



INNOVATE

WORKFORCE DEVELOPMENT

Arkansas Workforce Development Board

Program and Performance
Evaluation Committee &
Strategic Planning Committee

March 24, 2020
10:30 a.m.
TELECONFERENCE



AGENDA

March 24, 2020

ARKANSAS WORKFORCE DEVELOPMENT BOARD JOINT COMMITTEE MEETINGS

TIME: 10:30 A.M.

Call to Order.....Abby Houseworth, PPE Committee Chair
Karen Breashears, SPC Committee Chair

Report of Board Director.....Arnell Willis, Board Director
Arkansas Division of Workforce Services

Program and Performance Evaluation:
Chairman’s Comments.....Abby Houseworth, Committee Chair

Agenda Item 1: ACTION

Program and Performance Evaluation Committee:
Approval of Minutes of the January 7, 2020 meeting.....Abby Houseworth, Committee Chair

Strategic Planning Committee:
Chairman’s Comments.....Karen Breashears, Committee Chair

Agenda Item 2: ACTION

Strategic Planning Committee:
Approval of Minutes of the January 7, 2020 meeting.....Karen Breashears, Committee Chair

Agenda Item 3: INFORMATIONAL

Review of the Arkansas Workforce
Development Board’s Strategic Action PlanKris Jones Employment Assistance - Assistant Director
Arkansas Division of Workforce Services

Announcements

Adjournment

TELECONFERENCE ONLY

Note: In accordance with the Governor’s prohibition against public gatherings due to COVID-19, this meeting will be conducted via teleconference.



**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee &
Strategic Planning Committee**

March 24, 2020

AGENDA ITEM 1 – ACTION: Minutes of the January 7, 2020 Program and Performance Evaluation Committee Meeting.

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee approve the minutes of the January 7, 2020 meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.

UNOFFICIAL
MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
Program and Performance Evaluation Committee
January 7, 2020

A teleconference meeting of the Arkansas Workforce Development Board (AWDB) Program and Performance Evaluation Committee convened on January 7, 2020, with accommodations set up for in-person attendance at the Little Rock Workforce Center, 5401 South University Avenue in Little Rock, Arkansas. Chair Abby Houseworth presided with the following members confirming attendance through roll call: Mr. Jeff Griffin, Ms. Holly Little, Ms. Rebecca Ives, Mr. Alan McClain, Mr. Kelley Sharp, and Dr. Diana Wright.

Mr. Scott Bull, Ms. Chanda Chacon, Mr. Alan Hughes, and Dr. Maria Markham were unable to attend.

Recognizing that a quorum had been met, Chair Abby Houseworth called the meeting to order at 10:35 a.m.

Chairperson Comments: Chair Houseworth reminded members to identify themselves by stating their names when making a comment, making a motion, or providing a second to a motion after roll call due to the meeting being a teleconference.

Agenda Item 1 – ACTION - Minutes of the September 25, 2019, Committee Meeting: Chair Houseworth proceeded to Agenda Item 1, approval of minutes from September 25, 2019.

A motion to approve the September 25, 2019, minutes as written was made by Mr. Alan McClain, seconded by Ms. Rebecca Ives. Each board member voiced their individual vote in favor, and the motion carried unanimously with no revisions.

Agenda Item 2 – INFORMATION - WIOA State Plan Review: Chair Abby Houseworth recognized Board Staff Kris Jones to provide an overview of the Workforce Innovation and Opportunity Act (WIOA) State Plan Review timeline. Mr. Jones reviewed the timeline for the WIOA State Plan 2020-2023 for board members. The WIOA State Plan must be submitted to the U.S. Department of Labor (USDOL) by March 2, 2020; however, changes may be made and submitted until June 30, 2020. Board Staff reworked the Labor Market section. The review did not provide any indication of changes that needed to be made. Mr. Jones stated the plan has been posted for public comment for a 30-day period before approval. This would need to take place the day after the January 21, 2020, Full Board meeting. Committees will review strategic areas for their committee specifically. The Program and Performance Evaluation Committee will review the performance and evaluation sections. Mr. Jones directed members to the evaluation process found on Page 119 of the plan to review before the next Full Board meeting for discussion. Board Staff Elroy Willoughby added to the discussion on performance the State requested a 10 percent reduction from the USDOL in order to serve more barriers of the targeted populations.

Agenda Item 3 – INFORMATION – PY19 WIOA Annual Report: Chair Houseworth recognized Board Staff Kris Jones to provide the PY19 WIOA Annual Report. Mr. Jones reviewed the performance of PY19 against the measures. Mr. Jones introduced Board Staff Elroy Willoughby, who directed committee members to page 20 of the Annual Report to review the measures.

Agenda 4 - INFORMATION - One-Stop Certification Review: Chair Houseworth recognized Board Staff Kris Jones to provide the committee an overview of the One-Stop Certification process. The process requires the State to

provide an array of quality services and consistency statewide. The process must be reviewed every two years to see if and where revisions may be needed.

Announcements: Chair Houseworth thanked Mr. Jones and asked the committee members for any other business. Hearing none, she informed members the next AWDB Program and Performance Evaluation Committee meeting will be March 24, 2020, at 9:00 a.m. The Strategic Planning Committee will convene at 1:30 p.m. today.

The AWDB Full Board meeting will convene on January 21, 2020, at Embassy Suites, 11301 Financial Centre Parkway, Little Rock and 10:00 a.m. An AWDB Full Board Training will be conducted at 1:30 p.m. on that day. Notaries will be available to assist with filing the 2019 Financial Disclosures. Disclosures must be filed with the Arkansas Secretary of State by January 31, 2020.

Adjournment: The meeting was adjourned at 11:30 a.m. by Chair Houseworth, upon **a motion by Mr. Jeff Griffin, seconded by Ms. Diana Wright, with none opposed.**

George Nunnally, Committee Chair

Arnell Willis, Director Workforce Investment
Arkansas Division of Workforce Services

Minutes by Monica Humphrey and Rebecca Edwards
Arkansas Division of Workforce Services

**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee &
Strategic Planning Committee**

March 24, 2020

AGENDA ITEM 2 – ACTION: Minutes of the January 7, 2020 Strategic Planning Committee Meeting.

RECOMMENDATION: It is recommended that the Strategic Planning Committee approve the minutes of the January 7, 2020 meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.

UNOFFICIAL
MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
Strategic Planning Committee
January 7, 2020

A teleconference meeting of the Arkansas Workforce Development Board (AWDB) Program and Strategic Planning Committee convened on January 7, 2020, with accommodations setup for in-person attendance at the Little Rock Workforce Center, 5401 South University Avenue in Little Rock, Arkansas. Chair Karen Breashears presided with the following members confirming attendance through roll call: Mr. Randy Henderson, Dr. Julie Roberson, Mayor James Sanders, Mr. Brian Marsh, Dr. Trenia Miles, and Dr. Cassandra Williams-Stokes.

Mr. Mike Rogers, Ms. Melissa Hanesworth, and Secretary Mike Preston were unable to attend.

Recognizing a quorum had been met, Chair Karen Breashears called the meeting to order at 1:29 p.m.

Chairperson Comments: Chair Karen Breashears reminded members to identify themselves by stating their names when making a comment, making a motion, or providing a second to a motion after roll call due to the meeting being a teleconference.

Agenda Item 1 – ACTION - Minutes of the September 25, 2019, Committee Meeting: Chair Karen Breashears proceeded to Agenda Item 1, approval of minutes from September 25, 2019.

A motion to approve the September 25, 2019, minutes as written was made by Mayor James Sanders and seconded by Dr. Julie Roberson. Each board member voiced their individual vote in favor, and the motion carried unanimously with no revisions.

Agenda Item 2 – INFORMATIONAL – Committee Action Plan Update: Chair Breashears recognized Arkansas Workforce Development Board Director Arnell Willis to present the Committee Action Plan Update. Director Willis noted the date of the report in the agenda book states June 2019; however, the date should be January 2020 and has been corrected. The 10 updates to the action plan are highlighted in blue.

Agenda Item 3 – ACTION – Key Changes for Public Comment Draft- Common Elements of WIOA State Plan PY2020-23: Chair Breashears recognized Board Staff Kris Jones to provide key changes to the committee for public comment on the common elements of the WIOA State Plan 2020-2023. The deadline to upload the plan into the USDOL portal is March 2, 2020. Meanwhile, the Board must review the plan for any additional revisions and post it for a 30-day public comment period before submission. The proposed draft includes all four core partner programs, which are Title I – Adult/Youth/Dislocated Worker Services, Title II – Adult Education, Title III – Employment Services, Title IV – Rehabilitation Services and Division Services for the Blind, along with other

partner programs such as Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance (TAA), etc.

Mr. Jones updated committee members on the recent changes to the State Plan and noted performance measures were included, although the rates had not been negotiated at this time. He added the Program and Performance Committee reviewed the measures earlier that morning, and changes may continue to be made up until June 30, 2020. Some changes and updates were from workforce analysis, incorporation of coordination of Sales Force by utilizing a model plan from Colorado, State Board Evaluation conducted by the University of Arkansas in Fayetteville, waivers from last Board meeting; and the Appendix covering performance goals.

A motion to approve the key changes to the Common Elements of WIOA State Plan PY2020-2023 and the WIOA Title I and III Program Specific Sections as presented was made by Mr. Randy Henderson and seconded by Mr. Brian Marsh. Each board member voiced their individual vote in favor, and the motion carried unanimously with no revisions.

Agenda 4 – ACTION – PY18 WIOA Annual Report: Chair Breashears recognized Board Staff Kris Jones to provide the PY18 WIOA Annual Report to committee members. Mr. Jones provided an overview of the plan for committee members and asked Board Staff Elroy Willoughby to provide an overview of performance under WIOA. Mr. Willoughby clarified how a performance rate meets specific goals set and how performance is negotiated. The committee requested the organizational chart be revised to clarify where specific areas report and align.

A motion to approve the PY18 WIOA Annual Report as presented, with a note that there will be additional changes made before it is submitted to the Full Board, was made by Mr. Brian Marsh and seconded by Dr. Cassandra Williams-Stokes. Each board member voiced their individual vote in favor, and the motion carried unanimously with no revisions.

Agenda 5 – ACTION – One-Stop Certification Process Review: Chair Breashears recognized Board Staff Kris Jones to present to the committee information about the One-Stop Certification Process. Mr. Jones reviewed the process each Workforce Center must go through in order to be recertified every two years with the exception of the Eastern Local Workforce Development Area. He clarified for committee members the Eastern Local Workforce Development Board still has to be reviewed; however, it has a different process. Mr. Jones said the Program and Performance Evaluation Committee reviewed the checklist and criteria.

A motion to approve the One-Stop Certification Process Review as presented by Board Staff was made by Mayor James Sanders and seconded by Mr. Brian Marsh. Each board member voiced their individual vote in favor, and the motion carried unanimously with no revisions.

Note: Dr. Cassandra Williams-Stokes had to leave before the vote; however, Ms. Betsy Barnes voiced Dr. Williams-Stokes vote to approve.

Announcements: Chair Karen Breashears thanked Mr. Kris Jones and asked the committee members for any other business. Hearing none, she informed the members the next Strategic Planning committee meeting will be March 24, 2020, at 1:30 p.m.

The AWDB Full Board meeting will convene on January 21, 2020, at Embassy Suites, 11301 Financial Centre Parkway, Little Rock at 10:00 a.m. An AWDB Full Board Training will be conducted at 1:30 p.m. that day. Notaries will be available to assist with filing the 2019 Financial Disclosures. Disclosures must be filed with the Arkansas Secretary of State by January 31, 2020.

Adjournment: The meeting was adjourned at 2:35 p.m. by Chair Karen Breashears, upon **a motion by Mr. Randy Henderson, seconded by Mayor James Sanders, with none opposed.**

Karen Breashears, Committee Chair

Arnell Willis, Director Workforce Investment
Arkansas Division of Workforce Services

Minutes by Monica Humphrey and Rebecca Edwards
Arkansas Division of Workforce Services

**For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee &
Strategic Planning Committee**

March 24, 2020

AGENDA ITEM 3 - INFORMATIONAL: Review of the Arkansas Workforce Development Board's Strategic Action Plan

INFORMATION/RATIONALE: The Arkansas Workforce Development Board developed its Strategic Action Plan during the initial implementation of the Workforce Innovation and Opportunity Act (WIOA) Program. This Action Plan provides the roadmap for the activities undertaken by the Board.

Attached is the most current version of this Action Plan and the Committee Members will review and make recommendations for revisions to ensure alignment with the recently submitted PY2020-2023 WIOA State Plan.



PY 2020 – PY 2023
ARKANSAS WORKFORCE DEVELOPMENT BOARD
STRATEGIC ACTION PLAN

Board 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.			
GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
Board Bylaws: Develop the State Plan.	1.1 Develop the state plan.	1.1 Submit the PY 2016 – PY 2019 state plan to the federal agencies on April 1, 2016.	1.1 COMPLETED
	1.2 Modify the state plan.	1.2 Modify the state plan every two years. Next modification due by June 30, 2018.	1.2 CURRENT
Board Bylaws: Review of Statewide Policies	1.1 Review statewide policies, of statewide programs, and recommend actions that should be taken by the state to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system in the state.	1.1 Review statewide policies as they are needed and developed.	1.1 ONGOING
	1.2 Guidance for the allocation of one-stop center infrastructure funds to include the appropriate roles and contributions of entities carrying out one-stop partner programs with the workforce center system.	1.2 Must be developed and implemented no later than June 30, 2017.	1.2 COMPLETED
Board Bylaws: Continuous Improvement of the State’s Workforce System	1.1. Identify barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and		1.1 ONGOING- Reference Staff Report on Targeted Population Outreach, WIOA Roundtable Executive Committee updates, and Business Services activities.

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
	<p>activities carried out through the system.</p>		<p>A barrier facing coordination is the lack of consolidated data and processes.</p> <p>January 2019 Update- The WIOA Roundtable Executive Committee is leading the development of a business-services driven CRM, Salesforce, which is expected to be completed by September 2019.</p> <p>April 2019 Update – Work continued on the VOCAL system, which will allow for common-registration, referrals, and reporting. This was approved by the Legislature and is expected to be completed in September 2019.</p> <p>June 2019 Update- The WIOA Core Partners have compiled common registration or intake questions that will be used to inform vendors for each case management system regarding the data that needs to be shared, vendors were also contacted to begin conversations about the method of sharing data and costs for the enhancements.</p> <p>October 2019 Update- In July, Arkansas' Department of Workforce Services because the Arkansas Division of Workforce Services, which now houses all core partner programs. Several efforts are concurrently being consolidated with a Transformation</p>

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			<p>team that is tasked with removing duplication. The change also consolidates the four Titles (Adult Education, Rehab, Employment Services and Title I Adult, Youth, and Dislocated Workers programs) at a lower level, which should lead to more effective coordination.</p>
	<p>1.2 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;</p>	<p>1.2 Sector Strategies guidance draft will be provided for consideration by the SPC committee at the January 2017 meeting.</p>	<p>1.2 ONGOING</p> <p>January 2019 Update- ADWS, in collaboration with Arkansas Research Center, has developed a Career Pathways report to demonstrate demand within occupations based on Job Posting data (source- EMSI) to wages based on LMI. The reports are grouped by the Career Cluster and Career Pathway associated with each occupation and presented per Local Area. This information will be provided to Local Areas and updated Annually.</p>
	<p>1.3 The development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from</p>		<p>1.3 ONGOING</p> <p>Reference Staff Reports for Targeted Population Outreach and Business Services.</p>

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
	<p>services provided through the workforce development system;</p>		<p>January 2019 Update- A Business Service Forum was held on November 15 during National Apprenticeship Week, at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance.</p> <p>Staff is currently planning on duplicating the forum in Northwest Arkansas.</p> <p>April 2019 Update - The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will include Employer Panelists, the USDOL State Director of Apprenticeship, a National Advanced Automation Consultant, and the State Program Coordinator from the Office of Apprenticeship.</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included an Employer Panel as one of the highlighted Plenary Sessions. Representatives from CVS Pharmacy, Tyson Foods, Stark Manufacturing, and Next Day Telecommunications participated in this event.</p>
	<p>1.4 The development and expansion of strategies for meeting the needs of employers, workers, and</p>		<p>1.4 ONGOING</p> <p>January 2019 Update-</p>

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
	<p>jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;</p>		<p>Strategy- Sector and Regional Planning funds have been made available to Local Workforce Development Areas. Technical Assistance from the Business Services lead will be provided to ensure the strategies are effective.</p> <p>October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to LWDBs and their partners across the state. Training took place on the week of September 16th, 2019.</p> <p>Additionally, ADWS staff are seeking approval of adjusting the Sector Planning funding requirements to include more reporting and add visibility and support to LWDB Sector Strategies.</p>
	<p>1.5 The identification of regions, including planning regions, after consultation with local boards and chief elected officials;</p>		<p>1.5 COMPLETED</p>
<p>Board Bylaws: Develop strategies to support staff training and awareness across programs supported under the workforce development system.</p>	<p>1.1 Increase opportunities for sharing of information between partner programs.</p> <p>1.2 Develop a strategy for staff training across programs.</p>		<p>1.1 ONGOING.</p> <p>WIOA Roundtable Exec. Comm. quarterly newsletter.</p> <p>1.2 Strategy for business services</p>

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
			<p>COMPLETE- Identify functional leads to represent business services for each partner and program. Leverage the WIOA Roundtable to establish this group of subject matter experts responsible for:</p> <ol style="list-style-type: none"> 1) COMPLETE- Assisting in the development and maintenance of a business focused menu of services across partner programs and 2) UNDER DEVELOPMENT- provide cross-training regarding services. <p>April 2019 Update – The next bi-annual WIOA Partners Meeting has been scheduled for May 14-15, 2019 in Hot Springs, Arkansas.</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included the completion of a SWOT Analysis for each of the ten (10) Local Workforce Areas. Local Area Attendees worked collaboratively and to share information across programs in order to complete a group SWOT analysis for their respective local workforce area.</p> <p>October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to LWDBs and their partners</p>

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			<p>across the state. Training took place on the week of September 16th, 2019.</p> <p>Additionally, the Fall WIOA Partners Meeting was held in Little Rock, Arkansas, September 5th- 6th. There were approximately 250 in attendance and included presentations on Local SWOT analysis, Department of Commerce activity, data analytics, LMI, customer-center design and other topics.</p> <p>Finally, ADWS Employment Assistance staff will receive a 3-day training on Project Management between September 18th and 19th.</p>
<p>Board Bylaws: Develop strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the workforce center system.</p>	<p>1.1 Enhance digital literacy skills.</p>		<p>1.1 UNDER DEVELOPMENT</p> <p>The referral processes in the VOCAL system, which will allow for common-registration, referrals, and reporting, and will be complete in September 2019, will improve accessibility to digital literacy skill development services provided within the Arkansas Workforce System. Additionally, ADWS has requested permission to purchase additional RVs that provide services remotely.</p> <p>October 2019 Update- Salesforce went live September 16, 2019.</p>

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	1.2 Accelerate the acquisition of skills and recognized postsecondary credentials by participants.		<p>1.2 ONGOING</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included a Career Readiness Certificate (CRC) session which was designed to assist WIOA partners in better utilizing this available tool to accelerate the acquisition of skills by participants.</p>
	1.3 Strengthen the professional development of providers and workforce professionals.		<p>1.3 ONGOING</p> <p>ADWS coordinates semiannual cross-training. WIOA Partners Meetings and provides Technical Assistance and training as needed to workforce professionals funded under Title I</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included several training sessions designed to expose WIOA Partner staff to other programs. This included the Adult Education, Human Services, Career & Technical Education and WIOA Title I Programs. Additionally, information was shared regarding workforce development professional certifications.</p> <p>October 2019 Update- The Fall WIOA Partners Meeting was held in Little Rock, Arkansas, September 5th- 6th. There were approximately 250 in attendance and included presentations on Local SWOT analysis, Department of Commerce activity, data analytics, LMI,</p>

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			customer-center design and other topics.
	1.4 Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas.		<p>1.4 ONGOING</p> <p>Workforce Center Certification processes have been developed to ensure accessibility.</p> <p>April 2019 Update – The One-Stop Center Certification process has been added to the April 9, 2019 Strategic Planning Committee meeting agenda for review.</p>
Board Bylaws: 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.	1.1 Review annually the funding distribution policy for WIOA Title I.	1.1 No later than the first full board meeting of each year, as necessary.	1.1 ONGOING
	1.2 Seek input from chief elected officials regarding the formula.	1.2 No later than December 31 of each year.	1.2 ONGOING
Strategic Goal: Develop an efficient partnership with employers, the educational system, workforce development partners, and community-based organizations to deliver a platform that will prepare a	1.1 Expand employer partnerships through the support of industry engagement.		<p>1.1 ONGOING</p> <p>Strategy-COMplete- Work-based learning funds have been established on the state-level to support business engagement on the local level.</p> <p>COMPLETE- Sector strategy funds will be provided annually to LWDBs to support the engagement of employers.</p>

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
skilled workforce for existing and new employers.			UNDER DEVELOPMENT Additionally, the deployment of Salesforce will enable partners to coordinate services while engaging employers.
	1.2 Expand partnership with economic development to refine sector strategies.		1.2 ONGOING
	1.3 Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.		<p>1.3 ONGOING</p> <p>January 2019 Update- A Business Service Forum was held on November 15 during National Apprenticeship Week, at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance. Staff are currently planning on duplicating the forum in Northwest Arkansas.</p> <p>April 2019 Update - <i>The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will include Employer Panelists, the USDOL State Director of Apprenticeship, a National Advanced Automation Consultant, and the State Program Coordinator from the Office of Apprenticeship.</i></p> <p>June 2019 Update- The scheduled April panel was successfully hosted in April as planned.</p>

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
			120 in attendance with 39 "Next Step" cards completed.
	1.4 Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.		1.4 ONGOING
	1.5 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.		1.5 ONGOING
	1.6 Expand small business participation.		1.6 ONGOING See 1.1
Strategic Goal: Enhance service delivery to employers and jobseekers.	1.1 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		1.1 UNDER DEVELOPMENT Deployment of VOCAL a job-seeker focused case management coordination system will provide a common registration process. COMPLETE- Common Intake forms are provided in the Title IB policies approved by the AWDB.

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GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
	employment that need to be addressed.		<p>UNDER DEVELOPMENT</p> <p>Deployment of Salesforce, a business-services focused CRM, will provide coordinated service delivery across partners.</p> <p>June 2019 Update – An update regarding the ongoing SALESFORCE deployment is included on today’s committee meeting agenda. Additionally, reference the VOCAL progress noted.</p>
	1.2 Promote training that leads to industry recognized credentials and certification.		1.2 UNDER DEVELOPMENT
	1.3 Support transportable skill sets for transportable careers.		1.3 UNDER DEVELOPMENT
	1.4 Support career pathways development and sector strategy initiatives to meet business and industry needs.		1.4 COMPLETE
	1.5 Expand service delivery access points using virtual services.		1.5 UNDER DEVELOPMENT
	1.6 Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.		1.6 ONGOING
	1.1 Conduct a statewide skills and asset analysis to		1.1 UNDER DEVELOPMENT

Board 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.

GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
Strategic Goal: Address Skills Gaps	determine the skills gap present and resources available to solve the skills issue.		ADWS has requested a Technical Assistance grant from USDOL which will facilitate this project.
	1.2 Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.		1.2 ONGOING

NOTE: The “STATUS” Column, Column Four, Is Used to Denote:

- A. COMPLETED** – These are activities that were primarily a “one-time” occurrence or a WIOA implementation activity and does not require an ongoing update.
- B. ONGOING** – These are activities for which progress and/or efforts are still being taken to complete.
- C. UNDER DEVELOPMENT** – These are activities that either a) require more planning or staff to implement or b) have not been implemented due to their dependence upon the completion of other strategic goals first.