

Four Points by Sheraton (Midtown) 925 S University Ave, Little Rock, AR 72204

WIOA Partners' Meeting

OCTOBER 19-21, 2022









































Charisse Childers, Ph.D., Director Arkansas Division of Workforce Services

Welcome to the WIOA Partners' Meeting!

Your agenda includes numerous speakers and training topics relevant to strengthening our workforce development system. I am appreciative of those who worked diligently to ensure that the time you are investing in this meeting will result in meaningful, actionable strategies and results!

As stated in WIOA, the purpose of workforce systems is to "increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result,

- ✓ improve the quality of the workforce,
- ✓ reduce welfare dependence,
- ✓ increase economic self-sufficiency,
- meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation."¹

To build on this purpose, the U.S. Department of Labor has recently developed a **Yes, WIOA Can!** campaign. The Yes, WIOA Can! campaign will provide information on how WIOA can be used to further **innovation**, **equity**, **and job quality**. They will share local and state examples of how workforce partners are leveraging those flexibilities to achieve big things and drive equitable outcomes as they work with local workforce boards, state workforce leaders, workers and worker organizations, labor management partnerships, employers, industry associations, and community-based organizations to unleash the full power of WIOA to connect people to good jobs and employers to workers who are equipped with the tools and skills needed.²

As part of this reset, U.S. DOL is committed to encouraging and supporting state and local leaders to:

- Help build and invest in **sector-based labor-management partnerships** that result in effective training programs tied to quality jobs.
- Integrate job quality and equity requirements in programs and grants, so resources target communities where workers face the greatest barriers to good jobs.
- Provide access to supportive services, from care to transportation and more, to enhance workers'
 opportunities for growth and success.
- **Measure success** not just by if a worker gets a job, but whether the most vulnerable workers get connected to good jobs.

At this WIOA Partners' Meeting, you have an opportunity to share your best practices, identify opportunities to work together to connect all job seekers to good jobs, and to coordinate and collaborate on efforts to address the needs of businesses in your region.

I encourage you to identify one point or activity that you gain from this meeting and put it into action. Let's show everyone that **Yes, Arkansas WIOA Can!**

Thank you all for your dedication to the jobseekers and employers in Arkansas!

Charisse Childers, Ph.D. Director

¹ Collins, Benjamin, Bradley, David H. (2022). The Workforce Innovation and Opportunity Act and the One-Stop Delivery System (Report No. R44252). Congressional Research Service. https://crsreports.congress.gov/product/pdf/R/R44252. WIOA Section 2(6) states the purpose of all statewide and local workforce development systems, so this applies to youth, adult, and dislocated worker programs.

² Su, Julie (2022, October 11). Can the Department of Labor Strengthen the Nation's Workforce Development Infrastructure? Yes, WIOA Can! U.S. DOL. <u>https://blog.dol.gov/2022/10/11/can-the-department-of-labor-strengthen-the-nations-workforce-development-infrastructure-yes-wioa-can</u>

DAY 1 PRESENTERS



Carl Daughtery Chief of Field Services, Arkansas Rehabilitation Services, ADWS



Marcia Moore Assistant Director, Office of Grants Resource Administration, ADWS



Dr. Annette Sims Slater, MD Retired Associate Professor of Psychiatry

Dr. Slater graduated from UAMS in 1977 and, after completing a tour of duty as a General Medical Officer in the US Army, she returned to Arkansas to complete her residency and become board certified in general adult psychiatry. She was director of Ambulatory Mental Health, developed the psychiatry fellowship in addictions, and assisted in implementing mental health services in 8 community-based VA health clinics during her 25 years of service to Veterans Affairs. She is a retired Associate Professor of Psychiatry and received the Robert F. Shannon award for her contribution to psychiatric education in Arkansas.



Eddie Thomas Assistant Director, Employment Assistance, ADWS



Bridget Criner Associate Director Adult Education, ADWS



Kelley Jackson SNAP E&T Program Administrator, Department of Human Services



Christy Lamas Deputy Commissioner, Arkansas Rehabilitation Services, ADWS



Robert McGough Deputy State Chief Data Officer/ Chief Analytics Officer, Division of Information Systems, ARData



Dr. Megan Lamb

Field Services Administrator, Division of Services for the Blind, ADWS



Dr. Jake Walker Chief Research Officer, Division of Information Systems, ARData



Franklin Holbrook

Division Manager, Temporary Assistance for Needy Families, ADWS



Executive Director, Arkansas Workforce Development Board

WIOA PARTNERS' MEETING WEDNESDAY, OCTOBER 19, 2022

DAY 1

REGISTRATION: 11 A.M. - 1 P.M.

1:00 P.M. OPENING REMARKS

Carl Daughtery- Chief of Field Services, Arkansas Rehabilitation Services

INTRODUCTION OF MOTIVATIONAL SPEAKER

Marcia Moore- Assistant Director, Office of Grants Resource Administration, ADWS

1:10 P.M. "SAILING ON ROUGH WATERS - PORTS OF CALL TO MANAGE STRESS"

COVID has impacted every area of our lives, work, home, family and faith. Many times during periods of stress, we look for quick fixes to mask how we're feeling. This session will give us insight on ways to positively manage the stressful times.

Dr. Annette Sims Slater, MD- Retired Associate Professor of Psychiatry

1:50 P.M. PROGRAM OVERVIEWS & PERFORMANCE UPDATES

- WIOA Title I (Youth, Adult, DLW)..... Eddie Thomas- Assistant Director, Employment Assistance, ADWS
- Adult Education......Bridget Criner- Associate Director, Adult Education
- Wagner-Peyser/ Employment Services...Eddie Thomas- Assistant Director, Employment Assistance, ADWS
- Vocational Rehabilitation Services...... Christy Lamas- Deputy Commissioner, ARS
- Division of Services for the Blind......Dr. Megan Lamb- Field Services Administrator, DSB
- TANF...... Franklin Holbrook- TANF Division Manager, ADWS
- SNAP E&T......Kelley Jackson- SNAP E&T Program Administrator, DHS

3:00 P.M. NETWORKING BREAK

3:20 P.M. WIOA COMMON INTAKE / WORKFORCE DATA QUALITY INITIATIVE



This session will introduce new data-driven resources for connecting citizens to services through a common intake, supporting career exploration, improving employment outcomes, scaling work-based learning, and improving equity through evidence-based policy and practice.

Robert McGough- Deputy State Chief Data Officer/ Chief Analytics Officer, Division of Information Systems, ARData

Dr. Jake Walker- Chief Research Officer, Division of Information Systems, ARData

4:25 P.M. CLOSING REMARKS

Chad Brown- Executive Director, Arkansas Workforce Development Board

DAY 2 PRESENTERS



Abtin Mehdizadegan Director, Cross, Gunter, Witherspoon & Galchus, P.C.

Abtin Mehdizadegan's practice focuses on traditional management-side labor and employment defense. He is active in the firm's litigation practice and has represented clients in administrative hearings, labor arbitration disputes, at trial settings, and on appeal before the Eighth Circuit and Arkansas Supreme Court.



Dr. Mardy Leathers Director, Missouri Office of Workforce Development

Dr. Mardy Leathers was appointed to serve as the Director of the MO Office of Workforce Development in October 2017. He serves as Executive Director to MO's State Workforce Development Board, Director of Apprenticeship MO, oversees MO's WIOA Programs, & has served an integral role in transforming MO's public workforce development system.



Deniece Thomas Commissioner, Tennessee Department of Labor & Workforce Development

Deniece Thomas was appointed as Commissioner of the Tennessee Department of Labor & Workforce Development in September 2022. Before her appointment, she served as the agency's Deputy Commissioner since 2019. Her career with the state of Tennessee began in 2007 at the Clarksville American Job Center.



Elroy Willoughby Retired Division Chief, ADWS Moderator



Lucas Levine Head of Customer Service, Future Fit Al



Chief Operating Officer, Future Fit Al



Governor's Director of Education, Workforce, and Data Transformation



Reese Broadnax

Workforce Project Manager, Southwest Arkansas Planning & Development District



Kerri Williams

School Improvement Specialist/Federal Program Director, Watson Chapel School District SCAN FOR BREAK-OUT SESSION ASSIGNMENTS



(DAY 2, PAGE 1 OF 3) WIOA PARTNERS' MEETING THURSDAY, OCTOBER 20, 2022

DAY 2

PLEASE SIGN IN AT THE REGISTRATION DESK

Light Breakfast served 7:30-8:30

8:30 A.M. OPENING REMARKS

Eddie Thomas- Assistant Director, Employment Assistance, ADWS

WELCOME

A Message from Dr. Charisse Childers, ADWS Director Delivered on her behalf by Zoë Calkins, ADWS Communications Director

8:35 A.M. DIVERSITY, EQUITY, INCLUSION & ACCESSIBILITY

The data is undeniable: a workplace's diversity, equity, inclusion, and accessibility (DEIA) correlate to high performance, creativity, and job satisfaction. The labor market is highly competitive, and a workforce's DEIA initiatives are among the top factors that new hires consider before joining an organization. In this one-hour plenary session, we will learn what DEIA really means, how everyone can work to support a diverse and inclusive workplace, and why DEIA among the Arkansas workforce will only serve to strengthen its successes in recruiting valuable human talent.

Abtin Mehdizadegan, Esq.- Director, Cross, Gunter, Witherspoon & Galchus, P.C.

9:35 A.M. BREAK

9:45 A.M. "THE GREAT RESET" A CONVERSATION WITH WORKFORCE LEADERS FROM MISSOURI & TENNESSEE

State leaders will react to a series of provocative prompts authored for this discussion. What roles should state workforce development systems play in this post-pandemic era of worker movement, labor shortages, rapid digitization, and a changing higher education landscape, including the acceleration of customized training programs and apprenticeships? What are the system's comparative advantages and how can they be marshalled toward a new business model through strategic partnerships with other state-led programs and local workforce entities? Tennessee and Missouri will share lessons learned from the need to move quickly to adapt to change and also share plans highlighting the direction their state's workforce development system is looking to take.

Moderator: Elroy Willoughby- Retired Division Chief, Arkansas Division of Workforce Services

Dr. Mardy Leathers- Director, Missouri Office of Workforce Development

Deniece Thomas- Commissioner, Tennessee Department of Labor & Workforce Development

11:00 A.M. NETWORKING BREAK

DAY 2 PRESENTERS CONTINUED



Kimberly Clayborn Deputy of Field Operations, Arkansas Rehabilitation Services, ADWS



Abigail Wells Program Participant, Arkansas Rehabilitation Services



Brandon Austin Program Participant, Adult Education



Gustavo Manzanales Program Participant, Division of Services for the Blind



Dennis Williamson

Director of Workforce Development, Western Arkansas Planning & Development District/ Western Arkansas Workforce Development Board



Tom Bonkofsky Manager, Fort Smith Arkansas Workforce

Center, ADWS



Dr. Debbie Faubus Director, Crawford County Adult Education Center



Dana Byrum

Area Manager, Region 4, Arkansas Rehabilitation Services, ADWS



Michael Tippin Program Operations Manager, Jobs for Veterans State Grants/ Employment Services, ADWS



Mireya Reith Founding Executive Director, Arkansas United



Jay Bassett Deputy Director (External Operations), ADWS

DAY 2

11:15 A.M. BREAK OUT SESSIONS (THREE CONCURRENT OPTIONS)

"READY FOR LIFE - A COMMON FRONT DOOR FOR WORKFORCE SERVICE DELIVERY"

ROOM: LITTLE ROCK A-B

Ready For Life is providing a unique opportunity to better deliver workforce services to Arkansans through a "Common Front Door". No matter what a job seeker's background, Ready For Life can provide personalized career guidance for each individual to reach their full potential in the economy, while streamlining workflows and creating capacity for staff.

This session will explore how local workforce boards, state agencies, and other service delivery providers can leverage the new Ready For Life platform to drive better outcomes for citizens, employers, and the overall Arkansas economy.



Rick Neal- Governor's Director of Education, Workforce, and Data Transformation Lucas Levine- Head of Customer Service, Future Fit Al Taylor Stockton- Chief Operating Officer, Future Fit Al

ReadyforLife.Arkansas.gov

"SERVING YOUTH IN RURAL COMMUNITIES"

ROOM: LITTLE ROCK C

Working with youth is not a "cookie-cutter" occupation. This workshop is for workforce developers tasked with engaging youth, from recruitment to program completion and beyond while empowering them to be successful in their career endeavors. The content shared in this session will equip and encourage youth program workers who are true champions!

R. "Reese" Broadnax, PCED, CWDP, CJC- Workforce Project Manager, Southwest Arkansas Planning & Development District

• "MENTAL HEALTH & THE WORKFORCE"

ROOM: ARKANSAS (1ST LEVEL)

It has never been more important than now to recognize that mental health is an essential component to one's overall health and wellbeing, and that mental illnesses are common and treatable. Mental health is essential and those living with mental health issues are deserving of care, understanding, compassion, and pathways to hope, healing, recovery, and fulfillment. This session will equip workforce professionals with the tools to identify, understand, and respond to signs and symptoms of mental health and substance use challenges encountered by those we serve. The session will also explore how to maintain a healthy workforce: how to address mental health, and how to deal with burnout.

Kerri Williams- School Improvement Specialist/Federal Program Director, Watson Chapel School District

12:15 P.M. LUNCHEON- SUCCESS STORIES FROM PROGRAM PARTICIPANTS

Moderator:

Kimberly V. Clayborn, MPA, MRC- Deputy of Field Operations, Arkansas Rehabilitation Services

Abigail Wells- Participant, Arkansas Rehabilitation Services Brandon Austin- Participant, Adult Education Gustavo Manzanales- Participant, Division of Services for the Blind

DAY 2

1:30 P.M. BREAK OUT SESSIONS (THREE CONCURRENT OPTIONS)

- "READY FOR LIFE A COMMON FRONT DOOR FOR WORKFORCE SERVICE DELIVERY" ROOM: LITTLE ROCK A-B
- "SERVING YOUTH IN RURAL COMMUNITIES" ROOM: LITTLE ROCK C
- "MENTAL HEALTH & THE WORKFORCE" ROOM: ARKANSAS (1ST LEVEL)

2:30 P.M. NETWORKING BREAK

2:45 P.M. PARTNERSHIP & COLLABORATION SHOWCASES- LOCAL WORKFORCE DEVELOPMENT AREA

The Workforce Innovation and Opportunity Act was created with a foundation of serving individuals with barriers to employment and businesses through partnerships. This session will highlight collaborative efforts from a local workforce development area that has embraced this principle by teaming up to carry out the overall vision of WIOA.

Western LWDA

Dennis Williamson- Director of Workforce Development, Western Arkansas Planning & Development District/ Western Arkansas Workforce Development Board

Tom Bonkofsky- Manager, Fort Smith Workforce Center, Arkansas Division of Workforce Services

Dr. Debbie Faubus- Director, Crawford County Adult Education Center

Dana Byrum- Rehab Area Manager, Region 4, Arkansas Rehabilitation Services

3:30 P.M. FIRESIDE CHATS (SERVING TARGETED POPULATIONS)

WIOA increases access to high quality workforce services for a range of targeted populations, preparing them for long- term careers. Workforce professionals can provide a comprehensive pallet of services to remove barriers individuals face to entering and thriving in the labor market. Disadvantaged and vulnerable populations may need supportive services, multiple service strategies, co-enrollment in additional programs, referrals to community service providers, and/or a team approach on your part to succeed in the labor market. This session will provide awareness and clarity about three special populations groups who are often overlooked in the talent selection process.

VETERANS

Michael Tippin- JVSG/ES Program Operations Manager, ADWS

IMMIGRANTS

Mireya Reith- Founding Executive Director, Arkansas United

4:25 P.M. CLOSING REMARKS

Jay Bassett- Deputy Director (External Operations), ADWS

DAY 3 PRESENTERS



Courtney Traylor Deputy Director (Internal Operations), ADWS



Lisa Thompson Human Resources Administrator, ADWS



Chatuea Walker Human Resources Administrator, Arkansas Rehabilitation Services, ADWS



LaJuana R. Delph Workforce Development Coordinator, Adult Education, ADWS



Adija Banks Director of Human Resources, Albemarle



Loletia Moore Warehouse Associate Recruiter, Amazon Inc.



Kathleen Walker Employment Services Manager, City of Little Rock



Scott Loveday, Sr. Director of Talent Management, University of Arkansas for Medical Sciences



Shenaye Johns Business Services/ Discretionary Grants Manager, ADWS



Kristen Rhodes-Berry Assistant Director, Unemployment Insurance, ADWS



Joseph Baxter Commissioner, Arkansas Rehabilitation Services, ADWS



Dr. Trenia Miles Director, Adult Education, ADWS

WIOA PARTNERS' MEETING FRIDAY, OCTOBER 21, 2022

DAY 3

PLEASE SIGN IN AT THE REGISTRATION DESK

Light Breakfast served 7:30-8:30

8:30 A.M. OPENING REMARKS

Courtney Traylor- Deputy Director (Internal Operations), ADWS

8:35 A.M. HIRING, RECRUITING, AND RETENTION STRATEGIES

This thirty-minute session will focus on effective strategies that workforce development organizations can use during the recruitment, hiring, and retention of talent. In a time where there are worker shortages and a demand for skilled workers, this presentation will empower attendees to approach this challenge more skillfully. Additionally, the strategies will also serve as resources in the toolkit of business services team that work with employers on a daily basis.

Lisa Thompson- Human Resources Administrator, ADWS Chatuea Walker- Human Resources Administrator, Arkansas Rehabilitation Services

9:00 A.M. EMPLOYER WORKFORCE CHALLENGES & INNOVATIONS PANEL

This one-hour session will focus on effective strategies that business leaders have implemented that address the challenges in workforce development, strategies use to recruit, hire, and retaining talent. There are many ways employers have developed innovative strategies to stay competitive due to worker shortages and a demand for skilled workers, this presentation will empower attendees to approach this challenge more skillfully. Additionally, the strategies will serve as resources in the toolkit of business services team to work with employers on a daily basis.

Moderator: LaJuana R. Delph- Workforce Development Coordinator, Adult Education, ADWS

Panelists: Adija Banks- Director of Human Resources, Albemarle Loletia Moore- Warehouse Associate Recruiter, Amazon Inc. Kathleen Walker- Employment Services Manager, City of Little Rock Scott Loveday, Sr.- Director of Talent Management, UAMS

10:15 A.M. NETWORKING BREAK

10:30 A.M. BUSINESS SERVICES STANDARDS, GOALS, & PERFORMANCE

This thirty-minute session will provide insight into the requirements set by WIOA for the public workforce system, standards and goals, and effectiveness in serving employers. WIOA has many partners and strategies for serving employers are vital to successfully addressing the needs of the employers. These services are designed to meet the needs of employers in relation to the economic needs for each of the respective local areas. Partner collaboration is important in the WIOA workforce development system as the common goal is to better serve targeted special populations and under-represented groups with training assistance and career services.

Shenaye Johns- Business Services/Discretionary Grants Manager, ADWS

DAY 3

11:00 A.M. "THE GREAT RESET" PART II-NEXT STEPS PANEL DISCUSSION & CALL TO ACTION

This session will be a continuation of "The Great Reset" conversation on Day 2, featuring workforce leaders from MO and TN. In this panel, Arkansas state directors representing WIOA core programs will address conference attendees and provide insight on their thoughts surrounding the current state of workforce and education. The panelists will share their takeaways from the three-day meeting and discuss their visions for moving forward with advancing the state's workforce development system. Attendees will have an opportunity to ask thought-provoking questions or make comments that will be captured and included in discussions as our ecosystem begins strategizing and preparing for the next submission of the State Plan.

Moderators:

Kristen Rhodes-Berry- Assistant Director, Unemployment Insurance, ADWS Chad Brown- Executive Director, Arkansas Workforce Development Board

<u>Panelists</u>: Commissioner Joseph Baxter- Commissioner, Arkansas Rehabilitation Services, ADWS WIOA Title IV

Dr. Trenia Miles- Director, Adult Education, ADWS WIOA Title II

Eddie L. Thomas, MPA, MAT- Assistant Director, Employment Assistance, ADWS WIOA Titles I & III

Dr. Megan Lamb, Field Services Administrator, Division of Services for the Blind, ADWS WIOA Title IV

12:00 P.M. ADJOURN

FEEDBACK SURVEYS

Scan the QR codes to open the surveys for each day of the meeting. You can also type the URL in your browser.

DAY 1 https://bit.ly/3eezZ0g



DAY 2 https://bit.ly/3EqRDZf



DAY 3 https://bit.ly/3RXJ1MY



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FOUR POINTS BY SHERATON LITTLE ROCK MIDTOWN HTTPS://BIT.LY/3CAEEGY

PARTNERS

WIOA PARTNERS' MEETING OCTOBER 19-21, 2022

Arkansas Adult Education - ADWS Arkansas Adult Learning Resource Center Arkansas Baptist College Adult Education Center Arkansas Career Development Center/Student Access & Support Services Arkansas Center for Data Sciences Arkansas Community Colleges Arkansas Correctional School Arkansas Division of Higher Education Arkansas Division of Higher Education/ Career Pathways Initiatives Arkansas Division of Information Systems- ARData Arkansas Division of Workforce Services (ADWS) Arkansas Human Development Corporation Arkansas Northeastern College Arkansas Office of Skills Development Arkansas Rehabilitation Services - ADWS Arkansas State University - Beebe Arkansas State University - Beebe (Searcy Campus) Arkansas State University - Beebe Adult Education Arkansas State University - Beebe Workforce and Community Development Arkansas State University - Mid-South Arkansas State University - Mountain Home Arkansas State University - Newport Arkansas State University - Newport Adult Education Arkansas State University - Three Rivers Arkansas State University - Three Rivers Adult Education Arkansas Tech - Ozark Adult Education Arkansas United Arkansas Workforce Centers Arkansas Workforce Development Board Central Arkansas Planning and Development District, Inc. City of Blytheville **Crawford County Adult Education Center** Department of Labor Division of Services for the Blind - ADWS East Arkansas Community College East Arkansas Community College Adult Education Eckerd Employment & Training Services, Inc. (ETS, Inc.)/WIOA Title I B Services Equus Workforce Solutions Fayetteville Adult Education Fort Smith Adult Education Center Fort Smith/Scott Counties Adult Education Center FutureFit AI Goodwill Industries of Arkansas Little Rock Workforce Development Board Lonoke Adult Education Missouri Office of Workforce Development

National Park College National Park College Adult Education North Arkansas College Adult Education Northark College Northwest Arkansas Community College Northwest Arkansas Economic Development District Northwest Technical Institute Northwest Technical Institute Adult Education Nucor Steel Opera In the Rock Inc. **Ozark Literacy Council** Ozarka College Phillips Community College of the University of Arkansas Rapid Response Team - ADWS **Russellville Adult Education** Shorter College South Arkansas Community College Southeast Arkansas College - Adult Education Southeast Arkansas Economic Development District Southern Arkansas University Tech Southern Arkansas University Tech - Adult Education Southwest Arkansas Planning and Development District, Inc. Strumpf Associates: Center for Strategic Change and WC ARK WDB Temporary Assistance for Needy Families (TANF) - ADWS Tennessee Department of Labor & Workforce Development University of Arkansas at Monticello Adult Education University of Arkansas Community College at Batesville University of Arkansas Community College Morrilton Adult Education University of Arkansas Cossatot University of Arkansas Facilities Management University of Arkansas Pulaski Tech Adult Education University of Arkansas Pulaski Technical College University of Arkansas Rich Mountain Vocational Rehabilitation - ADWS West Central Arkansas Planning and Development District, Inc. West Central Arkansas Workforce Development Board Western Arkansas Planning & Development District White River Planning and Development District, Inc. Workforce Development Board of Eastern Arkansas

Thank you foll joining us!



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