



ARKANSAS WORKFORCE DEVELOPMENT BOARD

QUARTERLY MEETING



SEPTEMBER 18, 2024
10 A.M. - 2 P.M.



ARKANSAS WORKFORCE CENTER
5401 S UNIVERSITY AVE
LITTLE ROCK, AR 72209

AGENDA



AGENDA

September 18, 2024



ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

10:00 a.m. - 2:00 p.m.

Call to Order.....Thomas Anderson, Chairman
Roll Call.....Board Staff
(5 Minutes)

Agenda Item 1: ACTION

Minutes of May 21, 2024 Full Board MeetingThomas Anderson, Chairman
(2 Minutes)

Agenda Item 2: ADMINISTRATIVE- REPORTS

(18 Minutes)

Report of Chairperson.....Thomas Anderson, Chairman

Report of AWDB Director.....Dr. Charisse Childers, Director
Arkansas Department of Commerce- Workforce Policy & Innovation

Report of State Workforce Agency Director.....Cody Waits, Executive Director
Arkansas Department of Commerce- Arkansas Workforce Connections

Report of Staff.....Eddie Thomas, Director
Arkansas Department of Commerce- Arkansas Workforce Connections-Employment & Training

Agenda Item 3: ACTION

TANF Oversight Committee Report.....(10 Minutes)..... Mr. Gan Nunnally, Chairperson

Agenda Item 4: INFORMATIONAL

Unemployment Insurance & Modernization.....(15 Minutes).....Kristen Rhodes-Berry, Director
Arkansas Department of Commerce- ReEmployment

Agenda Item 5: INFORMATIONAL

Migrant Seasonal Farmworker Program(15 Minutes)..... Employment & Training Team
Arkansas Workforce Connections
Ashley Farfan, MSFW Outreach Specialist
Will Craton, Special Programs Training Coordinator/Foreign Labor Certification Specialist

Agenda Item 6: INFORMATIONAL

Arkansas WIOA System Evaluation & Customer Service Final Report..... (30 Minutes)
Principal Investigators: Dr. Brent Williams & Dr. Keith Vire
University of Arkansas

Agenda Item 7: INFORMATIONAL (Working Lunch)

Reimagine Arkansas Workforce Grant.....(30 Minutes).....Shenaye Johns, Project Director
Arkansas Workforce Connections

Dr. Angee Valentine, Director of ReImagine Arkansas Workforce Program
Shorter College

Dr. Tara Dryer, Senior Managing Director
University of Arkansas Global Campus (UAGC)

Agenda Item 8: ACTION

ReImagine Arkansas Workforce Grant- USDOE 5TH Year Extension Request...Dr. Charisse Childers
Executive Director- Arkansas Workforce Development Board

Agenda Item 9: WIOA Partner Updates- INFORMATIONAL

(45 Minutes)

- Title I - Workforce Development Board: Adult, Youth & Dislocated Worker Programs
Title III - Wagner-Peyser/Employment Services *Eddie Thomas, Director*
- Title II - Adult Education *Dr. Trenia Miles, Director*
- Title IV - Arkansas Rehabilitation Services *Joseph Baxter, Commissioner*
- Title IV - Services for the Blind *Dr. Cassandra William-Stokes, Director*

Board Open Discussion (10 Minutes)

Public Opportunity to Address the Board (5 Minutes)

Announcements

Adjournment

Policies/Issuances for Review

- [PY 2024 WIOA Title I – Youth, Adult and Dislocated Worker Activities Funding Allocations](#)
 - [PY24 FY25 LWDA Distribution Overview](#)
 - [PY24 Sub-grant Agreement Numbers](#)
 - [PY24 DLW Allocation Calculation](#)
 - [PY24 Youth Allocation Calculation](#)



Arkansas Rankings and Labor Force Stats

- [#1 in the South Central region for workforce development in 2024](#)
- [#3 for the least expensive state to start a new business](#)
- [#4 for inbound movers](#)

- **Arkansans in the labor force 1,401,412**
 - Record high for 5th consecutive month in July 2024.
 - Source: [Bureau of Labor Statistics](#)
- **Employed Arkansans 1,354,671**
 - Increased for the 7th consecutive month and hit a record high for the 5th consecutive month in July 2024.
 - Source: [Bureau of Labor Statistics](#)
- **Labor force participation rate 57.9%**
 - Up from 57.7% in June 2024.
 - Source: [Bureau of Labor Statistics](#)
- **116,183 ACT WorkKeys National Career Readiness Certificates**
 - Issued in Arkansas between January 2006 and July 2024.
 - Source: [www.workreadycommunities.org/AR](#)
- **3,408 Arkansans began apprenticeships in FY 2023**
 - Between October 1, 2023, and June 4, 2024, more than 3,075 people entered apprenticeships.
 - Source: [Apprenticeship.gov](#)
- **9,735 active apprentices in Arkansas**
 - October 1, 2023, and June 4, 2024. 8,302 active apprentices in FY 2023.
 - Source: [Apprenticeship.gov](#)
- **2023 Labor Force Education Levels in Arkansas** (percent of the labor force aged 25 and over)
 - Less than high school = 6% of the civilian labor force
 - High school diploma = 33% of the civilian labor force
 - Some college/associates = 26% of the civilian labor force
 - Bachelor's degree + = 35% of the civilian labor force
 - Source: [Current Population Survey](#)

Agenda Item 1: ACTION

Minutes of May 21, 2024 Full Board Meeting

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
May 21, 2024

The Arkansas Workforce Development Board convened on May 21, 2024, beginning at 10:09 a.m. The meeting was conducted in person at Shorter College. Chairman Tom Anderson presided with the following members voicing their presence: Mike Rogers, a proxy for Governor Sarah Sanders, Mr. Thomas Anderson, Commissioner Joseph Baxter, Mr. Len Blaylock, Dr. Charisse Childers, Mr. Miles Crawford, Judge Brandon Ellison, Mr. William French, Ms. Candice Lawrence, Ms. Edie Stewart, representing Mr. Brian Marsh, Ms. Bridget Criner, a proxy for Dr. Trenia Miles, Mr. Justin Major, a proxy for Clint O’Neal, Ms. Latanyua Robinson, Mr. Kelley Sharp, Ms. Tina Moore, a proxy for Dr. Ken Warden, and Director Cody Waits.

Karen Breshears, Charles Johnson, George Nunnally, and Dr. Cassondra Williams-Stokes were not present. A quorum was established.

Chairman’s Opening Comments: Chairman Anderson welcomed the board.

Agenda Item 1: ACTION-Minutes of the March 15, 2024, Full Board Meeting: Chairman Anderson asked if any revisions/corrections needed to be made to the March 15, 2024, meeting minutes.

Hearing none, a motion was made by Kelley Sharp to approve the minutes and seconded by William French. The motion carried unanimously with none opposed.

Agenda Item 2: Informational-Administrative Reports:

Report of Chairperson: Chairman Anderson addressed the decrease in board member size since the last meeting. Resignations have been received from Robert Thorne on April 9, 2024, and Abby Houseworth on May 9, 2024. Chairman Anderson provided an update on the planning of the 4-State Workforce Meeting. He also encouraged board members to visit Workforce Centers across the State and attend job fairs and other Arkansas Workforce Connections events. He also encouraged board members to attend the upcoming Apprenticeship Summit on Thursday, May 23, 2024, at the Innovation Hub in North Little Rock, AR.

Report of AWDB Director: Dr. Childers stated that she has transitioned from the Director of Arkansas Division of Workforce Services to the Director of Workforce Policy and Innovation. She explained that she is excited about her new role and is ready for full engagement with the board. Dr. Childers will continue advising Secretary McDonald on policy and workforce development across the state. Important goals that Dr. Childers wants to work on is WIOA Reauthorization, labor force participation and ACOM KPIs and making sure the state plan aligns with the Governor’s workforce strategy.

Report of State Workforce Agency Director: Director Cody Waits thanked the Arkansas Workforce Connections staff for their hard work and preparation for today’s board meeting. He stated he has had a crash course in all aspects of WIOA and he will continue to get a better understanding of WIOA. He talked briefly about the importance of cross-agency collaboration. He also gave an overview of Project Search, a program of Arkansas Rehabilitation Services, that provides individuals with autism or other disabilities with a 10-week work rotation at CHI St. Vincent Hospital in Hot Springs, AR.

Staff Report: Deputy Director Eddie Thomas provided an update on the PY 24-27 state plan. We are 20 days away from the state plan being approved on the federal level. Proposals have been received for the WIOA Outreach mini-grants, which will be awarded to local workforce boards, up to \$15,000 each. A total of \$150,000 was set aside using the Governor's discretionary funds retained by the state for workforce activities. Nine out of the ten local boards have submitted proposals. Candice Lawrence provided a suggestion to save on costs marketing and branding for the proposals can be done internally. Rewards for the proposals are set to be disbursed no later than July 2024.

Agenda Item 3: INFORMATIONAL Governor's Workforce Strategy: Mike Rogers spoke on the State WIOA Plan and agency documentation process being streamlined and comprehensive. The Department of TSS is working hard on getting Launch available to customers and employers. Chief Rogers stated that "Ready Hire" will be available this summer. Ready Hire can be used as an option for re-employment. Mike Rogers concluded his presentation stating that we are still working on serving the whole person instead of serving parts of the person.

Agenda Item 4: INFORMATIONAL Arkansas WIOA System Evaluation & Customer Service Surveys Update: In partnership with the Arkansas Division of Workforce Services, the University of Arkansas Counselor Education Program will conduct a comprehensive evaluation of the workforce systems directed and managed by the Division. Six local workforce boards were assigned for the study: Northeast Arkansas Local Workforce Development Area, Southeast Arkansas Local Workforce Development Area, Central Arkansas Local Workforce Development Area, City of Little Rock Arkansas Local Workforce Development Area, Southwest Arkansas Local Workforce Development Area, and Northwest Arkansas Local Workforce Development Area. For each local area, leadership was interviewed to identify partner programs and non-profits that collaborate with the Workforce Centers. Contractors will report on the existence of a Memoranda 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. Every center is beyond the minimal comprehensive standards where they need to be. 320 responses have been received for the co-enrollment survey. Co-enrollment survey will be closed out at the end of this month. The response rate for the business response surveys is currently at 50%.

Agenda Item 5: INFORMATIONAL-USDOL Workforce Dashboards: Dr. Jake Walker provided a demonstration of the Arkansas Workforce Services Dashboard.

Agenda Item 6: INFORMATIONAL-Reimagine Arkansas Workforce Grant: Ms. Shenaye Johns provided an overview of the Reimagine Grant. The Reimagine Grant was made available under the CARES Act through the US Department of Education. These funds were awarded to the States with the highest coronavirus burden to support education and training activities. Arkansas was 1 of the 8 states awarded the Grant. Arkansas was awarded \$13.5 million and partnered with AWC, Shorter College, the University of Arkansas Global Campus College, and iDatafy. Tara Dryer from the University of Arkansas Global Campus College stated that as of March of this year, they have depleted their funds, and they are not taking any new enrollments. Out of 3,659 enrolled, 74 students have completed the program in healthcare, technology, and business fields. Dr. Angee Valentine of Shorter College stated that they were awarded \$3,164,793.00 and have expended \$1,443,450.09. Out of 401 enrolled, 121 students have completed. Dr. Valentine concluded her presentation by asking the board members to consider either a

six-month or a one-year no-cost extension to continue enrolling students into the program and to allow them to deplete the funds they were awarded.

Agenda Item 7: Informational Title I-IV Reports: Deputy Director Eddie Thomas provided a report on WIOA Title I & III. Under the WIOA Title I program, PY23 (July 1, 2023- March 31, 2024) 1,259 participants have been served. 694 participants are receiving training services. Training services may include occupational skills training, including training for nontraditional employment, on-the-job training, incumbent worker training, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, transitional jobs, job readiness training, adult education and literacy activities, and customized training employer-directed skills development. The total number of adult participants served for WIOA Title I is 720. The total number of training services for adult participants is 505. The total number of youth participants served under Title I is 432 and the total number of youth participants served in training services is 105. The total number of dislocated workers that participated in the WIOA Title I program is 107 and the total number of dislocated workers that received training services is 84. Under Title III, the total number of Wagner-Peyser participants served is 43,124. Deputy Director Eddie Thomas ended his presentation with a success story from Kyla Lanette Frazier.

Title IV: Commissioner Jo Baxter provided updates for the Arkansas Rehabilitation Services. ARS is currently revising the Field Service Policy and Procedures Manual. ARS clients employed at program exit for Program 2023 Q3 are at 71.81%. As of April 1, 2024, ARS is using the AWARE Case Management System. Dr. Williams, with the Division of Services for the Blind, could not attend the meeting. Her report was included as a part of the full board packet.

Title II: Associate Director Bridget Criner provided brief updates for Adult Education. On April 24, 2024, Adult Education celebrated its top GED earners. On June 6, 2024, Adult Education will have its graduation ceremony; all board members are invited to attend. Lastly, Adult Education had its annual spring advisory meeting to discuss updates in professional development across the state.

Agenda Item 8: INFORMATIONAL-WIOA Monitoring Procedures: Assistant Director Angela Cook provided an overview of revised WIOA monitoring procedures. AD Cook and her staff have been working to streamline monitoring procedures while increasing collaboration and reducing administrative burden among the local boards. AD Cook reviewed the ten-page document highlighting points of change. At the end of her presentation, she asked the board for any comments or questions. Mr. Blaylock asked about staff retention for the monitoring department. AD Cook and Director Thomas assured Mr. Blaylock that the monitoring department has the staff needed to carry out their job duties long-term fully.

Agenda Item 9: ACTION-WIOA Regional & Local Plan Policy: Rebecca Edwards briefly explained the purpose of replacing policy 4.7 with policy 6.6. The purpose of this policy is to provide guidance to Regional and Local Plans, and subsequent modifications to Regional and Local Plans following the Workforce Innovation and Opportunity Act. At the end of the first 2-year period of the 4-year local plan, each local workforce development board, in partnership with the appropriate chief elected official, must review the local plan, and prepare and submit modifications to the local plan to reflect changes in the

labor market and economic conditions and other factors affecting the implementation of the local plan. At the end of Rebecca's presentation, Chairman Anderson entertained a motion to approve WIOA Policy 6.6 (replacing 4.7) title WIOA Regional and Local Plan Policy.

A motion was made by Latanyua Robinson and seconded by Randy Henderson. Motion passes with a retroactive date of January 16, 2024.

Board Open Discussion: None

Public Opportunity to Address the Board: None

Announcements: None

Adjournment: Chairman Anderson asked for a motion to adjourn the meeting. A motion was made by Len Blaylock. The motion carried unanimously with none opposed. The meeting adjourned at 1:58 p.m.

Thomas Anderson, Board Chairman
Arkansas Workforce Development Board

Charisse Childers, Director
Arkansas Workforce Development Board

*Minutes recorded by Victoria Hall
Arkansas Division of Workforce Services Staff*

Agenda Item 2: INFORMATIONAL

Administrative Reports

Overview PY 2024						
Program	Allotments to State	DLW Task Force	State-Level Reserve	State Administration	Statewide Activities	For Distribution to LWDAs
Youth	\$5,253,909		\$788,085	1/3 of State-level Reserve \$262,695	2/3 of State-level Reserve \$525,390	\$4,465,824
Adult	\$5,096,827		\$764,525	\$254,841	\$509,684	\$4,332,302
Dislocated Worker	\$4,522,192	\$1,130,548	\$678,329	\$226,109	\$452,220	\$2,713,315
Totals	\$14,872,928	\$1,130,548	\$2,230,939 (State Admin + Statewide Activities)	\$743,645	\$1,487,294	\$11,511,441

Youth Funds Available April 1, 2024 (PY 2024)						
Program	Allotment to State	DLW Task Force	State-Level Reserve	State Administration	Statewide Activities	For Distribution to LWDAs
Youth	\$5,253,909		\$788,085	1/3 of State-level Reserve \$262,695	2/3 of State-level Reserve \$525,390	\$4,465,824
% of the Total Award	100%		15%	5%	10%	85%
			(State Admin + Statewide Activities)			

Adult and DLW Funds Available July 1, 2024 (PY 2024)						
Program	Allotments to State	DLW Task Force	State-Level Reserve	State Administration	Statewide Activities	For Distribution to LWDAs
Adult	\$1,001,994		\$150,299	1/3 of State-level Reserve \$50,099	2/3 of State-level Reserve \$100,200	\$851,695
% of the Total Award	100%		15%	5%	10%	85%
Dislocated Worker	\$974,836	\$243,709	\$146,225	\$48,741	\$97,484	\$584,902
% of the Total Award	100%	25%	15%	5%	10%	60%
Totals	\$1,976,830	\$243,709	\$296,524 (State Admin + Statewide Activities)	\$98,840	\$197,684	\$1,436,597

Adult and DLW Funds Available October 1, 2024 (FY 2025)						
Program	Allotments to State	DLW Task Force	State-Level Reserve	State Administration	Statewide Activities	For Distribution to LWDAs
Adult	\$4,094,833		\$614,226	1/3 of State-level Reserve \$204,742	2/3 of State-level Reserve \$409,484	\$3,480,607
% of the Total Award	100%		15%	5%	10%	85%
Dislocated Worker	\$3,547,356	\$886,839	\$532,104	1/3 of State-level Reserve \$177,368	2/3 of State-level Reserve \$354,736	\$2,128,413
% of the Total Award	100%	25%	15%	5%	10%	60%
Totals	\$7,642,191	\$886,839	\$1,146,330 (State Admin + Statewide Activities)	\$382,110	\$764,220	\$5,609,020

PY 2024 Youth Activities Funding

LWDA	April 1, 2024 Allocation and Funding	Subgrant Award Number
Little Rock	\$280,382	05-P24-YOUTH-81
Central	\$579,698	05-P24-YOUTH-90
North Central	\$497,790	05-P24-YOUTH-20
Northeast	\$382,297	05-P24-YOUTH-56
Northwest	\$654,729	05-P24-YOUTH-10
Southeast	\$691,350	05-P24-YOUTH-40
Southwest	\$347,463	05-P24-YOUTH-95
West Central	\$470,279	05-P24-YOUTH-71
Western	\$262,160	05-P24-YOUTH-60
Eastern	\$299,676	05-P24-YOUTH-31
	\$4,465,824	

PY 2024/FY 2025 Adult Activities Funding

LWDA	Allocation	PY Initial Funding July 1, 2024	Subgrant Award Number	FY Balance October 1, 2024	Subgrant Award Number
Little Rock	\$261,332	\$51,376	05-P24-ADULT-81	\$209,956	05-F25-ADULT-81
Central	\$502,216	\$98,732	05-P24-ADULT-90	\$403,484	05-F25-ADULT-90
North Central	\$477,131	\$93,800	05-P24-ADULT-20	\$383,331	05-F25-ADULT-20
Northeast	\$323,286	\$63,555	05-P24-ADULT-56	\$259,731	05-F25-ADULT-56
Northwest	\$723,863	\$142,306	05-P24-ADULT-10	\$581,557	05-F25-ADULT-10
Southeast	\$677,515	\$133,201	05-P24-ADULT-40	\$544,314	05-F25-ADULT-40
Southwest	\$340,919	\$67,022	05-P24-ADULT-95	\$273,897	05-F25-ADULT-95
West Central	\$427,741	\$84,090	05-P24-ADULT-71	\$343,651	05-F25-ADULT-71
Western	\$288,063	\$56,631	05-P24-ADULT-60	\$231,432	05-F25-ADULT-60
Eastern	\$310,236	\$60,982	05-P24-ADULT-31	\$249,254	05-F25-ADULT-31
	\$4,332,302	\$851,695		\$3,480,607	

\$851,695

PY 2024/FY 2025 Dislocated Worker Activities Funding

LWDA	Allocation	PY Initial Funding July 1, 2024	Subgrant Award Number	FY Balance October 1, 2024	Subgrant Award Number
Little Rock	\$255,513	\$55,080	05-P24-DLW-81	\$200,433	05-F25-DLW-81
Central	\$346,518	\$74,698	05-P24-DLW-90	\$271,820	05-F25-DLW-90
North Central	\$199,347	\$42,973	05-P24-DLW-20	\$156,374	05-F25-DLW-20
Northeast	\$243,848	\$52,568	05-P24-DLW-56	\$191,280	05-F25-DLW-56
Northwest	\$403,305	\$86,937	05-P24-DLW-10	\$316,368	05-F25-DLW-10
Southeast	\$277,191	\$59,752	05-P24-DLW-40	\$217,439	05-F25-DLW-40
Southwest	\$260,722	\$56,203	05-P24-DLW-95	\$204,519	05-F25-DLW-95
West Central	\$235,028	\$50,665	05-P24-DLW-71	\$184,363	05-F25-DLW-71
Western	\$284,383	\$61,304	05-P24-DLW-60	\$223,079	05-F25-DLW-60
Eastern	\$207,460	\$44,722	05-P24-DLW-31	\$162,738	05-F25-DLW-31
	\$2,713,315	\$584,902		\$2,128,413	

Memorandum

To: Employment Services AOCs, LOMs, & Arkansas Workforce Connections Staff

From: Eddie Thomas, ^{ET} Director- Employment & Training
Marcia Moore, Assistant Director- External Operations

Date: 8-19-24

Subject: Employment Services Staffing & Operational Changes

I am writing to inform you about upcoming changes within our department. As part of our ongoing efforts to optimize operations and ensure that we are effectively utilizing our resources, several employees will be receiving new assignments or transferring to different departments; or to different units with the Employment & Training department.

These changes are designed to better align our talents with our strategic goals and to provide opportunities for growth and development. Below is a summary of the new assignments and transfers:

Transfers to ES Service Center

- 8 Full Time Staff

Transfers to Re-Employment RESEA *(permanently)*

- 4 Full Time Staff

Transfers to TAA

- 1 Full Time Staff

Transfers to Rapid Response

- 2 Full Time Staff

Transfers to Special Projects

- 1 Full Time Staff

Transfers to Employment Services/Re-Entry

- 1 Full Time Staff

Transfers to WIOA Policy

- 1 Full Time Staff

Transfers to JVSG VETS

- 1 Full Time Staff

JVSG Staff Reports Directly to Central Office

- DVOPs report to Program Operations Manager
- LVERs/Consolidated positions- report to Assistant Manager

Office Changes

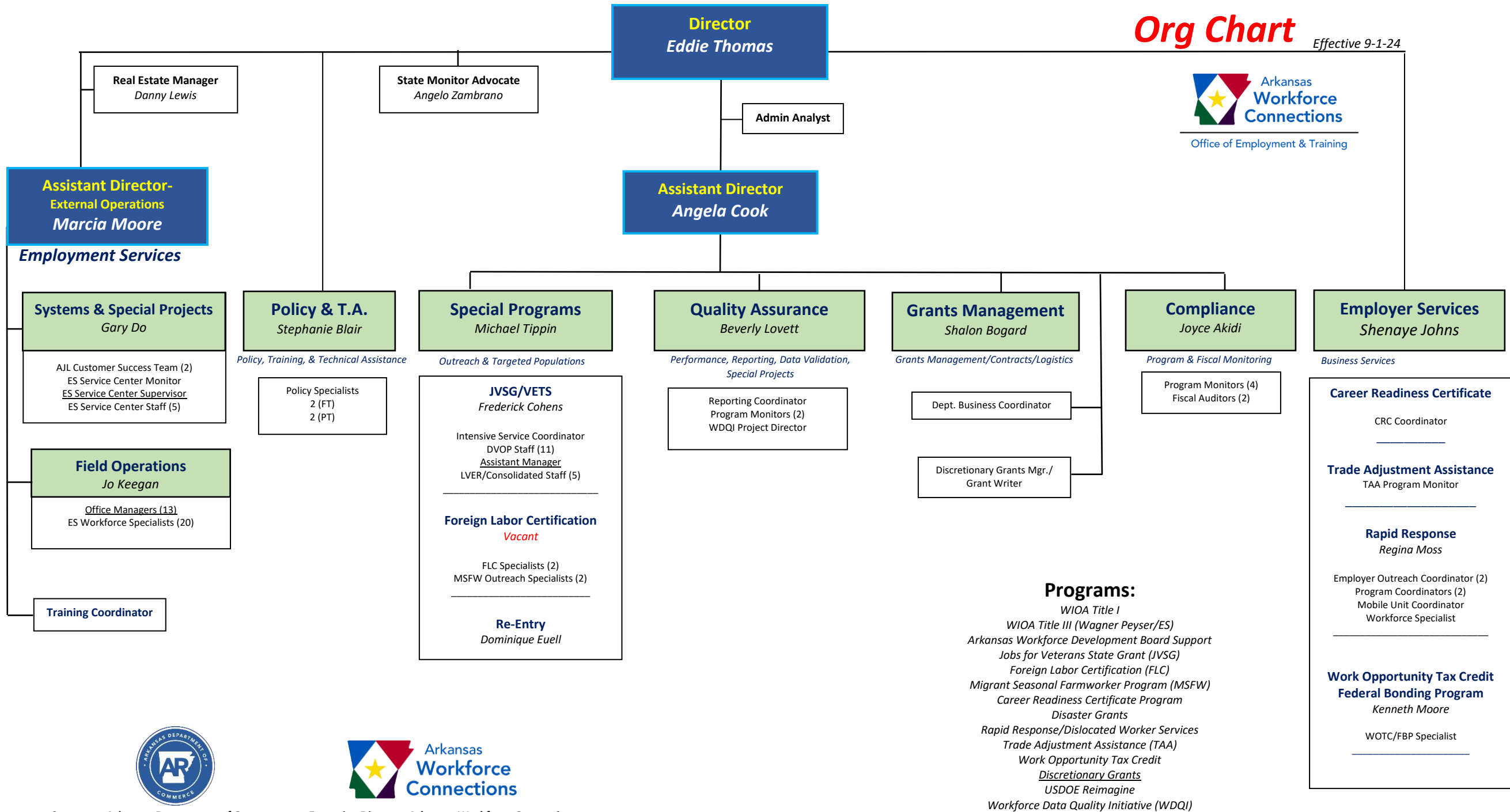
- One AOC for the State
- Withdraw ES Services from Eldorado
- Withdraw ES Services from Harrison
- ~~Withdraw ES Services from Forrest City~~
- Close Mena Office (~~pending~~)
- Intermittent Extra-Help Staff will be Released

All changes will be effective as of 9-1-24. As we take on new roles and responsibilities, we are confident that the team will continue to excel and contribute to our success in their new capacities.

If you have any questions or need further information about these changes, please feel free to reach out to your supervisor, and/or Marcia Moore. Thank you for your continued hard work and dedication.

Org Chart

Effective 9-1-24



Secretary- Arkansas Department of Commerce
Hugh McDonald



Executive Director- Arkansas Workforce Connections
Cody Waits

104 full-time positions
5 intermittent central office positions

Agenda Item 3: ACTION

TANF Oversight Committee Report

Agenda Item 4: INFORMATIONAL

Unemployment Insurance & Modernization

Agenda Item 5: INFORMATIONAL

Migrant Seasonal Farmworker Program



MSFW/FLC

Annual Review



Outreach

The Monitor Advocate System is a federal/state monitoring system that ensures migrant and seasonal farmworkers (MSFW) have equitable access to career services, skill development, and workforce protections offered by American Job Centers, so they may improve their living and working conditions.

February 2024: Ashley Farfan joined Arkansas Workforce Connections as the first Full Time Migrant/Seasonal Farmworker Outreach Workforce Specialist. Efforts continue to add to the Outreach team.

March 12, 2024: Ashley Farfan and Angelo Zambrano (State Monitor Advocate) visited the Forrest City and West Memphis local offices to introduce themselves and establish rapport as these 2 offices are designated “Significant MSFW Offices.”



Outreach

June 19, 2024: Arkansas Workforce Connections was invited, in coordination with US Congressman Rick Crawford's office, to speak to the Arkansas Farm Bureau. The event's purpose was to inform the H2A/Labor Committee of the various services and programs offered through Arkansas Workforce Connections for both Migrant Seasonal Farmworkers and their employers. US Congressman Rick Crawford's office also provided updates on current H2A/MSFW issues.



July 26, 2024: Ashley Farfan was invited to assist at the Arkansas Human Development Corporation (AHDC) event for the Farm and Food Workers Relief Program at University of Arkansas-McGehee, College of Technology in McGehee, AR. The event's purpose was to help MSFWs who worked during the Covid-19 pandemic apply for a \$600 one-time relief payment for expenses incurred due to the pandemic.

Outreach

August 6, 2024: Arkansas Workforce Connections hosted a successful Farmworker Appreciation Day event at the Arkansas Workforce Center in Hope, AR. Event participation included Local Workforce Development Partners, Arkansas State Workforce Agency staff, several key partners and employers, and the State Monitor Advocates and Foreign Labor Certification Teams from Texas and Michigan.



Outreach

August 16, 2024: Arkansas Workforce Connections hosted a farmworker outreach event at the Forrest City Arkansas Workforce Center. Several partners attended including representatives from Arkansas Human Development Center, who provided free health screenings to the farmworkers at the event.

August 27, 2024: Arkansas Workforce Connections was invited by the Mexican Ambassador to attend at the 16th Week of Legal Labor Rights event hosted by the Mexican Consulate. Arkansas Workforce Connections, in conjunction with Arkansas Human Development Center, provided a presentation regarding migrant seasonal farmworker rights and informing the community about the services that our agency can provide to them.

September 4, 2024: Ashley Farfan conducted a presentation For Arkansas United, regarding migrant seasonal farmworker rights and the services that Arkansas Workforce Connections can provide.

Complaints

September 2023: Identified deficiencies in Complaints Process and revised training and processes.

October 2023: Conducted initial training event for Complaints Process and identified “Trained Complaint Specialist” for each local office. 22 Employees received training and revised Complaints Process implemented. Training materials were captured for future onboarding of “Trained Complaint Specialists”.

January 2024: Collected first batch of Complaint Logs for Oct 2023-Dec 2023...mentored Local Office Staff as needed

April 2024: Created updated Complaint Posters for each local office in English and Spanish, Distributed during Local Office Managers Meeting

September 2024: Created Complaints Sharepoint and began migrating supporting documents and training materials



MSFW Training

March 2024: Created Workforce Specialist Basic Training course. Course includes blocks on Migrant Seasonal Farmworkers (Identification and SWA involvement in H2A process) and Complaints Process (How to take complaints, provide services and refer complaints to “Trained Complaint Specialist”).



March/April 2024: Combined MSFW/FLC local office training with TransfrVR Training Events. Six training events were conducted for 12 local offices. 39 total students were trained, including partner staff.

Interpretation Services

July 2023: Identified deficiencies in current interpretation process, which relied on a list identifying bilingual staff to assist with interpreting. Bilingual staff's availability when needed and the range of language options were identified as barriers.

August 2023: Identified LanguageLine Solutions as a resource that would be available on demand and offer a wide range of language options.

April 2024: Secured contract LanguageLine Solutions enabling local offices to provide a wide range of language options on demand.

July 2024: Conducted LanguageLine Solutions training. 4 training events resulted in 60 staff trained, increasing abilities to serve ESL Participants, including Migrant Seasonal Farmworkers

The logo for LanguageLine Solutions, featuring the text "LanguageLine" in white on a blue background, with "Solutions" in white on a dark blue background below it, and a registered trademark symbol (®) to the right.



MSFW/FLC

The Path Forward



Needs

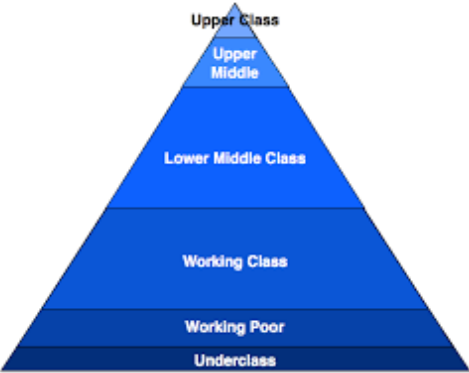
Unique Needs



Education



Language



Economic Status



Transportation



Needs

Other Needs



Time



Healthcare



School for Children



Employer Requirements



Worker Rights



Clothing



Health/Safety



Challenges



Identifying



Sharing Information



Locating in rural areas



Scheduling



Workers Goals



Partnership Objective

Partnership Objective

Designed to develop a complete and comprehensive outreach for both the employers and farmworkers in Arkansas

This will provide the basis for reaching out to farmworkers to assess and address employment, training and housing needs.





MSFW/FLC



Agenda Item 6: INFORMATIONAL
Arkansas WIOA System Evaluation & Customer
Service Final Report

Arkansas Workforce Development Board Meeting, September 18, 2024



Arkansas Division of Workforce Services

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

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 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 Dr. Keith Vire, with the Counselor Education Program served as Project Director. Dr. Xinya Liang was the project statistician and analyzed all data. Dr. Julie Hill assisted with design and management of project surveys.

Workforce Boards and Centers Assigned for the Study

- These local workforce boards were assigned for the study:
 - Northeast Arkansas Local Workforce Development Area
 - Southeast Arkansas Local Workforce Development Area
 - Central Arkansas Local Workforce Development Area
 - City of Little Rock Arkansas Local Workforce Development Area
 - Southwest Arkansas Local Workforce Development Area
 - Northwest Arkansas Local Workforce Development Area

Workforce Boards and Centers Assigned for the Study(cont.)

- For each local area, leadership interviewed partner programs and non-profits that collaborate with the Workforce Centers. Contractors reported on the existence of:
 - Memoranda 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

Evaluations Developed by Contractors

- Local Integration Study—Workforce Innovation and Opportunity Act Title I or Title III participants in the four Comprehensive Centers were selected for sampling.
- Workforce Staff Interviews—case studies were developed on effectiveness of identifying and closing Skill-Gaps.
- Contractors sampled WIOA Title I and Title III participants for the assigned 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

Evaluations and asset mapping

- Local Integration Study, Continued—
 - Contractors established a map of resources that exist on the State and Local Level that have one or more following characteristics:
 - **Displaced Homemaker**
 - **Low Income**
 - **Limited English Proficiency**
 - **Migrant Worker**
 - **Disabled**
 - **Veteran**
 - **Older Worker**
 - **Out of School Youth**
 - **Foster Youth**
 - **Basic Skill Deficient**
 - **Ex-Offender**
 - **Single Parent**
 - **TANF Recipient**
 - **SNAP Recipient**
 - **SSDI Recipient**
 - **UI Claimant**
 - **Long-Term Unemployed**

Evaluations and asset mapping

- Local Integration Study, Continued—
 - For all programs and services identified in the previous steps, the contractors reported on whether sampled participants were referred to or co-enrolled in other programs or services.
- For four comprehensive and three affiliate centers assigned by ADWS leadership, contractors conducted a review to compare these centers' processes to the State's certification policy and applicable laws/regulations.
- Contractors conducted a statewide customer service survey for business customers of WIOA Title I and Title III receiving services over the most recent 12 months.
- Upon completion of the Asset Mapping, the contractors evaluated State Workforce Agencies, 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.

Skills gap analysis

- For select high-demand industries and occupations, a skill-gap analysis was 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 entities conducted for this purpose included:
 - Industry Associations,
 - Chambers of Commerce,
 - State Agencies,
- Evaluation Component- Once the Skills Gap analysis was complete, contractors evaluated to determine best practices for closing the skills gaps identified.

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 1 –a: Evaluate the level of Co-enrollment and Co-funding of required WIOA partners.
 - Objective 1 –b: Evaluate the leveraging of Local Resources available in the Local Workforce Development Area.
- 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 serving individuals from targeted populations.
- Objective 3: In the Workforce Centers assigned for the study, evaluate the extent to which innovative tools as well as emerging and current technology are used to enhance service delivery.

Project Objectives (Cont.)

- Objective 4: 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 5: 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.
- Objective 6: Conduct additional research in Jefferson, Crittenden, Cross, Phillips, and St. Francis Counties in Arkansas. According to the American Community Survey (ACS), these counties have unemployment rates in excess of 4.5%, compared to the current statewide rate of 2.8%. The Contractors will attempt to document the factors that are responsible for this discrepancy, and will make recommendations for change.

Findings and Recommendations

Skills Gap Analysis:

- The local workforce areas assigned for this study all have adequate procedures in place to identify, on an ongoing basis, skills gaps in their regions of the state.
- While some are more formal than others, all of the local workforce areas are involved in identifying skills gaps in their areas.
- Identification of the Skills Gaps in an area generally involve ““...obtaining the work requirements from the employer ...” and “...determining the (potential employee’s) interests.”
- Amelioration of skills gaps: Workforce centers identified these services to address identified gaps: Skill assessments (Career Readiness Certificate Program, Test of Adult Basic Education, On-The- Job Training Programs, and Job Readiness Seminars.)
- Evaluation of effectiveness of services provided: Workforce centers reported using customers’ completion of training, job placements, and follow-up conversations with employers to assess the effectiveness of their skills gap amelioration efforts.

Findings and Recommendations

Compliance Review:

- The evaluators reviewed a sample of Arkansas Workforce Centers approved by ADWS leadership, against the State's certification policy and applicable laws and regulations. Comprehensive and Affiliate centers, which have different certification requirements, were evaluated.
- The Centers reviewed by the evaluators for this study included four comprehensive centers located in Harrison, Little Rock, Jonesboro, and Pine Bluff, and two affiliate centers located in North Little Rock and El Dorado.
- All six centers reviewed meet or exceed minimum requirements established by the Americans with Disabilities Act (ADA) for physical accessibility. External entrances into the facilities in which workforce services are housed are at least minimally accessible for individuals who have mobility impairments.
- The two Affiliate Centers reviewed (in North Little Rock and El Dorado) meet or exceed the one-stop guidelines listed under "Required Programs/Partners".

Findings and Recommendations

Compliance Review:

- 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. The evaluators further believe that the review of these six centers provides a representative picture of ADWS centers across the state, and that ADWS and those who manage the Local Workforce Areas, as well as Arkansas' taxpaying citizens, should be confident in the work of the thirty-two workforce centers located throughout the state.

Findings and Recommendations

Unemployment Rate Discrepancy, Selected Counties:

- DWS leadership asked the evaluators to conduct additional research in Jefferson, Crittenden, Cross, Phillips, and St. Francis Counties in Arkansas, where the unemployment rates are Higher than the statewide rate.
- As of January 2024, the unemployment rates in these counties ranged from 4.4% in Cross County, to a high of 7.0% in Phillips County. The January 2024 rate in Jefferson County was 5.2%, Crittenden County 4.7%, and St. Francis County 5.7%. These rates compared with the statewide rate in January of 3.4%.
- The contractors provided in-depth analysis of the employment opportunities in each of these counties, and provided some possible reasons for the lagging employment numbers. Based on contractor analysis and conversations with leaders in the five counties, some possible reasons include:
 - Lack of acceptable K-12 educational systems
 - Limited access to broadband internet access
 - Misalignment of benefits making it more profitable to be unemployed than to work
- It is recommended that ADWS work in collaboration with local communities and school districts to improve school systems and increase vocational and technical education options.

Findings and Recommendations

Business Survey:

- The contractors conducted a survey of individual businesses with valid emails as of June 30, 2023. The original data file provided to the evaluators by ADWS included 1,473 email addresses. After close examination and removal of duplicates, evaluators were left with a list of 577 businesses from across the state. The eventual return rate for the survey was approximately 8.5%
- Overall, the report finds that WIOA recipients display a moderate degree of satisfaction with the WIOA program and ADWS. WIOA recipients reported a 53% satisfaction rate of the WIOA program(s) that they worked with. 22% of respondents were dissatisfied or very dissatisfied with the programs.
- Businesses routinely suggested that more “feet on the ground” or “more business service reps in the field.”
- Also noted was a lack of interaction between ADWS staff and business representatives.
- It is recommended that, ADWS centers have a more proactive relationship with regional employers to have the most accurate information about job openings, employer workforce needs, and feedback relevant to the WIOA program.

Findings and Recommendations

Customer Survey:

- The ADWS WIOA Customer Survey conducted a survey of 34,340 individuals with valid emails as of June 30, 2023. The survey focused on a distribution by local workforce development areas for a more balanced sample and produced an overall response rate of 9.3% (320 individual surveys).
- Fully 45% of the survey respondents report that they would not recommend the program.
- Thirty-six percent report that they either would recommend, would strongly recommend, or would very strongly recommend the program.
- Thirty-seven percent reported that they received all of the services they needed, or “most but not all” of the services they needed to reach their goals.
- A disappointing 63% reported receiving some or none of the services they needed to reach their goals. Another disappointing finding was that only 27% of customers reported being satisfied or very satisfied with the WIOA program.

Findings and Recommendations

Customer Survey (cont.):

- The statistical summaries combined with aggregate comments from respondents highlight areas which can be addressed to improve the experience within the WIOA program and subsequent outcomes. Notable issues raised are:
 - Many respondents reported either “poor customer service”, “a rude attitude”, “inattentive staff”, or “uninformed staff” when describing ADWS staff.
 - ADWS leadership should consider providing additional training about program offerings, stress management, and other aspects of customer service as these would be a beneficial investment.
 - Issues with accessibility, both physical and technological
 - Mismatch between jobs posting or recommendations and the background of recipients
 - Difficulty reaching staff via telephone
- The results of this survey and the aggregate comments have provided detailed feedback and suggested areas of improvement. The ultimate goal of the survey and of the evaluation is to improve outcomes of WIOA recipients, strength the Arkansas workforce, and to improve the well-being of citizens.

-

Overall Study Findings and Recommendations

Co-Enrollment:

- Results of customer reviews in the three selected centers confirmed a range of 2.3% co-enrollment to a high of 10% for these individual partner providers, with an overall average rate for all reporting providers of 4.26%. This is not an optimum rate of co-enrollment.
- Rates of co-enrollment reported by the employers assigned for this survey may have been adversely affected by the inclusion of individuals in the Employment Services category. If customers during this period were enrolled in job search program, individuals with this designation do not necessarily have specific barriers to employment.

Partner Agencies:

- Managers in the assigned local workforce development areas provided a list of partner agencies and programs for their areas. These ranged from twenty-one to forty-two. It is the opinion of the evaluators that each of the assigned workforce areas has worked hard to develop these partnerships. The evaluators noted significant progress in this area since the previous assessment.

Overall Study Findings and Recommendations

Referral Processes:

- WIOA authorizes “career services” for adults and dislocated workers, and requires the provision of information and referrals to, and coordination of activities with, other programs and services.
- Referral procedures are in place for the assigned workforce areas.
- All area 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 assigned workforce areas. Procedures are in place and are available for review by potential customers.

Training Services:

- The assigned areas provide training concerning available services as necessary.
- The most common method reported was through information provided on the center’s website, with follow-up through staff face-to-face contact and the provision of print materials to customers.
- The evaluators find that the training opportunities are, insufficient to meet the needs of the customer base. While the website may contain good information, and may work well for many customers, staff must have other methods available. The evaluators recommend the adoption of a series of training methods to ensure that customers are comfortable with the services provided.

Conclusions

Overall, the evaluators found that ADWS and the local workforce centers are viewed positively by both customers and businesses. There are, however, training and customer service issues associated with local centers that must be addressed as soon as possible. In addition, a number of complaints were received about the quality of the computer systems used by customers.

While the findings and recommendations sections of this report contain specific suggestions for service quality improvements, the evaluators feel that the Arkansas Workforce Development Leadership and the Arkansas Workforce Development Board have reason to be pleased with the work done by the agency. Improvements can be realized across the state by identifying local centers that perform strongly in specific areas and providing incentives for these centers to share their best practices.

Project Staff Contact Information

- Principal Investigator:
 - Brent Williams
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 - 479-200-5106
- Co-Principal Investigator
 - Xinja Liang
 - xl014@uark.edu
 - 479 575-7948
- Co-Principal Investigator
 - Julie Hill
 - jch029@uark.edu
 - 479-575-8696
- Project Director
 - Keith Vire
 - kvire@uark.edu
 - 479-957-6939

Agenda Item 7: INFORMATIONAL
Reimagine Arkansas Workforce Grant
Program Updates

Arkansas
Workforce
Development
Board Meeting
September 18,
2024

10:00 AM to 1:00 PM

Shorter College
Reimagine 
Workforce Program
REIMAGINE the Possibilities...



Agenda

- **Enrollment**
- **Performance**
- **Job Placement Plans**
- **New on the Horizon**
- **Best Practices**
- **Celebrations**



Dr. Jeffrey Norfleet
President
Shorter College

Enrollment

401

Completions

143

36% Completion Rate

Internships

Completed	30
Active	0
Pending	0

Performance

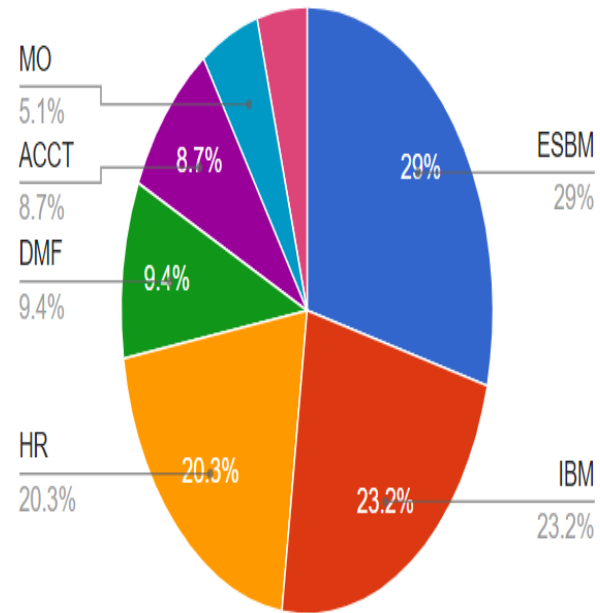
Internship Partners (17)

Company	Industry/Location	Phone Number	Interns Served
Arvest Bank	Financial Institution/LR		0
Brandon House	Performing Arts/LR		4
Boys Scouts of America	Non-Profit/LR		1
Collins Enterprise	Technology/Pine Bluff		1
Dawn Realty	Realtor/LR		1
Latoya McElroy	Staffing Firm/Texarkana		0
Made Industries	Technology/Virtual		10
Mitchell & Associates	Accounting Firm/NLR		0
Modern Image Systems	Printing Equipment/LR		1
Montgomery & Associates	Insurance Agency/NLR		3
Mr. Keith's Kettle Popcorn	Popcorn Distribution/NLR		1
Patel Group	Realtor/LR		1
Safe Foods	Food Safety/NLR		4
Southern Glazers Wine & Spirits	Adult Beverages/NLR		1
West Rock Coffee	Coffee Distribution/NLR		1
Yellow Concepts	Food Industry/LR		1
UAMS	Medical/LR		0

Certifications

Certification Area	Total
ESBM	40
IBM	32
Human Resources	31
Digital Marketing	13
Accounting	14
Microsoft Office	7
Wine	6
Spirits	0

Certifications



Job Placement Plans

Event	Rationale
Career Coaches	<ul style="list-style-type: none">• Provide career counseling• Conduct mock interviews• Share job information
Recruiter	<ul style="list-style-type: none">• Attend recruitment events• Attend community fairs• Assist in recruiting corporate internship partners
Internships	<ul style="list-style-type: none">• Provide opportunities for experiential learning• Possible career opportunities
Job Fairs	<ul style="list-style-type: none">• Working in the Rock Job Fair 08/22/24• Watershed Inc. Job Fair 08/27/24• Shorter College Health and Resource Fair 09/06/24• Community Job & Resource Fair 09/25/24

Expenditures

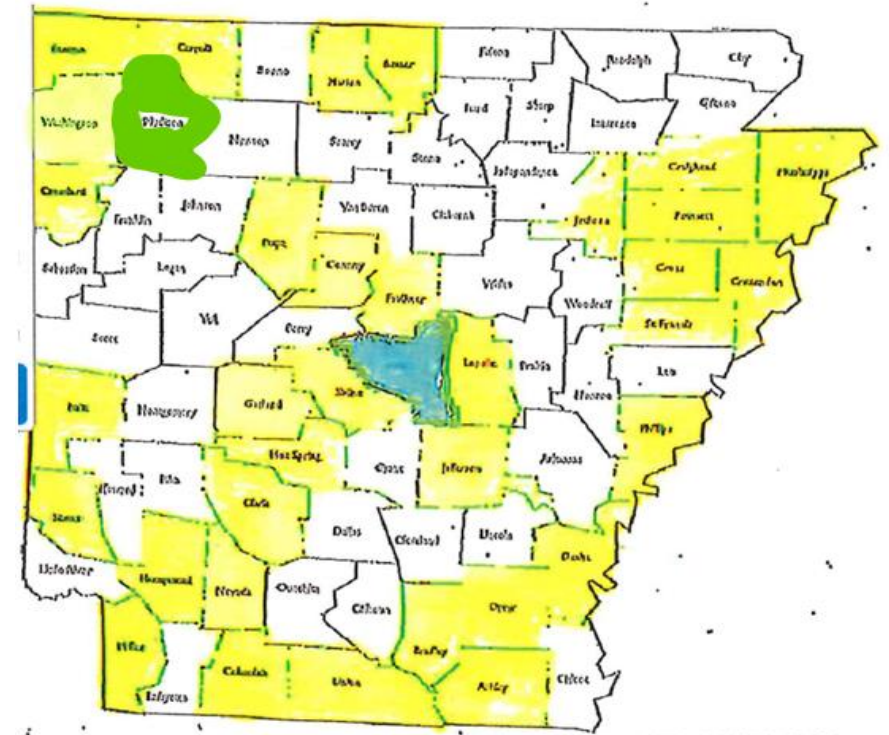
Current Month: October 2023					2		
		Current Month	Expenditures Thru	Average Monthly Exp.	Projections	Projected and Actuals YTD	
	Budget	Expenditures	7/31/2024	46	10/01/23-09/30/24	Thru	Projected Ending Balance
						9/30/2024	
Shorter College Expenditures							
<i>PS (Salaries)</i>	\$471,776.03	\$10,065.60	449,963	9,782	19,564	469,526	2,250
FB (Fringe Benefits)	\$37,892.37	\$770.02	35,935	781	1,562	37,497	395
<i>Travel and Conferences</i>	\$1,708.57		72	2	3	75	1,634
<i>Supplies</i>	\$151,609.21		121,695	2,646	5,291	126,986	24,623
Marketing	\$208,460.93		212,347	4,616	9,232	221,579	-13,118
<i>Contractual</i>	\$13,500.00		13,500	293	587	14,087	-587
Training Costs	\$1,322,418.94		708,845	15,410	30,819	739,664	582,755
Total Direct Costs	\$2,207,366.05	\$10,835.62	1,542,356	33,529	67,059	1,609,415	597,952
Indirect Charges	\$52,964.77	\$1,083.56	48,539	5,393	10,786	59,325	-6,360
Unallocated funds	\$904,462.18						
Total Direct & Indirect Costs	\$3,164,793.00	\$11,919.18	1,590,894	38,923	77,845	1,668,739	591,591

Counties Served (36)

County	Total
Ashley	2
Baxter	4
Benton	1
Bradley	1
Carroll	2
Clark	3
Columbia	1
Conway	1
Craighead	4
Crawford	1
Crittendon	5
Cross	1
Desha	1
Drew	1
Faulkner	12
Garland	2
Grant	1

County	Total
Hempstead	2
Hot Springs	1
Jackson	2
Jefferson	15
Lonoke	4
Madison	1
Marion	2
Miller	5
Mississippi	2
Phillips	4
Polk	1
Pope	3
Pulaski	307
Saline	8
Sevier	1
St. Francis	2
Union	3
Washington	1

Arkansas counties





Best Practices/ Celebrations

Both Shannon and Uniqua were so amazing this summer and we are looking at ways to keep them connected. They've added so much value to our progress and truly set a tone for how we want to move forward in Marketing and Program Curriculum. Thank you for your continued support and work in sending such qualified and contributing interns.

Brandon House Cultural and Performing Arts

Dr. Patrice Bax July 2024



FIND YOUR DREAM JOB TODAY

WORKING IN THE ROCK Job Fair 2024

Join Us
August 22nd
10:00a.m. - 2:00p.m.

IMPROVE YOUR FUTURE:
EXPLORE OUR FAIR

604 N Locust St, North
Little Rock, AR 72114

Join us on Thursday, August 22nd from 10:00am-2pm at Shorter College. Employers from all sectors will be hiring for entry level to skilled positions. Bring updated resume and be dressed to impress!

Employers



Rani Cooksey
(501) 682-8038
Rani.cooksey@arkansas.gov

Job Seekers



New Hire – Ms. Laura Iverson



IBM

Tutor/Career Coach

New on the Horizon

ESBM

ESBM Guest Speaker Series

- Licensing
- Loans
- **ESBM Survey (included in coursework)**

Income Verification

- Entrepreneurs who write business plans are 16% more likely to be more viable than those without a business plan [Harvard Business Review](#)
- Companies with written business plans grow 30% faster. ([Journal of Management Studies](#))

HR

HR Guest Speaker Series

- Compensation
- EEO

Digital Literacy Bootcamp (Saturdays)

1. Digital literacy activities
 2. Mini quizzes to assess retention
 3. Two-week review/assessment prior to internship assignment
- **HR Survey (included in coursework)**

After Reimagine.....

Course	Description	Rationale	Salary
Web Development	<ul style="list-style-type: none"> • Develop websites • Design elements for a broad audience • Capstone project (web portfolio) 	<ul style="list-style-type: none"> • Tied for the 4th highest ranking in demand job 	<ul style="list-style-type: none"> • \$35.73 hr.
Graphic Design	<ul style="list-style-type: none"> • Fundamental skills • Communicate through image making • Interface design, motion graphics, editorial design • Capstone project (portfolio) 	<ul style="list-style-type: none"> • Tied for the 4th highest ranking in demand job 	<ul style="list-style-type: none"> • \$17.42 hr.
Customer Service/Hospital	<ul style="list-style-type: none"> • Essentials of exceptional customer service • Basic dynamics of rapport building 	<ul style="list-style-type: none"> • Ranked 2nd in demand jobs in the state of AR 	<ul style="list-style-type: none"> • \$16.93 hr.

Thank you

Dr. Angee Valentine
Director Reimagine Arkansas
Workforce Program
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(501) 374-6305 Ext. 230

Ms. ML Hatchett
Coordinator Reimagine Arkansas
Workforce Program
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REIMAGINE IN A SNAPSHOT (as of 8/21/24)

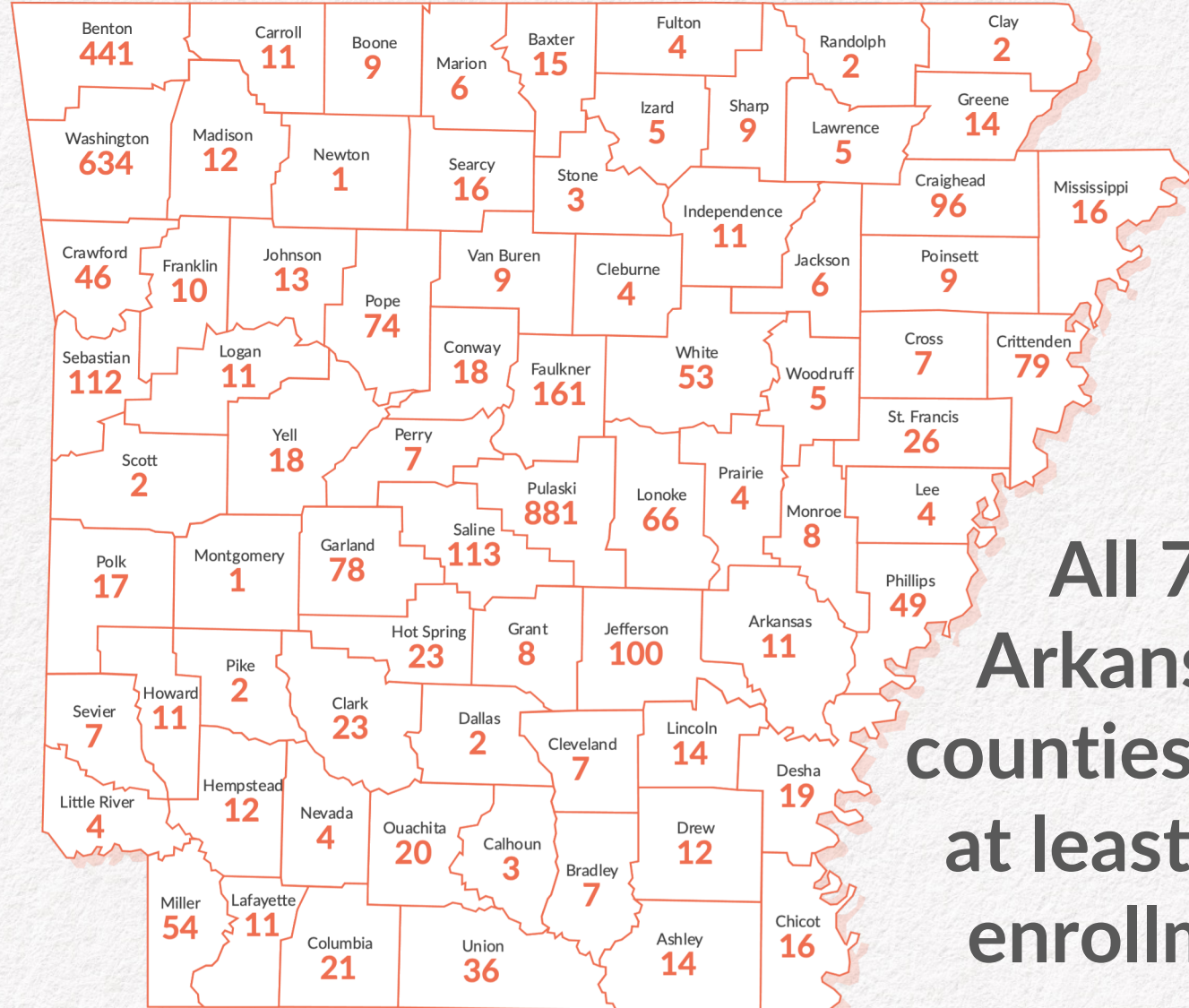


UNIVERSITY OF
ARKANSAS

PROFESSIONAL
AND WORKFORCE
DEVELOPMENT

1,293 Completed
and growing daily

3,659 Enrolled



All 75 of
Arkansas's
counties had
at least one
enrollment

Success Stories As of April 30, 2024



Tara Fletcher-Gibbs, Fayetteville

Previously worked two part-time jobs, one at a local theater company

Reimagine Program: Digital Arts

Reimagine helped her: Promoted to a full-time position as the finance office assistant at TheatreSquared.

Full story: <https://news.uark.edu/articles/70186/celebrating-success-online-job-training-program-wraps-up-with-wins>



UNIVERSITY OF
ARKANSAS

PROFESSIONAL
AND WORKFORCE
DEVELOPMENT

Success Stories As of April 30, 2024



Amy McCarthy, Harrison

Previously was a stay-at-home mom

Reimagine Program: Medical Billing and Coding

Reimagine helped her: Obtained a new career in medical billing and coding.

Full story: <https://news.uark.edu/articles/70186/celebrating-success-online-job-training-program-wraps-up-with-wins>







UNIVERSITY OF
ARKANSAS

PROFESSIONAL
AND WORKFORCE
DEVELOPMENT

New Program Creation (includes but not limited to)

- Aerospace Composite Manufacturing
- Customer Service
- Industrial Maintenance
- Advanced Manufacturing
- IT Help Desk
- Solar Energy

Serving our Workforce into the Future

-  EDA Bio Manufacturing Grant
-  HIRED grants: Semiconductors, Data Science, Precision Agriculture, and Composites
-  I-49 Corridor Workforce Summit - October 10, 2024, The Ledger in Bentonville
-  Career Pathways, Stackable Credentials and Credit for Prior Learning

Agenda Item 8: ACTION

ReImagine Arkansas Workforce Grant- USDOE
5TH Year Extension Request



U.S. DEPARTMENT OF EDUCATION
BUDGET INFORMATION NON-CONSTRUCTION PROGRAMS

OMB Control
Number: 1894-0008
Expiration Date:
09/30/2024

Name of Applicant Organization

Arkansas Division of Workforce Services

Applicants requesting funding for only one year should complete the column under "Project Year 1." Applicants requesting funding for multi-year grants should complete all applicable columns. Please read all instructions before completing form.

SECTION A - BUDGET SUMMARY U.S. DEPARTMENT OF EDUCATION FUNDS

Budget Categories	Project Year 1 (a)	Project Year 2 (b)	Project Year 3 (c)	Project Year 4 (d)	Project Year 5 (e)	Project Year 6 (f)	Project Year 7 (g)	Total (h)
1. Personnel	19,151,	45,191	27,226	34,308	49,839			175,715
2. Fringe Benefits	6,628	22,666	7,738	13,037	21,082			71,151
3. Travel	0	0	0	0	0			0
4. Equipment	0	0	0	0	0			0
5. Supplies	2,578	4,961	2,268	2,436	2,230			14,473
6. Contractual	1,399,097	3,883,827	4,589,385	1,841,753	1,539,282			13,253,344
7. Construction	0	0	0	0	0			0
8. Other	0	0	0	0	0			0
9. Total Direct Costs (lines 1-8)	1,427,454	3,956,645	4,626,617	1,881,533	1,622,433			13,514,682
10. Indirect Costs *Enter Rate Applied:	4,254	1,388	12,418	18,915	27,798			64,773
11. Training Stipends	0	0	0	0	0			0
12. Total Costs (lines 9-11)	1,431,708	3,958,033	4,639,035	1,910,449	1,640,231			13,579,456

***Indirect Cost Information (To Be Completed by Your Business Office):**

If you are requesting reimbursement for indirect costs on line 10, please answer the following questions:

- Do you have an Indirect Cost Rate Agreement approved by the Federal government? ___ Yes ___ **X** No. . **ADWS has a Public Assistance Cost Allocation Plan (PACAP) As required by 45 CFR Part 75 because ADWS received TANF funding.**
- If yes, please provide the following information and provide a copy of your Indirect Cost Rate Agreement:
Period Covered by the Indirect Cost Rate Agreement: From: ___/___/___ To: ___/___/___ (mm/dd/yyyy)
Approving Federal agency: ___ ED ___ Other (please specify): _____ The Indirect Cost Rate is _____%
- If this is your first Federal grant, and you do not have an approved indirect cost rate agreement, are not a State, Local government or Indian Tribe, and are not funded under a training rate program or a restricted rate program, do you want to use the de minimis rate of 10% of MTDC? ___ Yes ___ **No X**. If yes, you must comply with the requirements of 2 CFR § 200.414(f).
- If you do not have an approved indirect cost rate agreement, do you want to use the temporary rate of 10% of budgeted salaries and wages? ___ Yes ___ **No X**. If yes, you must submit a proposed indirect cost rate agreement within 90 days after the date your grant is awarded, as required by 34 CFR § 75.560.
- For Restricted Rate Programs (check one) -- Are you using a restricted indirect cost rate that: ___ Is included in your approved Indirect Cost Rate Agreement?
Or ___ Complies with 34 CFR 76.564(c)(2)? The Restricted Indirect Cost Rate is _____%
- For Training Rate Programs (check one) -- Are you using a rate that: ___ Is based on the training rate of 8 percent of MTDC (See EDGAR § 75.562(c)(4))? Or ___ Is included in your approved Indirect Cost Rate Agreement, because it is lower than the training rate of 8 percent of MTDC (See EDGAR § 75.562(c)(4)).

Name of Applicant Organization

Arkansas Division of Workforce Services

Applicants requesting funding for only one year should complete the column under "Project Year 1." Applicants requesting funding for multi-year grants should complete all applicable columns. Please read all instructions before completing form.

**SECTION B - BUDGET SUMMARY
NON-FEDERAL FUNDS**

Budget Categories	Project Year 1 (a)	Project Year 2 (b)	Project Year 3 (c)	Project Year 4 (d)	Project Year 5 (e)	Project Year 6 (f)	Project Year 7 (g)	Total (h)
1. Personnel								
2. Fringe Benefits								
3. Travel								
4. Equipment								
5. Supplies								
6. Contractual								
7. Construction								
8. Other								
9. Total Direct Costs (Lines 1-8)								
10. Indirect Costs *Enter Rate Applied:								
11. Training Stipends								
12. Total Costs (Lines 9-11)								

SECTION C – BUDGET NARRATIVE (see instructions)

Name of Applicant Organization

Arkansas Division of Workforce Services

Applicants requesting funding for only one year should complete the column under "Project Year 1." Applicants requesting funding for multi-year grants should complete all applicable columns. Please read all instructions before completing form.

IF APPLICABLE: SECTION D – LIMITATION ON ADMINISTRATIVE EXPENSES

(1) List administrative cost cap (x%): _____

(2) What does your administrative cost cap apply to? __ (a) indirect and direct costs or __ (b) only direct costs

Budget Categories	Project Year 1 (a)	Project Year 2 (b)	Project Year 3 (c)	Project Year 4 (d)	Project Year 5 (e)	Project Year 6 (f)	Project Year 7 (g)	Total (h)
1. Personnel Administrative								
2. Fringe Benefits Administrative								
3. Travel Administrative								
4. Contractual Administrative								
5. Construction Administrative								
6. Other Administrative								
7. Total Direct Administrative Costs (lines 1-6)								
8. Indirect Costs *Enter Rate Applied:								
9. Total Administrative Costs								
10. Total Percentage of Administrative Costs								

Instructions for ED 524

General Instructions

This form is used to apply to individual U.S. Department of Education (ED) discretionary grant programs. Unless directed otherwise, provide the same budget information for each year of the multi-year funding request. Pay attention to applicable program specific instructions, if attached. You may access the Education Department General Administrative Regulations cited within these instructions at:

https://www.ecfr.gov/cgi-bin/text-idx?SID=0b63ce6f20cacbf480e5596fd289e3&mc=true&tpl=/ecfrbrowse/Title34/34cfr75_main_02.tpl. You may access requirements from 2 CFR 200, "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" cited within these instructions at: https://www.ecfr.gov/cgi-bin/text-idx?SID=6214841a79953f26c5c230d72d6b70a1&tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl.

You must consult with your Business Office prior to submitting this form.

Section A - Budget Summary U.S. Department of Education Funds

All applicants must complete Section A and provide a break-down by the applicable budget categories shown in lines 1-11.

Lines 1-11, columns (a)-(e): For each project year for which funding is requested, show the total amount requested for each applicable budget category.

Lines 1-11, column (f): Show the multi-year total for each budget category. If funding is requested for only one project year, leave this column blank.

Line 13, columns (a)-(e): Show the total budget request for each project year for which funding is requested.

Line 13, column (f): Show the total amount requested for all project years. If funding is requested for only one year, leave this space blank.

Indirect Cost Information: If you are requesting reimbursement for indirect costs on line 10 the indirect cost rate to be charged to the grant must be entered in the applicable field on line 10, and the following information is to be completed by your Business Office.

(1) Indicate whether or not your organization has an Indirect Cost Rate Agreement that was approved by the Federal government. If you checked "no," ED generally will authorize grantees to use a temporary rate of 10 percent of budgeted salaries and wages (**complete (4) of this section when using the temporary rate**) subject to the following limitations:

(a) The grantee must submit an indirect cost proposal to its cognizant agency within 90 days after ED issues a grant award notification; and

(b) If after the 90-day period, the grantee has not submitted an indirect cost proposal to its cognizant agency, the grantee may not charge its grant for indirect costs until it has negotiated an indirect cost rate agreement with its cognizant agency.

(2) If you checked "yes" in (1), provide a copy of your Indirect Cost Rate Agreement and indicate in (2) the beginning and ending dates covered by the Indirect Cost Rate Agreement. In addition, indicate whether ED, another Federal agency (Other) or State agency issued the approved agreement. If you check "Other," specify the name of the Federal or other agency that issued the approved agreement.

(3): If you check "no" in (1), indicate in (3) if you want to use the de minimis rate of 10 percent of MTDC (see 2CFR § 200.68). If you use the de minimis rate, you are subject to the provisions in 2 CFR § 200.414(f). Note, you may only use the 10 percent de minimis rate if you are a first-time Federal grant recipient, and you do not have an Approved Indirect Cost Rate Agreement. You may not use the de minimis rate if you are a State, Local government, or Indian Tribe, or if your grant is funded under a training rate or restricted rate program.

(5): If you are applying for a grant under a Restricted Rate Program (34 CFR 75.563 or 76.563), indicate whether you are using a restricted indirect cost rate that is included on your approved Indirect Cost Rate Agreement, or whether you are using a restricted indirect cost rate that complies with 34 CFR 76.564(c)(2). Note: State or Local government agencies may not use the provision for a restricted indirect cost rate specified in 34 CFR 76.564(c)(2). Check only one response. Leave blank, if this item is not applicable.

(6): For Training Rate Programs, ED regulations limit **non-governmental entities** to the recovery of indirect costs on training grants to the grantee's actual indirect costs, as determined by its negotiated rate agreement, or 8 percent of a MTDC, whichever is lower (see EDGAR § 75.562(c)(4)). The 8 percent limit also applies to cost-type contracts under grants, if these contracts are for training as defined in EDGAR § 75.562(a). If a **non-governmental entity** that receives a grant under a training grant program does not have an approved indirect cost rate and wants to recover indirect costs, it may use a temporary rate of 10 percent of budgeted direct salaries and wages, but it must submit an indirect cost rate proposal to its cognizant agency for indirect costs within 90 days after ED issues the GAN. After the 90-day period, the government entity may not charge its grant for indirect costs until it has negotiated an indirect cost rate agreement.

Section B - Budget Summary Non-Federal Funds

If you are required to provide or volunteer to provide cost-sharing or matching funds or other non-Federal resources to the project, these should be shown for each applicable budget category on lines 1-11 of Section B.

Lines 1-11, columns (a)-(e): For each project year, for which matching funds or other contributions are provided, show the total contribution for each applicable budget category.

Lines 1-11, column (f): Show the multi-year total for each budget category. If non-Federal contributions are provided for only one year, leave this column blank.

Line 12, columns (a)-(e): Show the total matching or other contribution for each project year.

Line 12, column (f): Show the total amount to be contributed for all years of the multi-year project. If non-Federal contributions are provided for only one year, leave this space blank.

Section C - Budget Narrative [Attach separate sheet(s)] Pay attention to applicable program specific instructions, if attached.

1. Provide an itemized budget breakdown, and justification by project year, for each budget category listed in Sections A and B. For grant projects that will be divided into two or more separately budgeted major activities or sub-projects, show for

each budget category of a project year the breakdown of the specific expenses attributable to each sub-project or activity.

2. For non-Federal funds or resources listed in Section B that are used to meet a cost-sharing or matching requirement or provided as a voluntary cost-sharing or matching commitment, you must include:

- The specific costs or contributions by budget category;
- The source of the costs or contributions; and
- In the case of third-party in-kind contributions, a description of how the value was determined for the donated or contributed goods or services.

[Please review cost sharing and matching regulations found in 2 CFR 200.306.]

3. If applicable to this program, provide the rate and base on which fringe benefits are calculated.

4. If you are requesting reimbursement for indirect costs on line 10, this information is to be completed by your Business Office. Specify the estimated amount of the base to which the indirect cost rate is applied and the total indirect expense. Depending on the grant program to which you are applying and/or your approved Indirect Cost Rate Agreement, some direct cost budget categories in your grant application budget may not be included in the base and multiplied by your indirect cost rate. For example, you must multiply the indirect cost rates of "Training grants" (34 CFR 75.562) and grants under programs with "Supplement not Supplant" requirements ("Restricted Rate" programs) by a "modified total direct cost" (MTDC) base (34 CFR 75.563 or 76.563). Please indicate which costs are included and which costs are excluded from the base to which the indirect cost rate is applied.

When calculating indirect costs (line 10) for "Training grants" or grants under "Restricted Rate" programs, you must refer to the information and examples on ED's website at:

<http://www.ed.gov/fund/grant/apply/appforms/appforms.html>.

You may also contact (202) 377-3838 for additional information regarding calculating indirect cost rates or general indirect cost rate information.

5. Provide other explanations or comments you deem necessary.

If Applicable Section D - Budget Summary Limitation on Administrative Expenses.

If your program is subject to an administrative cost cap (as indicated Section III.2.C of the program's Notice Inviting Applications (NIA)), fill out this form as follows:

- On the top of the page, list the percentage cap on administrative costs, and indicate whether your administrative cost cap applies to both indirect and direct costs, or only direct costs (from Section III.2.C of the program's NIA).
- IF the cost cap applies to both indirect and direct costs:
 - Fill out the entire table noting your administrative costs, including line 8. Line 8 is taken from Section A, line 10.

For lines 1-6, these are only direct administrative costs; do not include in lines 1-6 any costs included in your indirect cost rate. If your program has a matching requirement (see NIA), include in lines 1-6 the administrative portions of the applicable rows from both Section A and Section B. If there is no program matching requirement, only use Section A.

- (b) Ensure that the line 10 percentage DOES NOT EXCEED the percentage cap on administrative costs. If your program does not have a matching requirement, divide line 9 by Section A line 12. If your program does have a matching requirement, to calculate line 10, divide line 9 by the sum of Section A line 12 and Section B line 12.

3. IF the cost cap applies ONLY to direct costs:

- (a) Fill out the entire table noting your administrative costs, EXCLUDING line 8.

Ensure that the line 10 percentage DOES NOT EXCEED the percentage cap on administrative costs. If your program does not have a matching requirement, divide line 7 by Section A line 9. If your program does have a matching requirement, to calculate line 10, divide line 7 by the sum of Section A line 9 and Section B line 9).

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is **1894-0008**. The time required to complete this information collection is estimated to vary from 13 to 22 hours per response, with an average of 17.5 hours per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to U.S. Department of Education, Washington, D.C. 20202-4537. If you have comments or concerns regarding the status of your individual submission of this form, write directly to the Office of Finance and Operations, Office of Acquisitions and Grants Administration, Grants Policy and Training Division, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, D.C. 20202.

Arkansas Workforce Connections

	<u>Year 1</u> Actuals	<u>Year 2</u> Actuals	<u>Year 3</u> Actuals	<u>Year 4*</u> Budget	<u>Year 5</u> Budget	Totals
<u>Personnel (Admin. & Program PS)</u>						
Program:						
Reg. Advisor - Project Lead & Staff	4,039	18,382	9,515	9,916	10,320	52,172
Program Monitor and Staff	6,173	25,572	6,343	9,689	10,386	58,163
Career Placement Coordinator	0	0	0	0	14,730	14,730
Total Program	<u>10,212</u>	<u>43,954</u>	<u>15,858</u>	<u>19,605</u>	<u>35,436</u>	<u>125,065</u>
Administrative:						
Fiscal Monitor	6,173	853	7,844	9,886	9,586	34,342
Fiscal Staff	2,766	384	3,524	4,817	4,817	16,308
Total Administrative	<u>8,939</u>	<u>1,237</u>	<u>11,368</u>	<u>14,703</u>	<u>14,403</u>	<u>50,650</u>
Total Program and Administrative	<u>19,151</u>	<u>45,191</u>	<u>27,226</u>	<u>34,308</u>	<u>49,839</u>	<u>175,715</u>
<u>Fringe Benefits (36.62%&42.30%) (PB)</u>						
Program	4,810	18,642	4,330	7,431	12,017	47,230
Administrative	1,818	4,024	3,408	5,606	9,065	23,921
Total Fringe Benefits	<u>6,628</u>	<u>22,666</u>	<u>7,738</u>	<u>13,037</u>	<u>21,082</u>	<u>71,151</u>
Total PS&PB	<u>25,779</u>	<u>67,857</u>	<u>34,964</u>	<u>47,345</u>	<u>70,921</u>	<u>246,866</u>

NPS- Other

NPS Other-Supplies	2,578	4,961	2,268	2,436	2,230	14,473
NPS Other-Travel	0	0	0	0	0	0
Total NPS Other	<u>2,577</u>	<u>4,961</u>	<u>2,268</u>	<u>2,436</u>	<u>2,230</u>	<u>14,473</u>
Total Direct Costs	<u>28,357</u>	<u>72,818</u>	<u>37,232</u>	<u>49,781</u>	<u>73,151</u>	<u>261,339</u>
<u>Indirect Costs</u>	<u>4,254</u>	<u>1,388</u>	<u>12,418</u>	<u>18,915</u>	<u>27,798</u>	<u>64,773</u>
TOTAL Costs W/O Contractual	<u>32,611</u>	<u>74,206</u>	<u>49,650</u>	<u>68,696</u>	<u>100,949</u>	<u>326,112</u>

University of Arkansas	1,204,581.88	3,342,508.51	4,121,012.60	1,420,448.01	0.00	10,088,551.00
Shorter College						
	<u>194,515.69</u>	<u>541,317.63</u>	<u>468,372.73</u>	<u>421,304.74</u>	<u>1,539,282.21</u>	<u>3,164,793.00</u>
.						
Total Contractual Costs	<u>1,399,097.57</u>	<u>3,883,826.14</u>	<u>4,589,385.33</u>	<u>1,841,752.75</u>	<u>1,539,282.21</u>	<u>13,253,344.00</u>
TOTAL GRANT COSTS	<u>1,431,708.57</u>	<u>3,958,032.14</u>	<u>4,639,035.33</u>	<u>1,910,448.75</u>	<u>1,640,231.21</u>	<u>13,579,456.00</u>

***Note: Year four includes nine months of actual expenditures and three months of projections.**

BUDGET JUSTIFICATION

Personnel- \$175,715

ADWS Program Staff. This is a statewide project where ADWS is working with two Institute of Higher Educations (IHEs). The coordination required to connect this project to the existing workforce development infrastructure. Staffing includes Project Manager (15% FTE), Grants Manager (10% FTE), and Assistant Director (5% FTE). Grants Mangers will assist with the day-to-day operations and technical assistance as needed. The Assistant Director will provide guidance and lead communications with subrecipients. The **Regional Advisor Staff (RA)** will be a functional project lead, primarily focused on connecting this project to the workforce system, including business network, provide additional program Technical Assistance, as needed, communicating with the Department of Education regarding the grant, and accumulating the reporting data provided by the grant operators, University of Arkansas and Shorter College. The RA staff, acting as a functional project lead, will focus on Technical Assistance to ensure compliance with grant guidelines but also with use of the data tracking system. The RA position actual and projected expenditures were \$41,852 cumulative for the first four years. Year five is planned at \$10,320 and a total cumulative for the five years of \$52,172.

The **Program Monitor Staff** performs program monitoring of sub award recipients to review their performance under the grant and to ensure their compliance with federal and state laws and regulations. The Program Monitor staff travels to the site of the sub grantee and spends several days reviewing both program and financial documentation, if possible, but may use virtual processes. For Years 1 through 4 of the grant, a total actual and projected expenditures were \$47,777 for the Program Monitor Staff. Year five is budgeted at \$10,386 for a cumulative total of \$58,163.

The Program Monitor and Regional Advisor will all be employees of the ADWS. Additional expenditures are planned in the fifth year for follow-up for completers and close out of the grant activities.

It was decided that a **Career Placement Coordinator** would be added for year five to assist Shorter College with job placements. The coordinator will work with participants to arrange referrals for potential employers. This position is planned for year five with a salary of \$14,730.

ADWS Administrative Staff. The **Fiscal Staff** will provide financial services, including processing cash requests as well as providing technical assistance regarding both fiscal reports and requirements to Shorter College or the University of Arkansas, including drafting the sub award contracts, tracking the grant budget, allocating costs, reviewing requests for payment, reconciling expenditures, reviewing and processing purchase orders and other financial duties. Based on time and personnel spent on previous DOL grants, a total of \$11,491 actual expenditures were expended for Years 1 through 4 of the grant. Year five is planned at \$4,817 for total cumulative expenditures of \$16,308.

ADWS' Fiscal Monitor audits program and administrative procedures for financial compliance with state and federal laws and regulations. The Monitor audits each subgrantee annually as well as conduct an internal audit of DWS annually. The Monitor also perform risk assessments for agency activities including grants. Actual and projected expenditures for Years one through four of the grant were \$24,756 for the Monitor. Year five is planned at \$9,586 for a cumulative total of \$34,342. Additional time was allowed for close out activities.

(All ADWS personnel cost calculations include an estimated 2% annual merit lump sum payment)

Fringe Benefits- \$71,151

Fringe benefits were originally planned at 36.62% of salary and increased to 42.30% for year five. Actual and projected expenditures through year four were \$50,069. Year five expenditures are planned at \$21,082 and cumulative total for the five years of \$71,151. We understand that the budgeted fringe benefit total for year five appears high, but in line with the recommendations from our finance department. We will review in six months and adjust accordingly.

Other- \$14,473 (Supplies and Travel)

Expenditures for supplies to support the grant for the first four years were actual and projected expenditures of \$12,243. The fifth year of the grant has planned supply expenditures of \$2,230. Additional supplies will be required for on-site monitoring visits and grant close out activities. Total cumulative expenditures of \$14,473 are planned for supplies for the five years.

Indirect Costs-\$64,773

Total indirect costs planned for the grant, based on ADWS's PCAP, is planned at \$64,773. The cumulative actual and projected expenditures for the first four years of the grant were \$36,975. Year five expenditures are planned at \$27,798, using 38%. This includes the increases in fringe benefits and one additional position. The actual indirect cost has been impacted by a realignment of the division and revising the allocations. This will be reviewed at six months and adjusted accordingly.

Total ADWS: \$326,112

Contractual: \$13,253,344

Total Award Amount: \$13,579,456

Arkansas Reimagine Grant Shorter College Budget Justification

Item	<u>Total Year 1 thru Year 4 with Projections</u>	<u>Total Year 5 Budgeted Expenditures</u>	<u>Total Budget</u>
Director	146,437.50	45,000.00	191,437.50
Admin Assist	107,250.00	41,600.00	148,850.00
Career Placement	28,008.89	-	28,008.89
Tutors	73,230.04	35,000.00	108,230.04
Counselor	23,169.50	10,500.00	33,669.50
IT Professional	55,113.60	21,660.00	76,773.60
Recruiter	-	20,800.00	20,800.00
Fringe	35,544.81	30,566.34	66,111.15
Computers	103,914.42	25,000.00	128,914.42
Office Supplies	2,907.48	3,250.00	6,157.48
Smartboard	14,736.00	-	14,736.00
Advertising Marketing	212,346.56	95,800.00	308,146.56

Conferences	208.57	-	208.57
Scholarships	724,357.64	676,761.42	1,401,119.06
Internships	34,634.44	225,000.00	259,634.44
Contractual	13,500.00	-	13,500.00
Unutilized	-	265,331.82	265,331.82
Indirect	50,151.34	43,012.63	93,163.97
TOTAL JUSTIFIED	1,625,510.79	1,539,282.21	3,164,793.00

Salaries (\$607,768.53)

Director - \$191,437.50

The director will manage all facets of the training programs, work with teachers, counselors, tutors, instructional designers, all stakeholders, subject matter experts as well as assist with the identification of eligible companies and participants that qualify for funding. Cumulative actual and projections through year four were \$146,437.50 and year five budgeted at \$45,000.00, for a total of \$191,437.50.

Administrative Assistant (full time) - \$148,850.00 .

Position will be a full-time position that serves a dual role that will assist with the day-to-day operations of the Reimagine Program as well as recruiting additional participants in the program. Position will register and enroll students, track students throughout the process, provide certificates

of completion, send reports to Department of Workforce Services, Screen students or companies for admittance. Cumulative actual and projections through year four were \$107,250.00 and year five budgeted at \$41,600.00, for a total of \$148,850.00.

Career Placement Specialist – \$28,008.89

The career placement specialist will be responsible for finding internship positions for participants within the program. Cumulative actual and projections through year four were \$28,008.89 and year five budgeted at \$00.00, for a total of \$28,008.89.

Tutors (part time) (\$15hr) - \$108,230.04

Tutors will help students and/ or to assist or guide them to the point at which they become an independent learner. These tutors will use different approaches to address the learning styles of all users. The tutors will work a total of 40 hours a week. We will have 3 to 5 tutors available to work.

The average work week will be 20 hours a week. These tutors will make themselves available to students. Cumulative actual and projections through year four were \$73,230.04 and year five budgeted at \$35,000.00, for a total of \$108,230.04.

Counselor -\$33,669.50

The counselor will support the mental health and well-being of staff and participants. He or she will provide therapy to participants via phone, an app, a video chat, or even via laptop. The counselor will also serve a role in helping the participants adjust and adapt with the personal mental barriers to normal life in the working world. The counselor will service the student participating in the program. Shorter College has internal and

external supplemental services that will assist the counselor in meeting the students' needs. Cumulative actual and projections through year four were \$23,169.50 and year five budgeted at \$10,500.00, for a total of \$33,669.50

IT Professional (part time) - \$76,773.60

The IT professional will assist the students with any issues relating to hotspots, laptops, access to the classroom, creation of their profile, and email.

The IT professional will be able to service the needs of the students and faculty. Cumulative actual and projections through year four were \$55,113.60 and year five budgeted at \$21,660.00, for a total of \$76,773.60.

Recruiter - \$20,800

Position will be a part time position that focus exclusively on recruiting. Cumulative actual and projections through year four were \$0.00 and year five budgeted at \$20,800.00, for a total of \$20,800.

Fringe Benefits - \$66,111.15

Actual and projected through year four were \$35,544.81, year five planned at \$30,566.34 for a cumulative total of \$66,111.15. Amount equals 7.65% of all payroll related cost.

Computers for students - \$128,914.42

Students in rural areas may not have access to a computer or laptop at home. Laptops will be provided to access and complete the job training and have access to support services such as counselors and tutors. We do not anticipate having unused computers at the end of the grant cycle. Actual and projected through year four were \$103,914.42, year five planned at \$25,000.00, for a total of \$128,914.42.

Supplies – \$6,157.48

Supply expense includes general supplies to include file cabinet, binders, thumb drives printer paper, hole puncher, printer, student success resources used for aid in retention, parchment paper, gold seals, envelopes for mailing, postage, and laptop mailing. Actual and projected through year four were \$2,907.48, year five is planned at \$3,250.00, for a cumulative total of \$6,157.48.

Smart boards - \$14,736.00

Two smart boards with a budget total of \$14,736 are needed for the program. Actuals and projected through year four were \$14,736.00 with \$0.00 planned for year five, for a cumulative total of \$14,736.00.

Advertising/Marketing - \$308,146.56

Marketing will consist of online advertisements (social media), newspapers, radio advertisements and television advertisements. Actual and projected through year four were \$212,346.56, year five is planned at \$95,800.00, for a cumulative total of \$308,146.56.

Conferences/Meetings - \$208.57

This category includes conferences that will provide a pivotal gathering for training and learning for staff and participants. This will include exposure to both public and private sectors. The goal is to enhance workplace performance through innovative learning and technology solutions. Several meetings/conferences are contemplated for participants. Actual and planned through year four were \$208.57, year five is planned at \$0.00, for a cumulative total of \$208.57.

Program - \$1,674,254.49 Consisting of the Following:

Tuition Reimbursement / Scholarships - \$1,401,119.06

Tuition reimbursement / Scholarships will be given to students to cover the tuition for the program. Tuition reimbursement will be used to cover the total tuition and fees of the student in the program. This will be charged based on the college's normal rate \$175 per credit hour. This will cover tuition and any other materials they need to complete the required program of their choice. To ensure equitable charges to program participants equal to on campus students, the college's per credit hour rate was converted to "clock hours". Actuals and projected through year four were \$724,357.64, year five was planned at \$676,761.42, for a cumulative total of \$1,401,119.06.

Training / Internships - \$259,634.44

Paid internships will be offered to participants within the program to further assist with job placement. Each participant will be paid \$15 per hour.

This amount along with FICA/fringe equals a total of \$16.15 per hour. Each internship will be for 30 hours per week and will last 6 weeks. Actuals and projected through year four were \$34,634.44, year five is planned at \$225,000.00, for a cumulative total of \$1,401,120.05.

Contractual / Consultant - \$13,500

This amount is for consulting services to assist in program start up and course development. Actuals and projected through year four were \$13,500.00, with \$0.00 planned for year five, for a cumulative total of \$13,500.00.

technology solutions. Several meetings/conferences are contemplated for participants. Actual and planned through year four were \$208.57, year five is planned at \$0.00, for a cumulative total of \$208.57.

Total Planned Expenditures Before Indirect Cost - \$2,806,297.20

Indirect Cost (10%) - \$93,163.97

Indirect costs are 10% of direct costs, which include the following list: Salaries of director, Admin Assist, Career Placement, Tutors, Counselor, IT Professional, Recruiter, Fringe and Internships.

Total Budget -Shorter College- \$2,899,461.18

Total Funds Not Utilized-\$265,331.82.

Total Award Amount-\$3,164,793.00

Agenda Item 9: INFORMATIONAL

WIOA Partner Updates



WIOA Partner Updates

Arkansas Workforce
Development Board Meeting

September 18, 2024

Employment & Training



PROGRAMS



Office of Employment & Training

Workforce Innovation & Opportunity Act (WIOA)

Employment Services

Jobs for Veterans State Grant (JVSG)

Migrant Seasonal Farmwork Program (MSFW)

Foreign Labor Certification

Arkansas Workforce Development Board Support

Employer Engagement

Rapid Response

Trade Adjustment Assistance for Workers (TAA)

Work Opportunity Tax Credit (WOTC)

Federal Bonding

Career Readiness Certificate (CRC)

Discretionary Grants

ReImagine Workforce Grant

Workforce Data Quality Initiative (WDQI)

Emergency Disaster Grants

Employment & Training



WIOA Title I- Youth, Adult & Dislocated Worker Program



Allison D.

After being accepted into the registered nursing program at Black River Technical College in Pocahontas, Allison went to the Jonesboro Workforce Center seeking college assistance. She was scheduled to start the program in January 2023. At the time of application, Allison was a single mother, low income, receiving SNAP and SSI. Allison enrolled in Occupational Skills Training and WIOA was able to assist her with transportation, fees, and books. Allison completed the RN program on May 6, 2024, with a 4.0 GPA. Allison started working as an RN at the Children's Clinic in Jonesboro in July 2024. She earns \$28/hour, 40 hours per week. She loves her job and the freedom it gives her to spend quality time with her children.

Employment & Training



WIOA Title I- Youth, Adult & Dislocated Worker Program

Brittani C. – Little Rock

WIOA Out-of-School Youth Program

Brittani was referred to WIOA through a partnership between the Little Rock Workforce Development Board and Immerse Arkansas where she served as a life coach. At the time of her enrollment, she was a low-income individual, who was unemployed, and a single-parenting youth. In addition, during her enrollment, she became homeless but has since gained stable shelter. She successfully completed the Youth work experience program and occupational skills training as a Patient Care Technician, including Phlebotomy. She holds a Certified Patient Care Technician/Assistant license and is eager to apply her skills and knowledge in a new professional environment. Rhonda Hall is her case manager. Rhonda (L) and Brittani (R) are pictured here.



Denaro C. – Little Rock

WIOA Adult Program

Denaro is an ex-offender who was a low-income individual at the time of enrollment. His previous occupation was in construction as a laborer making \$11 hourly. He successfully completed training to get his Commercial Driver's License (CDL) and has been gainfully employed with the City of Little Rock as a CDL truck driver. His annual earnings are a little over \$60,000. Ms. Debra McGee was his case manager. Debra and Denaro are pictured here.



Employment & Training



WIOA Title III- Wagner-Peyser- Employment Services Program



VIRTUAL | FREE

JOB SEARCH WORKSHOPS

FRIDAY, SEPTEMBER 13
9-10 A.M. & 1-2 P.M.

What we'll cover:

- Modern job search tactics & networking tips
- Resume & interview pointers
- Career exploration & labor market information



Arkansas Workforce Connections



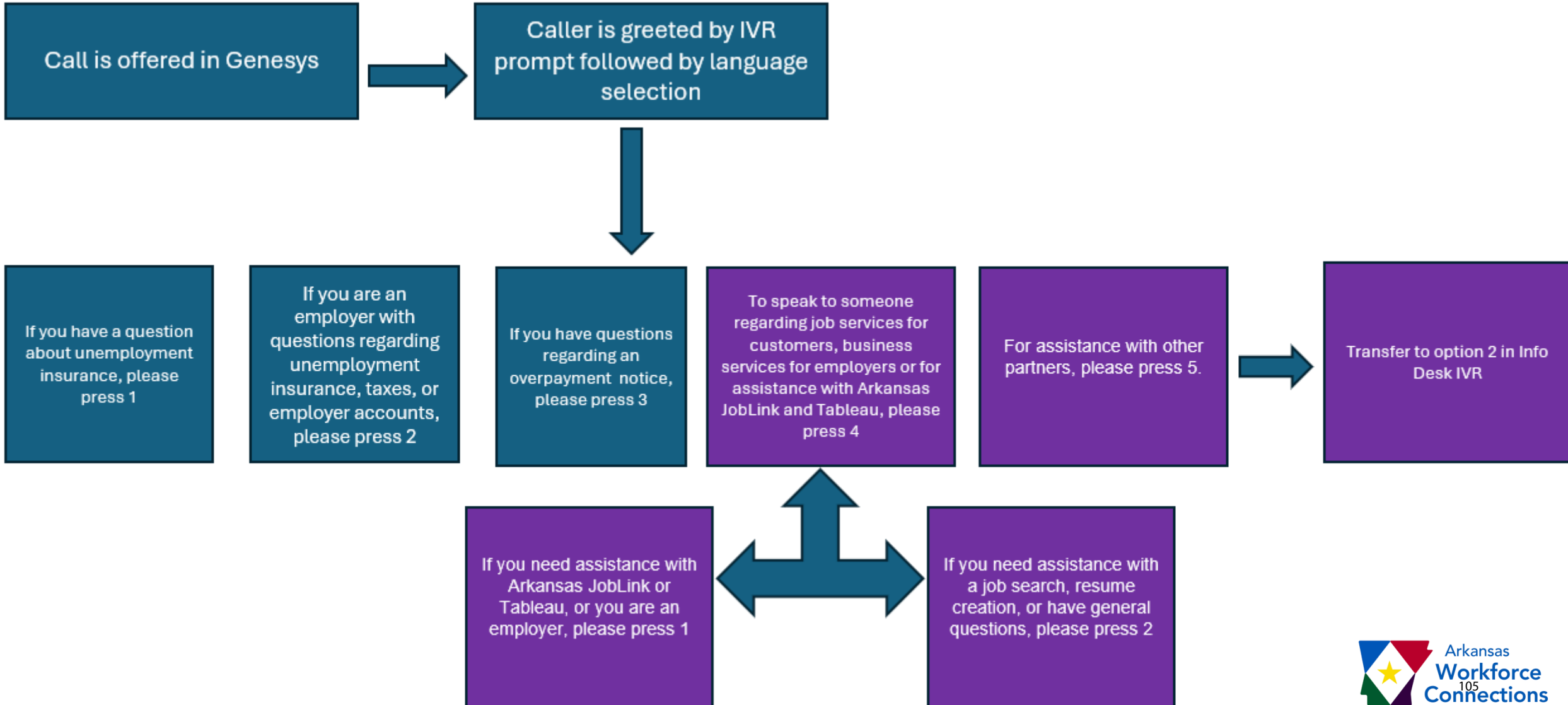
Employment & Training



Employment Services-Virtual Service Center

- The ES Service Center is a part of a hybrid service delivery model. Customers who prefer face-to-face services will be able to meet with ES WFS at local workforce centers.
- UI call center customers will be routed to the ES Service Center through a seamless transfer mechanism; this will be a standard component of the transaction.
- ES staff will assist customers in registering in **CiviForm**, which will create an automated registration in AJL. CiviForm will allow for multiple referrals to be made to partner programs.
- All local office calls will be routed through the ES Service Center, eliminating the need for a traditional receptionist role.

Employment & Training



Employment & Training



Looking for a job? or a better job?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

Call today!

MONDAY-FRIDAY
8 A.M.-3:30 P.M.

1-844-908-2178

(SELECT OPTION 4)



Why Choose Us?

- Expert Guidance: Our career advisors provide personalized support tailored to your skills and aspirations.
- Extensive Job Listings: Access a wide range of job opportunities across various industries.
- Resume Assistance: Get help crafting a resume that stands out to potential employers.
- Interview Preparation: Receive tips and practice sessions to ace your interviews.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131 Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.



Employment & Training



Employers Are you hiring?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

Call today

MONDAY-FRIDAY
8 A.M.-3:30 P.M.

1-844-908-2178

(SELECT OPTION 4 & THEN OPTION 1)



Why Choose Us?

- **Expert Support:** We're knowledgeable about the local labor market and skilled at matching the right candidates to your specific needs.
- **Broad Talent Pool:** We give you access to a diverse database of job seekers from various backgrounds, skill levels, and industries.
- **Cost-Effective Services:** All services are free, including job postings, candidate referrals, recruitment events, and labor market information.
- **Workforce Programs:** Improve overall performance with employee training resources, apprenticeships, and workforce development grants.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131
Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.





**Eddie L. Thomas, Director
Employment & Training**

Eddie.thomas@arkansas.gov

**Arkansas Workforce
Development Board Meeting**

Adult Education



Adult Education programs provide basic skills classes to adults with less than a high school education.

- *All adults have the right to an education that enhances their ability to affect positive changes in their lives.*
- *All adults have the right to obtain the life skills needed to become self-sufficient, actively participating members of society.*
- *All adults have the right to complete their education through the high school level.*
- *Adult basic education provides basic skills instruction in reading, writing, and math to adult learners functioning below the ninth-grade level.*



**Dr. Trenia Miles, Director
Adult Education**

Trenia.miles@arkansas.gov

**Arkansas Workforce
Development Board Meeting**

Arkansas Rehabilitation Services (ARS)



Arkansas Rehabilitation Services' (ARS) mission is to prepare Arkansans with disabilities to work and lead productive and independent lives.

Arkansas Rehabilitation Services is the state agency responsible for assisting people with disabilities in the workforce.

Arkansas Rehabilitation Services provides these services through three major sections:

Field Services

Access and Accommodations

Business Services



Arkansas Rehabilitation Services (ARS)



Arkansas Rehabilitation Services Field Office Map



Arkansas Division of
Workforce Services
Arkansas Rehabilitation Services



Field Services Leadership

- Carl Daughtery**, Chief of Field Services
- Gaye Jones-Washington**, Deputy Chief of Field Services
- Kimberly Clayborn**, Deputy of Field Operations
- Kristen Sutterfield**, Rehabilitation Program Manager



Arkansas Rehabilitation Services (ARS)



Region 1
 Jennifer Ragsdale, Rehabilitation Area Manager
 Fayetteville: 479-582-1286
 Harrison: 870-741-7153

Region 2
 Kim Childress, Rehabilitation Area Manager
 Jonesboro: 870-972-0025
 Batesville: 870-793-4153

Region 3
 Everett Adamson, Rehabilitation Area Manager
 West Memphis: 870-735-4725
 Helena: 870-338-2753

Region 4
 Dana Byrum, Rehabilitation Area Manager
 Fort Smith: 479-755-3300
 Booneville: 479-675-3835

Region 5
 Andrea Gilliam, Rehabilitation Area Manager
 Russellville: 479-890-5751
 Conway: 501-730-9725

Region 6
 Valencia Butler, Rehabilitation Area Manager
 Hot Springs: 501-623-4479
 Benton: 501-317-1390

Region 7
 Monica Alcorn, Rehabilitation Area Manager
 North Little Rock: 501-833-1490
 Searcy: 501-268-4542

Region 8
 LaVennier Brown, Rehabilitation Area Manager
 Texarkana: 870-773-2807
 El Dorado: 870-862-5451

Region 9
 Ronald Neal, Rehabilitation Area Manager
 Pine Bluff: 870-534-2404
 Monticello: 870-367-9669

Region 10
 Darlene Owens, Rehabilitation Area Manager
 Little Rock: 501-686-2800

Field Offices: Counties Served

Batesville: Independence, Cleburne, Van Buren, Stone, Izard, Jackson, Sharp, Woodruff, Fulton

Benton: Saline

Booneville: Logan, Franklin, Polk, Scott

Conway: Conway, Faulkner, Perry

El Dorado: Ouachita, Calhoun, Dallas, Union, Columbia

Fayetteville: Benton, Washington, Madison

Fort Smith: Crawford, Sebastian

Harrison: Baxter, Boone, Marion, Newton, Searcy, Carroll

Helena: Lee, Phillips, Monroe

Hot Springs: Clark, Hot Spring, Montgomery, Garland, Pike

Jonesboro: Clay, Craighead, Greene, Lawrence, Poinsett, Randolph

Little Rock: Pulaski (south)

Monticello: Ashley, Desha, Bradley, Lincoln, Chicot, Drew

North Little Rock: Pulaski (north), Lonoke, Prairie

Pine Bluff: Jefferson, Cleveland, Grant, Arkansas

Russellville: Johnson, Yell, Pope

Searcy: White

Texarkana: Howard, Lafayette, Nevada, Hempstead, Miller, Sevier, Little River

West Memphis: St. Francis, Crittenden, Cross, Mississippi

Arkansas Rehabilitation Services (ARS)



VR NOW!

“Providing Rapid Services, Improving Our Workforce Participation Rate, and Promoting a Positive Culture Amongst Staff and Those We Serve.”



WHO CAN APPLY?

- ✓ Any individual age 14 through 99.....or higher!
- ✓ Any individual who has a disability that interferes with the ability to perform their current job duties or obtaining employment.
- ✓ Any individual who has a disability that interferes with the ability to learn or train for a skill.
- ✓ Any individual that needs assistance to help to maintain their independence within the home.



WHAT CAN WE PROVIDE?

- ✓ Pre-Employment Transition services for students beginning at age 14.
- ✓ Assistance with Post-Secondary Training expenses (i.e., tuition/housing).
- ✓ Services for those with special communications needs such as the deaf and hard of hearing.
- ✓ Assisting with finding employment opportunities.
- ✓ Specialized services through private vendors and providers.

Arkansas Rehabilitation Services (ARS)



Tools & Equipment



Diagnosis and evaluation of capacities/limitations



Counseling and Guidance services



Assistive Technology



Vehicle Modifications



On the job training



Program Updates and Current Initiatives

- Case Management System Migration
- Statewide Needs Assessment – University of Arkansas
- Rates of Payment Study – Policy Revisions

Arkansas Rehabilitation Services (ARS)



Arkansas Division of
Workforce Services
Arkansas Rehabilitation Services

ARS SUCCESS STORIES

In 2015, Christena Joy came to ARS looking for help furthering her non-traditional education. As a resident of Ozark, the small community helped foster her commitment to others. Because of Joy's love for helping others with disabilities, she developed a goal of becoming a special education teacher. Her previous work at the Franklin County Learning Center helped her establish some experience in this field. Christena enrolled at Arkansas Tech University Ozark. After completing the program there, she transferred to Arkansas Tech University Russellville and majored in Special Education. After receiving her bachelor's degree, Joy continued her education and enrolled at Henderson University for a master's program. In 2022, she graduated with a Master of Arts and Teaching in Early Childhood Education/Special Ed with a focus on Birth through Kindergarten. After completing her educational training, Joy became employed at the Guy-Fenter Educational Service Cooperative as a Special Education Teacher.



Arkansas Rehabilitation Services (ARS)



Arkansas Division of
Workforce Services
Arkansas Rehabilitation Services

ARS SUCCESS STORIES

Lulu Mckissick

Lulu Mckissick retired after 30-plus years of hard work and perseverance. Lulu eventually found herself experiencing some conditions due to her disability, which led to permanent physical limitations. She began to question her ability to engage in daily living activities that she had once been able to perform independently. Lulu heard about Arkansas Rehabilitation Services (ARS) and reached out to her local field office in West Memphis, AR. Lulu needed some home/bathroom modifications, but living on a fixed income made this challenging and worrisome. Lulu's Vocational Rehabilitation Counselor (VR), Ms. C Wright, informed her that this was a service ARS could assist her with so she could maintain the level of independence she was accustomed to. With assistance from Access and Accommodations and her VR Counselor, Lulu received the modifications to the bathroom she needed. Lulu stated she is so grateful for the services that ARS provided. She is happy, confident, and safe from accidents with her newly accessible bathroom.





**Joseph Baxter, Commissioner
Arkansas Rehabilitation Services (ARS)**

joseph.baxter@arkansas.gov

**Arkansas Workforce
Development Board Meeting**

Division of Services for the Blind (DSB)



DSB Mission

To enhance the personal and economic independence of blind and severely visually impaired persons of all ages in Arkansas.

DSB Vision

Consumers are knowledgeable of their rights and resources and empowered to live independently throughout their lives.

Division of Services for the Blind (DSB)



Philosophy and Goals

The Division of Services for the Blind is dedicated to the independence of Arkansans who are blind or visually impaired and is committed to the principle that these individuals have the right to make informed choices regarding where they live, where they work, how they participate in the community, and how they interact with others.

Our mission is to work in partnership with these Arkansans by assisting them in obtaining the information they need to make informed choices and by providing them with access to services that increase their opportunities to live as they choose.

Within the constraints of state and federal laws and based on available funds, the Division of Services for the Blind fulfills its mission through the following goals:

1. Employment – To assist Arkansans who are blind or visually impaired to secure or maintain employment that is consistent with their skills, abilities, and interests.
2. Rehabilitation Teaching – To assist Arkansans who are blind or visually impaired to live as independently as possible through the development of skills, accommodations, or adaptations that are necessary to perform all activities of daily living.
3. Prevention of Blindness – To assist in preventing blindness by stabilizing vision and, where possible, restoring vision.



**Dr. Cassondra Williams-Stokes, Director
Division of Services for the Blind (DSB)**

Cassondra.williams@arkansas.gov

**Arkansas Workforce
Development Board Meeting**



WIOA Partner Updates

Arkansas Workforce
Development Board Meeting