



INNOVATE

WORKFORCE DEVELOPMENT

October 19, 2021
10:00 a.m. – 12:00 p.m.

Arkansas Division of Workforce
Services

SOCIAL DISTANCING – COVID-19
VIA Zoom or In-Person

Saline County Career Technical
Campus
13600 I-30
Benton, AR 72015

Arkansas Workforce Development Board

Full Board Meeting



AGENDA

October 19, 2021

ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

10:00 a.m.

Estimated Time: 2 hours

Call to Order & Roll Call (3 mins) Scott Bull, Vice-Chair

Agenda Item 1: ACTION

Minutes of July 20, 2021, Full Board Meeting (3 mins) Scott Bull, Vice-Chair

Report of Chairperson (3 mins) Scott Bull, Vice-Chair

Report of Board Director (6 mins) Chad Brown, Board Director

- WIOA 2021 Fall Partners' Meeting

Report of Director (3 mins) Dr. Charisse Childers, Director
Arkansas Division of Workforce Services

Report of Staff (4 mins) Eddie Thomas, Employment Assistance (EA) - Assistant Director
Arkansas Division of Workforce Services

Agenda Item 2: INFORMATIONAL

Camp Connect Kiosk Demo (15 mins) Jody Bergstrom, Chief Executive Officer
Camp Alliance, Inc.

Agenda Item 3: INFORMATIONAL

WIOA Systems Evaluation (45 mins) Dr. Brent Williams, Principal Investigator
Dr. Keith Vire, Project Director
University of Arkansas

Arkansas Division of Workforce Services
Statewide Social Distancing – COVID-19
VIA Zoom or In Person at:
Saline County Career Technical Campus
13600 I-30
Benton, AR 72015



Agenda Item 4: INFORMATIONAL

PY20 WIOA Core Program

Performance Updates (30 mins)..... Elroy Willoughby, Program Operations Chief
Employment Assistance - Arkansas Division of Workforce Services

Dr. Trenia Miles, Director
Adult Education Section – Arkansas Division of Workforce Services

Christy Lamas, Deputy Commissioner
Arkansas Rehabilitation Services – Arkansas Division of Workforce Services

Dr. Megan Lamb, DSB Field Administrator
Arkansas State Services for the Blind – Arkansas Division of Workforce Services

Board Open Discussion (3 mins)

Public Opportunity to Address the Board (3 mins)

Announcements (2 mins)

Adjournment

Saline County Career Technical Campus Tour

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

July 20, 2021

AGENDA ITEM 1 – ACTION: Minutes of the July 20, 2021, Arkansas Workforce Development Board meeting.

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the minutes of the July 20, 2021, Arkansas Workforce Development Board meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
July 20, 2021

The Arkansas Workforce Development Board convened the Full Board meeting through electronic means on July 20, 2021, beginning at 10:05 a.m. The meeting was conducted in-person and remotely utilizing Zoom and teleconference. Chair Tom Anderson presided with the following members voicing their presence: Mr. Joseph Baxter, Mr. Len Blaylock III, Ms. Karen Breashears, Dr. Charisse Childers, Judge Brandon Ellison, Mr. Randy Finegan, Ms. Rebecca Ives, Ms. Erin Franks proxy for Mr. Johnny Key, Ms. Candice Lawrence, Mr. Brian Marsh, Ms. Bridgett Criner proxy for Dr. Trenia Miles, Mr. George “Gan” Nunnally, Mr. Kelley Sharp, Dr. Cassandra Williams-Stokes, Mr. Robert Thorne, and Dr. Diana Wright.

Mr. Scott Bull, Mr. Jeff Griffin, Ms. Melissa Hanesworth, Ms. Abby Houseworth, Mr. Alan Hughes, Ms. Holley Little, Dr. Maria Markham, Secretary Mike Preston, and Dr. Julie Roberson were unable to attend.

Chairman’s Opening Comments: Chair Anderson called the meeting to order at 10:05 a.m. upon seeing a quorum. Chair Anderson stated for the record the One-Stop Certification was previously tabled in April 2020, July 2020, October 2020, January 2021, April 2021, and July 2021 due to COVID-19 and will continue to be tabled with the hope to revisit this item in the October 2021 Full Board meeting. On March 30, 2021, Governor Asa Hutchinson’s extended State public health and disaster emergency via Executive Order 21-07 has expired. However, although the emergency has passed, we are still in a pandemic.

Governor’s Address: Governor Asa Hutchinson acknowledged Arnell Willis’ retirement as the Director of the State Workforce Development Board at Arkansas Department of Workforce Services (ADWS) and Chad Brown, who will be taking over as Director. Governor Hutchinson explained one of his top priorities is to grow the economy by providing high quality jobs in local communities. He addressed the concern of unemployment with the rise of the COVID-19 pandemic and the need for Arkansans to get back out into the workforce.

Report of Deputy Director: Chair Tom Anderson recognized Board Member and Arkansas Division of Workforce Services (ADWS) Director, Dr. Charisse Childers, to address the Full Board. Dr. Childers announced the retirement of Ron Snead, who served with ADWS for 21 years, at the end of June 2021. Jay Bassett, the previous Division Chief of the Dislocated Workers Services Unit and Assistant Director of Grants Resource Administration, was selected as the new Deputy Director for External Operations. Dr. Childers also announced Courtney Traylor, who previously served as the Assistant Deputy Commissioner for the Arkansas Insurance Department and as the Chief Financial Officer for the Arkansas Department of Commerce, as the new Deputy Director of Internal Operation. Lastly, Dr. Childers announced the departure of Kris Jones as the Assistant Director of Office of Financial Management who will continue to be available on a part-time basis when needed.

Report of Board Director: Chair Tom Anderson recognized, Dr. Charisse Childers, and asked her to introduce Mr. Chad Brown. Mr. Chad Brown was appointed by the Governor as the new Board Director to the Arkansas Workforce Development Board, following Arnell Willis’ five years in the position. Board Director Brown addressed the importance and significance of the 2014 Workforce Innovation and Opportunity Act in supporting and training the labor market for competing in the economy. Board Director Brown explained pre-pandemic the Arkansas unemployment rate was 3.9% and currently is at 4.4%. He expounded the impact of the 0.5% increase upon the State’s workforce.

Agenda Item 1 – ACTION – Minutes of the April 20, 2021, Full Board Meeting: Chair Tom Anderson asked if there were any additional corrections or revisions to the April 20, 2021, Full Board meeting minutes.

Hearing none, a motion to accept the April 20, 2021, Full Board meeting minutes with no corrections or revisions was made by Mr. Blaylock, followed by Mr. George Nunnally making the second motion. The motion carried unanimously with none opposed.

The following votes were recorded and voiced by Board Members on a roll vote to Approve, Disapprove, or Abstain for no vote: Mr. Joseph Baxter – Approve, Mr. Len Blaylock III – Approve, Ms. Karen Breashears – Approve, Mr. Scott Bull – Absent, Dr. Charisse Childers – Approve, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Absent, Ms. Melissa Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth – Absent, Mr. Alan Hughes – Absent, Ms. Rebecca Ives – Approve, Mr. Charles Johnson – Approve, Ms. Erin Franks proxy for Mr. Johnny Key – Approve, Ms. Candice Lawrence – Approve, Ms. Holley Little – Absent, Dr. Maria Markham – Absent, Mr. Brian Marsh – Approve, Ms. Bridgett Criner proxy for Dr. Trenia Miles – Approve, Mr. George Nunnally – Approve, Secretary Mike Preston – Absent, Dr. Julie Roberson – Absent, Mayor James Sanders – Approve, Mr. Kelley Sharp – Approve, Dr. Cassandra Williams-Stokes – Approve, Mr. Robert Thorne – Approve, and Dr. Diana Wright – Approve.

Report of Chairperson: Chair Anderson informed Board Members in March 2020 that he had been appointed to the Workforce Investment Advisory Council (WIAC), which is a national group of people providing recommendations to the Secretary of Labor. Chair Anderson explained WIAC investigates state funding for labor market information to fund the state workforce and labor market infrastructure. Chair Anderson addressed he has been monitoring the local boards through the internet and through Zoom. In meetings with Dr. Childers and Director Brown, Chair Anderson informed the Full Board of his thoughts on the State Board and working with the Governor’s office to ensure the Board is fully staffed. Lastly, Chair Anderson informed the Full Board of his and Director Brown’s attendance to the State Chairs and Liaisons in September 2020.

Report of Director: Chair Tom Anderson recognized Board Member and Arkansas Division of Workforce Services (ADWS) Director, Dr. Charisse Childers to address the Full Board. Due to a brief delay during roll call from technical difficulties, Dr. Childers relinquished her five minutes for a report by stating her concerns were previously addressed.

Report of Staff: Chair Anderson recognized Board Staff Mr. Eddie Thomas to address the Full Board. Mr. Thomas stated the Arkansas Division of Workforce Services was the recipient of the Workforce Data Quality Initiative Grant from the U.S. Department of Labor (USDOL). The \$2.5 million grant was awarded to help states increase the capacity of workforce development programs and improve the quality and range of workforce data. Through this grant, ADWS will work with the Division of Information Services (DIS) to analyze gaps between occupational demand and credential skills production by region, track progression across education and workforce systems into the labor market; analyze impacts of co-enrollment and wrap around services for case providers to analyze gaps, barriers, underserved populations, and inequities; evaluate system solutions; set system performance goals; and create policy incentives for innovation. Mr. Thomas added ADWS will apply for an additional grant through USDOL called “The Careers and Dislocated Worker Grant.” The grant regards comprehensive and assessable reemployment through equitable employment recovery. The goal of the grant is to help reemploy dislocated workers mostly affected by the COVID-19 pandemic, specific to those from historically marginalized communities, groups, and those who have been unemployed for an extended period. The grant provides two opportunities: 1) to serve individuals through career services and training services; and 2) to develop or upgrade accessible online systems and platforms to adapt structures to assess job search and career guidance. Mr. Thomas

provided an update to the Full Board regarding the \$13.5 million Reimagine Grant from the U.S. Department of Education received by the Arkansas Workforce Development Board. ADWS is working with Shorter College and the University of Arkansas global campus to ensure they are providing short term workforce training to individuals affected by COVID-19. Mr. Thomas reported the Workforce Taskforce was developed in response to COVID-19. The Workforce Taskforce is comprised of individuals within ADWS, Arkansas Economic Development Commission (AEDC), the Local Workforce Development Boards, and Area Operations Chiefs (AOC), to streamline efforts in stimulating the workforce on a statewide level. Mr. Thomas informed the Full Board a WIOA Partners' Meeting will be held on September 21-23, 2021, they will be hosting the WIOA partners meeting for members to share information, present, and discuss the directions of their programs. Mr. Thomas concluded USDOL has been hosting "Workforce Wednesday" to provide technical assistance to state and local area staff on resources available to job seekers and employers in addition to implementation of WIOA.

Report of Committees:

Since the first quarter of 2020, each of the Board's standing committees decided to discontinue Committee Meetings in support of the Governor's Executive Orders. However, a request was made in the second quarter of 2021 by the Temporary Assistance for Needy Families (TANF) Committee Chair to discuss new initiatives.

TANF Oversight Committee Report:

TANF Committee Chair, Gan Nunnally, stated the committee met and approved the minutes of the January 7, 2020, committee meeting. The committee heard a report on the status of federal legislation and the impact on TANF funding. The report regarded the American Rescue Plan Act of 2021 to keep provisions to TANF and COVID-19. The committee heard a report on the TANF programs response to COVID-19. This included working with Department of Human Services (DHS) to streamline the application process using telephonic interviewing, improving online accessibility, and waiving new person requirements to perform work readiness assessments. An effort to provide support to Career Pathway Initiative (CPI) colleges to distribute computers, provide internet access, and equipment to support Transitional Employment Assistance (TEA) and TANF eligible students attending classes remotely was also provided. The committee also heard a report on program approved initiatives, the TANF Training Initiative, IT and cyber security training, a partnership with the Ford Institute, a report was provided on the TANF Dropout Prevention Initiative, and the Arkansas River Cooperative. Information was also provided on new training and job preparation initiatives from local workforce development boards. A detailed report will be provided to the Full Board at a later date. Lastly, the committee heard a report from two TANF partnerships, the Children's Advocacy Centers of Arkansas, and the Little Rock Workforce Development Board. These organizations shared how TANF funding has helped them expand and implement programs serving individuals and families in Arkansas. The next TANF Committee meeting is to be determined.

Agenda Item 2 – Action – Work Pays Eligibility Transition and Policy Update: Chair Anderson recognized Phil Harris to present to the Full Board. Mr. Harris explained a TANF committee meeting was held on May 11, 2021, to discuss policy changes. Revisions were made to incorporate eligibility policy for the administration of the Work Pays Program, as permitted by Act 514 of 2007. The revisions are as follows: **Policy 10101**, added language regarding Act 1205 of 2015, drug testing of applicants and recipients; **Policy 10102.4**, language added regarding Drug Screening Questionnaire requirement; **Policy 10102.5**, language added regarding scheduling the initial interview; **Policy 10102.6**, language added regarding re-scheduling the initial interview; **Policy 10103**, language added to require adequate notice of denial during initial eligibility determination; **Policy 10104**, added new language on drug testing requirements; **Policy 10104.1**, added new language regarding exemptions from drug screenings and testing; **Policy 10104.2**, added language regarding cooperation with drug testing; **Policy 10104.3**, added language regarding substance abuse evaluation/drug treatment referral; **Policy 10104.4**, added language regarding compliance with drug abuse treatment plan of action; **Policy 10104.5**, added language regarding good cause for noncompliance

with drug treatment/recovery support; **Policy 10105**, language added regarding biweekly contact; **Policy 10106**, added procedure for Drug Assessment Questionnaire; **Policy 10200**, language added outlining requirements for 6 month and yearly re-evaluations, examples and FPL calculations added, and language added to clarify significant change to budget; **Policy 10502**, language added to list types of acceptable verification; **Policy 10600**, language added to clarify eligibility for bonuses; **Policy 10600.4**, language added to require advance notice before closure and language added that temporary fluctuations in salary are not part of income calculations; **Policy 10740**, language added to explain sanction levels and home visit requirement; **Policy 10750**, language added about lifting the child support sanction; **Policy 10760**, language added regarding closure due to noncompliance with drug screening requirements; **Policy 10800**, language added to clarify when the six-month does not apply and note added to explain insufficient hours.

As presented with no revisions, a motion to accept the updates to the Work Pays Eligibility Transition and Policy inclusive of the Work Pays Application was made by Ms. Candice Lawrence followed by Ms. Bridgett Criner proxy for Dr. Trenia Miles making the second motion. The motion carried unanimously with none opposed.

The following votes were recorded and voiced by Board Members on a roll vote to Approve, Disapprove, or Abstain for no vote: Mr. Joseph Baxter – Approve, Mr. Len Blaylock III – Approve, Ms. Karen Breashears – Approve, Mr. Scott Bull – Absent, Dr. Charisse Childers – Approve, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Absent, Ms. Melissa Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth – Absent, Mr. Alan Hughes – Absent, Ms. Rebecca Ives – Approve, Mr. Charles Johnson – Approve, Ms. Erin Franks proxy for Mr. Johnny Key – Approve, Ms. Candice Lawrence – Approve, Ms. Holley Little – Absent, Dr. Maria Markham – Absent, Mr. Brian Marsh – Approve, Ms. Bridgett Criner proxy for Dr. Trenia Miles – Approve, Mr. George Nunnally – Approve, Secretary Mike Preston – Absent, Dr. Julie Roberson – Absent, Mayor James Sanders – Approve, Mr. Kelley Sharp – Approve, Dr. Cassandra Williams-Stokes – Approve, Mr. Robert Thorne – Approve, and Dr. Diana Wright – Approve.

Agenda Item 3 – Informational –Ready For Life 2021: Chair Anderson recognized Mr. Rick Neal, the Director of the Workforce Education and Data Transformation for the Governor’s office, to present information on the Ready For Life Initiative. Mr. Neal explained Ready for Life is designed to be a one workforce solution for the state that gives every Arkansan an opportunity to go somewhere they can find support finding a job and connect their education to it. Mr. Neal pleaded for the active participation of everybody for Ready for Life to be utilized to its maximum potential. Governor Hutchinson committed \$14.7 million from his discretionary fund to the project and said one of his long-term goals is for the state to be more efficient and connecting work skills and work certifications with employers. The project provides over \$4.5 million to two-year institutions to expand workforce training opportunities in high wage, high-demand careers for all Arkansans, according to state officials. State officials say the project provides three-primary resources to enhance education, workforce opportunities, and data driven decision making through a learning management system, statewide longitudinal data system and learner employer records. Mr. Neal explained a call to action to link up technology and education with a single workforce solution and the participation of everyone, so that Arkansans can be provided with skill and job readiness to be active in the labor market.

Candice Lawrence asked if the focus is on those who have already graduated high school, or maybe dropped out of high school, or is the focus on students who have yet to graduate high school, or is it a mix? Mr. Neal responded to a Board Member’s inquiry regarding the program’s focus on participant status, such as, students who have graduated, dropped out, or will graduate. He further explained the program targets everyone whether you’re in 8th grade or you’re 60 years old, it is a program meant to ready everyone for the workforce.

The program does not replace the ACT, National Career Readiness Certification (NCRC), etc., but works together in tandem. The targeted learning is configured by region based off need. Mr. Blaylock followed up and asked how businesses interact with the program. Mr. Neal explained everyone goes through the same type of interaction as everyone with the same opportunity.

A recommendation was made to hold a 30-minute training session for all the local workforce members within the state agencies on how to navigate the program and site. Dr. Childers suggested people may wonder how this will work with Arkansas Job Link (AJL) and how some might utilize both systems. Mr. Neal emphasized the programs are there to support each other rather than replace one another.

Agenda Item 4 – Informational – Act 319 of 2021 and Career Readiness Certification (CRC): Chair Anderson recognized Mr. Ross White, the Director of the Division of Career & Technical Education, to present information on Arkansas Act 319. This Act requires an Arkansas public school who serves a student in grades ten through twelve (10-12) shall administer college and career readiness assessments, including a career readiness assessment that leads to a nationally recognized work readiness certificate, as determined by the state board, to each student before he or she graduates from high school. The district can choose to have the certification readministered for whatever reason.

Dr. Childers stated how this will be more relevant and happen faster once jobs take the certification more seriously and state jobs make the certification necessary from potential employees.

Ms. Candice Lawrence raised a concern regarding the education of the business community with the actual value of the certificate. She believed there will be a challenge with making most employers take this kind of certificate seriously. Mr. White explained he will market the program to those within the educational side of the situation, and it will take his connections to members of commerce and the higher people up that can market the program to those in policy positions.

Chair Anderson recognized Ms. Jessica Caldwell, the ADWS Career Readiness Certificate Coordinator. Ms. Jessica Caldwell explained with the NCRC, an applicant shows to be job ready, posed the necessary job skills for today's labor market, which will streamline them to a job suited for them. The certifications do not expire and go into the ACT database, which can be pulled by any employer. Levels of this certification rank as bronze, silver, gold, and platinum.

Agenda Item 5 – Informational – Offender Re-entry: Chair Anderson recognized Mr. Jarrod Self, Housing Manager for Re-entry Services with Arkansas Community Correction, to present information related to his program. The Re-entry Program is a 6-month community-based program for select offenders within the Arkansas Department of Corrections that function within the community program. Mr. Self explained the type of barriers people with felonies face when seeking employment due to their criminal history. Mr. Self explained employers who are not second-chance employer prove to be a big challenge for getting ex-offenders back into the workforce. Housing and mental health also prove to be big challenges in navigating life after a felony conviction. There are 217 active participants across 7 facilities in the program. The program began in 2016 and has had 2,200 participants graduate to date. Graduates have all been full time employees in the communities. There are 66,772 total participants on some form of supervision in Arkansas inclusive of 21,820 participants who are full time employees; approximately 37,000 participants are on direct and active supervision; 2,139 participants are employed part-time; and 4,825 participants are considered disabled.

Board Open Discussion: Chair Anderson asked board members for any additional items for discussion. Hearing none, Chair Anderson opened the floor to allow the public the opportunity to speak before the Full Board.

Public Speaking Opportunity: Chair Anderson addressed members of the public attending the meeting through electronic means and extended the opportunity to speak before the Full Board. Board Member Karen Breashears asked the Board to have staff explain the difference between an administrative policy and a non-administrative policy. Chair Anderson acknowledged Ms. Breashear's question and placed it on the agenda for the next Arkansas Workforce Development Board meeting.

Announcements: Chair Anderson announced the committee meetings of the Arkansas Workforce Development Board will convene "as needed" due to the COVID-19 pandemic and out of respect for Board Member's schedules. The next Full Board meeting is set for October 19, 2021. Board Staff will keep everyone aware of any changes to the schedule or the type of meeting, whether virtual or in-person, as the State progresses through COVID-19 under the guidance of Governor Asa Hutchinson.

Adjourn: As presented, Chair Tom Anderson adjourned the AWDB Full Board meeting at 12:06 p.m., on a motion made by Mr. George Nunnally, followed by Mr. Len Blaylock III making the second motion. The motion carried unanimously with none opposed.

The following votes were recorded and voiced by Board Members on a roll vote to Approve, Disapprove, or Abstain for no vote: Mr. Joseph Baxter – Approve, Mr. Len Blaylock III – Approve, Ms. Karen Breashears – Approve, Mr. Scott Bull – Absent, Dr. Charisse Childers – Approve, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Absent, Ms. Melissa Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth – Absent, Mr. Alan Hughes – Absent, Ms. Rebecca Ives – Approve, Mr. Charles Johnson – Approve, Ms. Erin Franks proxy for Mr. Johnny Key – Approve, Ms. Candice Lawrence – Approve, Ms. Holley Little – Absent, Dr. Maria Markham – Absent, Mr. Brian Marsh – Approve, Ms. Bridgett Criner proxy for Dr. Trenia Miles – Approve, Mr. George Nunnally – Approve, Secretary Mike Preston – Absent, Dr. Julie Roberson – Absent, Mayor James Sanders – Approve, Mr. Kelley Sharp – Approve, Dr. Cassandra Williams-Stokes – Approve, Mr. Robert Thorne – Approve, and Dr. Diana Wright – Approve.

Tom Anderson, Board Chair
Arkansas Workforce Development Board

Chad Brown, Director Workforce Development
Arkansas Division of Workforce Services

*Minutes recorded by Tyler Gibbons
Arkansas Division of Workforce Services Staff*

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

October 19, 2021

AGENDA ITEM 4 – INFORMATIONAL: Camp Connect Kiosk Demonstration

INFORMATION/RATIONALE: Camp Connect is a resource and communication hub utilizing interactive and informative kiosks located in common places Military and Veterans frequent. Resources include, but not limited to: physical and mental health, career, education, and training, legal, family and child services, emergency assistance.

Camp Connect is one of the services provided by Camp Alliance, Inc., which is a state and national award winning 501(c)(3) charitable organization established in 2010 with the purpose to serve the United States Armed Forces.

Camp Alliance is accomplishing its mission through collaboration with State Agencies, Government Officials, and Local Communities.

Camp Alliance representatives will present a demonstration of the Camp Connect kiosk to the Board.

MILITARY & VETERAN RESOURCE KIOSKS [CAMP CONNECT]



“Resource Rich, Communication Poor.”

Recognizing the need to get information out to the Military, Veterans, and their families, Camp Alliance and the Northwest Arkansas Veterans Coalition [NWAVC] partnered, and received CARES ACT funding through the Department of Human Services [DHS].

Camp Connect is a resource and communication hub utilizing interactive and informative kiosks, located in common places Military and Veterans frequent. Resources to include but not limited to; physical and mental health, career, education and training, legal, family and child services, emergency assistance, and housing.

The Camp Connect platform is owned and operated by Camp Alliance Inc., no personal information will be collected.



More information please contact:
Pete Rathmell · cprskr@gmail.com · 479-633-4440
Jody Bergstrom · jb@campallianceinc.org · 479-601-1722

CAMP CONNECT

Camp Alliance* is addressing a need to communicate, connect, and build awareness of a clearinghouse of resources, services, and programs available to Military, Veterans, and their families in Arkansas. As more programs move online to allow remote access, it is imperative that the military, veterans, and families be kept informed and connected to federal, state, and vetted local resources.

Introducing the Camp Connect Platform - the link between service and resources.

Camp Connect “Hub and Spoke” Platform was designed to use and share on any mobile device, tablet, or computer, simply linking the end-user to military and veteran resources and services. To provide full access, we will place education and awareness kiosks around the state equipped with a digital monitor displaying “did you know” resources and informative information with an iPad to access the Camp Connect platform.

These kiosks will be placed in higher traffic areas for easy accessibility to military, Veterans, and associated family members. Allowing the information flow of many resources to include, but not limited to: physical and mental health, career, education and training, legal, family, and child services, housing and emergency assistance.

As the project kicks off and enters into the Beta Launch phase, we are excited to see how this best serves our communities and connects resources. Due diligence of placement, marketing, analyzing usage analytics, and collecting feedback is paramount in producing a utilized staple resource. The next phase will include an interactive, streamlined software update which will be released in summer 2021.

In partnership with the Northwest Arkansas Veteran Coalition, we will be placing 25 Kiosks in Northwest Arkansas and the River Valley to include County Administration buildings, Military Installations, Armories, University, and Colleges, Veteran County Service Offices, and others identified high traffic areas. As Camp Alliance moves into phase two, another 50 units will be placed around the state. With a goal in phase three to have at least one kiosk in every county.

We are truly grateful for the funding opportunity through the Cares Act Grant and our allies throughout this great state to provide direct support to our Military and Veteran community in this way.

<https://www.campallianceinc.org/campconnect>

* Camp Alliance, Inc. a state and national award-winning 501c3 charitable organization established in 2010 with the purpose to serve the United States Armed Forces; in order to complement the Department of Defense's Military Unit and family mission readiness programs.

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

October 19, 2021

AGENDA ITEM 6 – INFORMATIONAL: Workforce System Evaluation Update

INFORMATION/RATIONALE: As required by 20 CFR § 682.200(d), States must use funds reserved by the Governor for statewide activities to conduct evaluations of activities under the WIOA Title I core programs in order to promote continuous improvement, research and test innovative services and strategies, and achieve high levels of performance and outcomes.

ADWS, following input from the AWDB during the July 16, 2019, entered a contract for an evaluation with the University of Arkansas.

The University of Arkansas has completed this project and will provide the results of their evaluation to the Board.



1

ADWS WIOA Systems Evaluation, Skills Gap Analysis, and Customer Service Surveys

- In partnership with the Arkansas Division of Workforce Services, the University of Arkansas Counselor Education Program and the University of Arkansas Walton School of Business conducted a comprehensive evaluation of the workforce systems directed and managed by the Division.
- Dr. Brent Williams with the UA Counselor Education Program served as the Principal Investigator for the project, and Mervin Jebaraj, Director of the Center for Business and Economic Research, acted as Co-Principal Investigator. Dr. Keith Vire, with the Counselor Education Program was Project Director.

2

Evaluations Developed

- Local Integration Study—Sample Workforce Innovation and Opportunity Act Comprehensive Centers for the 3 Local Areas selected for sampling, interview staff and report case studies on effectiveness of identifying and closing Skill-Gaps.
 - Sample WIOA Title I and Title III participants for the 3 Local Areas, to determine if, based on the participants information in the Case File, the participant might have been eligible to receive services under the required partners
 - For each local area selected, leadership will be interviewed to identify partner programs and non-profits that collaborate with the Workforce Centers. Contractors will report on the existence of:
 - Memorandums of Understanding between the programs/entities
 - Referral Procedures
 - Training for partners regarding services provided or alternative print materials to assist in collaboration OR
 - An alternative method to refer clients between the partners effectively

3

Evaluations and asset mapping

- Local Integration Study, Continued—
 - Contractors will establish a map of resources that exist on the State and Local Level that have one or more following characteristics:

• Displaced Homemaker	• Basic Skill Deficient
• Low Income	• Ex-Offender
• Limited English Proficiency	• Single Parent
• Migrant Worker	• TANF Recipient
• Disabled	• SNAP Recipient
• Veteran	• SSDI Recipient
• Older Worker	• UI Claimant
• Out of School Youth	• Long-Term Unemployed
• Foster Youth	

4

Evaluations and asset mapping

- Local Integration Study, Continued—
 - For all programs and services identified in the previous steps, report whether sampled participants were: referred to or co-enrolled in other programs or services.
- Select six centers located in different Local Workforce Development Areas and conduct a review these centers compared to the State's certification policy and applicable laws/regulations. In keeping with the General Instructions in the bid solicitation document, four comprehensive centers and two affiliate centers will be reviewed.
- Conduct a statewide customer service survey for business customers of WIOA Title I and Title III receiving services over the most recent 12 months available.
- Upon completion of the Asset Mapping, Contractor will evaluate State Workforce Agencies, 10 Local Workforce Development Boards, and the centers that offer services across the states to determine best practices for utilizing these resources as a workforce development strategy.

5

Skills gap analysis

- For select high-demand industries and occupations, a skill-gap analysis will be completed by the Contractor.
- Goal: To identify occupations where critical skill-gaps exist and to compile a list of the most critical shortages in skills. Surveys of these entities may be conducted for this purpose:
 - Industry Associations,
 - Chambers of Commerce,
 - State Agencies,
- Evaluation Component- Once the Skills Gap analysis is complete, Contractor evaluate to determine best practices for closing the skills gaps identified and will make recommendations for improvement.

6

Project Objectives

- Objective 1: Create evaluation tool to complete a local integration study encompassing a sample of Workforce Innovation and Opportunity Act Title I or Title III participants for three separate Local Workforce Development Areas.
- Objective 2: In the Comprehensive Centers for the 3 Local Areas selected for sampling, the Contractor will report case studies on effectiveness of identifying and closing Skill-Gaps.
- Objective 3: Review a sample of Arkansas Workforce Centers against the State's certification policy and applicable laws and regulations for four comprehensive centers and two affiliate centers. Each of the six centers selected will be located in different Local Workforce Development Areas.
- Objective 4: Conduct a statewide customer service survey for business customers of WIOA Title I and Title III receiving services over the most recent 12 months available.

7

Partner program identification and surveys

The evaluators interviewed leadership of WIOA workforce centers to identify partner programs and non-profits that collaborate with the Workforce Centers. For these partners, the evaluators documented and reported on the existence of the following:

- Memoranda of understanding between the workforce centers and partners;
- Written referral procedures;
- Documentation of training for partners regarding the services provided;
- Alternative print materials to assist in collaboration, or...
- An alternative method to refer customers between the partners effectively.

8

Services Provided to Targeted Populations

- The evaluators researched and identified entities in the assigned local areas that provide services to these specific targeted populations:
 - Displaced Homemaker
 - Low Income Individuals
 - Limited English Proficiency
 - Migrant Worker
 - Veteran
 - Older Worker
 - Out of School Youth
 - Foster Youth
 - Basic Skill Deficient
 - Ex-Offender
 - Single Parent
 - TANF Recipient
 - SSDI Recipient
 - SNAP Recipient
 - UI Claimant
 - Long Term Unemployed

9

Co-Enrolled Participants:

- For all programs identified as (WIOA), Wagner-Peyser Act Employment Service programs, and Adult Education and Family Literacy Act (AEFLA) programs, the evaluators were asked to identify, from a sampled participant list, whether customers were referred or co-enrolled in other programs.

10

Identifying and Closing Skills Gaps

- For the three assigned workforce areas, the evaluators were charged with developing case studies on effectiveness of identifying and closing Skills-Gaps. To develop these case studies, the evaluators interviewed workforce center staff for examples of skills-gap identification on either the occupation level, the demand level, or the skill-level. Employer interviews were completed to gauge interaction between employers and workforce center staff and to determine the services that were provided to address the skills-gap.

11

Compliance with certification policy

- As part of the study, the evaluators were tasked with reviewing a sample of six Arkansas Workforce Centers against the State's certification policy and applicable laws and regulations. The six centers, (four comprehensive and two affiliate centers) were located in different Local Workforce Development Areas.

12

Business Partner Survey

- The ADWS WIOA Business Survey, conducted by the Center for Business and Economic Research at the Walton College of Business explored how Arkansas businesses feel about their experiences with the WIOA program. This survey included 845 individual businesses, and produced an overall response rate of 9.9%. Overall, 5 individual local workforce development areas had a response rate greater than 10% and 8 local workforce development areas had a response rate greater than 8%.

13

Customer Survey

- The ADWS WIOA Customer Survey, also conducted by the Center for Business and Economic Research at the Walton College of Business, explored how Arkansas job seekers feel about their experiences with the WIOA program. The Customer Survey contacted 60,668 individuals with valid emails as of October 9, 2020. The survey produced an overall response rate of 11.8%. All individual local workforce development areas had response rates of at least 10%.

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Summary of Findings and Recommendations:

- The findings and recommendations for this study are summarized in the following slides. The full text of the findings and recommendations are included on page 159 (findings) and 168 (recommendations) of the full report.

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Findings

- 1. Levels of Co-Enrollment in partner programs: Results of customer reviews in the three selected workforce areas confirmed a range of 2.5% co-enrollment to a high of 16.6% for these individual partner providers, with an overall average rate for all reporting providers of 7.34%. This is not an optimum rate of co-enrollment. The evaluators find that the rates of co-enrollment in partner programs during the most recent reporting period is not acceptable.

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Findings

- 2. Partner Programs and Agencies: The number of partners listed by the three selected workforce areas were thirty-six in the Central Arkansas Planning and Development District, fifteen in the Northeast Arkansas Workforce Development Center, and ten in the Western Arkansas Planning and Development District. The discrepancy in these numbers is significant, and it is the opinion of the evaluators that other potential partner programs are available in at least two of the three workforce areas.

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Findings

- 3. Referral Procedures: Referral procedures are in place for the three assigned workforce areas. All three managers reported that referrals are also received via email and telephone as an alternative when necessary. Referral procedures and customer support are well laid out and well documented at all three selected workforce areas. The evaluators find that the three selected workforce areas are in substantial compliance with this requirement.

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Findings

- 4. Training Services: The three selected areas provide training concerning available services as necessary. The evaluators find that the training opportunities are, in many cases, insufficient to meet the needs of the workforce customer base, and that, while the requirement to provide training is met at a minimal level in the three selected workforce areas, more should be done to ensure understanding by all ADWS customers.

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Findings

- 5. Skills Gap Identification and Amelioration: Strategies for identifying skills gaps clearly demonstrated significant differences among the centers. The evaluators find that, while two of the three selected centers are heavily engaged in identifying and addressing skills gaps in their regions, more work is clearly needed. The tools for identifying skills gaps are available in equal measure to all 28 workforce centers in Arkansas; however the quality of skills gap analysis is not equivalent across all centers.

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Findings

- 6. Assessing the Effectiveness of Skills Gaps Interventions: All three of the selected workforce centers reported using “repeat/continued business with employers” as one measure of the effectiveness of services provided. Other measures are employed by each of the three workforce centers. It is the finding of the evaluators that standard protocols for measuring the effectiveness of ameliorating skills gaps should be developed and shared with all workforce areas.

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Findings

- 7. Compliance Review: The evaluators reviewed a sample of six Arkansas Workforce Centers approved by Arkansas Workforce Development Leadership and the Arkansas Workforce Development Board, against the State’s certification policy and applicable laws and regulations. All six centers reviewed meet or exceed minimum requirements established by the Americans with Disabilities Act (ADA) for physical accessibility. Additional information is provided in the expanded findings section of this report, but no findings are reported.

22

Findings

- 8. Business Survey: The survey of business partners was conducted for this evaluation by the Center for Business and Economic Research at the University of Arkansas' Walton College of Business. Overall, the report finds that WIOA recipients display a moderate degree of satisfaction with the WIOA program and the ADWS. Some areas of concern were reported, however, and these findings are reported in the expanded findings section of the report.

23

Findings

- 9. Customer Survey: This survey showed a 62% overall satisfaction rate with WIOA programs and a 68% satisfaction rate with Workforce Center staff. The survey found that, "many" respondents reported "poor customer service", "a rude attitude", "inattentive staff", or "uninformed staff". In spite of the high overall satisfaction rating with the program, the fact that "many" respondents cited these issues, the evaluators find that a critical need exists for additional training in customer service for all local workforce center staff. In addition, the evaluators find that the current phone system does not appear suited to surge demand of ADWS or WIOA services.

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Recommendations

- 1. Co-Enrollment: The evaluators recommend that Arkansas Workforce Development Leadership and the Arkansas Workforce Development Board and area managers develop data collection methods to effectively track and monitor rates of co-enrollment. Only by having accurate and up-to-date information concerning co-enrollment can ADWS begin to encourage and promote additional co-enrollment with WIOA partners

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Recommendations

- 2. Partner Programs and Organizations: WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. Many organizations reported that while they are willing, they do not have data available to adequately partner with Workforce Centers. These organizations are willing and even eager to partner with ADWS centers, but don't have processes in place to collect data and provide support and assistance. It is recommended by the evaluators that Arkansas Workforce Development Leadership and the Arkansas Workforce Development Board work with all workforce areas to identify and engage additional community partners, and to provide training and assistance to those partners in data collection techniques

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Recommendations

- 3. Business Survey: It is recommended by the evaluators that ADWS address each of the concerns expressed in the survey. These concerns are serious, and even though the overall results showed a "...moderate degree of satisfaction with WIOA programs..." the concerns must be addressed. These concerns include: Less than half of WIOA recipients (42%) reported receiving the majority of services needed to address workforce needs; Many respondents described Workforce Center staff as "unresponsive" or "inattentive;" Many comments brought up the difficulty of posting job openings through the ADWS or the employers' website; Several comments noted a lack of interaction between workforce center staff and businesses. The evaluators recommend that additional training programs be established to improve staff/customer relationships.

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Recommendations

- 4. Customer Survey: This survey showed a 62% overall satisfaction rate with WIOA programs and a 68% satisfaction rate with Workforce Center staff. Comments referring to "rude behavior" and "poor customer service" by staff, however, leads the evaluators to strongly recommend additional training in customer service for all local workforce center staff.
- In addition, the survey found that, "The current phone system does not appear suited to surge demand of ADWS or WIOA services." Because it is possible that the increased demand on the phone system due to the COVID pandemic is at least partially responsible for the problems reported by customers, the evaluators highly recommend that the phone system be evaluated immediately. If these problems continue post-COVID, the evaluators recommend that the system be upgraded as soon as it is feasible. This upgrade, installed across all workforce centers in the state will no doubt be expensive, but quality services are dependent upon an effective and reliable communication system.

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Recommendations

- 5. Compliance Review: The evaluators make no recommendations for change in this area.
- As previously stated, it is the opinion of the evaluators that the six centers reviewed for this study are in substantial compliance with all ADWS regulations, and that the managers take their regulatory responsibilities seriously.

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Recommendations

- 6. Other Recommendations: It is highly recommended that ADWS establish methods for high performing centers and workforce areas to provide training for other centers.

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Thank you

- The evaluators are grateful for the opportunity to meet the excellent managers and field staff who make our workforce system one of the very best in the country. We are available to answer your questions today, or at any time in the future.

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

October 19, 2021

AGENDA ITEM 5 – INFORMATIONAL: WIOA Core Programs Program Year 2020 Performance Results

INFORMATION/RATIONALE: The Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states and local areas in achieving positive outcomes for individuals served by the workforce development system.

Program Year (PY) 20 is the fifth-year state grantees reported performance information under the WIOA performance accountability provisions. Individual performance records were submitted by the WIOA Titles I, II, III, and IV grantees to the U.S. Departments of Education and Labor, respectively.

The WIOA Titles I & III program performance information that was transmitted to the U.S. Department of Labor and presented herein is not final. At the end of each program year, the negotiated standards for WIOA Titles I & III will be adjusted by the U.S. Department of Labor in accordance with their Statistical Adjustment Model. The Statistical Adjustment Model is designed to adjust negotiated performance goals based upon changes in economic conditions and participant characteristics.

COVID Impact

The results of the PY20 WIOA Title I & III Program Performance presented herein includes exiter cohorts that were impacted by COVID-19. The employment status for Qtr.2 and median earnings indicators occurs in the 1-1-2020 to 3-1-2020. Thus, the changes in the labor market that began during this period may have some impact on both measures. However, it is too soon to estimate the extent to which the model can address the effects of COVID-19.

The WIOA Titles I, II, III, and IV Core Programs will present their PY20 performance data, as of October 1, 2021.

WIOA TITLE I ADULTS												
	Total Participants Served Cohort Period: 07/01/2020 - 06/30/2021	Total Participants Exited Cohort Period: 04/01/2020 - 03/31/2021)		Employment Rate (Q2) Cohort Period: 07/01/2019-06/30/2020)		Employment Rate (Q4) Cohort Period: 01/01/2019 - 12/31/2019		Median Earnings Cohort Period: 07/01/2019 - 06/30/2020	Credential Rate Cohort Period: 01/01/2019 - 12/31/2019		Measurable Skill Gains Cohort Period: 07/01/2020 - 06/30/2021	
					Rate		Rate	Earnings		Rate		Rate
				Target		87.00%		87.00%	\$6,200.00		82.00%	
Total Statewide	951	645	Actual	Num.	559		648		561		471	
				Denom	706	79.20%	825	78.55%	\$7,002.00	713	78.68%	686

Analysis: The State exceeded the actual goal or met the 90% threshold in each of the Adult measures listed above.

WIOA TITLE I - DISLOCATED WORKERS												
	Total Participants Served Cohort Period: 07/01/2020 - 06/30/2021	Total Participants Exited Cohort Period: 04/01/2020 - 03/31/2021		Employment Rate (Q2) Cohort Period: 07/01/2019 - 06/30/2020		Employment Rate (Q4) Cohort Period: 01/01/2019 - 12/31/2019		Median Earnings Cohort Period: 07/01/2019 - 06/30/2020	Credential Rate Cohort Period: 01/01/2019 - 12/31/2019		Measurable Skill Gains Cohort Period: 07/01/2020 - 06/30/2021	
					Rate		Rate	Earnings		Rate		Rate
				Target		91.00%		89.00%	\$6,900.00		79.00%	
Total Statewide	318	177	Actual	Numerator	157		175		124		155	
				Denominator	189	83.07%	209	83.73%	\$7,485.25	154	80.52%	230

Analysis: The State exceeded the actual goal or met the 90% threshold in each of the Dislocated Worker measures listed above.

WIOA TITLE I - YOUTH													
	Total Participants Served Cohort Period: 07/01/2020 - 06/30/2021	Total Participants Exited Cohort Period: 04/01/2020 - 03/31/2021			Placement Rate (Q2) Cohort Period: 07/01/2019 - 06/30/2020		Placement Rate (Q4) Cohort Period: 01/01/2019 - 12/31/2019		Median Earnings Cohort Period: 07/01/2019 - 06/30/2020	Credential Rate Cohort Period: 01/01/2019 - 12/31/2019		Measurable Skill Gains Cohort Period: 07/01/2020 - 06/30/2021	
						Rate		Rate	Earnings		Rate		Rate
					Target			80.00%		80.00%	\$3,024.00		73.00%
Total Statewide	684	405	Actual	Numerator	355		388 <th rowspan="2"></th> <th></th> <td>201<th></th><td>184<th rowspan="2"></th></td></td>			201 <th></th> <td>184<th rowspan="2"></th></td>		184 <th rowspan="2"></th>	
				Denominator	496	71.57%	537		72.25%	\$3,585.05	339	59.29%	

Analysis: The State **did not** exceed the actual goal or meet the 90% threshold in **Placement Rate**, **Credential Rate**, or **Measurable Skill Gain** of the Youth measures listed above.

WIOA TITLE III - WAGNER-PEYSER													
	Total Participants Served Cohort Period: 07/01/2020 - 06/30/2021	Total Participants Exited Cohort Period: 04/01/2020 - 03/31/2021			Employment Rate (Q2) Cohort Period: 07/01/2019 - 06/30/2020		Employment Rate (Q4) Cohort Period: 01/01/2019 - 12/31/2019		Median Earnings Cohort Period: 07/01/2019 - 06/30/2020	Credential Rate Cohort Period: 01/01/2019 - 12/31/2019		Measurable Skill Gains (Cohort Period: 07/01/2019 - 06/30/2020	
		Rate				Rate	Earnings		Rate		Rate		
	Total Statewide	76,193	78,167	Target			73.40%		74.50%	\$5,200.00		NA	
Actual				Numerator	70,149		65,499		\$5,456.12	NA		NA	
				Denominator	103,527		67.76%			98,146		66.74%	

Analysis: The State exceeded the actual goal or met the 90% threshold in the Wagner-Peyser measures listed above.

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 first chart details the specific services provider to Employers, by service type, during the program year.

Effectiveness in Serving Employers – All Core Programs	
Employer Services	Establishment Count Cohort Period: 7/1/2020-6/30/2021
Employer Information and Support Services	574
Workforce Recruitment Assistance	3,703
Engaged in Strategic Planning/Economic Development	23
Accessing Untapped Labor Pools	33
Training Services	2
Incumbent Work Training Services	0
Rapid Response/Business Downsizing Assistance	2
Planning Layoff Response	0

The chart below 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: 7/1/2020-6/30/2021
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	44,182/68,665	64.34%
Employer Penetration Rate	3,891/107,072	3.63%
Repeat Business Customers Rate	N/A	N/A
State Established Measure	N/A	N/A

Analysis: Although there are no negotiated performance outcomes for these measures, Arkansas' Retention with Same Employer Rate of 64.34% exceeded the PY19 national average of 57%. Arkansas' Employer Penetration Rate of 3.63% was less than the PY19 national average of 8.0%.

**WIOA Title II Performance
PY2020-21**

Title II Adult Education PY20-21 Performance

2020-2021 Performance

MEASURABLE SKILLS

Entering Educational Functioning Level	Total Number of Participants*	Percentage of Measurable Skill Gains Target	Percentage of Measurable Skill Gains Achieved
ABE Level 1	228	44%	53.01%
ABE Level 2	1,555	43%	47.14%
ABE Level 3	2,074	47%	50.35%
ABE Level 4	1,298	55%	69.13%
ABE Level 5	300	54%	73.08%
ABE Level 6	21	52%	61.90%
ESL Level 1	657	46%	55.00%
ESL Level 2	268	52%	62.82%
ESL Level 3	266	53%	55.71%
ESL Level 4	122	52%	63.41%
ESL Level 5	81	45%	58.53%
ESL Level 6	15	30%	53.33%
Grand Total	6,885	48%	55.73%

**Participants in Adult Education between July 1, 2020- June 30, 2021*

FOLLOW-UP MEASURES

Primary Indicators of Performance	Number of Participants who Exited	Total Periods of Participation (POPs)	Total Number of POPs Achieved Outcome or Median Earnings Value for All POPs	Percentage of Participants in All POPs Achieving Outcome Target	Percentage of Participants in All POPs Achieving Outcome Achieved
Employment Second Quarter after exit* (<i>All Exited Participants excluding Corrections</i>)	8,035	8,113	3,320	44%	40.92%
Employment Fourth Quarter after exit** (<i>All Exited Participants excluding Corrections</i>)	8,611	8,841	1,841	46%	20.82%
Median Earnings Second Quarter after exit*	3,287	3,320	\$4,438.08	\$4,200	N/A
Attained a Secondary School Diploma/Equivalent and Enrolled in Postsecondary Education or Training within one year of exit** (<i>Entry at ASE</i>)	400	401	44		10.97%
Attained a Secondary School Diploma/Equivalent and Employed within one year of exit** (<i>Entry at ASE</i>)	400	401	161		40.15%
Attained a Postsecondary Credential while enrolled or within one year of exit** (<i>Dual Enrollment</i>)	286	287	139		48.43%
Attained any credential (unduplicated)**	682	684	310	48%	45.32%

*Exited 07/01/2019 - 06/30/2020

** Exited 01/01/2019 - 12/31/2019

STATEWIDE PERFORMANCE REPORT: Title II Adult Education

SUMMARY INFORMATION

Service	Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)	Funds Expended (Cohort Period: 07/01/2020 - 06/30/2021)	Cost Per Participant Served (Cohort Period: 07/01/2020 - 06/30/2021)
Career Services	6,961	4,561	\$1,451,803.99	\$208.56
Training Services	360	181	\$61,283.64	\$170.23
Percent training-related employment: N/A Expended: N/A				
Percent enrolled in more than one core program: 0%				
Percent Admin				

BY PARTICIPANT CHARACTERISTICS

		Total Participants Served (Cohort Period: 07/01/2020 - 06/30/2021)	Total Participants Exited (Cohort Period: 04/01/2020 - 03/31/2021)		Employment Rate (Q2) (Cohort Period: 07/01/2019 - 06/30/2020)		Employment Rate (Q4) (Cohort Period: 01/01/2019 - 12/31/2019)		Median Earnings (Cohort Period: 07/01/2019 - 06/30/2020)	Credential Rate (Cohort Period: 01/01/2019 - 12/31/2019)	
					Num	Rate	Num	Rate	Earnings	Num	Rate
Total Statewide		6,961	4,561	Target	4,386	44%	1,867	46%	\$4,200	798	48%
				Actual	3,320	40.92%	1,841	20.82%		310	45.32%
Sex	Female	3,982	2,471		1,890	38.79%	1,033	19.89%	\$4,512.98	195	48.27%
	Male	2,979	2,090		1,430	44.12%	808	22.15%	\$5,118.32	115	41.07%
Age	< 16	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
	16-18	1,592	1,048		434	40.56%	263	26.65%	\$1,740.67	70	53.03%
	19-24	1,363	966		852	46.89%	560	23.70	\$2,697	156	53.61%
	25-44	2,965	1,881		1,412	39.65%	746	19.42%	\$4,382.18	71	34.13%
	45-54	681	443		401	39.98%	169	16.90%	\$6,676.88	9	25.71%

	55-59	201	124		137	42.95%	62	21.23%	\$6,972.82	1	14.29%
	60+	159	99		84	24.49%	41	11.48%	\$5,120.06	3	27.27%
Ethnicity/Race	American Indian or Alaskan Native	60	44		34	49.28%	20	29.41%	\$3,515.16	5	50%
	Asian	193	102		135	39.94%	60	18.02%	\$7,721.59	1	14.29%
	Black or African American	1,157	796		591	43.27%	355	24.55%	\$3,767.47	37	42.53%
	Hispanic or Latino	1,863	1,086		823	29.81%	383	14.21%	\$6,898.47	37	39.36%
	Native Hawaiian or Other Pacific Islander	26	16		15	45.45%	6	21.43%	\$4,679.66	1	33.33%
	White	3,532	2,430		1,663	48.57%	984	23.99%	\$3,849.58	223	47.85%
	More than One Race	130	87		59	48.36%	33	19.53%	\$3,907.11	6	35.29%

BY EMPLOYMENT BARRIER

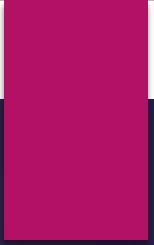
	Total Participants (07/01/20 - 06/30/21)	Total Participants Exited (04/01/20-03/31/21)	Employment Rate (Q2) (07/01/19 - 06/30/20)		Employment Rate (Q4) (01/01/19 - 12/31/19)		Median Earnings (07/01/19 - 06/30/20)	Credential Rate (01/01/19 - 12/31/19)		Measurable Skill Gains (07/01/20 - 06/30/21)	
Total Statewide	6,961	4,561	3,320	40.92%	1,841	20.82%	\$4,438.08	310	45.32%	3,880	55.74%
Displaced Homemakers	99	67	52	40.63%	19	14.62%	\$3,632.58	2	40%	50	50.51%

English Language Learners, Low Levels of Literacy, Cultural Barriers	6,961	4,561	3,320	40.92%	1,841	20.82%	\$4,438.08	310	45.32%	3,880	55.74%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	14	4	6	33.33%	6	21.43%	\$4,296.61	0	0%	6	42.86%
Ex-offenders	643	445	184	45.21%	89	21.24%	\$4,648.47	4	16%	327	50.86%
Homeless Individuals / runaway youth	115	83	75	41.21%	45	25.28%	\$4,006.66	3	37.50	64	55.65%
Long-term Unemployed (27 or more consecutive weeks)	463	283	131	31.19%	74	18.36%	\$4,128.51	7	25%	236	50.97%
Low-Income Individuals	2,793	1,764	1,241	42.62%	658	22.93%	\$4,397.41	91	45.27%	1,506	53.92%
Migrant and Seasonal Farmworkers	34	21	5	27.78	2	11.11%	N/A	0	0%	15	44.12%
Individuals with Disabilities (incl. youth)	374	264	111	26.43%	56	13.46%	\$2,998.95	10	34.48%	182	48.66%
Single Parents (Incl. single pregnant women)	633	390	333	48.12%	192	26.56%	\$4,473.63	27	50%	272	42.97%
Youth in foster care or aged out of system	37	25	12	41.38%	11	27.50%	\$1,883.25	3	50%	27	72.97%

ARKANSAS REHABILITATION SERVICES

PY20 WIOA TITLE IV PROGRAM PERFORMANCE

OMB Control										ETA-9169													
Statewide Performance Report PY 2020																							
PROGRAM										TITLE (select one):													
STATE: Arkansas					Arkansas Rehabilitation Services					Title I Adult					☐		Title II Adult Education					☐	
REPORTING PERIOD COVERED										Title I Dislocated Worker					☐		Title III Wagner-Peyser					☐	
					From (07/01/2020) To (06/30/2021)					Title I Youth					☐		Title IV Vocational Rehabilitation					☒	
										Title I and Title III combined					☐								
SUMMARY INFORMATION																							
Service		Participants Served			Participants Exited			Funds Expended			Cost Per Participant Served												
Career Services		7,631			4,578			3,235,967			\$416.84												
Training Services		5,345			2,177			7,079,927			1,631												
BY PARTICIPANT CHARACTERISTICS																							
		Total Participants Served	Total Participants Exited		Employment Rate		Employment Rate (Q4) ²		Median Earnings		Credential Rate ³		Measurable Skill										
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate 24%										
Total Statewide		10,948	4,955	Numerator	2205		2066				315		2686										
					Den	3,438	64.10%	3282	62.90%	\$5,648.03	1195	26.40%	4,878	55.10%									



Division of Services for the Blind

PROGRAM YEAR 2020 TITLE IV PERFORMANCE MEASURES

Participants Served

- ▶ Total Participants Served – 882
- ▶ Total Participants Exited – 207
- ▶ Rehabilitated Closures – 139
- ▶ Career Services - 792
- ▶ Training Services - 173

PY 2020 Employment Rates - Actual

- ▶ 2nd Quarter After Exit
 - ▶ 78/340 is 22.9%
- ▶ 4th Quarter After Exit
 - ▶ 14/356 is 3.9%
- ▶ Retention with Employer 4th Quarter After Exit
 - ▶ 36/78 is 46.2%
- ▶ Median Wages
 - ▶ At Exit \$13.27 p/hour
 - ▶ 2nd Quarter After Exit - \$7116.69/quarter (\$14.83 p/hour)

Measurable Skill Gains

- ▶ 57 Skill Gains
 - ▶ 5 Secondary Diplomas
 - ▶ 1 Educational Functioning Level
 - ▶ 55 Secondary Report Cards/ Post Secondary Transcripts
 - ▶ 1 Training Milestone
 - ▶ 2 Skill Progressions
- ▶ 57/149 is 38.3%
- ▶ Target was 24.0%