



ARKANSAS GOVERNANCE TRAINING

LWDB MEMBER SESSION

FEBRUARY 4, 2021

10:00 AM – 11:30 AM



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ATTENDANCE TRACKER

▶ Please follow this link (it's also in the chat) to register your attendance in today's training:

- <https://forms.office.com/Pages/ResponsePage.aspx?id=8NjBXmLLAECzJ45jsFRwSI3AIBJhIO9Govz0kmAziPBUODJPMVE3RkjQTFhHQIM5TE0yM0ZMSzYITi4u>

PRESENTERS



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AGENDA



1. WIOA Vision for Local Boards

- a. LWDB Purpose and Relationships in the Workforce System
- b. LWDB Roles and Membership

2. “Deep Dive” on LWDB Governance Roles and Responsibilities

- a. Including Responsibilities Shared with Chief Elected Officials

3. LWDB Member vs. Staff Roles

4. Q&A

TRAINING OBJECTIVES



- ▶ Build understanding of:
 - WIOA's vision for Local Boards
 - LWDB governance roles and responsibilities
 - How the Local Board interacts with other components of the workforce system
- ▶ Engage in dialogue regarding LWDB governance roles, LWDB member questions, any challenges to success, and any additional technical assistance needs

ENGAGING WITH US DURING THE SESSION

- ▶ Submit questions through Slido
 - Go to slido.com
 - Enter the event code #ARLWDB in the “Joining as a participant?” box at the top of the page
- ▶ Any questions that do not get answered on the call today, we will work with ADWS to get answers to you.



WIOA VISION FOR LOCAL BOARDS

WORKFORCE INNOVATION & OPPORTUNITY ACT

WIOA VISION

Seeks to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses.

Supports the development of strong regional economies where businesses thrive, and people want to live and work

Based on idea that public workforce system supports development of a talent pipeline

WIOA: FIVE PRINCIPLES

- ▶ Integrated Service Delivery
- ▶ Focus on Strategy
- ▶ Regional Economic Development
- ▶ High Quality Services
- ▶ Accountability & Transparency

WIOA Operating Guidance



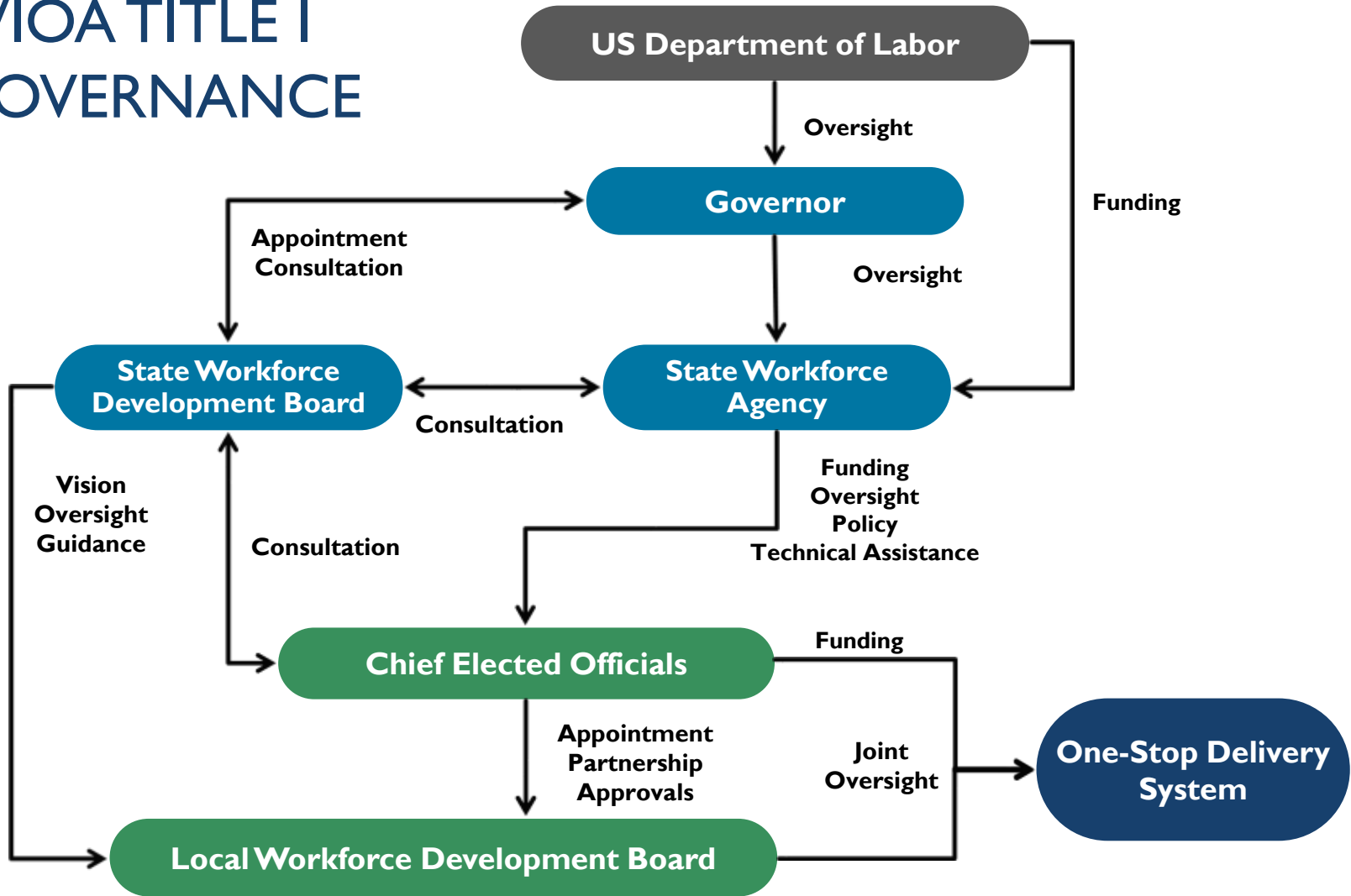
WIOA “HALLMARKS OF EXCELLENCE”



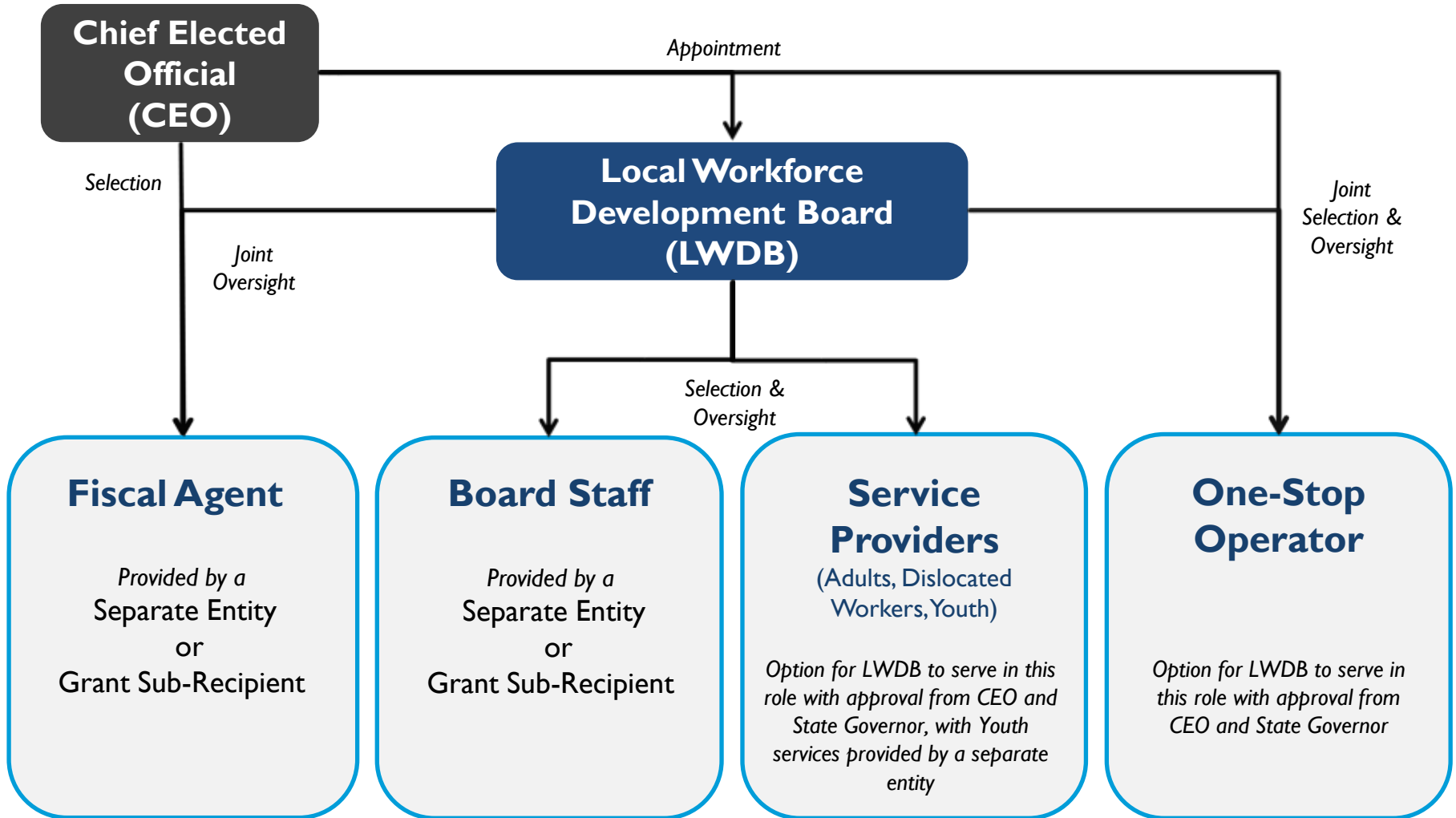
THRIVING COMMUNITIES



WIOA TITLE I GOVERNANCE



LOCAL WORKFORCE SYSTEM OVERSIGHT OPTIONS



LWDB PURPOSE



- ▶ Develop and continuously improve the workforce system in the local area
- ▶ Play strategic and operational roles to ensure the local system accomplishes its intended purpose
- ▶ Establish the vision for implementation of WIOA in the local area and oversee implementation of that vision
 - Ensure plan, policies, and strategies reflect the WIOA vision, embody the Hallmarks of Excellence, and are designed to develop the talent pipeline that meets the needs of businesses and supports community prosperity.

LWDB MEMBER COMPOSITION

Business

Workforce

Education &
Training

Government

OVERVIEW: LWDB ROLES AND RESPONSIBILITIES



LWDB'S RELATIONSHIP TO OTHER WORKFORCE SYSTEM PARTNERS

- ▶ Appointed by the Chief Elected Officials
- ▶ Receives vision, oversight, and guidance from the AWDB
- ▶ Partners and collaborates with CEOs and shares certain governance responsibilities with CEOs
- ▶ Selects and oversees Board staff and service providers
- ▶ Oversees (with CEOs) the One-Stop delivery system

POLL QUESTION (SELECT ONE ANSWER)

- ▶ As a LWDB member, I feel strongest in my role as:
 - A strategist: Understanding the local landscape and setting the vision
 - A manager: Supporting design and management of a customer-centered local service delivery system
 - A convener: Bringing system partners together and aligning services and service delivery
 - An optimizer: Advancing data-driven decision-making and continuous improvement of the system

WHAT QUESTIONS DO YOU HAVE?





LWDB GOVERNANCE ROLES AND RESPONSIBILITIES: “DEEP DIVE”

Boards as Strategists

- ▶ Conduct workforce research and labor market analysis
- ▶ Design the local workforce system
- ▶ Conduct oversight of the system and WIOA Title I programs

CONDUCT WORKFORCE RESEARCH AND LABOR MARKET ANALYSIS

Elements

- ▶ Ongoing
- ▶ Reflects needs of small, medium, and large business
- ▶ Analysis of strengths, weaknesses, and capacity of workforce system to meet needs of business

Benefits

- ▶ Used throughout the system for informed decision making
- ▶ Used by individual customers to inform decisions regarding jobs and training
- ▶ Used by business customers to be informed on workforce trends and local workforce availability

DESIGN THE LOCAL WORKFORCE SYSTEM: TWO LEVELS



Operational

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Strategic

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DESIGN THE LOCAL WORKFORCE SYSTEM: OPERATIONAL

- ▶ Operational Design
 - Number of Arkansas Workforce Centers
 - Partners in the Centers
 - Integrated services
 - Customer flow through the Center
 - Functional alignment of staff



Operational

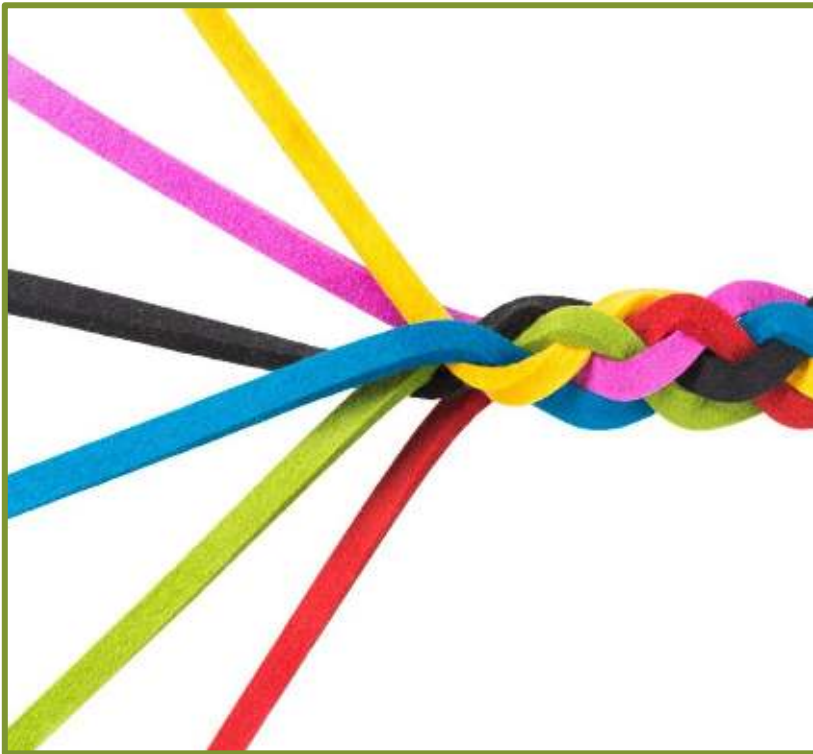
DESIGN THE LOCAL WORKFORCE SYSTEM: STRATEGIC

- ▶ Strategic Design
 - Data-driven decision-making
 - Sector partnerships and strategies
 - Career pathways



Strategic

CONDUCT OVERSIGHT OF THE SYSTEM & TITLE I PROGRAMS



LWDB is tasked with providing oversight of the entire one-stop delivery system and Title I programs in the local area.

CONDUCT OVERSIGHT OF THE SYSTEM

Ensure the system fulfills its intended purpose

Possible actions

- ▶ Make data-driven decisions
 - ▶ Convene partners
 - ▶ Maintain accountability
 - ▶ Be responsive
 - ▶ Craft an agile system that puts the needs of customers ahead of individual programs
- ▶ Identify targeted sectors and/ or occupations for which the system partners focus their efforts
 - ▶ Utilize a unified business service team approach
 - ▶ Set policy

CONDUCT OVERSIGHT OF THE SYSTEM: POLICY AND GUIDANCE EXAMPLES

- ▶ Targeted Sectors
- ▶ Initial Assessment
- ▶ One-Stop Operations
- ▶ Work-Based Learning
- ▶ Integrated Business Service Team
- ▶ Data Sharing



CONDUCT OVERSIGHT OF TITLE I PROGRAMS

Program Oversight

- ▶ Determine amount of adult and dislocated worker services to provide
- ▶ Select providers and hold accountable
- ▶ Set policy for programs

Fiscal Oversight

- ▶ Ensure funds are spent in accordance with all applicable laws, regulations, policies, guidance, etc.
- ▶ Set fiscal policy

CONDUCT OVERSIGHT OF TITLE I PROGRAMS: POLICY AND GUIDANCE EXAMPLES

- ▶ Adult and Dislocated Worker Eligibility
- ▶ Co-Enrollment
- ▶ Incumbent Worker Training
- ▶ Supportive Service Limits
- ▶ Individual Training Account Limits
- ▶ Monitoring of Contractors



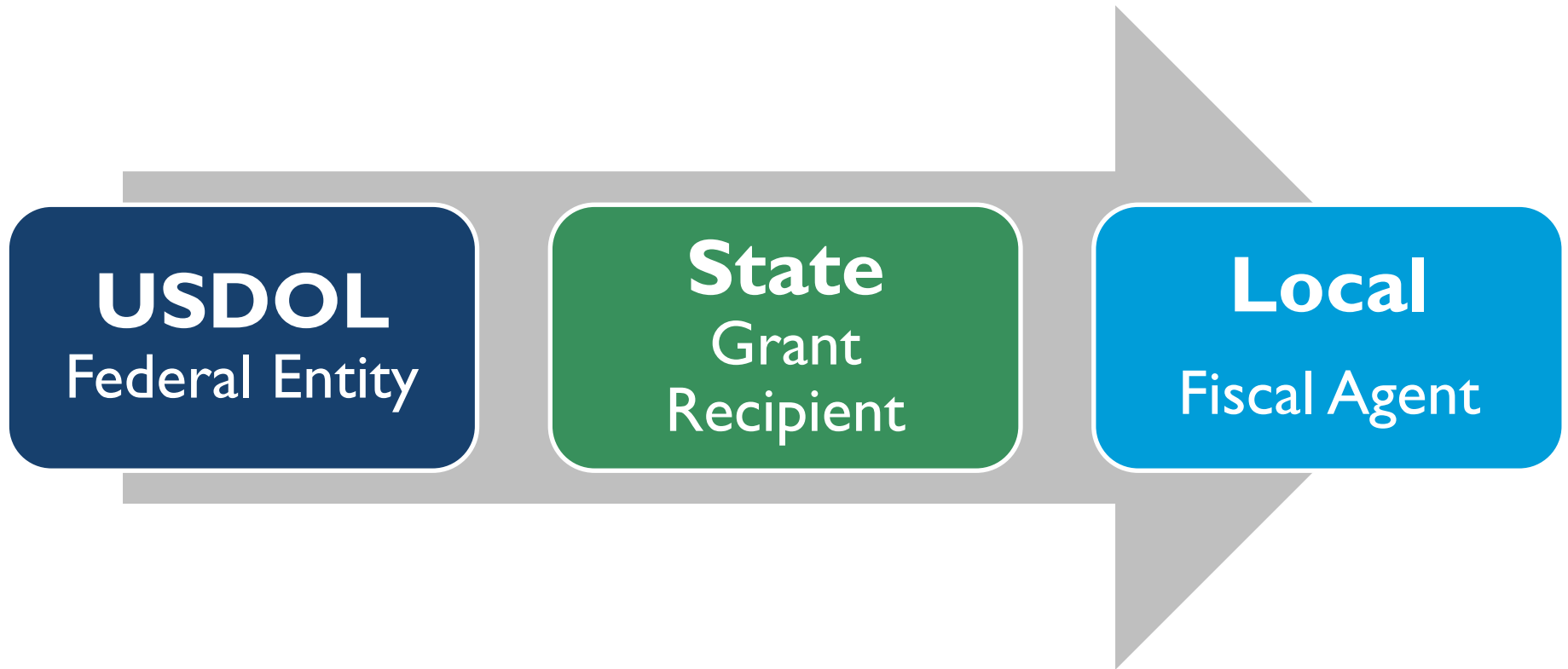
WHAT QUESTIONS DO YOU HAVE? (4)



Boards as Managers

- ▶ Manage the funds
- ▶ Contracts for services
- ▶ Board procedures

MANAGE THE FUNDS: FLOW OF FUNDING



MANAGE THE FUNDS: TYPES OF FUNDS

Standard types of funding:

Adult

Dislocated Worker

Youth

▶ Other possible funding

- Rapid Response
- National Dislocated Worker Grant
 - From ADWS
 - From USDOL directly
- Statewide Activities
- Competitive grants and philanthropic awards you pursue

MANAGE THE FUNDS: DEVELOP A BUDGET

- ▶ Budget must be based on needs of customers in the local area
- ▶ Consistent with the plan
- ▶ Include Infrastructure Funding Agreements for the system
- ▶ Must be approved by the CLEO



CONTRACTS FOR SERVICES

One Stop Operator

- Required procurement
- Executed by Fiscal Agent on behalf of LWDB

Service Provider(s)

- Required procurement
- Executed by Fiscal Agent on behalf of LWDB

Fiscal Agent Agreement

- Signed by Fiscal Agent, CEO, LWDB
- Determined by CEO

LWDB Staff Employer of Record

- Executed by Fiscal Agent on behalf of LWDB

CONTRACTS FOR SERVICES: ONE-STOP OPERATOR AND CAREER SERVICES PROVIDER

- ▶ When the Career Services Provider and the One-Stop Operator are the same entity



- ▶ There must be appropriate firewalls in place regarding the competition, subsequent oversight, monitoring, and evaluation of the chosen provider.
- ▶ Must have firewalls and internal controls within the operator/service entity as well as specific policies and procedures at the LWDB.

BOARD PROCEDURES

- ▶ Elect a chairperson from among business representatives
- ▶ Required standing LWDB Committees:
 - One-Stop Delivery System
 - Youth Services (must include CBOs)
 - Individuals with Disabilities Services
- ▶ Ensure compliance with Sunshine Act provisions



WHAT QUESTIONS DO YOU HAVE? (2)



Boards as Conveners

- ▶ One-Stop System
- ▶ Non-Mandatory Partners
- ▶ Local Plan

ONE STOP SYSTEM: MEMORANDUM OF UNDERSTANDING (MOU)

- ▶ The agreement which outlines the operation of the one-stop delivery system and identifies the role each partner will play.

[Sample MOU & Infrastructure Costs Toolkit](https://ion.workforcegps.org/resources/2017/03/23/13/30/Sample_MOU_Infrastructure_Costs_Toolkit)
(https://ion.workforcegps.org/resources/2017/03/23/13/30/Sample_MOU_Infrastructure_Costs_Toolkit)



ONE STOP SYSTEM: INFRASTRUCTURE FUNDING AGREEMENT

- ▶ Financial plan to fund the services and operating costs of the one-stop delivery system
 - Joint funding is an essential foundation for an integrated service delivery system and necessary to develop and maintain high standards of service.
- ▶ Requires the active participation and good faith effort of all partners
- ▶ Partners are required to pay their proportionate share of infrastructure costs

LOCAL PLAN

- ▶ Every four years the LWDB, in partnership with the CEO, must develop a Local Plan which outlines how the LWDB will develop, align, and integrate service delivery strategies across programs
- ▶ Aligns to the local budget and the State Plan



WHAT QUESTIONS DO YOU HAVE? (3)



Boards as Optimizers

- ▶ One-Stop Certification
- ▶ Performance Measures
- ▶ Eligible Training Provider List

ONE-STOP CERTIFICATION

- ▶ Certification of Arkansas Workforce Centers ensures there is a consistent level of service delivery across the system
 - AWDB develops criteria in consultation with LWDBs and CEOs
 - Criteria must be updated every two years along with State Plan



ONE-STOP CERTIFICATION CRITERIA

Effectiveness

Accessibility

Continuous Improvement

Partner Coordination

Equal Opportunity

Performance Measures

PERFORMANCE MEASURES: GENERAL INFORMATION

- ▶ Method for USDOL to report to Congress on how well the system is performing
- ▶ LWDBs can add measures
- ▶ Failure to meet performance can result in decertification and reorganization of the LWDB

PERFORMANCE MEASURES

Employment Rate - 2nd quarter after exit

- Education/Employment for youth

Employment Rate - 4th quarter after exit

- Education/Employment for youth

Median Earnings in 2nd quarter after exit

Credential Attainment Rate

Measurable Skills Gains

Effectiveness in Serving Employers

ELIGIBLE TRAINING PROVIDER LIST (ETPL)

- ▶ The Governor must establish criteria by which a training program is eligible to receive funds through Individual Training Accounts (ITAs)
 - Levels of performance
 - Completion rates, employment in field of study, etc.
 - Cost information
- ▶ LWDBs can set higher standards for local area

RE-CAP: LWDB GOVERNANCE ROLES SHARED WITH CEOs

- ▶ CEO Agreement with LWDB
 - How they carry out their joint functions
- ▶ Selection of One-Stop Operator
- ▶ Oversight of One-Stop System and Title I
- ▶ Development of Local Plan
- ▶ Negotiation of performance measures



POLL QUESTION (SELECT ONE ANSWER) (2)

- As a Local Board member, I feel I most need to learn more about my role related to...
- Local Plan development
 - Workforce research and labor market analysis
 - Convening industry/employer partners and other stakeholders
 - Career pathways development
 - Identifying and promoting promising practices
 - Using technology innovations for service delivery
 - Conducting workforce system oversight
 - Negotiating performance measures
 - One-Stop infrastructure funding
 - Service provider selection
 - Coordination with education and training providers
 - Budget development
 - One-Stop Certification

WHAT QUESTIONS DO YOU HAVE? (5)





LWDB MEMBER VS. STAFF ROLES

WHAT IS THE ROLE OF STAFF TO THE LWDB?

- ▶ The Board sets the vision, determines priorities, and creates action plans for workforce staff to implement.
 - LWDB staff operationalize the vision through partnerships, strategies, and programs.
- ▶ Staff must be led by the LWDB. The LWDB should not be led by the staff.



POLL QUESTION (OPEN-ENDED)

- ▶ As a Local Board member, what I most need from Board staff to effectively fulfill my roles is...
 - [Open-ended responses]

WHAT QUESTIONS DO YOU HAVE? (6)



EVALUATION

- ▶ Please take a minute and give us feedback on the session today (link is also in the chat):

[Arkansas LWDB Session Survey](https://www.surveymonkey.com/r/AR_WIOA_Gov_LWDB_2-4-21)

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CONTACT US!



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THANK YOU!



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