors, Testers, Sorters, Samplers, and Weighers	-709
Sales Representatives of Services, Except Advertising, Insurance, Financia..	-669
Electricians	-604
Childcare Workers	-599
First-Line Supervisors of Production and Operating Workers	-593
Insurance Claims and Policy Processing Clerks	-572
Shipping, Receiving, and Traffic Clerks	-540
Packaging and Filling Machine Operators and Tenders	-496
Production Workers, All Other	-405
Nonfarm Animal Caretakers	-376
Operating Engineers and Other Construction Equipment Operators	-369
Industrial Machinery Mechanics	-353
Highway Maintenance Workers	-340
Production, Planning, and Expediting Clerks	-317
Carpenters	-316

State of Arkansas
 Gap Between Workers and Demand (2021-2023)
 Some College, No Degree

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Bookkeeping, Accounting, and Auditing Clerks	-711

State of Arkansas
 Gap Between Workers and Demand (2021-2023)
 Post-Secondary Training/Certificate

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Heavy and Tractor-Trailer Truck Drivers	-4,528
Health Information Technologists, Surgical Assistants	-524

State of Arkansas
 Gap Between Workers and Demand (2021-2023)
 Bachelor's Degree

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Clergy	-886
Substitute Teachers, Short Term	-602
Education, Training, and Library Workers, All Other	-349
Training and Development Specialists	-311

- Short Term (2021-2023) Projections on Skills-Gaps indicates that there will be a greater shortage of workers for jobs that require little to no educational training
- These jobs tend to be filled by younger workers, which Arkansas has a lower number of compared to 10 years ago
- This is a trend that is expected to continue

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

February 21, 2023

ACTION ITEM 7 – INFORMATIONAL: Assistance to Areas with High Concentrations of Eligible Youth

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the additional assistance to areas of high concentrations of eligible youth and to make allocations based on the previously approved allocation methodology.

INFORMATION/RATIONALE: Under Section 129(b)(F) of the Workforce Innovation and Opportunity Act, statewide funds are required to be used to provide additional assistance to local areas that have high concentrations of eligible youth.

The recommended allocation methodology will both define which areas are considered “high concentration” and provide a method for allocating funds budgeted for this activity to those areas based on their respective percentage of estimated eligible youth and their barrier to participant count within the Youth program for the previous year.



Hugh McDonald
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.
DIRECTOR
DIVISION OF WORKFORCE SERVICES

DIVISION OF WORKFORCE SERVICES ISSUANCE NUMBER PY23-

Date: January 31, 2023

From: Charisse Childers, Ph.D., Director

To: Local Workforce Development Board Directors

Subject: Funding Allocation Methodology for WIOA High Concentration of Eligible Youth

- I. **Purpose:** To award funding for assistance to the Local Workforce Development Boards (LWDB) for “Eligible Youth” found in the WIOA law, Title 1, section 129. Eligible Youth are defined as individuals 16-24 years of age, who are considered low-income persons, and who have one or more of the following risk factors:
 - A. Deficient in basic literacy skills;
 - B. A school dropout;
 - C. Within the age of compulsory attendance, but has not attended school for at least the most recent complete school year calendar quarter;
 - D. Homeless, a runaway, or foster child;
 - E. Pregnant, or a parent;
 - F. An offender;
 - G. An individual who requires additional assistance to complete an educational program, or secure and hold employment.
- II. **General Information:** It is the Division of Workforce Services’ intent to categorize and prioritize risk factors that can be documented with reliable data from the following: 2020 Census; Arkansas Department of Education; Arkansas Department of Human Services; Arkansas Crime Information Center; and the Arkansas Department of Health.

Part 1: ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding

- A. Count the individuals for each county in each of the categories we have available data.
- B. Group the State's 75 counties into Local Workforce Development Areas (LWDA) and add the total number for each county in the LWDA to determine the total number in each LWDA. Some

individuals will fit more than one category, but that will serve to weight more heavily areas that have more individuals with multiple eligibility factors.

- C. (In all category calculations for the City of Little Rock LWDA and Central LWDA, a percentage of Pulaski County totals are used.) (Percentage used for the City of Little Rock LWDA is City of Little Population divided by Total Pulaski County Population).
- D. Divide the LWDA's weighted number of "Eligible Youth" by the LWDA's total population to determine what weighted percentage of the LWDA's population consists of Eligible Youth.
- E. We propose any area that has a weighted percentage of Eligible Youth, as compared to its overall population, that is equal to or greater than *22.48% will be deemed as having a "High Concentration of Eligible Youth" for purposes of the funding formula.
- F. Thus, each LWDA that has a weighted percentage of Eligible Youth equal to *22.48% or more will share in the funds. This is based on a formula of Total Eligible Youth divided by the total dollars available, and then uses that multiplier to determine each area's amount to be awarded.

%						\$ 200,000.00
50% Summary and Allocation						
Local Area	% of Est.d Eligible Youth	> or = 22.48%	Factor	Percentage		
Eastern	23.39%	23.39%	0.009143	28.58%	\$ 100,000.00	
Northwest	23.31%	23.31%	0.008351	26.11%	\$ 28,582.36	
Western	22.76%	22.76%	0.00288	9.00%	\$ 26,108.88	
Northeast	23.54%	23.54%	0.010663	33.34%	\$ 9,004.97	
Southwest	22.57%	22.57%	0.000949	2.97%	\$ 33,336.23	
West Central	22.42%				\$ 2,967.56	
Southeast	21.76%					
Central	21.64%					
Little Rock	19.58%					
North Central	20.89%					
Total			3.20%	100.00%	\$ 100,000.00	

Part 2: Funding Per LWDB based on "Average Barriers per Participant" calculation

- The Part Two funding factor is the "Average Barriers per Participant Calculation".
- WIOA focuses on serving individuals with barriers to employment and seeks to ensure access to quality services for these populations.
- The Average Barriers per Participant Calculation is obtained by dividing the total barriers served by the total participants. The higher the average, the more effective the services to this special population.
- In this calculation, the higher the percentage of Average Barriers per Participant, the higher the allocation percentage.

50% Summary and Allocation			
Local Area	Barrier/Participant	Percentage	\$ 100,000.00
Eastern	1.08	18.98%	\$ 18,978.85
Northwest	0.97	16.98%	\$ 16,984.26
Western	1.26	22.16%	\$ 22,162.14
Northeast	0.98	17.19%	\$ 17,195.00
Southwest	1.41	24.68%	\$ 24,679.76
West Central	0.00		
Southeast	0.00		
Central	0.00		
Little Rock	0.00		
North Central	0.00		
Total	5.71	100.00%	\$ 100,000.00

Total Funding based on \$200,000.00 available.

100% Summary and Allocation			
Local Area			\$ 200,000.00
Eastern			\$ 47,561.21
Northwest			\$ 43,093.13
Western			\$ 31,167.10
Northeast			\$ 50,531.23
Southwest			\$ 27,647.32
West Central			
Southeast			
Central			
Little Rock			
North Central			
Grand Total		100.00%	\$ 200,000.00

Note: All awarded funds must be expended by February 29, 2024.

III. **Action Required:** Questions regarding the allocation methodology or funding may be submitted to Eddie Thomas, ADWS EA Assistant Director, at eddie.thomas@arkansas.gov. Please copy Grants Managers, Shalon Bogard, at shalon.bogard@arkansas.gov and Doss Burgess, at Doss.Burgess@arkansas.gov on all correspondence.

IV. **Expiration Date:** February 29, 2024

V. **Attachments:**

- Detailed Project Description form
- Funding Allocation form

ARKANSAS DIVISION OF WORKFORCE SERVICES

Arkansas Workforce Development Board Meeting February 21, 2023

Funding Allocation Methodology for WIOA High Concentration of Eligible Youth



WIOA High Concentration of Eligible Youth

Purpose: To award funding for assistance to the Local Workforce Development Boards (LWDB) for “Eligible Youth” found in the WIOA law, Title 1, section 129.

Eligible Youth are defined as individuals 16-24 years of age, who are considered low-income persons, and who have one or more of the following risk factors:

Eligible Youth have one or more of the following risk factors

- **Deficient in basic literacy skills**
- **A school dropout**
- **Within the age of compulsory attendance, but has not attended school for at least the most recent complete school year calendar quarter**
- **Homeless, a runaway, or foster child**



WIOA High Concentration of Eligible Youth General Information

General Information: It is the Division of Workforce Services' intent to categorize and prioritize risk factors that can be documented with reliable data from the following:

- **2020 Census**
- **Arkansas Department of Education**
- **Arkansas Department of Human Services**
- **Arkansas Crime Information Center**
- **Arkansas Department of Health**



ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part One

Count the individuals for each county in each of the categories we have available data

Group the State's 75 counties into Local Workforce Development Areas (LWDA)

Add the total number for each county in the LWDA to determine the total number in each LWDA

ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part One continued

There will be individuals that fit more than one category, but that will serve to weigh more heavily areas that have more individuals with multiple eligibility factors

In all category calculations for the City of Little Rock LWDA and Central LWDA, a percentage of Pulaski County totals are used

The percentage used for the City of Little Rock LWDA is the City of Little Population divided by the Total Pulaski County Population



ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part One continued

Divide the LWDA's weighted number of "Eligible Youth" by the LWDA's total population to determine what weighted percentage of the LWDA's population consists of Eligible Youth

We propose any area that has a weighted percentage of Eligible Youth, as compared to its overall population, that is equal to or greater than *22.48% will be deemed as having a "High Concentration of Eligible Youth" for purposes of the funding formula.

ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part One continued

Each **LWDA** that has a weighted percentage of Eligible Youth equal to *22.48% or more will be eligible for this funding award

This is based on a formula of Total Eligible Youth divided by the total dollars available, and then uses that multiplier to determine each districts amount to be awarded

ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part Two

- The Part Two funding factor is the “Average Barriers per Participant Calculation”.
- WIOA focuses on serving individuals with barriers to employment and seeks to ensure access to quality services for these populations.

ADWS Methodology to Define WIOA High Concentration of Eligible Youth for Additional Funding - Part Two

- The Average Barriers per Participant Calculation is obtained by dividing the total barriers served by the total participants. The higher the average, the more effective the services to this special population.
- In this calculation, the higher the percentage of Average Barriers per Participant, the higher the allocation percentage.

ADWS HCY – Summary and Allocations Part 1 and Part 2

<u>%</u>						\$ 200,000.00
<u>50%</u> Summary and Allocation						
Local Area	% of Est.d Eligible Youth	> or = 22.48%	Factor	Percentage		\$ 100,000.00
Eastern	23.39%	23.39%	0.009143	28.58%		\$ 28,582.36
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<u>50%</u> Summary and Allocation					
Local Area	Barrier/Participant		Percentage		\$ 100,000.00
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Southwest	1.41		24.68%		\$ 24,679.76
West Central	0.00				
Southeast	0.00				
Central	0.00				
Little Rock	0.00				
North Central	0.00				
Total	5.71		100.00%		\$ 100,000.00



Total Allocations per Local Area based on total funds of \$200,000.00

<u>100%</u> Summary and Allocation		
Local Area		\$ 200,000.00
Eastern		\$ 47,561.21
Northwest		\$ 43,093.13
Western		\$ 31,167.10
Northeast		\$ 50,531.23
Southwest		\$ 27,647.32
West Central		
Southeast		
Central		
Little Rock		
North Central		
Grand Total	100.00%	\$ 200,000.00



Funding Deadlines and Restrictions

- HCY Awards Period of Performance March 1, 2023, through February 29, 2024
- All funds will be awarded by March 1, 2023, and must be expended by February 29, 2024
- All expenditures must be in compliance with Uniform Guidance 2 CFR 200
- Financial reports are due NLT the 15th of each month
- Performance reports are due quarterly NLT the 15th of the monthly following the end of each quarter



Funding Allocation Methodology for WIOA High Concentration of Eligible Youth

Questions?



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

February 21, 2023

AGENDA ITEM 8 – INFORMATION: WIOA Core Partners Updates

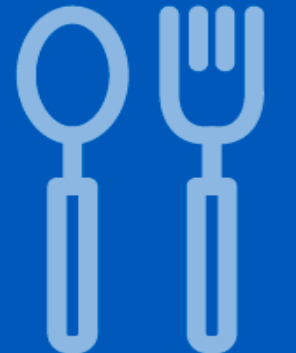
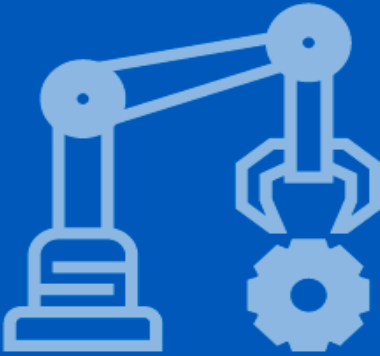
INFORMATION/RATIONALE: Each core partner will have a standing place on each agenda to provide updates as they feel necessary. These updates will provide the members of this Board a better understanding of the programs and their clients they serve.

The Workforce Innovation and Opportunity Act (WIOA) has five titles; however, title V are general provisions legislation. The four titles on the agenda are outlined below.

- **Title I**—Workforce Development Activities: authorizes job training and related services to unemployed or underemployed individuals and establishes the governance and performance accountability system for WIOA;
- **Title II**—Adult Education and Literacy: authorizes education services to assist adults in improving their basic skills, completing secondary education, and transitioning to postsecondary education;
- **Title III**—Amendments to the Wagner-Peyser Act: amends the Wagner-Peyser Act of 1933 to integrate the U.S. Employment Service (ES) into the One-Stop system authorized by WIOA;
- **Title IV**—Amendments to the Rehabilitation Act of 1973: authorizes employment-related vocational rehabilitation services to individuals with disabilities, to integrate vocational rehabilitation into the One-Stop system



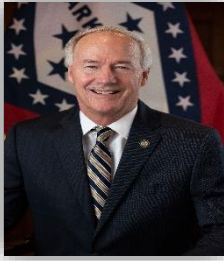
ARKANSAS



Arkansas Division of
Workforce Services

Workforce Innovation & Opportunity Act (WIOA)
Title I & Title III
Annual Statewide Performance Report Narrative
Program Year 2021

Executive Summary



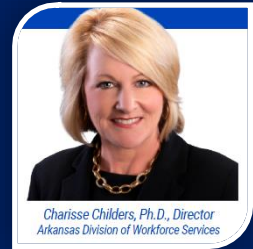
Arkansas continues to support the Governor's belief that our State's workforce development system must be built on three core principles:

- That education and skills attainment are the foundation to a strong and resilient workforce;
- That an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and
- That innovation is critical to a dynamic and effective workforce system.

To support these principles, in January 2021, Arkansas Governor Asa Hutchinson unveiled a new cornerstone to achieving the goal of assisting Arkansans in acquiring and retaining good-paying jobs to support themselves and their families.

To further advance these beliefs and principles, the Arkansas Division of Workforce Services reestablished a set of overarching goals that guide the agency and workforce development system as a whole:

- Align the State's Workforce System of Employers and JobSeekers
- Enhance WIOA Program Partnerships
- Grow and Enhance the available workforce
- Provide Effective and Responsive Services
- Improve Efficiencies
- Improve Training and Communications (*internal and external*)



In order to achieve these goals, the following strategies were implemented and will be monitored regularly to measure progress:

Strategies to Reach Goals for 2022

1. Evaluate all program policies and provide training and revision as needed.
2. Evaluate organizational structure and positions within each division while constantly assessing ways to streamline operations and utilize existing resources.
3. Initiate engagement in formal leadership training for growth in career path.
4. Ensure programs are meeting state and federal performance benchmarks.
5. Continue to push system and program processes to gain efficiencies, i.e. UI modernization, Grant management, Cost allocation, Financial management/reporting, Case management.
6. Facilitate successful achievement of the goals of supplementary federal grants and initiatives to ADWS programs.

Structured as a division under the umbrella of the Arkansas Department of Commerce, ADWS understands that workforce must align with economic development and education to achieve its goals.



MIKE PRESTON
Secretary of Commerce
AEDC Executive Director

The past two years have brought unprecedented challenges for Arkansas’ businesses and workers, but our economy remains healthy and vibrant. Because of our resiliency, we kept our economy open and were recognized as second in the country for “states with the most pandemic-proof small businesses” by WalletHub. Arkansas is also one of the first ten states in the nation to recover all jobs that were lost because of the pandemic.

In 2021, the Arkansas Economic Development Commission (AEDC), along with various workforce partners, worked with companies to bring new jobs to communities in every corner of the state—communities like Rogers, Hope, Blytheville, and El Dorado. In the past year alone, AEDC worked with 29 companies to create a projected 4,286 announced jobs with an average hourly wage of \$23.04 and a total projected investment of \$1,612,506,661. In addition, our Manufacturing Solutions team did significant training and consulting with clients that led to 2,202 created and retained jobs, \$596 million in retained sales, \$66 million in new investment, \$13 million in cost savings, and \$53 million in new sales.

Arkansans has a history of a diverse and thriving economy and 2021 was no different. With strong partnerships and a will to improve our quality of life, Arkansas continues its momentum of growth.”

The Division of Workforce Services worked closely with its partners, adapting initiatives to meet new challenges. The biggest barrier to increasing employment in Arkansas remains its shortage of skilled workers. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind. Additionally, the following list has been identified as challenges for the state:

- Arkansas has an aging workforce and the younger generation is not skilled to replace retiring workers.
- Regional disparities in workforce and industries make it difficult to recruit new industries in some areas.
- Misalignment of services and programs could threaten enhanced service delivery and integrity of the talent development system.
- Duplication of efforts and programs reduces the efficiency of already stagnant or declining budgets.
- Systemic education issues exist in secondary and higher education.
- Budgets for workforce development programs are stagnant or declining due to a lack of funding from federal sources.
- Coordination at the state level for implementation of WIOA is strong; however, this level of collaboration and coordination is labor intensive and often takes team members away from oversight and leadership responsibilities. Maintaining the current level of collaboration is critical to success.

However, Arkansas has renewed our commitment to meet these challenges head-on, putting a heightened focus on job training and skill development to improve outcomes for all workers and meet the needs of employers statewide. Even in the midst of an incredibly turbulent past three years, we believe that our efforts are yielding positive results.

The Division of Workforce Services remains confident that with its emphasis on making data-driven decisions and helping workers find training opportunities to skill up, we are one step closer to improving the careers, opportunities, and lives of all Arkansans.

Table of Contents

I. INTRODUCTION	4
A. Overview of Arkansas' Workforce Development System	4
B. The Arkansas Department of Commerce	6
C. Division of Workforce Services	4
D. State Board	4
E. WIOA Titles I – IV Program Descriptions	5
F. Arkansas Workforce Centers	7
G. Impact of COVID-19.....	8
H. Arkansas Virtual Job Fairs	8
I. Safely and Responsibly Opening Arkansas Workforce Centers	9
II. ARKANSAS LABOR MARKET	9
III. WAIVERS	10
IV. EVALUATIONS	11
V. CUSTOMER SATISFACTION	12
VI. WORKFORCE DATA QUALITY INITIATIVE.....	12
VII. ACTIVITIES PROVIDED BY STATEWIDE FUNDS	13
VIII. NATIONAL DISLOCATED WORKER GRANTS	13
IX. SUCCESS STORIES	14
X. ADDITIONAL PROGRAMS	19
A. WIOA Title II – Adult Education	19
B. WIOA Title IV – Arkansas Rehabilitation Services (ARS)	19
C. Division of Services for the Blind (DSB)	20
D. Rapid Response/Layoff Aversion	21
E. Shared Work Unemployment Compensation Program	21
F. Career Readiness Certificates (CRC)	22
G. Work Opportunity Tax Credit (WOTC)	22
XI. EFFECTIVENESS IN SERVING EMPLOYERS	24
XII. STATE'S PERFORMANCE ACCOUNTABILITY SYSTEM	26
A. Common Exit Policy	26

B. Data Validation	26
C. Performance Table Narratives	26
XIII. WIOA TITLE I & III PERFORMANCE	28
XIV. ORGANIZATIONAL CHART	30
XV. APPENDIX	32
Title II Adult Education PY20-21 Performance	32
2020-21 Performance	33
Title II Measurable Skill Gains	33
Title II Measurable Skill Gains by Barriers to Employment	34
Title II Follow-up Measures	35
Title II 2019-20 Table 4.....	36
Title IV Total Performance Measures	37

I. Introduction

A. Overview of Arkansas’ Workforce Development System

The workforce system in Arkansas is a network of state, regional, and local agencies and organizations that provide many employment, education, training, and related services and supports. The workforce system includes services for the public and people with barriers to employment, including veterans, individuals with disabilities, dislocated workers, adults, and youth.

At the heart of the public workforce system, these Arkansas Workforce Centers are made up of one-stop career centers, affiliate, and connection sites. Arkansas Workforce Centers are the primary access point to qualified workers, as well as to a multitude of resources for businesses and job seekers. These Centers serve thousands of individuals who are seeking employment, changing jobs, reentering the workforce, or learning new skills. This makes them the ideal venue for workforce solutions for job seekers and businesses alike.

At our Workforce Centers throughout the state, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance, and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion, and employee retention.

Vision

Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas’s economy competitive in the global marketplace.

Mission

To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity. **Arkansas's Talent**

Development System Philosophy

- We believe that there must be a pipeline of skilled workers for employers and a job for every Arkansan that wants one.
- We believe that the talent development system of Arkansas must be relevant to the labor market in order to meet the needs of employers and jobseekers, and for Arkansas to compete globally.
- We believe that every Arkansan should have opportunity and access to training and education that leads to a career with gainful employment.
- We believe innovation and partnerships centered on local economic priorities maximizes effectiveness and puts the State in the best position to address local and regional workforce needs.
- We believe Arkansas's workforce system should be a viable resource for business and industry.
- We believe that in order for the talent development system to be the preferred system, the system must be accountable, flexible, and align education and training with business and industry needs.
- We believe that in order for the talent development system to be effective, we must eliminate overlap and duplication of resources and services and streamline investment of funds.

Vision for the Arkansas Workforce Development Delivery System

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

The Arkansas Workforce Development Board adopted a vision for the Arkansas Workforce Development Delivery System at their regular quarterly meeting in October 2015. This vision provides standards for a high quality workforce center including customer service, innovation and service design, and systems integration and high-quality staffing.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused workforce delivery system that integrates service delivery across all programs and enhances access to the programs' services. The workforce delivery system includes six core programs (Title I adult, dislocated worker, and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program), as well as other required and optional partners identified in WIOA. In Arkansas, these programs are administered by the Arkansas Division of

Workforce Services (Titles I, II, III) and the Rehabilitation Services portion of Title IV. The Division of Services for the Blind administers the remaining portion of Title IV. Through the Arkansas Workforce Center network, these partner programs and their service providers ensure that businesses and job seekers—a shared client base across the multiple programs identified above— have access to information and services that lead to positive employment outcomes. Under WIOA, workforce centers and their partners:

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

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

B. The Arkansas Department of Commerce

The Arkansas Department of Commerce is the umbrella department for workforce and economic development drivers. Its divisions and regulatory boards include Division of Aeronautics, Waterways Commission, Wine Producers Council, Division of Workforce Services, Office of Skills Development, State Bank Department, Insurance Department, Securities Department, Economic Development Commission and Development Finance Authority. It was established July 2019 as part of Governor Asa Hutchinson’s wide-sweeping efficiency and transformation efforts to reduce 42 cabinet agencies to 15 while maintaining services for all Arkansans.

C. Division of Workforce Services

Under the Arkansas Department of Commerce’s umbrella, the Workforce Innovation and Opportunity Act (WIOA) core programs are found. The consolidation of the WIOA Titles I – IV programs, under the Division of Workforce Services ensures coordination among all the WIOA core partner programs.

The major evidence of our enhanced coordination is the activities of the WIOA Roundtable. The WIOA Roundtable is the leadership group of the State’s workforce system and includes members from the Division of Workforce Services, Division of Services for the Blind, Rehabilitation Services, and Adult Education Section.

The WIOA Roundtable meets regularly and hosts bi-annual statewide WIOA Partners Meetings. The attendees of these statewide meetings include representatives of core, noncore, and ancillary workforce system partners. The agendas are developed jointly and provide an opportunity to share specific program information via plenary sessions as well as break-out sessions that provided opportunities to share ideas, best practices, and service delivery strategies.

The WIOA Roundtable Partners are committed to:

- Meeting regularly to discuss and develop ideas and strategies designed to improve the state's workforce development system
- Developing common messaging across programs
- Sharing and integrating learning across programs via bi-annual conferences and meetings as well as promoting quarterly partner meetings in all regions of the state
- Identifying opportunities to share and leverage resources to maximize efficiency and effectiveness (co-location, shared case management information, coordinated business outreach)
- Working through partnerships to balance the needs and the assets of job seekers and employers in the public and private sectors
- Creating a data-driven environment resulting in integrated strategies that are higher quality and strengthen life-long education, training, and work-based learning experiences

Despite the onset of the COVID pandemic, the WIOA Roundtable continued the tradition of hosting a Spring and Fall WIOA Partners Meeting. These meetings were conducted virtually and attended by approximately 300 state and local workforce development system stakeholders.

These WIOA Partners Meetings included individual program information as well as strategic partnership development sessions. The intent of these virtual meetings was for staff to learn ways to enhance their ability to provide seamless and integrated services.

D. State Board

The Arkansas Workforce Development Board (State Board) has worked with the Division of Workforce Services and other state agency initiatives to engage employers, education providers, economic development officials, and other stakeholders to help Arkansas' public workforce system achieve the purpose of WIOA and the State's strategic and operational vision and goals.

During the program year, the State Board re-emphasized efforts to engage with Local Workforce Development Boards (LWDBs) through Local Board, Local Chief Elected Official and Local Board Director training. This training included a focus upon governance and provided opportunities for strategy development and forward-thinking initiatives. These efforts supported the State Board's renewed attention on aligning a more effective job-driven workforce development system that emphasizes worker skill development and getting more Arkansans in the workforce.

E. Arkansas Workforce Centers

The Arkansas Workforce Centers are at the forefront of the workforce activities and represent Arkansas's version of the American Jobs Center. There are 27 workforce centers spread across the state providing access to many Arkansans. In addition to these locations, Arkansas has six mobile workforce center units that travel the state and provide service locations in rural parts of the State.

They are designed to provide universal access to an integrated array of services so that workers, job seekers, and businesses can find the services they need in one stop, and frequently under one roof. All Arkansas Workforce Centers offer a consistent line of resources for employers and job seekers. However, the full menu of services may vary from center to center, as each site can tailor the additional services it offers to meet the specific needs of employers and job seekers in their community.

At the Arkansas Workforce Centers, customers receive services on three levels:

- Self-service in the resource rooms
- Staff-assisted Intensive services and career counseling
- Training, skill-building, and supportive services for those who qualify

Customers can search and apply for jobs online in the AWC resource rooms. These rooms are equipped with computer stations, Internet, printers, copiers, fax machines, phones, and staff to assist as needed. With an Arkansas JobLink account, job seekers can search for employment opportunities, apply for jobs, and post their resume, skills, and other credentials to a profile viewable by employers.

The Arkansas Workforce Centers are overseen at the state level by the ADWS and partnerships are coordinated locally led by each of the local workforce development boards. Local boards are comprised of local businesses, labor, partner agencies, and other key stakeholders to create a diverse and functional group. The boards, in alignment with the States' vision, provide front line strategic implementation for state-wide initiatives in addition to their locally-determined priorities. State initiatives include sector strategies, career pathway development, and delivery of standardized business services. Local priorities include layoff aversion, specific career pathway development, youth programs, targeted sector partnerships, work-based learning, and others.

Local boards are tasked with procuring a one-stop operator for the daily operation of their perspective center(s) in accordance with WIOA 121(d). These boards carry out workforce activities by partnering locally through Memorandums of Understanding (MOU) to implement core, non-core, and other partner programs. Arkansas Workforce Centers are fully integrated with WIOA, Wagner-Peyser, Jobs for Veterans State Grant (JVSG), Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Unemployment Insurance (UI), Adult Education and Family Literacy, Vocational Rehabilitation. Local partnerships and integration also exist in many areas with Supplemental Nutrition Assistance Program (SNAP) Employment and Training Programs and others.

With this foundation for service integration, Arkansas Workforce Centers operate under the “no wrong door” philosophy, while local areas have developed their own customer flow strategies that are unique to their areas. Typical customers entering the center are engaged by an intake process that is designed to identify the needs of the individual by gathering information and then utilizing the appropriate resources for those needs. In some cases, the resources are initiated by a referral to a partner program. Customers are given solutions and next steps to their questions, barriers, and issues by connecting directly with the appropriate workforce system partner as part of this philosophy.

II. ARKANSAS LABOR MARKET

The [2022 Arkansas Labor Market and Economic Report](#) is produced by the Occupational/Career Information unit of the Labor Market Information section to provide relevant information about the economy and workforce in Arkansas and the 10 Workforce Development Areas. The primary focus of this report includes the years 2017 to 2021, with some information covering shorter periods due to

accessibility of data. Projection information for industry and occupational trends covers the years 2021 to 2023.

Arkansas grew in population in 2021 by 14,349 from 2020 and added a total of 22,894 new residents from 2017 to 2021. Of Arkansas's 10 Local Workforce Development Areas (LWDAs), Northwest Arkansas saw the largest increase in population, adding 15,316 in 2021. The Little Rock, Eastern, Southeast, and Southwest Arkansas LWDAs saw decreasing populations in 2021. Between 2020 and 2021 the state's labor force decreased by 21,676, but employment increased by 6,640. Labor force and employment varied across the LWDAs. The state's unemployment rate dropped to 4.0 percent in 2021, an increase of three tenths of a percentage point since 2017. The unemployment remained relatively steady in 2022, ending the month of July at 3.3 percent. The unemployment rate fluctuated across all LWDAs in 2022 and through July 2022. Short-term employment projections for 2021 to 2023 showed an increase in the Arkansas job market with a gain of 29,811 jobs, equivalent to a 2.13 percent growth in employment. Goods-Producing industries are estimated to see a net gain of 5,180 jobs, while the Services-Providing industries are forecast to increase employment by 24,721. Arkansas' self-employed ranks are estimated to experience a net loss of 90, a decrease of 0.09 percent.

Jobs requiring a high school diploma or equivalent are estimated to add more jobs than any other education level with 11,099 jobs between 2021 and 2023. Occupations requiring a bachelor's degree are expected to grow by 7,511. Arkansas' per capita personal income increased over the 2017-2021 period to \$51,148; however, the state's per capita personal income in 2021 remained below the United States' per capita personal income of \$63,444. More than a million Arkansas workers earned at least \$12 or more an hour in 2021, with the mean annual wage for all employer sizes estimated at \$46,488. Of the six states surrounding Arkansas, only Mississippi had a lower overall average hourly and average annual wage for all occupations. Of the surrounding states, Texas had the highest average annual wage.

III. WAIVERS

Arkansas operated under two waivers during PY'21, both of which ended on June 30, 2022.

Waiver: The State is requesting a waiver of WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720(b) in order to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees.

ETA Response: The Department approves the State's waiver request through June 30, 2022, for the WIOA Title I Adult, Dislocated Worker, and Youth formula funds. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Arkansas to implement its plan to improve the workforce development system. Existing statutory authority permits the State and its local workforce areas to increase the reimbursement rate for OJT contracts up to 75 percent. The State may also reimburse up to 90 percent for OJT for businesses with 50 or fewer employees. ETA expects the utilization of OJT to increase in the State as a result of this waiver.

Waiver: Waiver to allow flexibility in the use of funds reserved by the Governor to provide statewide rapid response activities under WIOA Section 134(a)(2)(A) to also provide statewide employment and training activities under WIOA Section 134(a)(2)(B) and WIOA Section 134(a)(3), including disaster-relief employment to affected areas.

ETA Response: ETA approves, through June 30, 2022, the State’s request to use statewide funds for disaster-relief employment, as described in WIOA 170(d) and 20 CFR 687.100(b). ETA reviewed the State’s waiver request and plan and has determined that the requirements requested to be waived impede the ability of Arkansas to implement its plan to improve the workforce development system. Therefore, ETA approves this waiver under the following conditions:

- The Governor, or any federal agency, declares an emergency in the local area (or areas) where the state wishes to use statewide funds for the purpose of public service employment;
- WIOA-funded public service employment opportunities are short-term in nature;
- WIOA-funded public service employment opportunities increase the likelihood of participants entering unsubsidized employment; and
- The state collects and tracks use of funds under this waiver and complies with all WIOA-required performance and fiscal reporting.

In PY’21 the waivers were not utilized by the state or local areas. Technical assistance was provided by the Department of Labor to the State and by the State to Local Areas. Arkansas did not submit waiver requests as part of its PY’ 22-23 WIOA state plan modification.

IV. EVALUATIONS & RESEARCH PROJECTS

A. Workforce Data Quality Initiative

On June 23, 2021, the U.S. Department of Labor awarded Arkansas a [Workforce Data Quality Initiative](#) (WDQI) round 8 grant in the amount of \$2,510,575. This grant is designed to improve the delivery of training and employment services and to measure their effectiveness by supporting the development and expansion of workforce longitudinal databases and enhance their ability to share performance data with stakeholders.

Arkansas’ objective is to expand and enhance the longitudinal data systems around the needs of two complementary strategies for promoting continuous learning and improvement in workforce and education. The first strategy is to help state leaders and service providers continuously improve programs and services and align resources to the evolving needs of citizens to deliver better workforce and education outcomes.

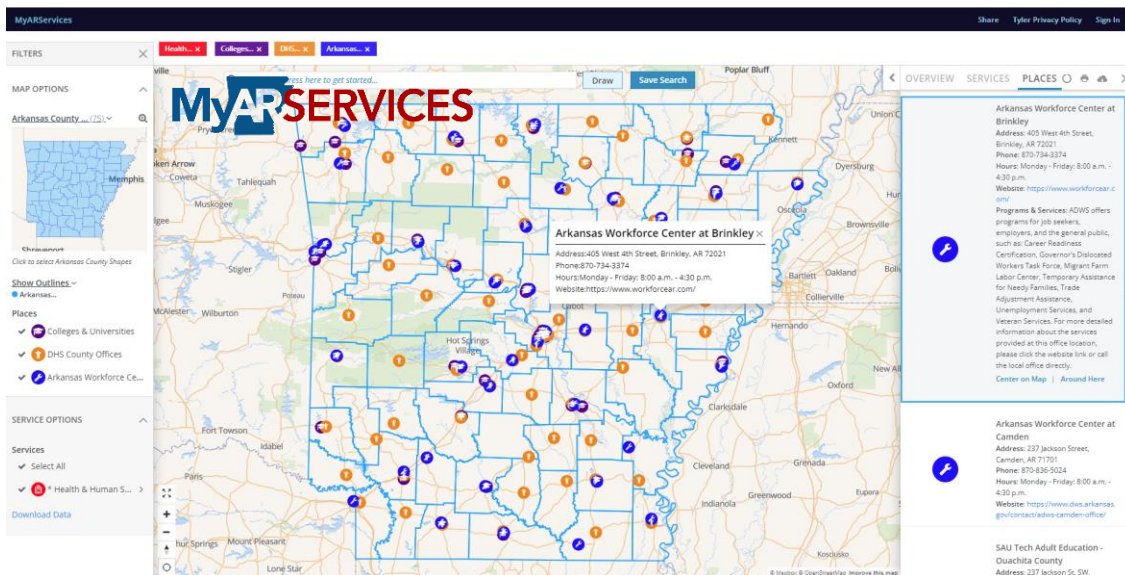
The second strategy is to facilitate continuous learning and collaboration through shared standards and governance, analytic capacity building, coordinated research and data products, and interagency, interstate, and cross-sector collaboration to support improved policy outcomes and an engaged community of practice.

Asset Mapping

The Arkansas WDQI team surveyed and studied asset mapping approaches from Oklahoma, Florida, Pennsylvania, and Northern California as well as asset mapping resources from DOL ETA, DePaul University, WorkforceGPS, the U.S. Department of Education, AmeriCorps, and others.

Based on best practices and alignment with Arkansas needs, a scalable asset map framework was developed to support stewardship of services provided by organization and service location. In alignment with WDQI programs of interest, it is currently populated with information related to all Arkansas Workforce Centers (American Job Centers), postsecondary institutions, and Department of Human

Services offices in Arkansas, which covers all WIOA, SNAP, and TANF service delivery and will continue to expand.



Expansion of the Workforce Longitudinal Data System

Workforce Innovation and Opportunity Act (WIOA)

The workforce longitudinal database has been expanded with quarterly data on WIOA participation, performance, and outcomes. A relational database model was designed to facilitate the combined storage and analysis of longitudinal data from across all WIOA programs and periods. This model consists of a single denormalized table in the Participant Individual Record Layout (PIRL) 2021 format for multistate interoperability and a normalized data warehouse model for performant analysis and expansion with additional longitudinal attributes. This longitudinal match is bringing efficiency to the process of generating and validating eligible training provider performance outcomes data and enhancing workforce data quality.

Temporary Assistance for Needy Families (TANF)

A memorandum of understanding was executed for incorporation of TANF data into the longitudinal database and for a joint evaluation and research study conducted by staff from the Arkansas Division of Workforce Services (DWS), the Arkansas Division of Information Systems (ARData), and the Kentucky Center for Statistics (KYStats).

To accomplish this, a relational database model using the [Chapin Hall TANF data model](#) from [TANF Data Collaborative](#) for multistate interoperability was designed to facilitate the incorporation of TANF program data into the longitudinal data system.

Supplemental Nutrition Assistance Program (SNAP)

A data sharing agreement was signed for incorporation of SNAP data into the longitudinal database, and the first cohort of SNAP participants was integrated into the SLDS. Using a model based on the [USDA Gold Standard](#) record layout used in the SNAP Longitudinal Data Project for multistate interoperability, a relational database model was designed to facilitate the incorporation of SNAP program data into the longitudinal data system.

Registered Apprenticeships Programs (RAPs) / Work-Based Learning (WBL)

The longitudinal database was expanded with data on Registered Apprenticeship programs. Based on the RAPIDS layout for multistate interoperability, a relational database model was designed to facilitate the storage and analysis of registered apprenticeship data.

Data Integration, Data Analysis, and Research & Evaluation

Use of SWIS for Multistate Eligible Training Provider and Perkins V Outcomes

To expand outcomes reporting coverage beyond Arkansas for allowable purposes under the SWIS agreement, members of the WDQI team were added to the State Wage Interchange System (SWIS). We have also begun the process of getting the ARData Team in the Division of Information Systems named as an Access PACIA for record linkage, performance accountability, and consumer information purposes. Since evaluation and research are not currently allowable uses under SWIS, multistate evaluation and research activities are currently facilitated via the [Administrative Data Research Facility](#).

Eligible Training Provider Reporting

Of particular focus in PY21-22 was leveraging the longitudinal database to support outcomes reporting for non-WIOA program participants as part of the “All Individuals” measures on the ETA-9171 report. TEGL 3-18 encourages states to develop methods to reduce the burden on eligible training providers (ETPs) to meet this requirement, such as exploring the possibility of conducting wage matches on behalf of the ETP.

Arkansas is taking a two-pronged approach to the use of longitudinal administrative data to support ETPs in ETA-9171 reporting for non-WIOA program participants. For higher education programs on the eligible training provider list (ETPL), postsecondary enrollment longitudinal data is used to identify all individuals, exits, and completions. Longitudinal outcomes data on employment, earnings, and credential attainment are then used to calculate the required measures on the ETA 9171. For non-higher education programs, a standard template and secure transmission process have been developed for submitting cohorts of program participants. The longitudinal database is then used for calculating the ETA 9171 measures for the cohorts submitted.

Data quality analysis and improvement was performed on the Eligible Training Provider List (ETPL) to facilitate linkage to postsecondary enrollment and completion data for longitudinal outcomes reporting on all participants from ETPL programs.

Work-Based Learning (WBL) Applied Data Analytics Training Program

An [applied data analytics training program](#) focused on work-based learning was hosted by Arkansas starting in May 2022. In this program, five multistate and interagency teams comprised of 25 participants from Arkansas, Kentucky, Wisconsin, Missouri, and California learned and applied skills in longitudinal analysis on administrative data to conduct research and data product development in support of evidence-based policy and practice.

The learning agenda for this program was established through a design thinking workshop with the diverse Arkansas team from the [National Governor’s Association Policy Academy on Scaling Work-Based Learning](#) to identify key questions and products of value for scaling work-based learning.

The five class teams conducted research and published papers and products on topics including:

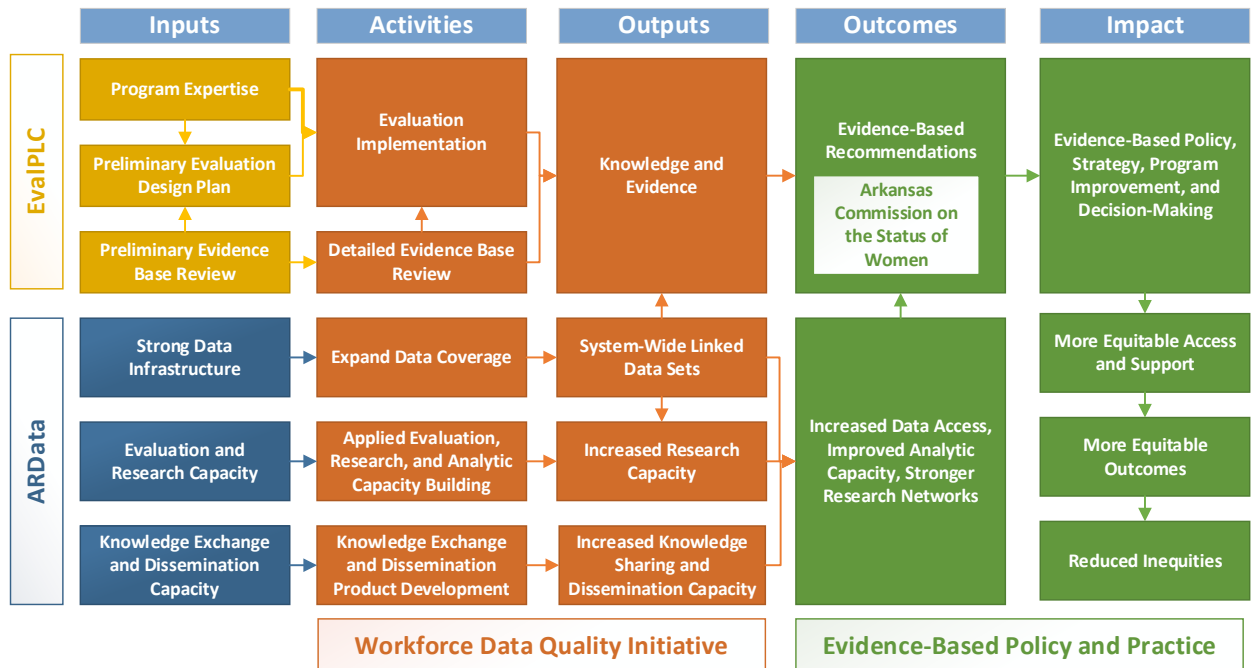
- Work-Based Learning: What is the Current Reality in Arkansas?
 - [Presentation](#)
 - [Report](#)
 - [Dashboard](#)
- From Trained to Retained: An Analysis of Retention Outcomes for RAP Completers
 - [Presentation](#)
 - [Report](#)
- Apprenticeship Experience of Justice-Involved Individuals in Arkansas: Barriers to Success
 - [Presentation](#)
 - [Report](#)
- Retention Trends within Arkansas' WBL-to-Workforce Pipeline
 - [Presentation](#)
 - [Report](#)
- Registered Apprenticeship Programs: Does Completion Matter?
 - [Presentation](#)
 - [Report](#)

Projects were developed based on standard data sources including the Registered Apprenticeship Partners Information Database System (RAPIDS), the Quarterly Census on Employment and Wages (QCEW), and quarterly Unemployment Insurance (UI) wage reporting, making the above projects readily scalable to and across additional states.

All code for data model creation, data engineering pipelines, exploratory data analysis, and metric creation have been published on an [open-source repository](#).

Underserved Communities Analysis

The Arkansas [Evaluation Peer Learning Cohort](#) (EvalPLC) team, consisting of directors from WIOA core programs and the Deputy State Chief Data Officer/Chief Analytics Officer, prepared a preliminary evaluation design plan for “Equity in Labor Force Participation, Outcomes, and Program Participation” to inform equity-focused research and information product development under WDQI. This plan aligns evaluation and research capacity with actionable policy priorities for the State of Arkansas as identified in an [executive order](#) to establish the Arkansas Commission on the Status of Women, which is charged with studying and making recommendations regarding labor force participation and barriers of entry into labor force participation for Arkansas women, including in emerging and high-demand career paths. The final report can be found by clicking [here](#).

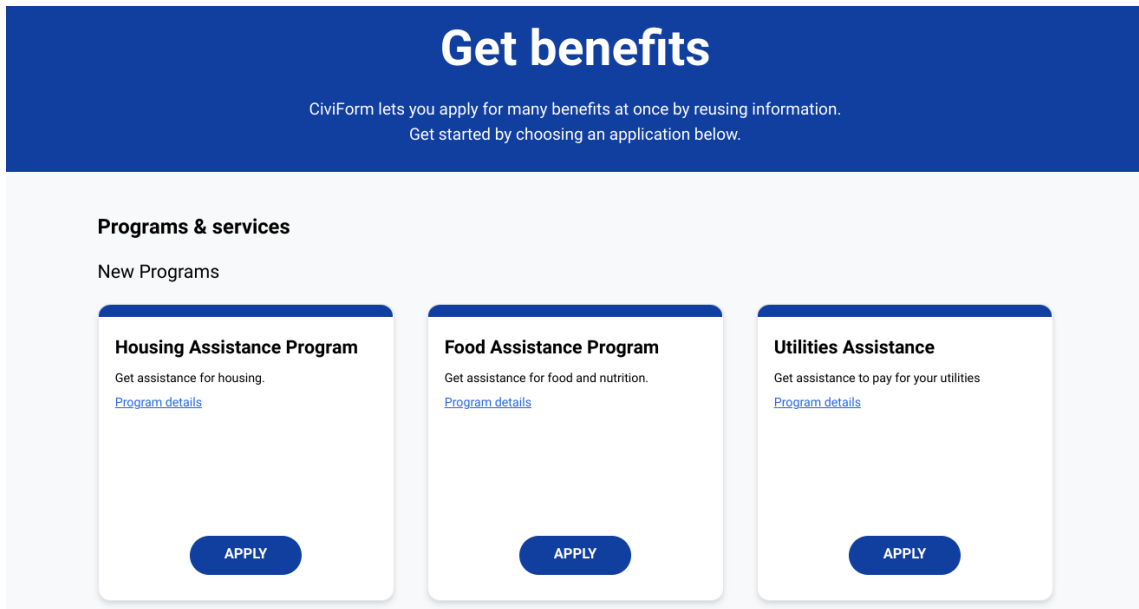


Common Intake

One of the strategic goals in the [WIOA State Plan for Arkansas PYs 2020-2023](#) is to enhance service delivery to employers and jobseekers, including the following objectives:

- Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
- Develop an integrated data system that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
- Explore data sharing opportunities with non-governmental organizations that are committed partners to the state’s workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).

In support of this strategy, Arkansas has partnered with the [Google.org](#) philanthropy to implement a common intake portal using [CiviForm](#), an open-source solution that makes it easier to discover and access public assistance by consolidating applications and saving residents time. With the support of Google.Org Fellows, Arkansas will be the first state government to use this tool, which was initially developed by a team of Google.org Fellows and has since been adopted by multiple cities. The updated code base, which includes enhancements necessary for statewide and WIOA common intake use, will be freely available to additional states under an open-source license. All public entities using CiviForm participation in collaborative governance, development, and sharing of additional features of value. The anticipated launch will be in early 2023 as MyARCiviForm.



B. USDOL COVID Recovery and Reemployment Readiness Consultations

The Employment and Training Administration (ETA) conducted COVID Recovery and Reemployment Readiness Consultations with key leaders and staff from the Arkansas Division of Workforce Services (ADWS) on August 18, 2021. DOL also conducted consultations with leaders and staff from the following local workforce development areas (LWDA) between August 27, 2021, and September 16, 2021:

Little Rock LWDA; Central Arkansas LWDA; West Central Arkansas LWDA; Southeast Arkansas LWDA; and Eastern LWDA.

The purposes of the readiness consultations were to:

- Help state and local areas be ready to serve large numbers of jobseekers who need help finding jobs and employers who need help finding skilled workers;
- Receive feedback on implementation areas that ETA could support through technical assistance;
- Collect and share promising practices regionally and nationally; and
- Validate the national capacity to meet a higher demand for American Job Center services, and provide technical assistance in expanding capacity where needed.

Overall, it was determined that ADWS was ready in all of the 24 areas assessed. DOL also determined that the LWDA's were also ready, yet required technical assistance in key areas.

V. CUSTOMER SATISFACTION

The State assesses its core programs through on-going continuous improvement strategies including:

- State and local level fiscal and programmatic monitoring (on-site and/or desk reviews) of all programs within our combined WIOA state plan
- Customer Satisfaction Surveys (for both the jobseekers and employers) are conducted annually
- State and local level data validation of all programs within our combined plan
- The Program and Performance Evaluation Committee, a subcommittee of Arkansas Workforce Development Board, has the functions of making recommendations on performance standards for the forthcoming year and to review actual outcomes across programs, make recommendation for improvement and/or corrective action to ensure attainment of performance standards for all partners
- As a state agency, there are annual audits of programs conducted and specific, as needed, audits of local workforce areas are also conducted by third party vendors

The state also ensures that local workforce development areas meet performance accountability measures and will provide technical assistance when needed.

The Arkansas Workforce Development Board commissioned the University of Arkansas' Center for Business and Economic Research to complete a comprehensive WIOA Systems Evaluation, Skills Gap Analysis, and Customer Service Surveys. This evaluation was completed and presented to the Board in July 2021.

This evaluation identified a number of areas for improvement as well as recommendations designed to improve the effectiveness of the WIOA Programs' service delivery.

It is expected that the Board's Program and Performance Evaluation Committee will take the lead in developing a framework that provides a consistent snapshot of individual program results, despite the distinct variations in services, activities, and populations served.

The entire evaluation report can be found by clicking [here](#).

The results of this evaluation, along with the review of the WIOA Titles I - IV program performance, annual monitoring, and ADWS' risk management protocol for our WIOA formula and discretionary grants under the purview of ADWS will continue to serve as the foundation for our ability to determine the effectiveness of our core programs.

VI. Performance Accountability

A. PY 21 Results

The Arkansas Workforce Development Board (AWDB) and state agency partners continuously assess the performance outcomes of the workforce system in annual performance and benchmark reports. The state agency responsible for each of the core programs outlined in program-specific areas regularly assesses performance accountability measures at the state, regional and local levels as required by each core program. At the completion of each program year, each core WIOA partner presents its annual performance to the State Workforce Board.

To support the effort of ensuring that one-stop program partners are well-positioned to meet the performance accountability requirements of WIOA, the WIOA Roundtable's Program Performance Committee focuses on coordinating core partners to ensure systems have the capacity to collect and report required new and updated data elements under WIOA, as well as capacity to track aggregate data for performance indicators applicable to all four core partners was established.

The state and local areas are assessed based on a comparison of the actual performance level with the adjusted level of performance each quarter and annually. Universal definitions will be utilized to determine if a core program exceeded, met, or failed to meet the negotiated levels of performance.

Performance outcomes for all WIOA Core programs are included in the Appendix.

Title I

1,829 participants were served in PY 21: 905-Adults, 215-Dislocated Workers, 709-Youth.

Arkansas did not meet the pass rate for 4 measures in PY '21: dislocated workers employment rate- 2nd quarter; dislocated workers employment rate- 4th quarter; credential rate- adult; credential rate-youth. It is believed that the low number of dislocated workers served in the state are a factor in the employment rate measure deficiencies. Fortunately, Arkansas did not experience a higher number of company closures and layoffs thus reducing the number of potential customers to be served in this area. Technical assistance and training will be provided to local boards and partners focused on eligibility for dislocated workers in categories outside of the traditional definition. The credential attainment rate continues to be a challenge each year for the state. The number of individuals who enroll into WIOA programs without a credential and identify as reportable individuals far outweighs those who enter training programs and complete. Arkansas is working to expand its' work-based learning activities in the state in efforts to address this deficiency.

Title III

49,529 participants were served in PY '21.

Arkansas did not meet the pass rate for 2 measures in PY '21: employment rate- 2nd quarter; employment rate- 4th quarter. It is believed that this rate will trend up in the upcoming year due to the demands of employers to fill job vacancies. Employment services staff are begin trained to engage with businesses and jobseekers more actively to better connect and bring people and jobs together. A strengthened focus on follow-up services and wage/data tracking is also a strategy that the state has implemented to address this deficiency.

B. Common Exit

Arkansas has a Common Exit policy mandating common date of exit for participants across the WIOA Title I, WIOA Title III, and Trade Adjustment Assistance programs. Consistent with ETA guidance, participants enrolled or co-enrolled in one or more of the foregoing ETA programs remain as participants in all programs in which there is a common period of participation until the participant has not received a service in any Common Exit program for ninety days. After ninety days elapse without receipt of a service in any of the Common Exit programs, the participant will exit all programs, retroactive to the date of the last service received in any enrolled or co-enrolled program.

C. Data Validation Policy

Per ADWS [WIOA Title I-B Policy 4.6](#), at a minimum, state staff will conduct data validation training for both state and local staff on an annual basis. Local Workforce Development Boards are also required to conduct training annually. The training will cover all related topics, common trends, and other issues detected during the data validation review process. During annual monitoring, data validation requirements will be reviewed to ensure that the data validation policy has been implemented by local staff.

D. Effectiveness in Serving Employers

WIOA implemented a pilot performance measure to determine the effectiveness in serving employers. States were requested to select two of the three DOL pilot measures and could include additional state-defined employer measures. The state of Arkansas has chosen for the pilot period to report on the following for the *Effectiveness in Serving Employer* performance indicator:

- Retention with the Same Employer
- Employer Penetration.

The chart below details the specific services provided to employers, by service type, during the program year.

Effectiveness in Serving Employers	
Employer Services	Establishment Count Cohort Period: 7/1/2021-6/30/2022
Employer Information and Support Services	1,035
Workforce Recruitment Assistance	4,316
Engaged in Strategic Planning/Economic Development	21
Accessing Untapped Labor Pools	74
Training Services	3
Incumbent Work Training Services	0
Rapid Response/Business Downsizing Assistance	1
Planning Layoff Response	0

The second chart details the actual achieved performance for the two pilot measures, Retention with the Same Employer and Employer Penetration, during the program year.

Pilot Measures	Numerator/Denominator	Rate Cohort Period: 7/1/2021-6/30/2022
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	45,187/65,596	68.89%
Employer Penetration Rate	4,781/97,039	4.93%
Repeat Business Customers Rate	N/A	N/A

State Established Measure	N/A	N/A
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In comparison to PY '20, the rates for both pilot measures increased in PY '21.

VII. Governor’s State Set-Aside Activities

Arkansas carried out all required statewide employment and training activities as described of § 682.200.

A. Sector Strategies & Regional Planning Activities

The Arkansas Division of Workforce Services allotted an additional \$250K for awards to LWDBs to assist with Regional Planning and services delivery efforts and to provide support for the effective development, convening, and implementation of industry and sector partnerships.

B. Rapid Response

Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Our Rapid Response team works with employers and any employees to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

Rapid Response is conducted in partnership with the Arkansas Workforce Centers (AWCs). Rapid Response for Laid-Off Workers provides access to a comprehensive range of direct services, benefits, training opportunities, and income support. Assistance may include drafting résumés and letters of application, interview skills workshops, career counseling, job search assistance, skills upgrading, and job training. Rapid Response also provides multiple benefits to Employers including information about a variety of layoff aversion options which may be available. Rapid Response may also facilitate access to incumbent worker training programs and to skilled job seekers.

Our Dislocated Worker program manages a fleet of Mobile Workforce Centers. Each Mobile Workforce Center has full internet connectivity and is equipped with computers, printers, copiers, and fax machines. All of the Mobile Workforce Centers include a computer with access to Jobs Application with Speech (JAWS) software, and are handicapped accessible. Mobile Workforce Centers may be transported to supplement local resources, as needed.

In PY '21 the team provided Rapid Response Services to 19 companies experiencing layoff or closures. Approximately 1,322 workers were affected by these events.

- The Mobile Workforce Centers served at over 125 events throughout the state ranging from job fairs, hiring events, reentry activities, career days, transition assistance and community workforce activities
- Coordination of job fairs for Family Dollar/Dollar Tree Distribution Center closure in West Memphis affecting 320 workers
- Partnership with Arkansas Rehabilitation Services to utilize Mobile Workforce

Centers at various Spring Into Service events across the state and at multiple job fairs held at the Arkansas School for the Deaf

- Facilitation of 14 worker assistance workshops for over 200 workers who were affected by layoffs at goTRG in Rogers and Evergreen Packaging in Pine Bluff

C. High Concentration of Eligible Youth Awards

The Arkansas Division of Workforce Services provided an additional \$200K of funding to seven of the ten Local Workforce Development Boards (LWDB) who are serving a high concentration of WIOA eligible youth, in accordance with the definition of “Eligible Youth” found in the WIOA law, Title 1, section 129. Eligible Youth are defined as individuals 16-24 years of age, who are considered low-income persons, and who have one or more risk factors.

D. Arkansas JobLink (AJL)

AJL is the state’s integrated web-based workforce development management information system (MIS) used by the state and local areas to share and manage participant data between the Wagner-Peyser program, the Trade Adjustment Assistance program and the Workforce Innovation and Opportunity Act program. AJL provides jobseekers, employers, and workforce development professionals with tremendous flexibility and capacity for accessing, tracking, and reporting services: self-directed, staff-facilitated, staff-assisted, and case management.

All staff has access to and can view all services provided to clients regardless of individual program funding. This approach allows funding streams (regardless of specific target group) to consider the “complete package” of services provided or made available to the client reducing duplication of effort and maximizing outcomes. It also facilitates a single process to extract required data for the generation and submission of performance or demographic client details as required by current mandates. In short AJL provides all workforce partners with a “whole person view” of the services available, or provided to, each client or group.

Arkansas has taken a lead in the development of a direct electronic interface between our AJL and Unemployment Insurance (UI) systems. Through this interface we ensure that all UI claimants are registered for work and eliminates repetitive information gathering from UI claimants. We have also implemented a proactive approach to Reemployment Services (RES) and Reemployment and Eligibility Assessments (REA) to claimants with the goal of reducing the average length of time a client is out of work. This effort would have been exponentially more difficult if we were not dealing with an integrated service delivery system. Through the use of electronic wage matching, records are regularly updated with information received from the State and other sources to identify those who have obtained employment and calculate average earnings.

Each quarter, quarterly wage record information is loaded into AJL to measure the progress on State and local common performance measures. The quarterly wage information includes wages paid to an individual, the social security account number, the name of the individual, and the Federal employer identification number of the employer paying the wages to the individual. State wage records are available to other member states through the Wage Record Interchange System (WRIS) on a quarterly basis. Likewise, Arkansas is able to track participants that work or move outside of Arkansas for performance measurement purposes through WRIS wage records from member states.

All local WIOA Title I service providers have access to the state wage record information for the purpose of measuring local common performance measures. AJL can be found at <https://www.arjoblink.arkansas.gov>.

VIII. Wagner-Peyser Employment Services

Employment Services

The Chart below reflects the numbers of individuals served through Wagner-Peyser employment services in PY ‘21:

Staff Assisted Registrations	Staff Assisted Veteran Registrations	Staff Assisted Individuals Receiving Services	Staff Assisted Veterans Receiving Services	Individuals Receiving Staff Assisted Services	Veterans Receiving Staff Assisted Services	Self Registrations	Self Registered Receiving Self Services	Veterans Self Registered Receiving Self Services	Self Registered Receiving Staff Assisted Services
58,378	1,877	56,165	2,324	59,877	2,717	79,759	34,185	1,022	0

Employer Services

One of the overarching goals of the Arkansas Workforce Development System is to have unification in our business services- service delivery strategies offered at our Workforce Centers. The local business services team must include and have representation from all WIOA Core Partners, Title I-B, Title III, Adult Education, Vocational Rehabilitation, and other co-located partners. Coordination with partners must be evident through-out the Workforce Centers. WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. Another key goal is to develop effective partnerships across programs and community-based providers to provide individuals the employment, education, and training services they need. Effective partnering is pivotal to maximize resources and to align services with career pathways and sector strategies. We will focus on effectively serving employers by measuring the appropriateness of the services that we offer to the employers to help with our retention efforts with the same employer, continue to build and maintain a rapport with our existing employers and steadily increase the number of employers using our services.

The Arkansas Workforce Center Certification Criteria requires the center to have a business liaison team as the single point of contact for business services. It is expected that staff involved with initiating employer contacts will participate on the team in a coordinated outreach program under the Arkansas Workforce Center name and marketing approach. The team will consist of business contact staff from all partner programs and will, at a minimum, provide the following structure and coordination in approaching the business community:

- *A team leader to coordinate the activities of the team*
- *A coordinated “script” to market the system to employers*
- *Use of the Arkansas Workforce Center name as the primary marketing approach, with agency specialty areas (i.e. Arkansas Rehabilitation Services, Services for the Blind, DVOP/LVER Veterans Services) presented as a part of the overall system as needed*
- *An information sharing strategy that makes contact results available to all team members*

- *A clear menu of services across all partners*
- *A division of duties with employer sector specializations as deemed appropriate for quality customer service*
- *Multiple agency participation with clear cost and information sharing commitments*
- *At a minimum, job search, employer contacts, job orders, or job development leads performed by any center staff as a result of outreach will be entered into the Wagner-Peyser database (Arkansas Job Link) (Arkansas WIOA State Plan – PY2020-2023)*

It is the responsibility of the Local Area Business Services Staff to perform ongoing outreach activities such as:

- Conducting on-site or virtual meetings with employers or maintaining a regional presence
 - Encouraging employer access to resources provide through grants and tax funding
 - Consulting employers on how to reduce high employee turnover rates
- Providing information concerning employee training programs as it relates to labor market trends.

In PY' 21, a total of 3,602 employer contacts were made and a total of 5,042 staff assisted job orders were recorded.

Unemployment Insurance

In February of 2022, the UI Service Center was created to provide a more streamlined experience for claimants filing for unemployment insurance benefits. The UI Service Center combines all UI claims intake staff located around the state in Arkansas Workforce Centers into a direct line of supervision under the UI Assistant Director in order to maximize staff time in assisting claimants and employers. In addition, UI Service Center staff work with partners in the local Arkansas Workforce Centers to maximize the claimant's access to all programs provided by the Division of Workforce Services. From July 1, 2021 – June 30, 2022 the agency has paid out over \$66 million dollars in unemployment benefits to eligible claimants.

National Career Readiness Certificate (NCRC)

Provided support for the CRC program and [ACT Work Ready Communities](#) Initiative.

34 of 75 counties participating and 20 counties designated as certified Work Ready Communities and in the maintaining phase.

6,539 AR NCRCs to date for through the end of PY' 21.

IX. NDWGs

During program year 2021, no DWGs were administered by the state of Arkansas.

X. Success Stories

WIOA Youth Program



TJ was raised by a single mom who passed away in 2017. After her death, he tried to manage on his own but had fallen on hard times. Life had become so difficult that he was homeless living under a bridge and fishing from a creek for food. A good Samaritan found him and took him to the Mississippi County Union Mission. The Mission provided him with a warm place to stay and nourishing meals. While staying at the Mission, he obtained his GED and began looking for employment.

TJ may have had a hard life but he was determined to overcome his obstacles to become self-sufficient. Since he had never worked before, he was having a hard time finding a job. He would apply for jobs but was unable to find an employer who was willing to give him an opportunity. The Mission referred him to WIOA for assistance. WIOA staff went to meet with TJ and determined him eligible for the Youth program as an Out of School Youth.

After an assessment and discussion with TJ, it was determined that he would benefit from work experience. He was placed at the worksite, Arkansas Northeastern College, as a Grounds/Maintenance Assistant. TJ quickly excelled at the worksite by performing any of the tasks requested and what he lacked in skills, he made up for in enthusiasm. He continuously went above and beyond what was asked of him and learned many job skills. Throughout the experience, he kept setting goals for himself. One goal was obtaining a driver's license. TJ always maintained a smile on his face with a can-do attitude and his co-workers noticed. They helped him study for the written portion of the driver's license exam. After the 4th try, he passed the written test and driving portion and obtained his driver's license.

TJ made such an impression on the worksite that when a job came open in the department, they notified him of the open position. TJ quickly applied for the position, was hired, and entered unsubsidized employment on 12-01-21. TJ is thankful for the opportunity and skills learned through the WIOA Youth program. TJ is proof that with hard work and motivation, it is possible to rise above any obstacles life throws at you.



Javion was introduced to workforce programs, through his previous participation in the Arkansas PROMISE program, a project that provided transformational job training and paid work experiences for 1,000 low-income teenagers with disabilities across the state. While doing so, he enjoyed working with the staff from the Arkansas Workforce Center. When Javion graduated from Osceola High School, he reached out to WIOA Staff for assistance in obtaining full time employment. WIOA staff determined him eligible for the Youth program as an Out of School Youth.

One obstacle facing Javion was his previous problems with law enforcement while in high school. During his interview with WIOA, Javion was quiet and unsure about what path he wanted to take in life. During the assessment, it opened the dialogue on his goals/desires in a job. He was interested in working outside and being hands on with materials. He was assigned at the worksite, City of Osceola, in the maintenance department.

While working for the city, supervisors noticed his respectful and hardworking attitude. During his two-month review by his supervisor, Javion was already scoring above average marks on his job duties. The employer was pleased with his performance and let him know that a driver's license would be required for full time employment. The worksite and WIOA staff encouraged him to take his driver's license test in November 2021. With persistent encouragement and guidance, he successfully passed his test.

While in the work experience program, the worksite supervisors discussed the different positions available through the city of Osceola (Academic and Occupational Education Component). One of the positions discussed was Code Enforcer and Javion expressed his excitement for a career of that nature. The City of Osceola offered him a full-time position in the Code Enforcement department. Since he knew the details of the position, he jumped at the opportunity and was hired in December 2021. Javion is thankful for the WIOA staff who helped him succeed.

WIOA Dislocated Worker Program



Paycia is a 32-year-old mother of two who had been laid off from United Cerebral Palsy in Jonesboro, AR. Paycia heard about the WIOA program and hoped they would work with her to further her education in becoming an RN. She went to her local Arkansas Workforce Center and was enrolled in the WIOA Dislocated Worker Program. When her case manager met with her, she was receiving UI and SNAP. She had finished her basic classes for nursing and had been accepted into the RN program at Black River Technical College

(BRTC) in Pocahontas, AR.

She needed assistance with her books and transportation. WIOA, along with the Career Pathways Initiative program, provided her with the necessary assistance to complete the RN training program. Paycia graduated from BRTC in May of 2022. She was hired full time at NEA Baptist Hospital in Jonesboro, AR as an RN. Paycia appreciates everything that WIOA was able to do for her.

WIOA Adult Program



Melody came into the Arkansas Workforce Center at Harrison requesting assistance with enrolling in a training program that would lead to a rewarding career and sustainable wage. She had not worked since 1986 and was a stay-at-home mom while also volunteering at her church. Melody's husband receives benefits for a disability, but the income was not enough to live on. She was approved for the Adult WIOA program after completing the necessary steps for assessment and enrollment. The Career Advisor provided career

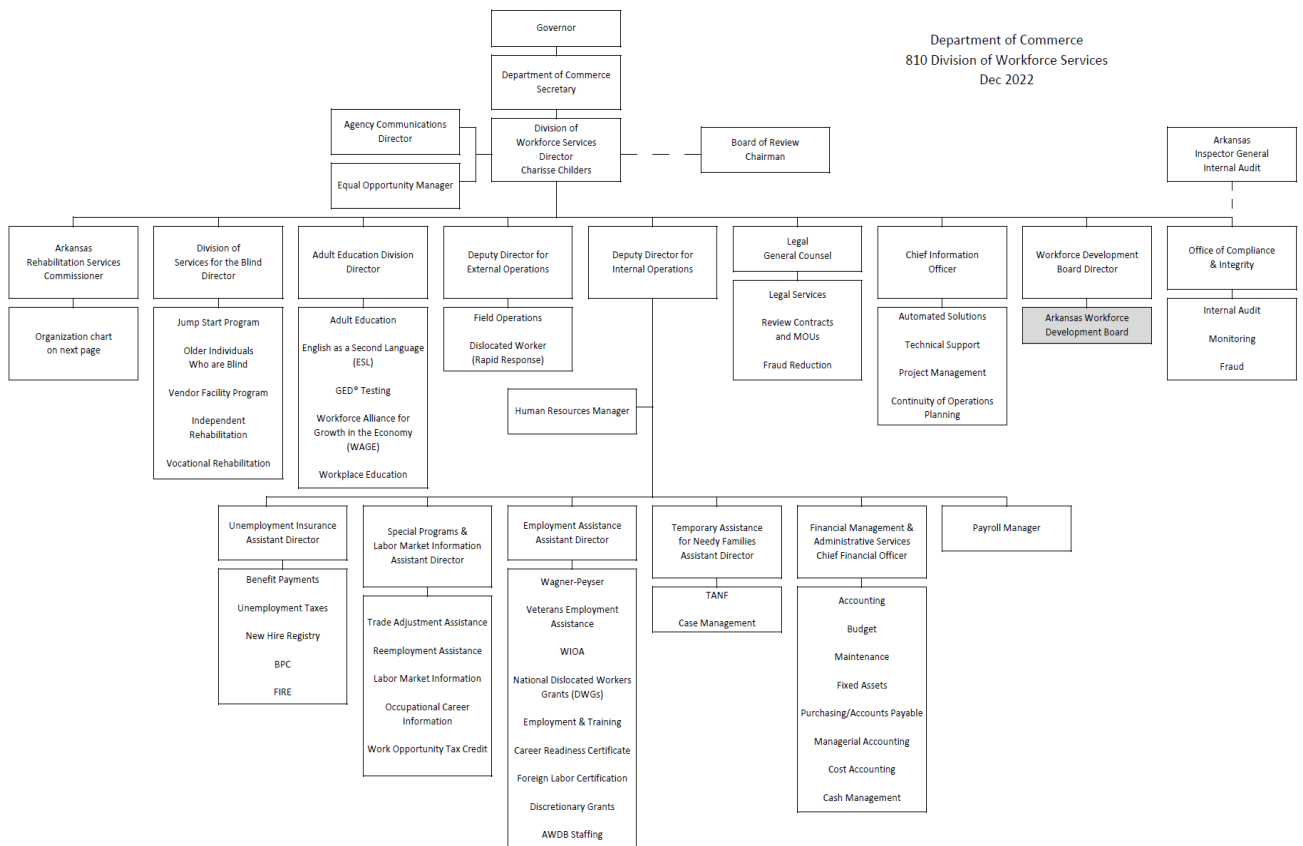
counseling and it was determined that Melody had an interest in driving big trucks. She was connected with a local eligible training provider with the assistance of the WIOA staff and began training in the Fall of 2021.

Melody completed the CDL training program at North Arkansas College on December 2, 2021. Melody had a few interviews, but the companies did not give her a chance. Melody applied at Roehl, and she said the interview process was easy and went fantastic! Melody was hired on December 5, 2021, and is currently working for Roehl Transport. Roehl flew her to Atlanta for orientation and Melody passed Roehl’s driving inspections. Roehl then flew Melody to Chicago to meet up with a woman truck driver trainer. Melody now has her own routes and said it is a challenge, but it is fun!

In the photo above Melody was in east St. Louis at the Pilot across from the speedway. Melody was stuck there for two days due to the weather, and she said that some of the fuel lines were shut off to prevent a gas shortage.

APPENDIX

APPENDICE I: Arkansas Division of Workforce Services- Organizational Chart



**APPENDICE II:
WIOA CORE PARTNER PY '21 PERFORMANCE OUTCOMES**

WIOA- Title I- PY' 2021

Statewide PY 2021 Performance Outcomes		Employment Rate (Q2) Cohort Period: 7/1/2020-6/30/2021		Employment Rate (Q4) Cohort Period: 1/1/2020-12/31/2020		Median Earnings Cohort Period: 7/1/2020-6/30/2021		Credential Rate Cohort Period: 1/1/2020-12/31/2020		Measurable Skills Gains Cohort Period: 7/1/2021-6/30/2022	
		Rate	90% Pass Rate	Rate	90% Pass Rate	Earnings	90% Pass Figure	Rate	90% Pass Rate	Rate	90% Pass Rate
Funding Stream											
Adult	Target	87.0%		75.0%		\$6,200.00		82.0%		72.1%	
	Actual	<u>78.8%</u>	<u>78.3%</u>	79.5%		\$6,754.00		<u>71.9%</u>	<u>73.8%</u>	<u>67.1%</u>	64.9%
DLW	Target	91.0%		89.0%		\$6,900.00		79.0%		70.2%	
	Actual	<u>80.0%</u>	<u>81.9%</u>	<u>78.0%</u>	<u>80.1%</u>	\$7,986.00		<u>78.7%</u>	<u>71.1%</u>	<u>76.3%</u>	
Youth	Target	80.0%		80.0%		\$3,024.00		73.0%		61.0%	
	Actual	<u>74.5%</u>	<u>72.0%</u>	<u>73.9%</u>	<u>72.0%</u>	\$4,407.00		<u>53.4%</u>	<u>65.7%</u>	<u>63.2%</u>	

Items Underlined did not meet the target performance level, but did meet the 90% of target minimum requirement
Items bolded and underlined fell below the 90% of target minimum requirement



Reportables: 6270 Participants: 8057	Title II: Adult Education and Family Literacy Act Program	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	42%	46.17%
Employment (Fourth Quarter after Exit)	27.8%	42.28%
Median Earnings (Second Quarter after Exit)	\$4,500	\$4,810.19
Credential Attainment Rate	46%	43.02%
Measurable Skill Gains	50%	59.57%

WIOA TITLE III: WAGNER-PEYSER (Employment Services)

WIOA Annual Report (Wagner-Peyser) Arkansas



Filters

Program Year
2021

LDWB
All

Office
All

Participant & MSG Cohort Date: 07/01/2021 to 06/30/2022
 Exiter Cohort Date: 04/01/2021 to 03/31/2022
 Employment Rate Q2 & Median Earnings Cohort Date: 07/01/2020 to 06/30/2021
 Employment Rate Q4 & Credential Attainment Cohort Date: 01/01/2020 to 12/31/2020

[Measurable Skill Gains](#)

[FAQ](#)

Negotiated Performance		Total Participants Served	Total Participants Exited	Employment Rate (Q2)	Employment Rate (Q4)	Median Earnings	Credential Rate	Measurable Skill Gains
Total	Total Statewide - Numerator			48,157	67,194		0	0
	Total Statewide - Denominator			74,578	97,271		0	0
	Total Statewide	49,529	51,812	64.57%	69.08%	\$5,687.00		
TARGETS				73.4%	74.5%	\$5,200		



Title IV: Vocational Rehabilitation Performance (Arkansas Rehabilitation Services)

	Title IV: Vocational Rehabilitation Program (AR Rehabilitation Services)	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	0	55.4%
Employment (Fourth Quarter after Exit)	0	50.5%
Median Earnings (Second Quarter after Exit)	\$0	\$5573.79
Credential Attainment Rate	0	19.2%
Measurable Skill Gains	40%	60.9%

Title IV: Vocational Rehabilitation Performance (Services for the Blind)

	Title IV: Vocational Rehabilitation Program (Services for the Blind)	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	N/A	57.87%
Employment (Fourth Quarter after Exit)	N/A	28.89%
Median Earnings (Second Quarter after Exit)	N/A	\$7,262.69
Credential Attainment Rate	N/A	0%
Measurable Skill Gains	25%	27.9%

**APPENDICE III:
WIOA Titles I & III Negotiated Performance Rates- PY '22 & PY '23**



NEGOTIATED RATES

WIOA Title I Dislocated Worker	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.00%	83.00%
Employment Rate 4th quarter after exit	85.00%	85.00%
Median Earnings in the 2nd quarter after exit	\$7,227	\$7,227
Credential Attainment Rate	79.00%	79.00%
Measurable Skill Gains	68.50%	68.50%

WIOA Title I Adult	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.00%	83.00%
Employment Rate 4th quarter after exit	82.00%	82.00%
Median Earnings in the 2nd quarter after exit	\$6,649	\$6,649
Credential Attainment Rate	81.00%	81.00%
Measurable Skill Gains	71.00%	71.00%

WIOA Title I Youth	PY 22	PY 23
Education or Training Activities or Employment in the 2nd quarter after exit	73.00%	73.00%
Education or Training Activities or Employment in the 4th quarter after exit	76.00%	76.00%
Median Earnings in the 2nd quarter after exit	\$3,700	\$3,700
Credential Attainment Rate	62.00%	62.00%
Measurable Skill Gains	59.00%	59.00%



ARKANSAS NEGOTIATED RATES



WIOA Title III Wagner-Peyser Employment Services	PY 22	PY 23
Employment Rate 2nd quarter after exit	69.50%	69.50%
Employment Rate 4th quarter after exit	69.50%	69.50%
Median Earnings in the 2nd quarter after exit	\$5,477	\$5,477

Performance Measure	PY20	PY19	PY18	PY17	4-Year Average	
WAGNER-PEYSER	Employment Rate 2nd Quarter After Exit	67.70%	71.50%	72.30%	71.80%	70.83%
	Employment Rate 4th Quarter After Exit	66.70%	71.00%	71.90%	71.30%	70.23%
	Median Earnings 2nd Quarter After Exit	\$5,455.00	\$5,338.30	\$5,136.90	\$5,021.10	\$5,237.83



DSB Program and Financial Update

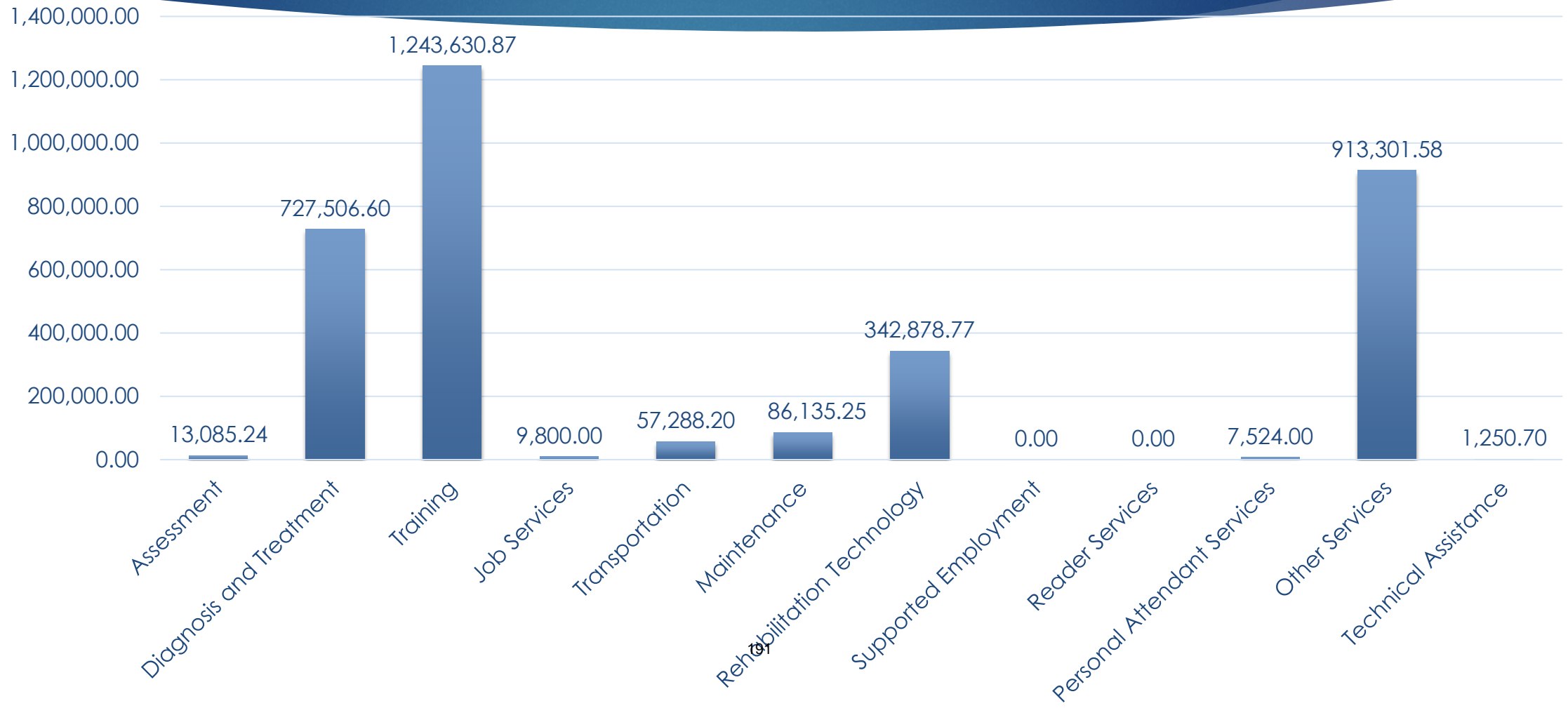
PRESENTED BY : CASSONDR A WILLIAMS-STOKES

Vocational Rehabilitation Program

- ▶ Annual VR Program Service Expenditures for Federal Fiscal Year
 - ▶ October 1 – September 30
- ▶ Expenditures are categorized by Service Category
- ▶ Includes Number Of Individuals Served In Each Service Category
- ▶ Total Expenditures To Community Rehabilitation Programs
- ▶ Current Fiscal Numbers
 - ▶ October 1, 2021 – September 30, 2022

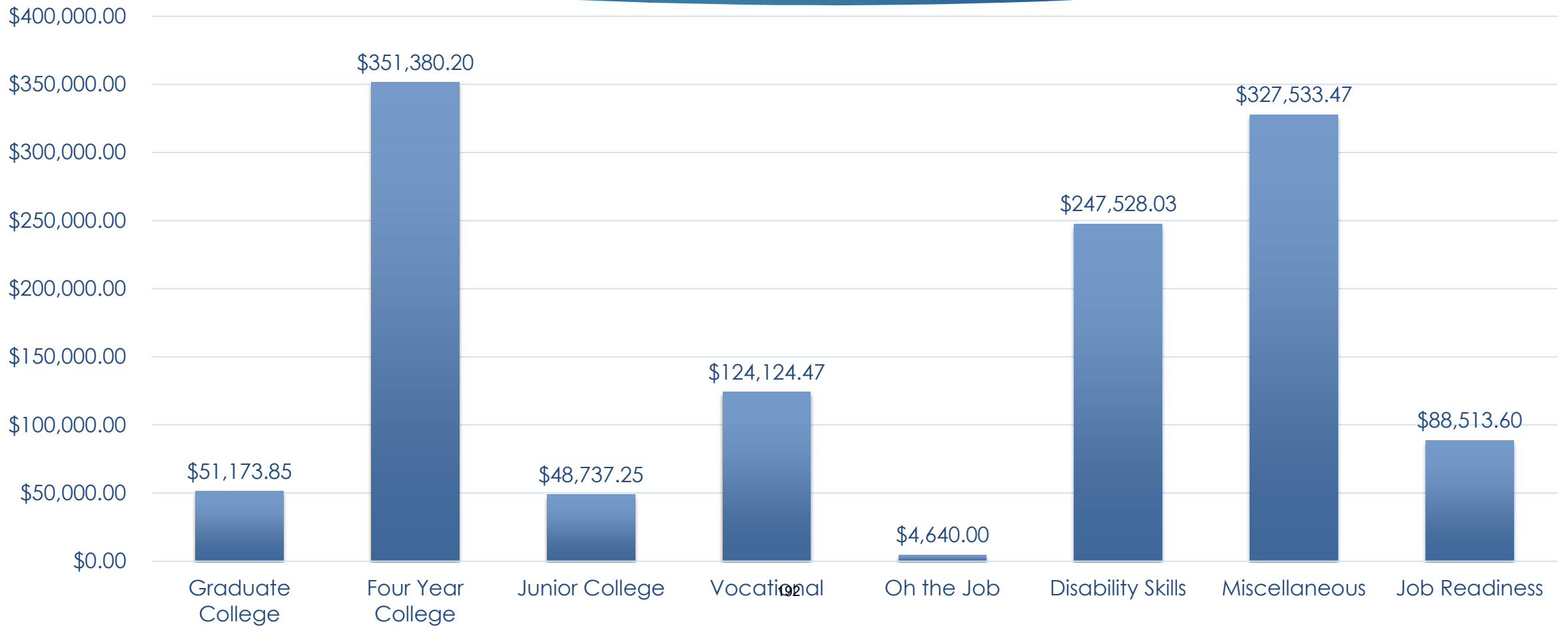
Expenses By Service Category

October 1, 2021 – September 30, 2022



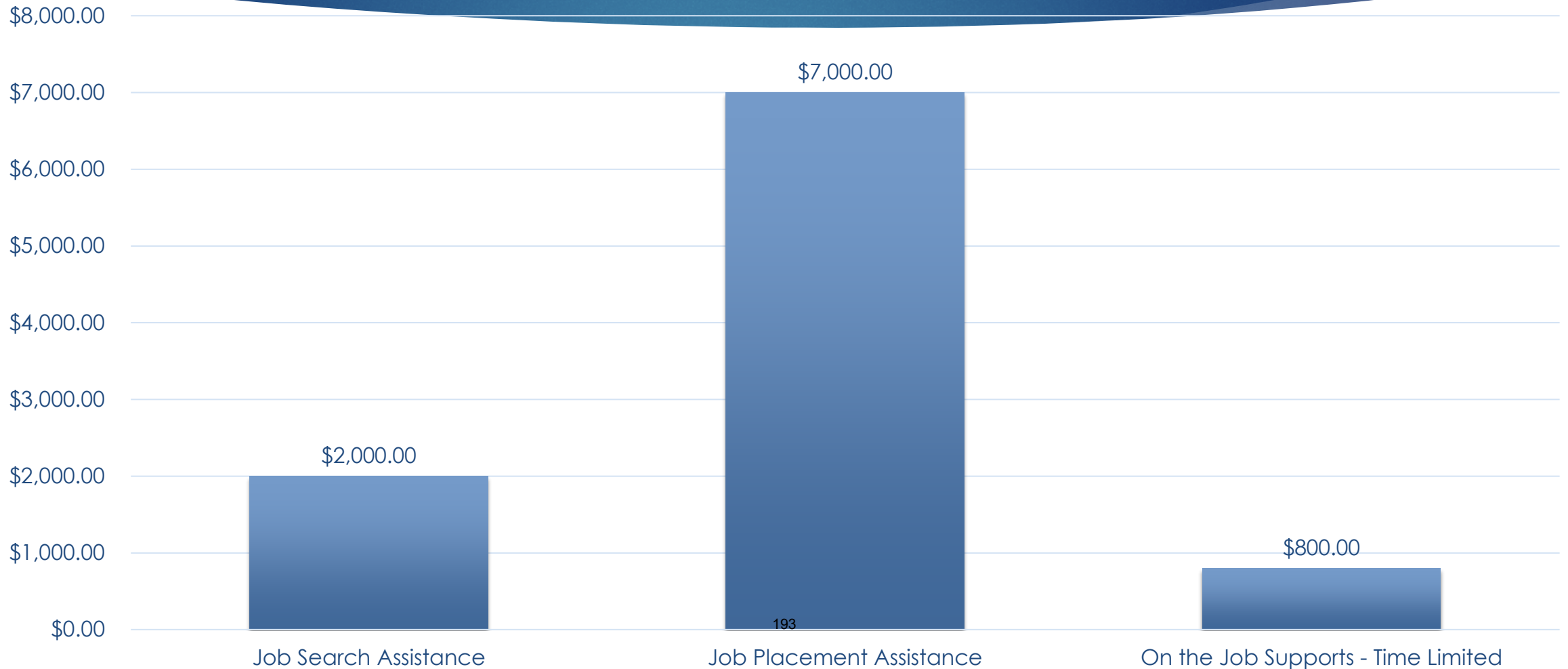
Training Services

October 1, 2021 – September 30, 2022



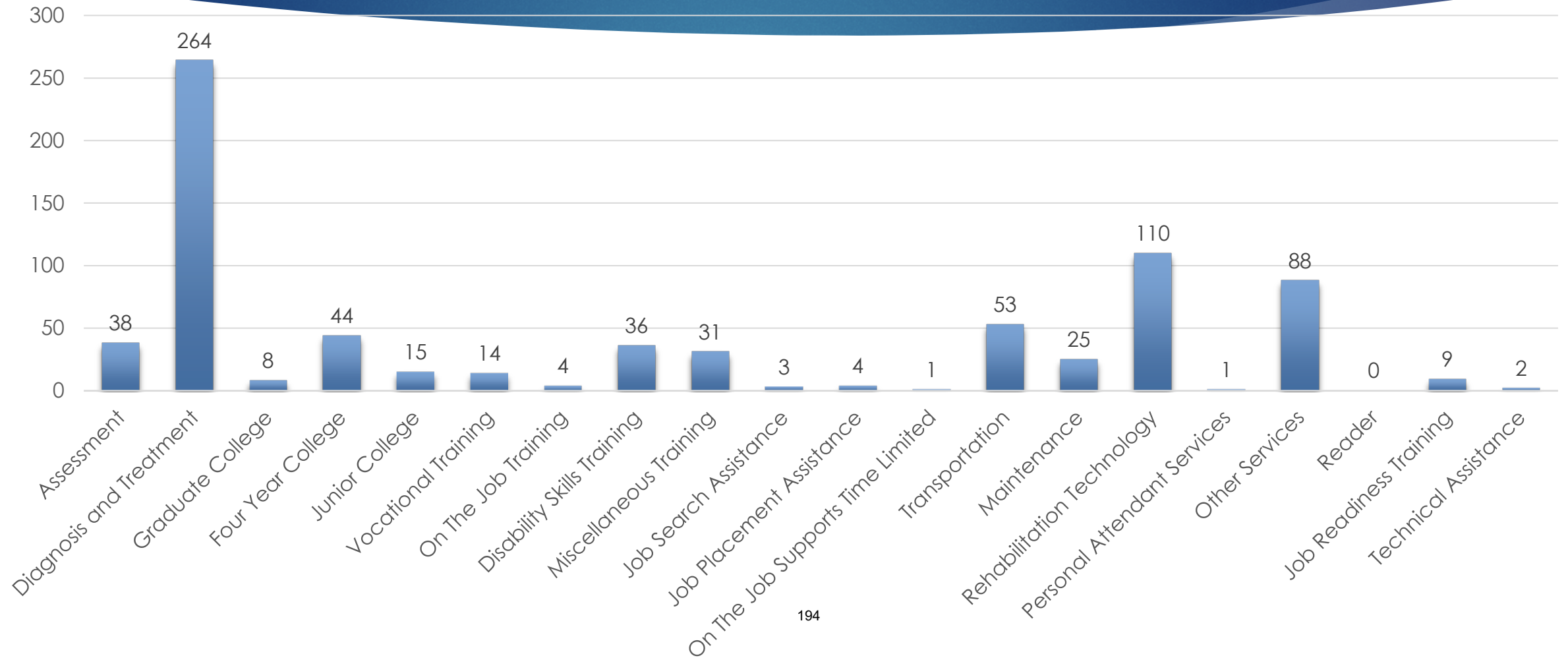
Job Services

October 1, 2021 – September 30, 2022



Participants Receiving Each Service

October 1, 2021 – September 30, 2022



WIOA Performance Measures

- ▶ Program Year 2021 is July 1, 2021 – June 30, 2022
- ▶ Measurable Skill Gains
 - ▶ Target Rate of 25%
- ▶ Credential Attainment
 - ▶ Cohort of participants who exited Jan-Dec 2021
- ▶ Employment Rate 2nd Quarter
 - ▶ Cohort of exits from PY2021
- ▶ Employment Rate 4th Quarter
 - ▶ Cohort of exits from Jan-Dec 2021
- ▶ Retention with Same Employer
 - ▶ Cohort of exits from PY2021
- ▶ Median Wages 2nd Quarter After Exit
 - ▶ Cohort of exits from PY2021

WIOA Performance Measures

PY 2021 Measurable Skill Gains

- ▶ 50 Skill Gains
 - ▶ 42 Secondary Report Cards/ Post Secondary Transcripts
 - ▶ 5 Skill Progression
 - ▶ 2 Training Milestones
 - ▶ 1 Educational Functional Level Increase
- ▶ PY2021 Rate 24/145 is 28.2%
- ▶ PY2021 Target 25%

PY 2021 MSG Comparison

- ▶ Blind Agencies
 - ▶ 52.6%
- ▶ National Average
 - ▶ 43.0%
- ▶ Arkansas (DSB and ARS combined)
 - ▶ 59.4%

****A Program Year (PY) is divided in quarters from July 1 – June 30
Period used for reported performance measures = July 1, 2021 – June 30, 2022***

WIOA Performance Measures

2021 Credentials Earned

- ▶ 6 Credentials Earned During PY
 - ▶ 1 Vocational/Technical Certificate
 - ▶ 1 Bachelor's Degree
 - ▶ 2 Master's Degrees
 - ▶ 2 "Other" Certifications/Degrees
- ▶ No participants who exited Jan-Dec 2020 report a credential after enrollment date in training with DSB
- ▶ Reported Credential Rate is 0/7 0%

2021 Credential Comparison

- ▶ Blind Agencies
 - ▶ 31.7%
- ▶ National Average
 - ▶ 30.8%
- ▶ Arkansas (DSB and ARS)
 - ▶ 23.9%

****Credential Attainment is only reported once a participant exits the program. Participants are earning credentials but may not have exited the program yet.***

WIOA Performance Measures

2021 Employment Rate

- ▶ 2nd Quarter After Exit – 114 participants
 - ▶ Employment Rate (114/197) is 57.87%
- ▶ 4th Quarter After Exit – 65 Participants
 - ▶ Employment Rate (65/225) is 28.89%
- ▶ Retention PY2021 (56/94) is 59.57%

2021 Employment Rate Comparison

- ▶ 2nd Quarter After Exit-
 - ▶ Blind Agencies – 44.2%
 - ▶ National Average – 52.5%
 - ▶ Arkansas (DSB and ARS) – 55.5%
- ▶ 4th Quarter After Exit-
 - ▶ Blind Agencies – 35.6%
 - ▶ National Average – 48.0%
 - ▶ Arkansas (DSB and ARS) – 49.6%

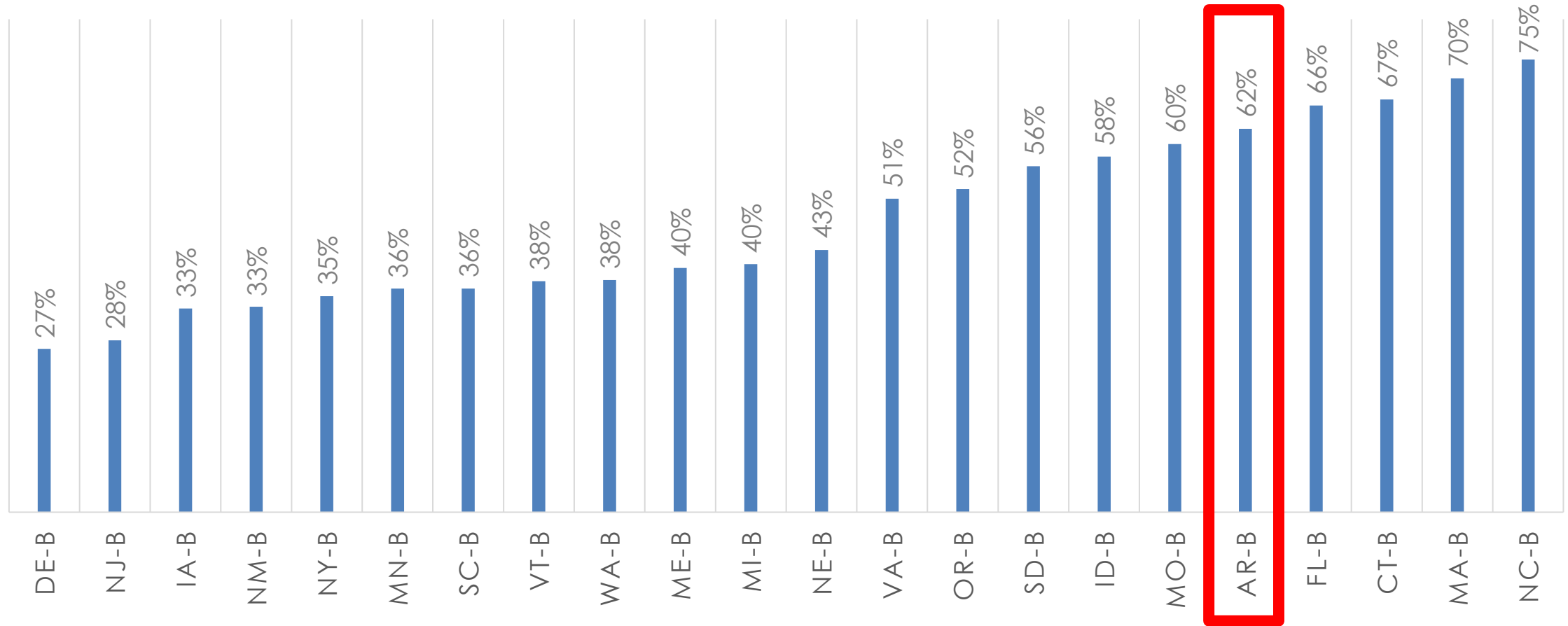
Employment Rate Q2: Variability

- Blind Agency Performance by Quartile Rank for Employment Rate Q2 – PY 2021
- PY 2021 National Rate for Blind Agencies: 44.2% (11 agencies below national rate)

1st Quartile		2nd Quartile		3rd Quartile		4th Quartile	
Missouri-B	59.8%	North Carolina	50.3%	Oregon-B	40.6%	Washington-B	34.6%
Arkansas-B	57.9%	Iowa-B	47.2%	Nebraska-B	40.6%	Michigan-B	33.7%
Massachusetts-B	57.4%	Florida-B	46.2%	Virginia-B	38.7%	Maine-B	32.3%
South Dakota-B	52.3%	Vermont-B	45.8%	New Jersey-B	37.2%	New Mexico-B	21.1%
Idaho-B	51.9%	Connecticut-B	44.6%	Minnesota-B	35.9%	Delaware-B	11.4%
South Carolina-B	50.7%			New York-B	35.7%		

Employment Rate

Percent of Participants Employed at Exit - PY 2021 (National Rate for Blind Agencies = 51%)



WIOA Performance Measures

2021 Employment Rate

Median Wages PY 2021

- ▶ At Exit - \$14 p/hour
- ▶ 2nd Quarter After Exit -\$7,262.69

2021 Employment Rate Comparison

- ▶ Median Earnings 2nd Quarter After Exit-
 - ▶ Blind Agencies - \$7,263
 - ▶ National Average – \$4,776
 - ▶ Arkansas (DSB and ARS) – \$5,635

Median Earnings Q2: Variability

- Blind Agency Performance by Quartile Rank for Median Earnings Q2 – PY 2021
- PY 2021 National: \$7,263, PY 2020 National: \$4,773

1 st Quartile		2 nd Quartile		3 rd Quartile		4 th Quartile	
Idaho-B	\$18,201	New Jersey-B	\$7,595	Iowa-B	\$6,640	Virginia-B	\$4,878
New Mexico-B	\$12,602	Minnesota-B	\$7,349	Florida-B	\$6,228	South Dakota-B	\$4,758
Massachusetts-B	\$9,628	Arkansas-B	\$7,263	Vermont-B	\$6,148	Maine-B	\$4,316
New York-B	\$7,968	Washington-B	\$6,925	Missouri-B	\$6,125	Michigan-B	\$3,635
Connecticut-B	\$7,929	Oregon-B	\$6,682	South Carolina-B	\$5,955	Delaware-B	-
		Nebraska-B	\$6,651	North Carolina-B	\$5,251		

Program Outcomes

- ▶ VR Program Year 2021 Closures (July 2021 – June 2022)
 - ▶ 145 Closed - Rehabilitated
- ▶ VR Program Year 2022 Closures (July 2022- December 2022)
 - ▶ 62 Closed – Rehabilitated
- ▶ OIB Federal Fiscal Year 2022 Closures (October 2021- September 2022)
 - ▶ 81 Closed – Goals Met
- ▶ OIB Federal Fiscal Year 2022 Closures (October 2022 - December 2022)
 - ▶ 36 Closed – Goals Met



Questions???

Arkansas Rehabilitation Services

Joseph Baxter
Commissioner
 ADWS-ARS

Mission: To prepare Arkansans with disabilities to work and lead productive and independent lives.



1

Arkansas Rehabilitation Services

Updates:

- The State Rehabilitation Council has issued its 2022 Annual Report.
- ARS is revising the Field Service Policy and Procedures Manual.
- ARS/DSB were recognized for having the highest rate in the nation of clients employed at program exit for Program Year 2021 at 65% (National Rate = 45%).



2

Adult Education 2022-2023 Strategic Goals

Trenia Miles, Ed.D.
Director



Goals

GOAL AREAS:



Performance



Program Monitoring



Professional Development

Performance—2022-23 Federal Benchmarks

Core Indicators of Performance	Expected Level of Performance
Measurable Skills Gain	50%
Employment Rate (Q2)	42%
Employment Rate (Q4)	27.8%
Median Earnings (Q2)	\$4,500
Credential Rate	46%

Performance -State

- **Goal 1:** Increase educational and employment outcomes of adult education participants.
- **Measurable Objectives:**
 - Increase the measurable skill gains of participants by 1% over the previous year.
 - Increase the number of GED® passers by 10% over the previous year.
 - Increase the number of adult learners participating in distance learning by 5%.
 - Increase the number of certifications and credentials earned by adult learners by 10%.

Program Monitoring

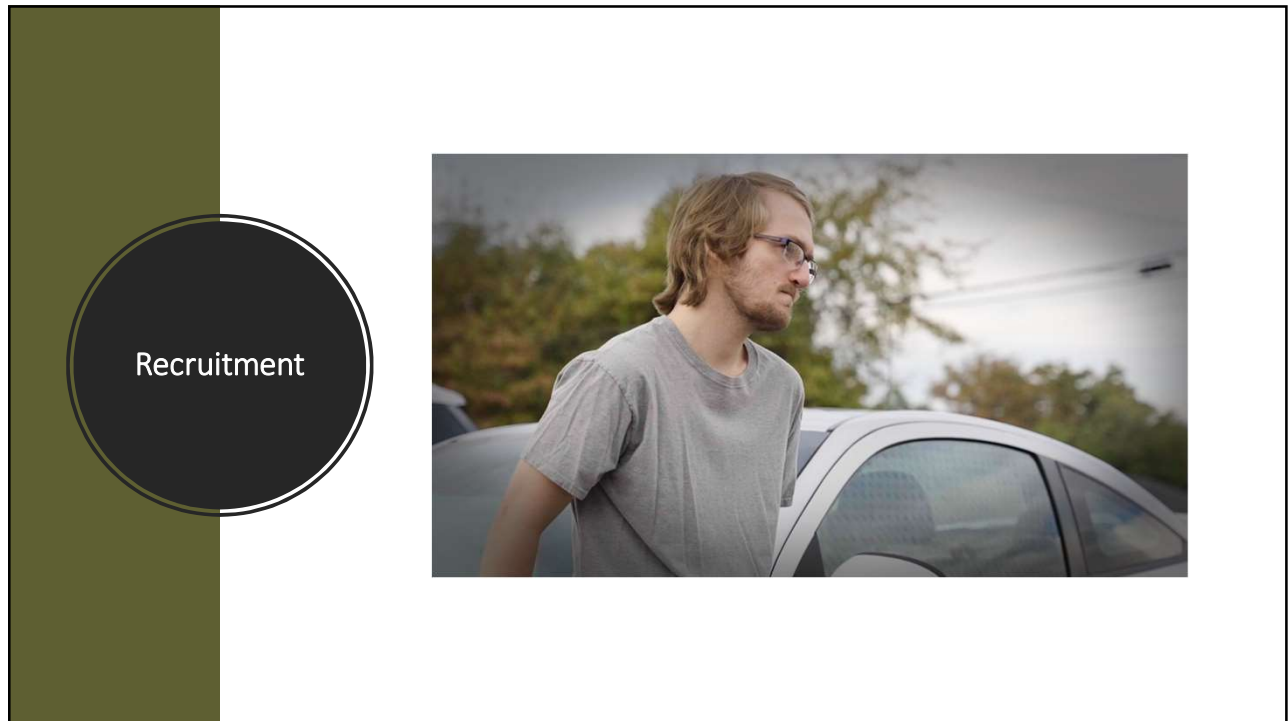
- **Goal 2:** Ensure programs follow program policies and meet state and federal performance benchmarks.
- **Measurable Objectives:**
 - At least 70% of providers will meet federal benchmarks.
 - All adult education and literacy council providers will receive an annual technical site visit review.
 - At least 75% of open Corrective Action Plans (CAPs) will be closed within nine months of a program review.

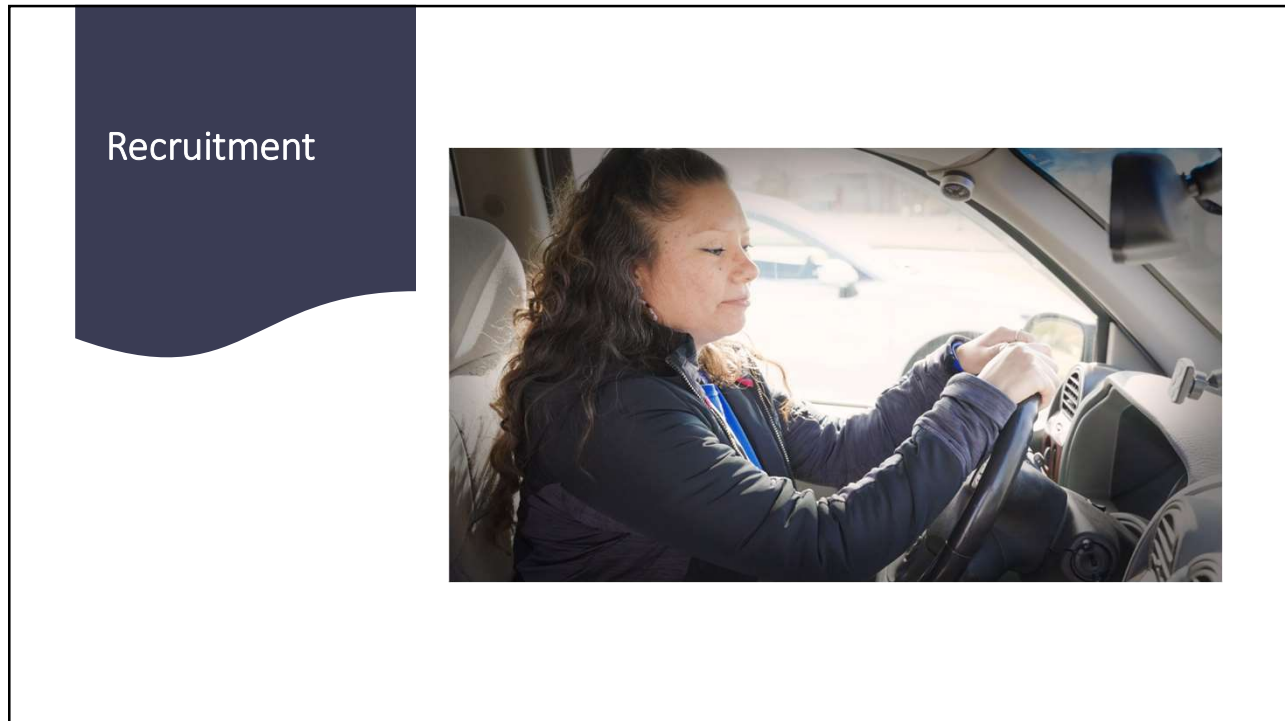
Professional Development

- **Goal 3:** Provide targeted professional development training to improve teacher effectiveness and student learning outcomes.
- **Measurable Objectives:**
 - Increase the number of professional development training for service providers by 3%.
 - Increase the number of individuals participating in professional development opportunities by 3%.
 - Improve the effectiveness of professional development training by 3% on the evidence-based evaluation assessment.

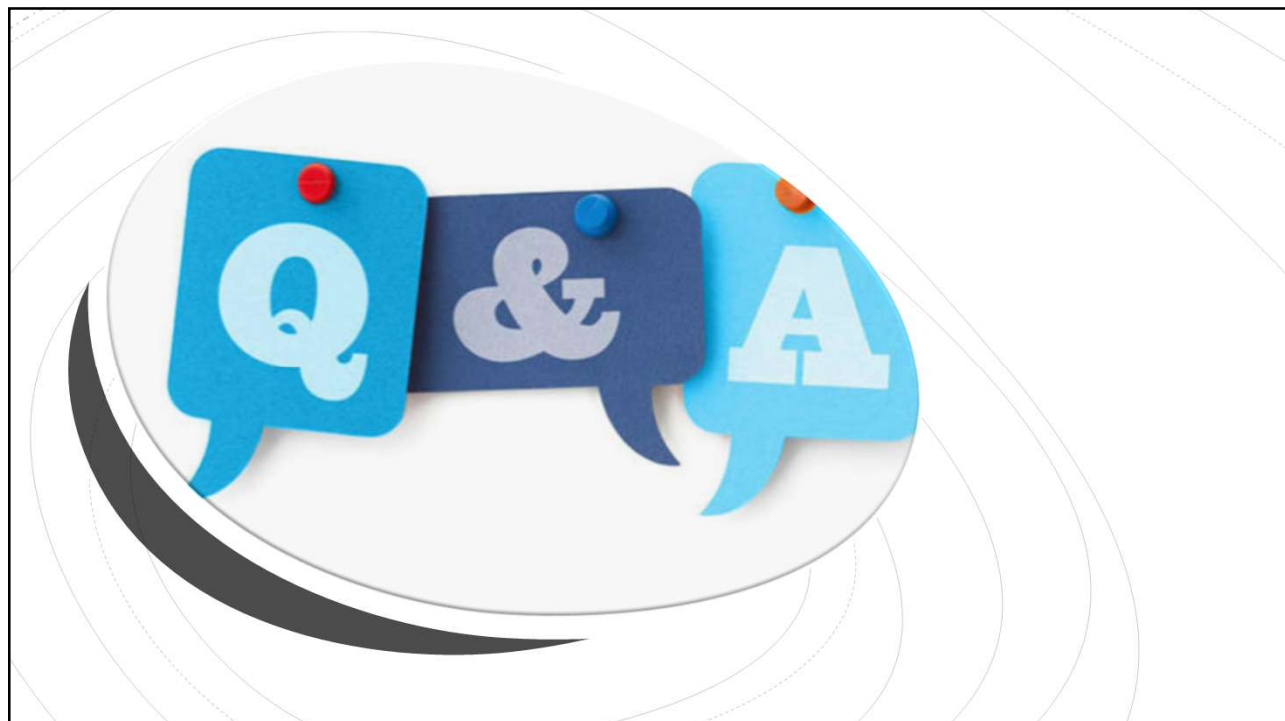
Workforce
Preparation
and Training







11



12



**THANK
YOU
FOR
YOUR TIME
AND ATTENTION**

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

February 21, 2023

AGENDA ITEM 9 – INFORMATION: Goodwill Industries

INFORMATION/RATIONALE: Goodwill Industries of Arkansas is a 501(c)(3) non-profit organization and an independently run member of Goodwill Industries International. Their mission is “changing lives through education, training and employment.”

95% of their funding comes from the sale of donated goods. Funds raised from donations stay in Arkansas and fund job training programs, career services, and more programs to help Arkansans overcome barriers to employment.

The funds raised from donors and shoppers, stay in Arkansas and fund these programs that change lives through education, training and employment:


- The Academy at Goodwill provides opportunities for non-traditional students to earn industry credentials and certifications that lead directly to employment in jobs that guarantee a living wage.
- Career Services can help you get started on a pathway to a new career today! Services are available through our online career portal and in-person at Goodwill.
- The Excel Center® at Goodwill is a tuition-free school for adults who want to earn a high school diploma- with flexible class schedules, on-site childcare and life coaches.
- Reentry Services assists individuals who are reentering the workforce and community after incarceration.


- Flexible schedule
- No cost childcare
- Transportation assistance
- Life Coaching
- College & Career Readiness
- Expert Instructors
- Special Education & Language Learner support






1





Meet Erica - The Excel Center Student

<p><u>Demographics</u> 34 years old Household – 2 adults/2 children Education Level – no HS Diploma and hold or have attempted GED Annual Income - \$3,777</p> <p><u>Public Assistance</u> Medicaid - \$31,712 SNAP - \$4,512 LIHEAP - \$3,096 TANF – 3,000 EITC - \$2,622 Total = \$44,942</p>	<p><u>Upon Graduation</u> Employed at 35 - 38 hr/wk Eligible for Employer- provided Health Care Enrolled in Higher Education Starting Annual Income - \$27,746</p> <p><u>Public Assistance</u> SNAP - \$4,512 EITC - \$2,622</p> <p><u>Impact</u> Income +\$23,969 Assistance - (\$37,808) Total Impact +\$61,777</p>
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2


The Academy






- Licensed Trade School
- Industry Recognized Certification / Credential Training
- No or Low cost
- Condensed Curriculum
- Externship Opportunities
- Post Training Placement

3





Meet Annie – The Academy Student

<p><u>Demographics</u> 37 years old Household – 2 adults/2 children Education Level – GED/HS Diploma Annual Income - \$8,910</p> <p><u>Public Assistance</u> Medicaid - \$31,712 SNAP - \$4,512 LIHEAP - \$3,096 TANF – 3,000 EITC - \$2,622 Total = \$44,942</p>	<p><u>Upon Earning Credential</u> Employed Full Time Eligible for Employer-provided Health Care Starting Annual Income - \$33,280</p> <p><u>Public Assistance</u> SNAP - \$4,512 EITC - \$2,622</p> <p><u>Impact</u> Income +\$24,370 Assistance - (\$37,808) Total Impact +\$62,178</p>
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4


- 16-week Paid Job Training Program
- Intensive Case Management
- Employability Assessment
- Barrier Assessment and Removal Strategies
- Referral Services to Community Resources and Programs
- Soft Skills Training
- Resume and Letter of Explanation Development
- Career Planning and Job Search Assistance


REENTRY SERVICES





5





Meet Tyler - The TEO Participant

<p><u>Demographics</u> 34 years old Household – incarcerated Education Level – no GED/HS diploma Annual Income - \$0 55% likelihood to recidivate</p> <p><u>Cost to Incarcerate</u> \$24,391 annually</p>	<p><u>Upon Entering TEO Program</u> Employed 32 hours per week Access to half-way houses/independent living Starting Annual Income - \$28,142 5% likelihood to recidivate</p> <p><u>Annual Cost to Incarcerate</u> (per 100) Non-TEO Participants = \$1,341,505 TEO Graduates = \$121,955</p> <p><u>Impact</u> Income +\$28,142 Assistance - (\$20,288) Total Impact +\$48,430</p>
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6

Job Seeker Services

- 34 Locations
- Available to all Employees
- Individualized Career and Financial Plan
- Career Counseling and Coaching
- Job Search and Resume Assistance
- Interview Preparation
- Community and Partner Resource Referrals
- Opportunity Accelerator

Employer Services

- Employer Portal
- Hiring Events
- E-Waste

CAREER SERVICES



7