



ARKANSAS GOVERNANCE TRAINING

GENERAL STAKEHOLDERS' SESSION

FEBRUARY 2, 2021

10:00 AM – 11:30 AM



RECORDING NOTIFICATION

Maier & Maier, an AIR company, allows for the recording of audio, visuals, participants, and other information sent, verbalized, or utilized during business related meetings. By joining a meeting, you automatically consent to such recordings. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured. Video and/or audio recordings of any Maier session shall not be transmitted to an external third party without Maier's permission.



ATTENDANCE TRACKER

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

- <https://forms.office.com/Pages/ResponsePage.aspx?id=8NjBXmLLAECzJ45jsFRwSI3AIBJhIO9Govz0kmAziPBUNjIVMkdBVVFS0RFVUoyRE5aVVMxNDRURi4u>

WELCOME & OPENING REMARKS



Charisse Childers, Ph.D.

Director, Arkansas Division of Workforce Services



Nicholas Lalpui

*Regional Administrator, Dallas and San Francisco
Regional Offices, U.S. Department of
Labor/Employment and Training Administration*

TODAY'S PRESENTERS



Gretchen Sullivan

Senior Consultant

Maier & Maier

✉ gsullivan@mahernet.com

☎ 203-361-8770



Lori Collins

Senior Consultant

Maier & Maier

✉ lcollins@mahernet.com

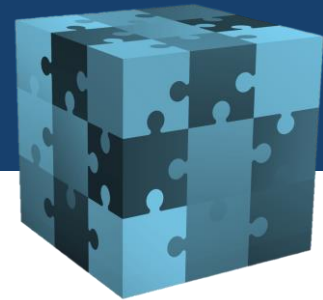
☎ 502-542-9355

AGENDA



1. Overview of WIOA
2. Workforce System Governance Framework
3. Overview of System Stakeholders: Roles & Responsibilities
4. Questions and Answers
5. Wrap Up and Next Steps

TRAINING OBJECTIVES



- ▶ Build understanding of the key stakeholder roles of the state and local workforce system
- ▶ Engage in dialogue regarding roles and any challenges to success

ENGAGING WITH US DURING THE SESSION

- ▶ Submit questions through sli.do
 - Go to sli.do
 - Enter the event code: [#ARGeneral](https://sli.do/#ARGeneral)
- ▶ Any questions that do not get answered on the call today, we will work with ADWS to get answers to you.



OVERVIEW OF WIOA

WORKFORCE INNOVATION & OPPORTUNITY ACT

WORKFORCE INNOVATION AND OPPORTUNITY ACT

- ▶ Signed into law with broad, bi-partisan support on July 22, 2014
- ▶ First major workforce development legislation since the Workforce Investment Act of 1998
- ▶ Outlines the vision, goals, objectives, and requirements for how the public workforce system is structured and operates



WIOA VISION

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

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

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

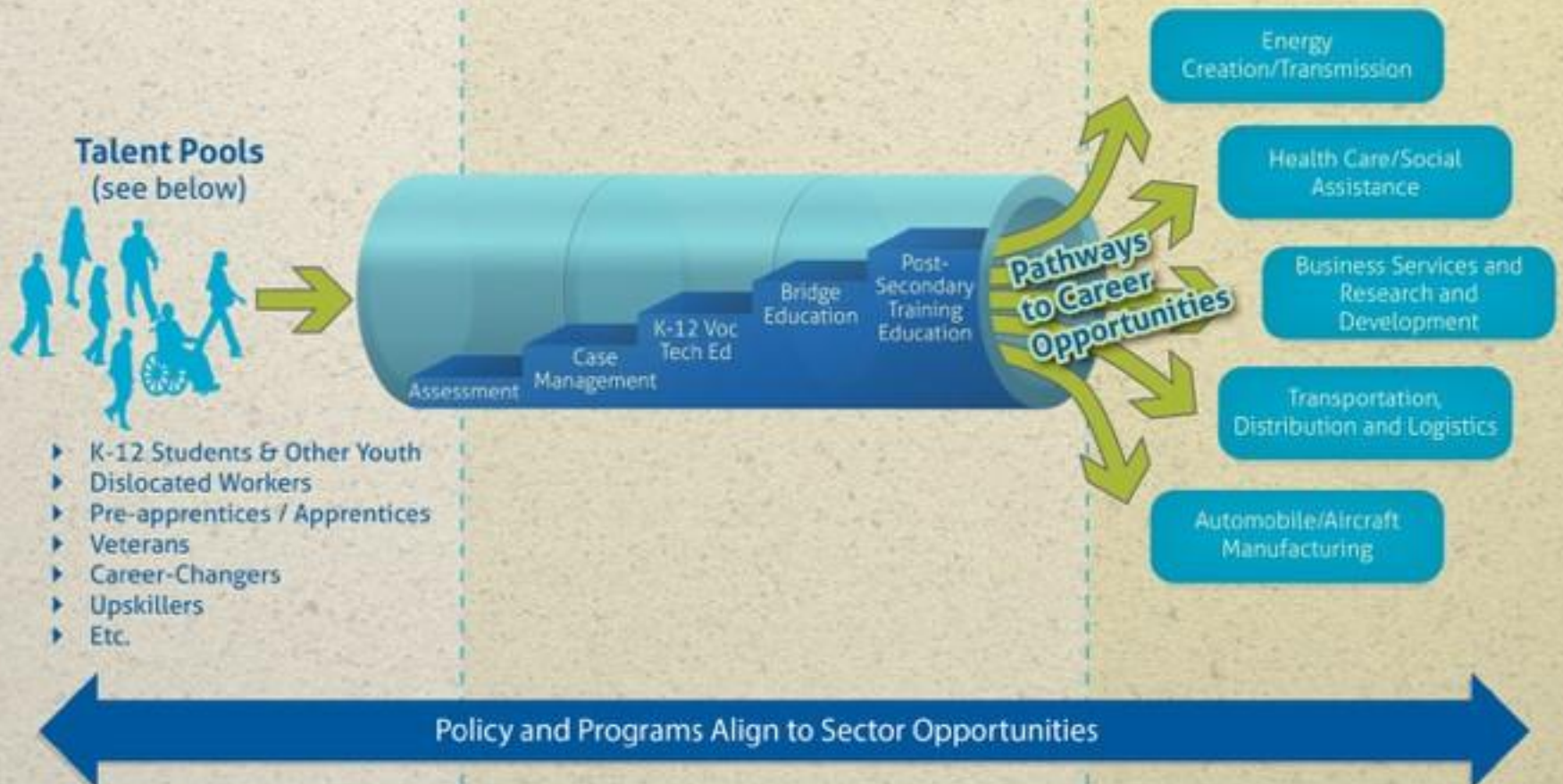
A World-Class Talent Pipeline:

The Talent Supply Chain Vision

Aggregate Supply

Integrated, Sector-Driven Career Development Solutions

Quantify Sector-Based Demand



WIOA: FIVE KEY PRINCIPLES

WIOA Operating Guidance



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

WIOA “HALLMARKS OF EXCELLENCE”





WIOA PRINCIPLES

Of the key principles, the one my local area excels in is...

1. Integrated service delivery
2. Focused on strategy
3. Regional economic development
4. High quality services
5. Accountability and transparency

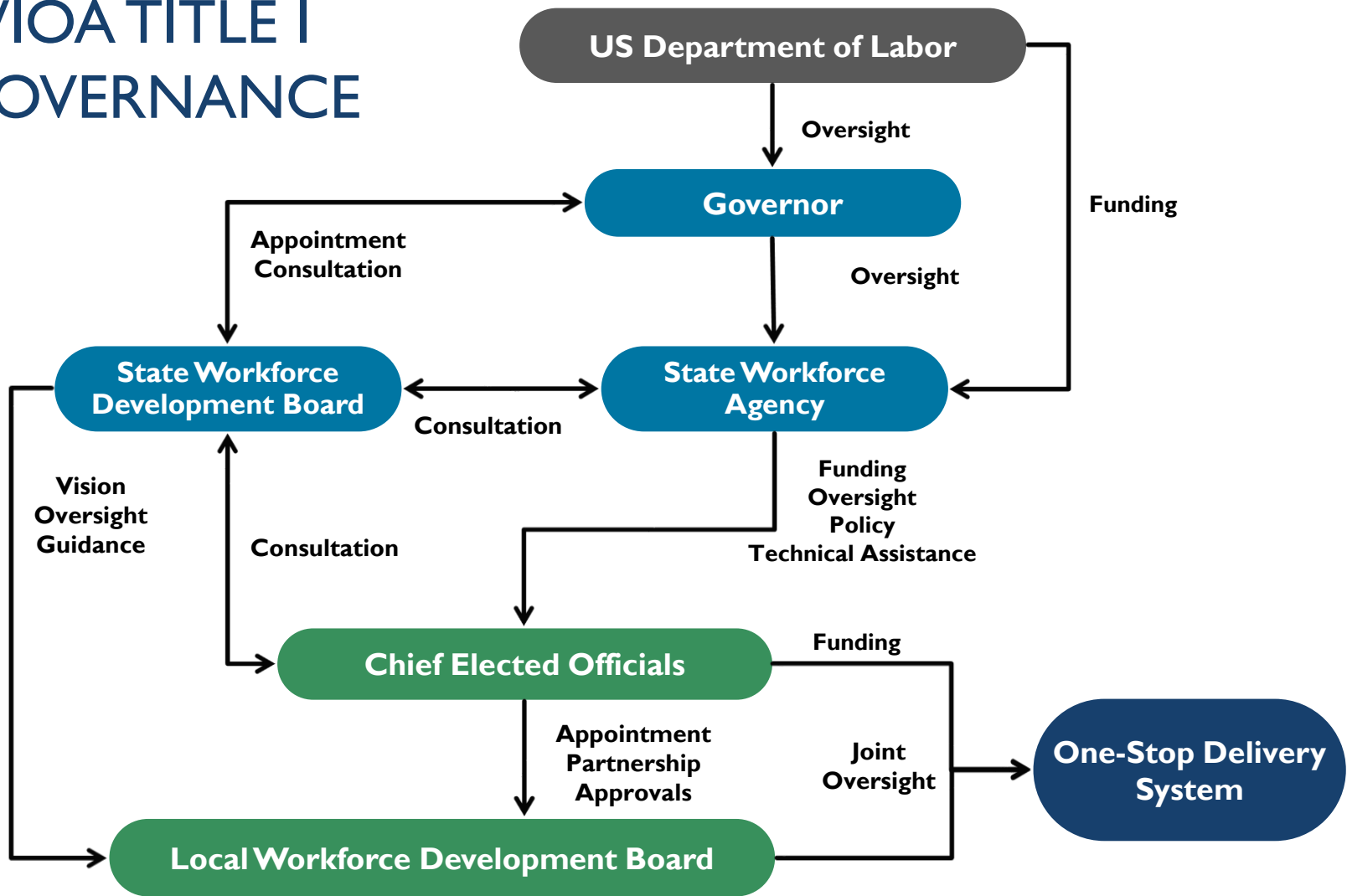
WHAT QUESTIONS DO YOU HAVE?



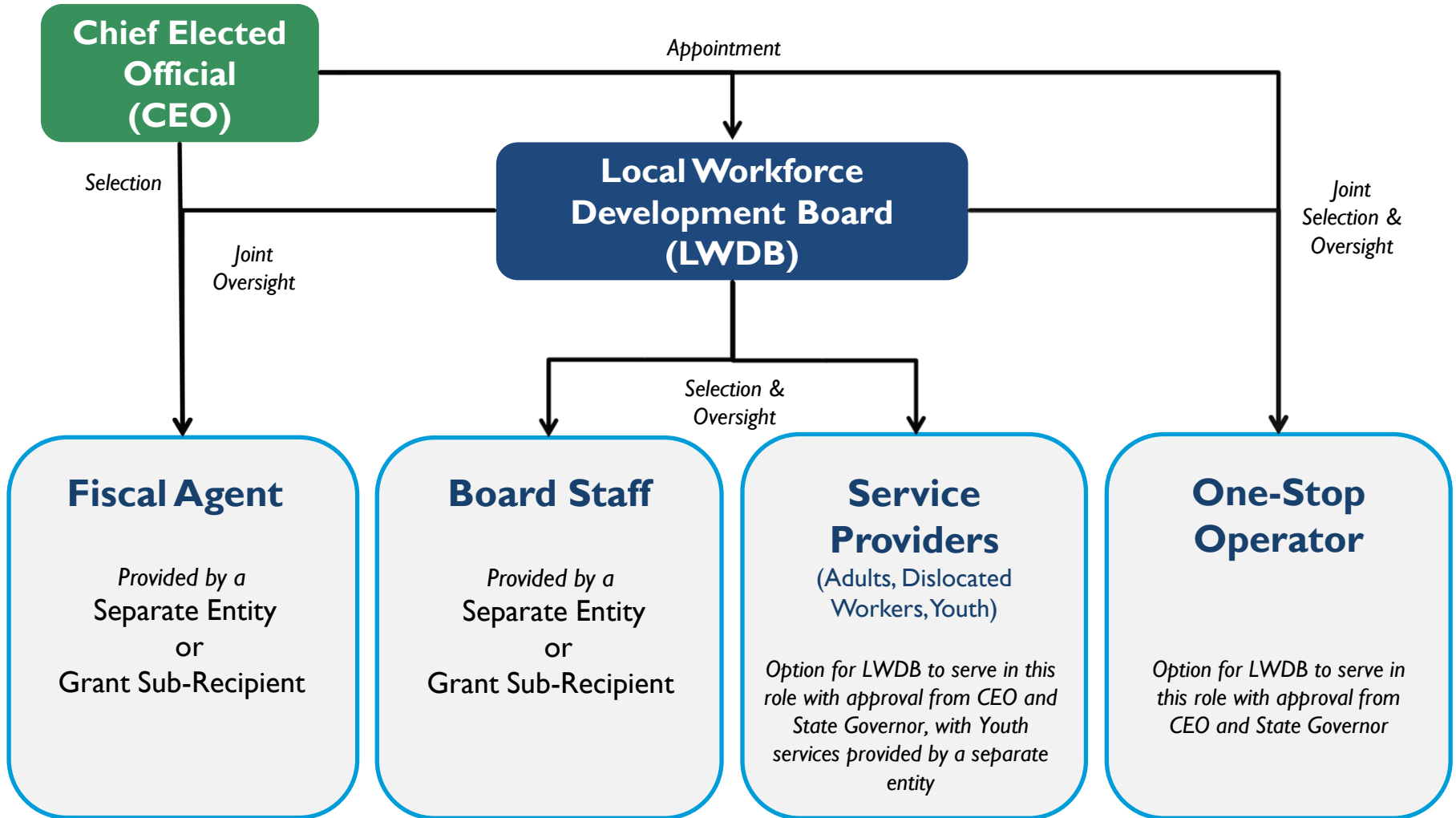


GOVERNANCE FRAMEWORK

WIOA TITLE I GOVERNANCE



LOCAL WORKFORCE SYSTEM OVERSIGHT OPTIONS





OVERVIEW OF SYSTEM STAKEHOLDERS

ROLES AND RESPONSIBILITIES

UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION (ETA)


- ▶ Federal agency that administers the WIOA Title I program and grants funding to states
- ▶ Mission: To contribute to more efficient functioning of U.S. labor market by providing high-quality job training, employment, labor market information, and income maintenance services primarily through state and local workforce development systems
- ▶ National Office and six Regional Offices
 - Federal Project Officers work directly with states to conduct monitoring/oversight and provide technical assistance

GOVERNOR

- ▶ Official WIOA grant recipient
- ▶ Designates a State Workforce Agency to receive and administer the funding on his/her behalf
- ▶ Appoints members to the State Workforce Development Board (SWDB) following criteria outlined in the law
 - Arkansas Workforce Development Board

ARKANSAS WORKFORCE DEVELOPMENT BOARD (AWDB)

Appointed by the Governor to oversee implementation and continuous improvement of the state workforce system.



Purpose is to convene state, regional and local partners to:

Enhance the capacity of the system

Align and improve program outcomes

Promote economic growth

Engage businesses and other stakeholders

Support achievement of the state's vision and goals

WIOA REQUIRES

- ▶ Employment and training services for adults, dislocated workers, and youth (WIOA Title I)
- ▶ Adult Education programs (WIOA Title II)
- ▶ Wagner-Peyser (WIOA Title III)
- ▶ Vocational Rehabilitation (WIOA Title IV)
- ▶ Other programs for specific populations:
 - Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworkers

STATE WORKFORCE AGENCY

- ▶ Division of Workforce Services (ADWS) is Arkansas' State Workforce Agency
- ▶ ADWS:
 - Grants local WIOA funding to Chief Elected Officials (or the fiscal agents they designate to receive it on their behalf)
 - Provides subject matter expertise to the SWDB (along with other key state partner agencies)
 - Develops policy and guidance for the local system
 - Monitors implementation of the WIOA program for compliance and effectiveness
 - Provides technical assistance and training to support effective implementation

CHIEF ELECTED OFFICIALS

- ▶ CEO is chief elected executive official of a unit of general local government
- ▶ Significant responsibility and opportunity to shape the local system and use it as a tool to drive community prosperity
 - Can create a nimble and responsive talent pipeline development system

CEO RESPONSIBILITIES

As the WIOA Title I Grant Recipient:



Accept financial liability for Title I funds



Determine how to share liability, if applicable



Select a Chair of the Chief Elected Officials Consortium



Appoint Local Workforce Development Board members



Designate a grant sub recipient or fiscal agent



Act in review/approval mode for key WIOA provisions



Ensure high-level oversight of system

GRANT SUB-RECIPIENT/ FISCAL AGENT

- ▶ CEO may opt to designate an entity to be the grant sub-recipient or fiscal agent. This entity would:
 - Serve as fiscal agent
 - Employ staff to the Local Workforce Development Board
- ▶ CEO may also opt to have his/her unit of government serve as fiscal agent.

FISCAL AGENT

Appointed by the CEO to act on his/her behalf to assist in the administration of grant funds

- CEO must ensure roles and responsibilities are clearly defined and generally include accounting and funds management functions

Have no independent authority under WIOA beyond what is granted to them by the CEO (and CEO always retains liability for misuse of grant funds)

Not strategic in focus, but can be critical to successful implementation as they allow other system members to focus on strategy and innovation

LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB)



- ▶ Appointed by Chief Elected Official
- ▶ Serve as the strategic leader and convener of workforce development system stakeholders in the local area
- ▶ Majority of members are business reps
- ▶ Board Chair must represent business
- ▶ Partners with employers and the workforce system to develop local WIOA plan, policies and investments that drive the vision for economic prosperity.

LOCAL WORKFORCE DEVELOPMENT AREA (LWDA)

- ▶ Local workforce areas and regions are designated by the Governor after taking into consideration:
 - Local labor markets
 - Regional economic developer areas
 - Area's resources and capacity
- ▶ LWDB publishes a local WIOA Plan outlining vision, goals, strategies and investments for the area.
- ▶ Regional planning is conducted by CEOs and LWDBs in a designated region to identify and coordinate service strategies across the regional economy.

ONE-STOP OPERATOR (OSO)



Organization (or consortium) procured to coordinate service delivery of partners and service providers



May provide some services or be the primary provider of services



Prohibited from performing certain functions



Does not have a role in developing local plan, but **does** have a role in operationalizing the vision, policy and strategies defined by the LWDB

SERVICE PROVIDERS

Deliver front-line services to customers, typically through American Job Centers (AJCs)

Engaged through a contract with the administrative entity to provide services such as:

- Case management
- Assessment
- Job search assistance
- Training referrals

Like the OSO, play a role in implementing the vision, goals and strategy laid out by the LWDB in the local WIOA plan

AMERICAN JOB CENTERS (AJCs)

- ▶ Physical centers where job seeker and business customers access employment and training services
 - Arkansas Workforce Centers
 - Formerly referred to as “one-stop” centers
- ▶ Designed to provide a full range of assistance under one roof (and virtually)
 - Job seeking customers
 - Business customers
 - Staff may travel to meet at place of businesses but job fairs, applicant screening, sector meetings may also happen at AJCs
- ▶ A key place that the CEO/LWDB vision is operationalized



SYSTEM STAKEHOLDERS

Of all the stakeholders, the group I want to learn more about is...

1. Arkansas Workforce Development Board
2. Chief Elected Officials
3. State Workforce Agency (ADWS)
4. Local Workforce Development Board
5. Fiscal Agent/ Grant Sub-recipient
6. One Stop Operator
7. Service Providers

WHAT QUESTIONS DO YOU HAVE? (2)



EVALUATION

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

[Arkansas General Overview Session Survey](https://www.surveymonkey.com/r/AR_WIOA_Gov_2-2-21)

https://www.surveymonkey.com/r/AR_WIOA_Gov_2-2-21

CONTACT US!



Gretchen Sullivan

Senior Consultant

Maier & Maier

✉ gsullivan@mahernet.com

☎ 203-361-8770

Lori Collins

Senior Consultant

Maier & Maier

✉ lcollins@mahernet.com

☎ 502-542-9355

THANK YOU!



Maher & Maher, an IMPAQ Company, completed this project with federal funds, under contract number 1630DC-17-U0009 ORM 2017, from the U.S. Department of Labor, Employment and Training Administration. The contents of this publication do not necessarily reflect the views or policies of the Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

Maher & Maher is a specialized change management and talent-development consulting firm focused on advancing the collaboration between workforce, education and economic development.