

## September 25, 2019 10:30 a.m.

Little Rock Workforce Center 5401 South University Little Rock, Arkansas

# **Arkansas Workforce Development Board**

**Strategic Planning Committee** 



### **AGENDA**

### **September 25, 2019**

# ARKANSAS WORKFORCE DEVELOPMENT BOARD STRATEGIC PLANNING COMMITTEE MEETING

TIME: IMMEDIATELY FOLLOWING THE PPE COMMITTEE MEETING

Call to Order	Karen Breashears, Committee Chair
Chairman's Comments	Karen Breashears, Committee Chair
Agenda Item 1: ACTION	
Approval of Minutes of the June 18, 2019 meeting	Karen Breashears, Committee Chair
Agenda Item 2: INFORMATIONAL  Committee Action Plan Update Arnell V	Willis, Workforce Development Board Director Arkansas Department of Workforce Services
Agenda Item 3: INFORMATIONAL	
WIOA State Plan Timeline	Kris Jones, Assistant Director
<ul> <li>Annual Report Narrative</li> </ul>	Arkansas Department of Workforce Services
Agenda Item 4: INFORMATIONAL WIOA Dashboard Update	Kris Jones, Assistant Director Arkansas Department of Workforce Services
	Arkansas Department of Workforce Services
Agenda Item 5: INFORMATIONAL	
Salesforce Implementation Update	
A condetto o C. INICODARATIONAL	Arkansas Department of Workforce Services
Agenda Item 6: INFORMATIONAL	Kris langs Assistant Director
High Concentration of Youth	
	Arkansas Department of Workforce Services



Agenda Item 7: INFORMATIONAL	
Sector and Regional Planning Policy	Kris Jones, Assistant Director
	Arkansas Department of Workforce Services
Agenda Item 8: INFORMATIONAL	
Workforce System Evaluation (U of A)	Kris Jones, Assistant Director
<ul> <li>Asset Mapping</li> </ul>	Arkansas Department of Workforce Services
Career Pathways	
<ul> <li>Skills GAP Analysis</li> </ul>	
Agenda Item 9: ACTION	
WIOA Title I Waiver Requests	Kris Jones, Assistant Director
	Arkansas Department of Workforce Services
Announcements	
Adjournment	



September 25, 2019

**AGENDA ITEM 1 – ACTION:** Minutes of the June 18, 2019 Strategic Planning Committee Meeting.

**RECOMMENDATION:** It is recommended that the Strategic Planning Committee approve the minutes of the June 18, 2019 meeting.

**INFORMATION/RATIONALE**: Minutes of the meetings are attached.

#### **UNOFFICIAL MINUTES**

# ARKANSAS WORKFORCE DEVELOPMENT BOARD Strategic Planning Committee June 18, 2019

A teleconference of the Arkansas Workforce Development Board Strategic Planning Committee was held on June 18, 2019. Accommodations were setup for in-person attendance at the Arkansas Workforce Center, 5401 South University, Little Rock, Arkansas. Chair Karen Breashears presided over the meeting in-person with the following members voicing their presence, via telephone: Dr. Charisse Childers by proxy Ms. Trenia Miles, Mr. Randy Henderson, Mr. Mike Preston by in-person proxy Mr. Steve Sparks, Ms. Cassondra Williams-Stokes by proxy Ms. Angela Thomas, Dr. Julie Roberson and Mr. Mike Rogers. Other board members in attendance were Vice-Chair Mr. Scott Bull and Chair Mr. Tom Anderson.

Ms. Melissa Hanesworth and Mr. Paul Rivera were unable to attend.

Hearing a quorum, Chair Karen Breashears called the meeting to order at 1:30 p.m.

<u>Chairman's Comments</u>: Chair Karen Breashears reminded members that due to the meeting being conducted via teleconference, members would need to identify themselves by stating their name when making a comment, making a motion, or providing a second to a motion after roll call.

Agenda Item 1 – ACTION – Minutes of the April 9, 2019 Meeting: Chair Karen Breashears asked committee members to review the minutes of the April 9, 2019, meeting for any revisions or corrections.

A motion to approve the minutes of the April 9, 2019, meeting as presented with no additional revisions was made by Dr. Julie Roberson, seconded by Ms. Angela Thomas. The motion carried unanimously after each committee member voiced approval of the minutes with none opposed.

Agenda Item 2 – INFORMATIONAL – Committee Action Plan Update: Committee Chair Karen Breashears recognized Arkansas Workforce Development Board Director Mr. Arnell Willis to provide an update of the Committee Action Plan of activities that have occurred during the past quarter. Director Willis provided seven updated activities to committee members reflected in the agenda book.

Chair Breashears requested copies of the Local Workforce Development Areas S.W.O.T. analysis. Board Staff Mr. Kris Jones informed the committee that Board Staff will reach out to the Local Workforce Development Areas. Board Staff has received seven of the ten analyses to date.

Chair Breashears thanked Director Willis for the Committee Action Plan update.

Agenda Item – 3 – INFORMATIONAL – WIOA State Plan Timeline: Chair Breashears recognized Board Staff Kris Jones to provide an overview of the WIOA State Plan before requesting volunteers to direct staff in updating sections of the plan. Volunteers will provide updates to the Full Board and Strategic Planning Committee meetings. Chair Breashears received no response from committee members to volunteer.

The plans have to be submitted in the portal by March 15, 2020, to receive feedback from the Department of Labor by June 15, 2020. Board Staff would like to have the plan before the Full Board for the January meeting for last-minute adjustments and for public comment. The plans will have feedback from the Full Board and the Executive Committee before submission. Chair Breashears requested a written timeline for committee members.

Chair Breashears requested volunteers for review of the sections for the plan. Dr. Julie Roberson volunteered to review Registered Apprenticeship, and Dr. Trenia Miles offered to review the Vision and Goals of the plan. Chair Breashears requested Board Staff to recommend to the Full Board the committee chairs to work on the Vision and Mission of the WIOA State Plan.

<u>Agenda Item – 4 – INFORMATIONAL – Dashboard Update:</u> Chair Breashears recognized Board Staff Mr. Kris Jones to provide an update on the Dashboard. Mr. Jones trimmed the lowest five percent of the data and noted a change on page 11 to the Work Based Learning Chart. It should read January 1, 2019, not 2018.

Agenda Item – 5 – INFORMATIONAL – Salesforce Implementation: Chair Breashears recognized Mr. Mark McManus to provide an update on the implementation of Salesforce. Salesforce will assist in tracking business engagement and capture data on businesses with the 35 licensures purchased as noted in the attached report.

<u>Announcements</u>: Chair Breashears thanked committee members for their participation and attendance. She announced the upcoming Full Board meeting is scheduled July 16, 2019, at 10:00 a.m. in Little Rock at Embassy Suites. Lunch will be provided immediately following the meeting. The schedule for the next Strategic Planning Committee meeting will be provided by Board Staff at a later date.

<u>Adjourn</u>: Chair Karen Breashears adjourned the meeting at 2:21 p.m. with a motion from Mr. Steve Sparks to adjourn, and seconded by Dr. Julie Roberson.

Ms. Karen Breashears, Chair Strategic Planning Committee

Arnell Willis, Director Workforce Investment Arkansas Department of Workforce Services

Minutes recorded by Rebecca Edwards Department of Workforce Services Staff

September 25, 2019

**AGENDA ITEM 2 - INFORMATIONAL:** Strategic Planning Committee Action Plan – September 2019 Update

**INFORMATION/RATIONALE**: The Strategic Planning Committee developed an Action Plan during the initial Workforce Innovation and Opportunity Act (WIOA) program implementation. This Action Plan provides the roadmap for the activities undertaken by this committee.

Attached is the September 2019 updated Action Plan that will provide Committee Members with the status of each of these original strategic goals.

# **Strategic Planning Committee Action Plan**



**Board Mission:** To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

d,	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
well educate petitive in the	<b>Board Bylaws:</b> Develop the State Plan.	1.1 Develop the state plan.	1.1 Submit the PY 2016 – PY 2019 state plan to the federal agencies on April 1, 2016.	1.1 COMPLETED
rforce that is		1.2 Modify the state plan.	1.2 Modify the state plan every two years. Next modification due by June 30, 2018.	1.2 CURRENT
<b>oard Vision:</b> Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.	<b>Board Bylaws:</b> Review of Statewide Policies	1.1 Review statewide policies, of statewide programs, and recommend actions that should be taken by the state to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system in the state.	1.1 Review statewide policies as they are needed and developed.	1.1 ONGOING
<b>Board Vision:</b> Arkansas skilled, and working in		1.2 Guidance for the allocation of one-stop center infrastructure funds to include the appropriate roles and contributions of entities carrying out one-stop partner programs with the workforce center system.	1.2 Must be developed and implemented no later than June 30, 2017.	1.2 COMPLETED

<b>Board Bylaws:</b> Continuous Improvement of the State's Workforce System	1.1. Identify barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system.	1.1 ONGOING- Reference Staff Report on Targeted Population Outreach, WIOA Roundtable Executive Committee updates, and Business Services activities. A barrier facing coordination is the lack of consolidated data and processes.
		January 2019 Update- The WIOA Roundtable Executive Committee is leading the development of a business-services driven CRM, Salesforce, which is expected to be completed by September 2019.
		April 2019 Update – Work continued on the VOCAL system, which will allow for common-registration, referrals, and reporting. This was approved by the Legislature and is expected to be completed in September 2019.
		June 2019 Update- The WIOA Core Partners have compiled common registration or intake questions that will be used to inform vendors for each case management system regarding the data that needs to be shared, vendors were also contacted to begin

		conversations about the method of sharing data and costs for the enhancements.
		October 2019 Update- In July, Arkansas' Department of Workforce Services because the Arkansas Division of Workforce Services, which now houses all core partner programs. Several efforts are concurrently being consolidated with a Transformation team that is tasked with removing duplication. The change also
		consolidates the four Titles (Adult Education, Rehab, Employment Services and Title I Adult, Youth, and Dislocated Workers programs) at a lower- level, which should lead to more effective coordination.

st u fo p ir a ir to ir d w a ss	he development of trategies to support the se of career pathways or the purpose of roviding individuals, acluding low-skilled dults, youth, and adviduals with barriers of employment (including adviduals with isabilities), with vorkforce investment ctivities, education, and upportive services to a mployment;	1.2 Sector Strategies guidance draft will be provided for consideration by the SPC committee at the January 2017 meeting.	January 2019 Update- ADWS, in collaboration with Arkansas Research Center, has developed a Career Pathways report to demonstrate demand within occupations based on Job Posting data (source- EMSI) to wages based on LMI. The reports are grouped by the Career Cluster and Career Pathway associated with each occupation, and presented per Local Area. This information will be provided to Local Areas and updated Annually.
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1.3 The development of 1.3 ONGOING strategies for providing Reference Staff Reports for effective outreach to and **Targeted Population Outreach** improved access for and Business Services. individuals and employers who could January 2019 Updatebenefit from services A Business Service Forum was provided through the held on November 15 during workforce development National Apprenticeship Week, system; at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance. Staff is currently planning on duplicating the forum in Northwest Arkansas. April 2019 Update -The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will included **Employer Panelists, the USDOL State Director of** Apprenticeship, a National **Advanced Automation Consultant, and the State Program Coordinator from the** Office of Apprenticeship. June 2019 Update-**The Spring 2019 WIOA Partners** Meeting included an Employer

	Panel as one of the highlighted Plenary Sessions. Representatives from CVS Pharmacy, Tyson Foods, Stark Manufacturing, and Next Day Telecommunications participated in this event.
1.4 The development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;	1.4 ONGOING  January 2019 Update- Strategy- Sector and Regional Planning funds have been made available to Local Workforce Development Areas. Technical Assistance from the Business Services lead will be provided to ensure the strategies are effective.  October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to
	LWDBs and their partners across the state. Training took place on the week of September 16 <sup>th</sup> , 2019.  Additionally, ADWS staff are seeking approval of adjusting the Sector Planning funding requirements to include more reporting and add visibility and support to LWDB Sector Strategies.

1.5 The identification of	1.5 COMPLETED
regions, including	
planning regions, after	
consultation with local	
boards and chief elected	
officials;	

Board Bylaws: Develop	1.1 Increase opportunities	1.1 ONGOING.
strategies to support staff training and awareness across programs	for sharing of information between partner programs.	WIOA Roundtable Exec. Comm. quarterly newsletter.
supported under the workforce development system.	1.2 Develop a strategy for staff training across programs.	1.2 Strategy for business services  COMPLETE- Identify functional leads to represent business services for each partner and program. Leverage the WIOA Roundtable to establish this group of subject matter experts responsible for: 1) COMPLETE-Assisting in the development and maintenance of a business focused menu of services across partner programs and 2) UNDER DEVELOPMENT- provide crosstraining regarding services.  April 2019 Update – The next biannual WIOA Partners Meeting has been scheduled for May 14-15, 2019 in Hot Springs, Arkansas.
		June 2019 Update- The Spring 2019 WIOA Partners Meeting included the completion of a SWOT Analysis for each of the ten (10) Local Workforce Areas. Local Area Attendees worked collaboratively and to share information across programs in

order to complete a group **SWOT** analysis for their respective local workforce area. October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to LWDBs and their partners across the state. Training took place on the week of **September 16<sup>th</sup>, 2019.** Additionally, the Fall WIOA Partners Meeting was held in Little Rock, Arkansas, September 5<sup>th</sup>- 6<sup>th</sup>. There were approximately 250 in attendance and included presentations on Local SWOT analysis, Department of Commerce activity, data analytics, LMI, customer-center design and other topics. **Finally, ADWS Employment** Assistance staff will receive a 3day training on Project Management between September 18<sup>th</sup> and 19<sup>th</sup>.

Board Bylaws: Develop	1.1 Enhance digital literacy	1.1 UNDER DEVELOPMENT
strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the workforce center system.	skills.	The referral processes in the VOCAL system, which will allow for common-registration, referrals, and reporting, and will be complete in September 2019, will improve accessibility to digital literacy skill development services provided within the Arkansas Workforce System. Additionally, ADWS has requested permission to purchase additional RVs that provide services remotely.
	1.2 Accelerate the acquisition of skills and recognized postsecondary credentials by participants.	1.2 ONGOING  June 2019 Update- The Spring 2019 WIOA Partners Meeting included a Career Readiness Certificate (CRC) session which was designed to assist WIOA partners in better utilizing this available tool to accelerate the acquisition of skills by participants.

1.3 Strengthen the	1.3 ONGOING
professional	ADWS coordinates semiannual
development of	cross- training. WIOA Partners
providers and workforce	Meetings and provides Technical
professionals.	Assistance and training as
	needed to workforce
	professionals funded under Title
	1
	June 2019 Update-
	The Spring 2019 WIOA Partners
	Meeting included several
	training sessions designed to
	expose WIOA Partner staff to
	other programs. This included
	the Adult Education, Human
	Services, Career & Technical
	Education and WIOA Title I
	Programs. Additionally,
	information was shared
	regarding workforce
	development professional
	certifications.
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	October 2019 Update- The Fall
	WIOA Partners Meeting was
	held in Little Rock, Arkansas,
	September 5th- 6th. There were approximately 250 in
	attendance and included
	presentations on Local SWOT
	analysis, Department of
	Commerce activity, data
	analytics, LMI, customer-center
	design and other topics.
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Roard Rylaws: The	1.4 Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas.	1.1 No later than the first	1.4 ONGOING  Workforce Center Certification processes have been developed to ensure accessibility.  April 2019 Update – The One-Stop Center Certification process has been added to the April 9, 2019 Strategic Planning Committee meeting agenda for review.
Board Bylaws: The development of allocation formulas for the distribution of funds for employment and training	1.1 Review annually the funding distribution policy for WIOA Title I.	1.1 No later than the first full board meeting of each year, as necessary.	1.1 ONGOING
activities for adults, and youth workforce investment activities, to local areas.	1.2 Seek input from chief elected officials regarding the formula.	1.2 No later than  December 31 of each  year.	1.2 ONGOING

Strategic Goal: Develor an efficient partnership with employers, the educational system, workforce development partners, and communications to deliver a platform that prepare a skilled workforce for existing new employers.	p partnerships through the support of industry engagement.  Int nity-	1.1 ONGOING  Strategy- COMPLETE- Work-based learning funds have been established on the state-level to support business engagement on the local level. COMPLETE- Sector strategy funds will be provided annually to LWDBs to support the engagement of employers. UNDER DEVELOPMENT Additionally, the deployment of Salesforce will enable partners to coordinate services while engaging employers.
	1.2 Expand partnership with economic development to refine sector strategies.	1.2 ONGOING

1.3 Increase the utilization of	1.3 ONGOING
Registered Apprenticeship programs as viable talent development opportunities.	January 2019 Update- A Business Service Forum was held on November 15 during National Apprenticeship Week, at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance. Staff are currently planning on duplicating the forum in
	Northwest Arkansas.  April 2019 Update - The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will included
	Employer Panelists, the USDOL State Director of Apprenticeship, a National Advanced Automation Consultant, and the State Program Coordinator from the Office of Apprenticeship.
	June 2019 Update- The scheduled April panel was successfully hosted in April as planned. 120 in attendance with 39 "Next Step" cards completed.

1.4 Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.	1.4 ONGOING
1.5 Partner with K-12 education, higher education, career and technical education, and adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.	1.5 ONGOING
1.6 Expand small business participation.	1.6 ONGOING See 1.1

Strategic Goal: Enhance service delivery to employers and jobseekers.	1.1 Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.	1.1 UNDER DEVELOPMENT  Deployment of VOCAL a jobseeker focused case management coordination system will provide a common registration process. COMPLETE- Common Intake forms are provided in the Title IB policies approved by the AWDB.  UNDER DEVELOPMENT Deployment of Salesforce, a business-services focused CRM, will provide coordinated service delivery across partners.  June 2019 Update — An update regarding the ongoing SALESFORCE deployment is included on today's committee meeting agenda. Additionally, reference the VOCAL progress noted.
	1.2 Promote training that leads to industry recognized credentials and certification.	1.2 UNDER DEVELOPMENT
	1.3 Support transportable skill sets for transportable careers.	1.3 UNDER DEVELOPMENT
	1.4 Support career pathways development and sector strategy initiatives as a way	1.4 COMPLETE

		to meet business and industry needs.	
		1.5 Expand service delivery access points by the use of virtual services.	1.5 UNDER DEVELOPMENT
		1.6 Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.	1.6 ONGOING
	Strategic Goal: Address Skills Gaps	1.1 Conduct a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.	1.1 UNDER DEVELOPMENT  ADWS has requested a Technical Assistance grant from USDOL which will facilitate this project.
	1.2 Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.	1.2 ONGOING	

NOTE: The "STATUS" Column, Column Four, Is Used To Denote:

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

September 25, 2019

AGENDA ITEM 3 - INFORMATIONAL: WIOA State Plan Timeline

**INFORMATION/RATIONALE**: One of the functions of the Arkansas Workforce Development Board, under Arkansas Annotated 15-4-3706(1), is to assist the Governor in "the development, implementation, and modification of the state workforce development plan."

WIOA Unified and Combined State Plans for Program Years 2020-2023 will likely be due March-April 2020, with implementation beginning on July 1, 2020. PY2022 modifications will likely be due in March-April 2022, with implementation beginning on July 1, 2022.

WIOA State Plans are separated into strategic and operational elements to facilitate cross-program strategic planning. The strategic elements include economic conditions, workforce characteristics, and workforce development activities. These elements drive the required vision and goals for the State's workforce development system and alignment strategies for workforce development programs to support economic growth.

Upon the implementation of WIOA, the Arkansas Workforce Development Board's Strategic Planning Committee Action Plan was the tool used to gauge progress in meeting the vision and mission of the state's workforce development system.

Consequently, we believe that this tool will prove invaluable in leading the development of the PY2020-2023 WIOA State Plan.

The specific required strategic elements of the WIOA State Plan are contained herein.

### **Strategic Elements**

- (a) Economic, Workforce, and Workforce Development Activities Analysis. The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.
  - i. Economic Analysis Includes Demand Industry Sectors and Occupations, Emerging Industry Sectors and Occupations, and Employers' Needs.
  - ii. Workforce Analysis Includes Employment and Unemployment rates, Labor Market Trends, Education/Skill Levels of Workforce, and Skills Gaps.
  - iii. Workforce Development, Education, and Training Activities Analysis Includes education and training activities of core and non-core programs, provides a SWOT analysis and analyzes the capacity of the workforce development system.
- (b) State Strategic Vision and Goals. The Unified or Combined State Plan must include the State's strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.
  - i. Vision Describe the State's strategic vision for workforce system.
  - ii. Goals Describe goals for achieving the vision based upon the analysis in
     (a) above. Also includes goals for preparing an educated and skilled workforce.
  - iii. Performance Goals Numerical Outcomes Goals Negotiated with USDOL
  - iv. Assessment Assessing the overall effectiveness of the workforce development system in relation to the vision and goals in (i) and (II).
- (c) State Strategy
  - i. Implementing industry or sector partnerships related to in-demand industry sectors and occupations and career pathways.
  - ii. Aligning core and non-core programs to achieve a fully integrated system. Also includes strategies to address identified system weaknesses.

### **Arkansas State WIOA Plan Development Timeline:**

October 15, 2019	State Workforce Board Volunteers/Sections Determined
November 2019	Drafting of <b>Strategic Elements</b> by State Board and Staff.  Drafting of <b>Operations Planning Elements</b> by each respective program
January 10, 2020	Drafts of <b>Strategic Elements</b> and <b>Operational Planning Elements</b> Sections Due
January 7 2020	Drafts of <b>Strategic Elements</b> and <b>Operational Planning Elements</b> Reviewed by Strategic Planning Committee and Recommended to State Workforce Board
January 21, 2020	Drafts of <b>Strategic Elements</b> and <b>Operational Planning Elements</b> Reviewed by State Workforce Board
February 1, 2020	Plan is made available for public comment
March 3, 2020	Plan is submitted to DOL, DOE, ACF

September 25, 2019

AGENDA ITEM 4 - INFORMATIONAL: WIOA Dashboard Update

**INFORMATION/RATIONALE**: One of the functions of the Arkansas Workforce Development Board, under Arkansas Annotated 15-4-3706 (3), is to assist the Governor in "the development and continuous improvement of the state workforce development system." This function has been assigned to the Program and Performance Evaluation Committee.

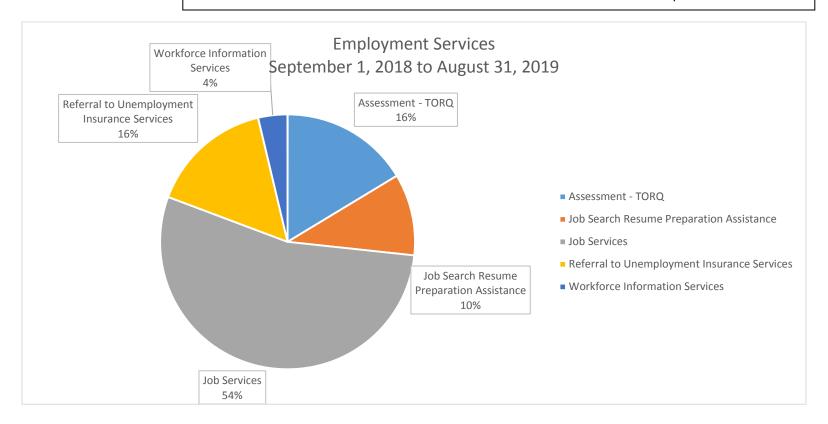
However, due to the fact that the information included in the WIOA Dashboard may be used for strategic planning purposes, it is being presented to this Committee as well.



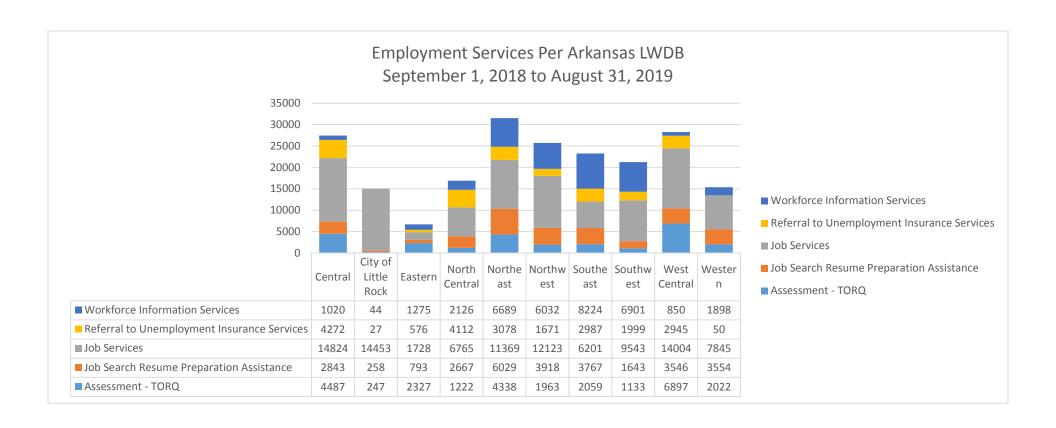
#### **AWDB Dashboards**

### **Participant Services and Service Mix**

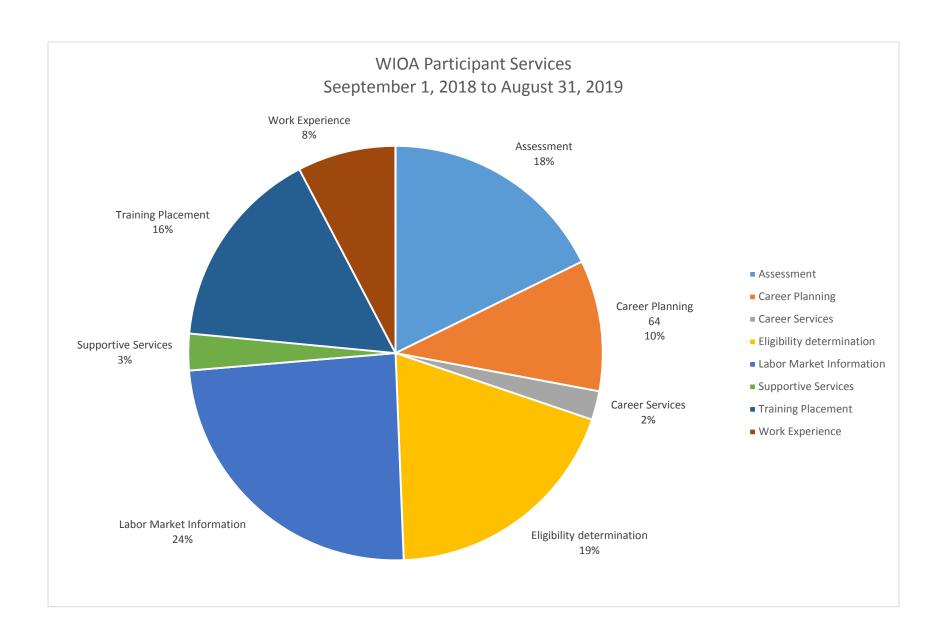
Staff Administrators consider this service mix to be consistent with expectations.



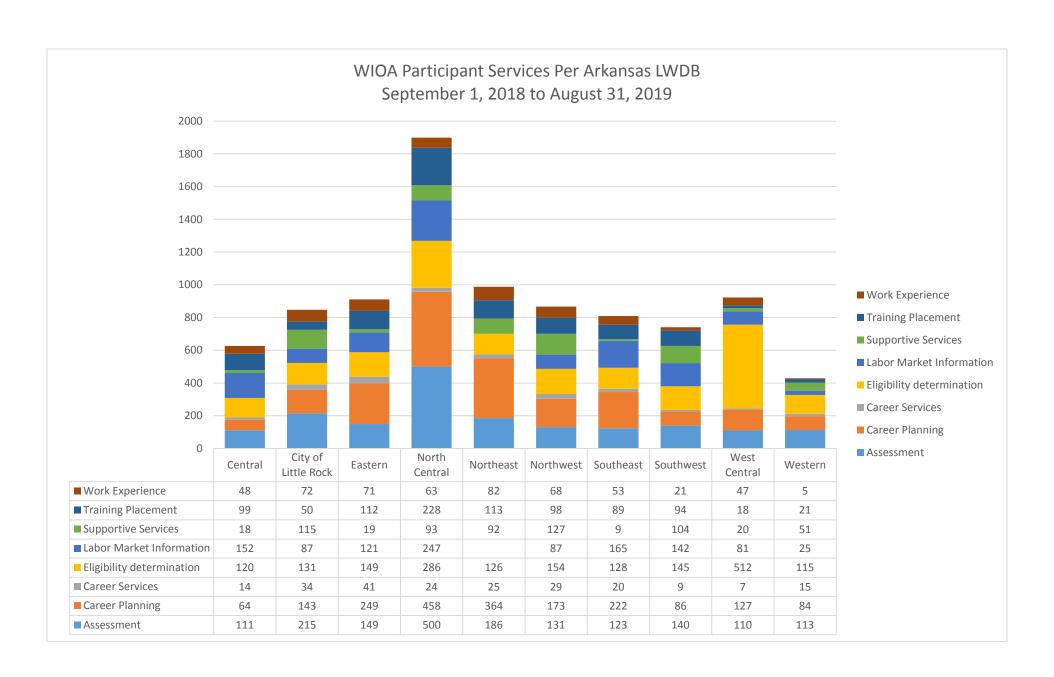
The deviations in LR "Workforce Information Services" and TORQ assessments are due to keying. Both services are available in the center and may be keyed as "Job Services".



Staff Administrators consider this service mix to be consistent with expectations. Please note that Supportive Services may not be keyed when covered through referrals.



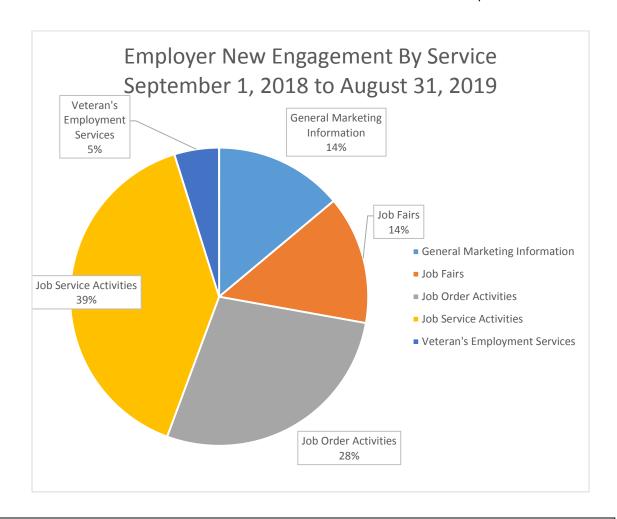
The deviation from the state pattern is the absence of Supportive Services in Southeast. However, in response to DOL monitoring, Southeast has implemented a more robust supportive services policy.



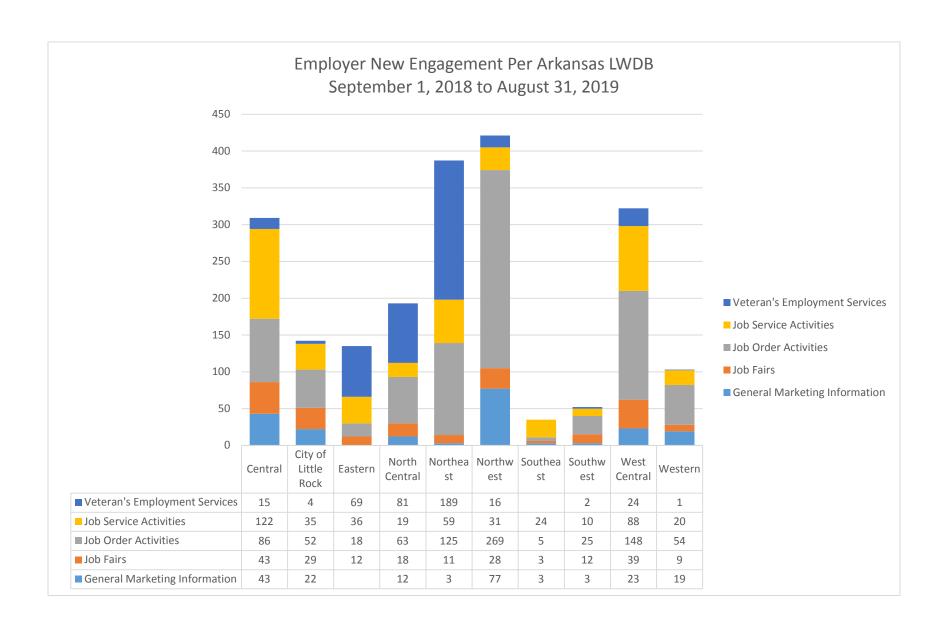
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#### **Business Services and Service Mix**

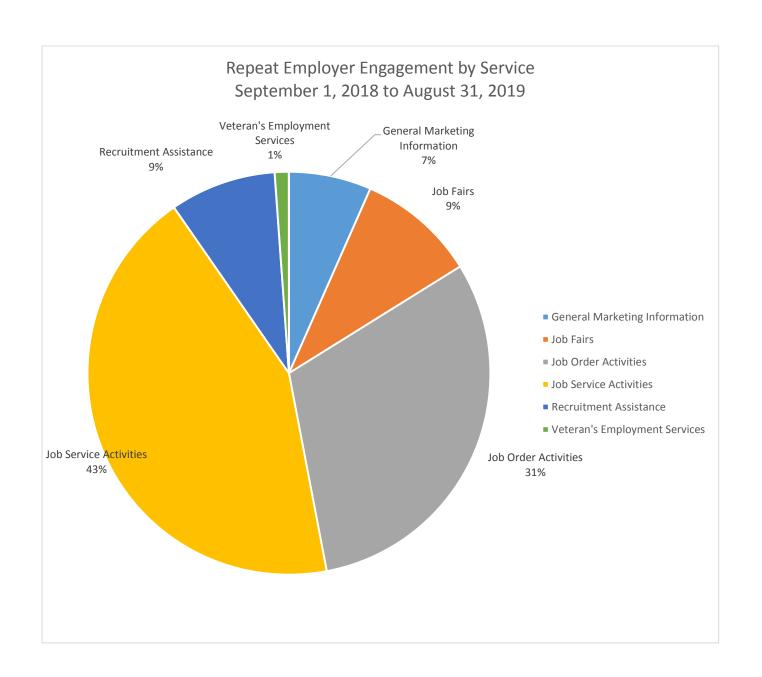
Staff Administrators consider this service mix to be consistent with expectations.



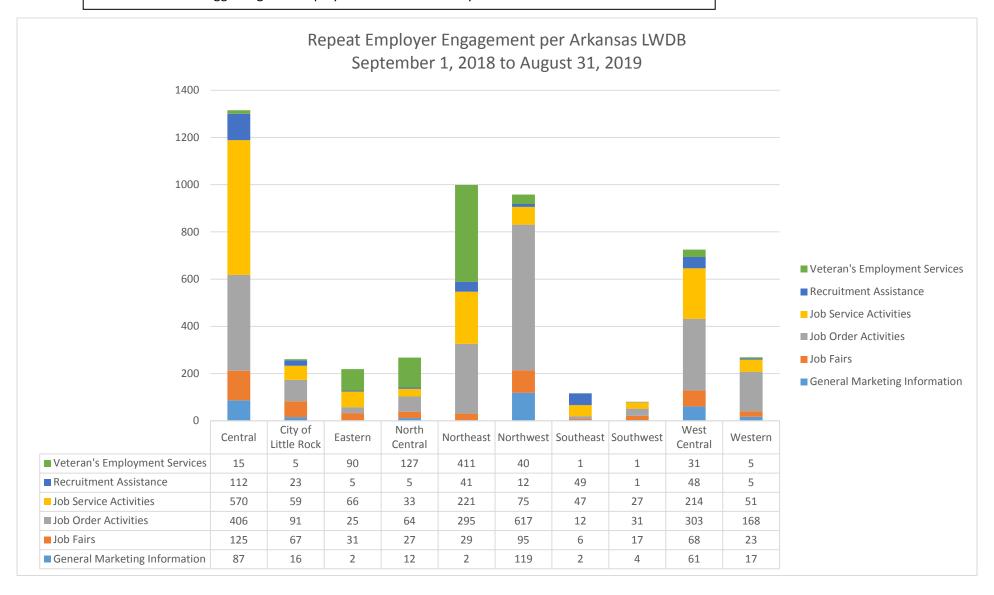
The greatest deviations are due to variance in Veteran's Employment Services and are reconcilable with the 5 part-time Local Vet Reps across the state and their locale/coverage.



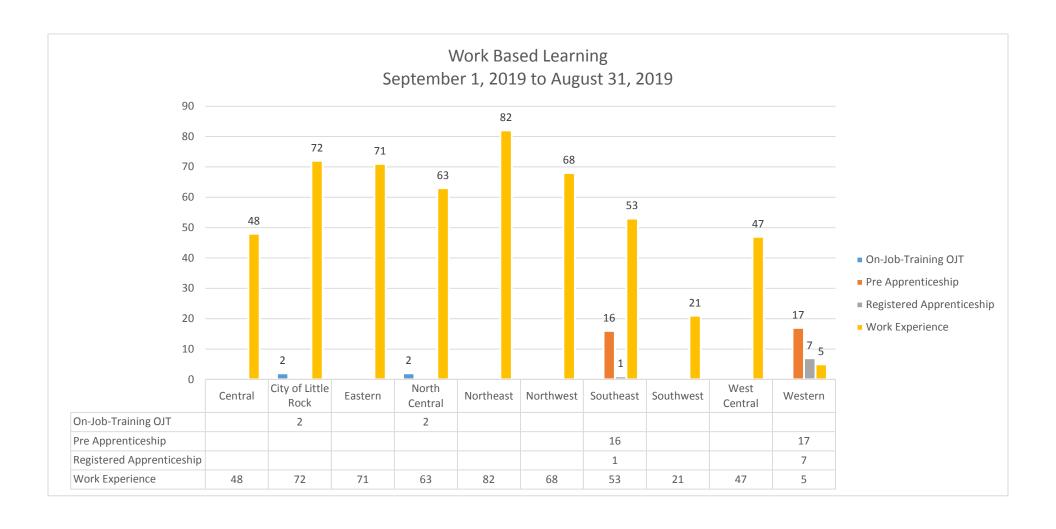
Staff Administrators consider this service  $\min$  to be consistent with expectations.



Staff note: The counts in repeat employer engagement are higher than new employer engagement, suggesting that employers return for a variety of services received.

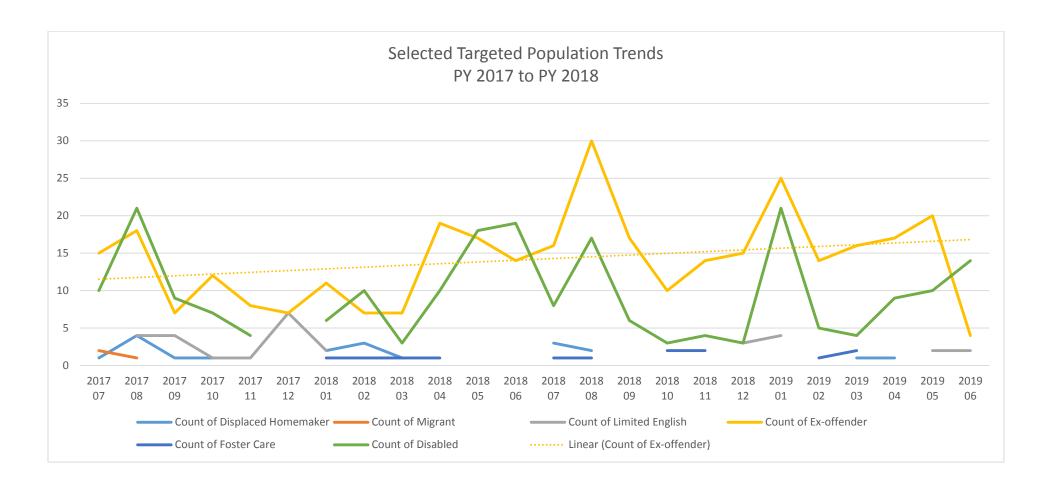


Staff note: The state's Work Based Learning funds and apprenticeship grants may help improve these figures over time. There are now 2 WBL programs.



#### **Selected Targeted Populations**

Ex-Offender counts have increased over the last two-years. Upward trends in 6 local areas, with the greatest increases in LR, where are the Reentry program may have increased referrals. Will be recalculated for Full Board based on Quarterly Information ending 9/30/19



WIOA Reports- Service Groups represent categories of services on a summary level; services at 5% or less removed.

**Excluded- Less than 5%**On-Job-Training OJT
Dropout Prevention
Pre Apprenticeship

Financial Literacy Referrals and Partner Coordination

Individual Employment Plan Development Registered Apprenticeship

Job Referrals Transition Services

Job Search Work Readiness/ Pre-Employment

**Workforce Preparation** 

ES Reports- Service Groups represent categories of services on a summary level; services at 5% or less removed.

#### **Excluded-Less than 5%**

Career Services Supportive Services

Workforce Preparation Federal bonding Assistance

Individual Employment Plan Development Work Readiness/ Pre-Employment

Follow-Up Services Job Search

Training Placement Work Experience

## For Consideration of the Arkansas Workforce Development Board Strategic Planning Committee

September 25, 2019

**AGENDA ITEM 5 – INFORMATIONAL:** *SALESFORCE* Implementation Update

**INFORMATION/RATIONALE**: Salesforce is a customer relations management tool that will assist business services teams to track and report business engagement activities across partner programs.

An update regarding the ongoing implementation of this tool will be provided by staff.

Date: September 25, 2019

# Salesforce Update Arkansas State Workforce Development Board – Committee(s) Meeting

#### **Background/Introduction**

Salesforce is a customer relations management tool that will assist business services teams to track and report business engagement activities across partner programs.

#### **Current Status**

As previously reported, the Salesforce tool has been developing in four phases (or sprints) that include:

- Sprint 1 Business Leads and Account Management
- Sprint 2 Training Application
- Sprint 3 Reports and Dashboards
- Sprint 4 Needs Assessment and Skills Gap Analysis

The testing, development, and training on the product are complete. Salesforce is "going live" on September 16<sup>th</sup> to allow for business services staff to begin recording actual business engagement activity in the system. As we are launching using the system, we are establishing a "working group" to assist in developing some ground rules (or protocols) for moving us forward utilizing the tool. The "working group" will also take the lead in working through any issues that may arise using the system and determining their potential solutions.

### Next Steps

Currently, evaluating several "next steps" to broaden the base of Salesforce users as well as enhance the system's value through collaborative efforts and data integration.

Here is a listing of potential next steps:

- Purchasing an additional 20 licenses to broaden the user base among partner programs. This is in addition to the original 35 licenses that have been purchased.
- Assessing/evaluating potential integration with AEDC employer needs assessment data.
- Assessing and evaluating potential opportunities for integration with AJL data.
- Assessing and evaluating the utilization of an external community portal feature within the system that could provide capabilities to interface with employers.
- Evaluating whether to continue administrative support with the Salesforce vendor (Coastal Cloud) under a managed services agreement over the next year.

## For Consideration of the Arkansas Workforce Development Board Strategic Planning Committee

September 25, 2019

**ACTION ITEM 6 – ACTION:** Proposed Allocation Methodology for Assistance to Areas with High Concentrations of Eligible Youth

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve the methodology used to identify areas of high concentrations of eligible youth and to make allocations based on the area's proportion of those youth.

**INFORMATION/RATIONALE**: Under Section 129(b)(F) of the Workforce Innovation and Opportunity Act, statewide funds are required to be used to provide additional assistance to local areas that have high concentrations of eligible youth.

The recommended allocation methodology below will both define which areas are considered "high concentration" and provide a method for allocating funds budgeted for this activity to those areas based on their respective percentage of estimated eligible youth and their barrier to participant count within the Youth program for the previous year.

# PROPOSED METHODOLOGY TO DEFINE WIOA

#### HIGH CONCENTRATION OF ELIGIBLE YOUTH

A proposal to define the term "High Concentration of Eligible Youth" must be based on certain characteristics listed in the Workforce Innovation and Opportunity Act (WIOA). The definition for the term "Eligible Youth" can be found in the WIOA law, Title 1, section 129. This definition referenced states eligible youth are individuals 16-24 years of age, who are considered low-income persons, and who have one or more of the following risk factors:

- (i) Deficient in basic literacy skills;
- (ii) A school dropout;
- (iii) Within the age of compulsory attendance, but has not attended school for at least the most recent complete school year calendar quarter;
- (iv) Homeless, a runaway, or foster child;
- (v) Pregnant, or a parent;
- (vi) An offender;
- (vii) An individual who requires additional assistance to complete an educational program, or secure and hold employment.

These categories can be further broken down into specialized risks. We have data sources to count:

#### **Data Sources**

## 1/ Total Population by County and City of LR

Source: https://factfinder.census.gov. 2018 Population Estimate

Data set: "Annual Estimates of the Resident Population for Selected Age Groups by Sex for the US, States, Counties and Puerto Rico, Common Wealth and Municipals: April 1, 2010 to July 1. 2018."

## <sup>2/</sup> Population Age 14-24y

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## 3/ Dropouts - School Age

Source: Arkansas Department of Education, Dropouts and Withdrawals by reason, 2017-2018 (county level). https://adedata.arkansas.gov

Categories included: 1.Alcohol/drugs, 2.Conflict w/school, 3.Econ.hardship, 4.Enrolled GED, 5.Failing grades, 6.Health, 7.Incarcerated, 8.lack of interest, 9.Other, 10.Peer conflict, 11.Pregnancy/marriage, 12.Suspended/expelled.

## 4/ English Language Learners - School Age

Source: Arkansas Department of Education (https://adedata.arkansas.gov)- English Language Learners Child Count SY 2018-2019 by all schools.

## <sup>5/</sup> Juvenile Offenders

Source: Arkansas Crime Information Center (www.acic.org) under Crime Statistics.

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Categories included in Group A: 1.Crimes against persons, 2.Crimes against property A, 3.Crimes against property B, 4.Crimes against society and Group B: 5.Arrests

Note: Hot Spring County data is not available for 2018. Instead, this report uses the most recent information available for this county (2017)

### 6/ Homeless School Age

Source: Arkansas Department of Education (https://adedata.arkansas.gov). Homeless by

County, 2018-2019 (only includes count for Quarter 4)

Note: Homeless for City of Little Rock by School.

## <sup>7/</sup> Foster Care - Age 12 and Over

Source: Arkansas Department of Human Services, Division of Children and Family Services. Annual Report Card State Fiscal Year 2018 - Children in Foster Care by Age SFY18.

## <sup>8/</sup> Births to Women Under Age 20 - 2018

Source: Arkansas Department of Health, Data Statistics, Vital Statistics, Query System (http://www.healthy.arkansas.gov)

Note: Number of births to Women U20 for Little Rock.

## 9/ Special Education - School Age

Source: Arkansas Department of Education (https://adedata.arkansas.gov)- Special Education Child Count SY 2018-2019 by all schools.

## <sup>10/</sup> Poverty, Age 5-17 in Families

Source: 2017 Poverty and Median Household Income Estimates - Counties, States and National. US Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Program (Release date: December 2018)

Information for Little Rock City from 2017 Poverty Estimates for School Districts.

It is the Department of Workforce Services' intent to categorize and prioritize risk factors that can be documented with reliable data from the following: 2010 Census; Arkansas Department of Education; Arkansas Department of Human Services; Arkansas Crime Information Center; and the Arkansas Department of Health. Here is our specific strategy for computation of priority:

- 1. Count the individuals for each county in each of the categories we have available data.
- 2. Group the State's 75 counties into Local Workforce Investment Areas (LWIA), and add the total number for each county in the LWIA to determine the total number in each LWIA. There will be individuals counted more than once because they fit more than one category, but that will serve to weight more heavily areas that have more individuals with multiple eligibility factors. (In all category calculations for the City of Little Rock LWIA and Central LWIA, a percentage of Pulaski County totals are used.) (Percentage used for the City of Little Rock LWIA is City of Little Population divided by Total Pulaski County Population)
- 3. Divide the LWIA's weighted number of "Eligible Youth" by the LWIA's total population to determine what weighted percentage of the LWIA's total population consists of Eligible Youth.
- 4. We propose any area that has a weighted percentage of Eligible Youth, as compared to its overall population, that is equal to or greater than \*22.475% will be deemed as having a "High Concentration of Eligible Youth" for purposes of the funding formula.
- 5. Thus each LWIA that has a weighted percentage of Eligible Youth equal to \*22.75% or more will share in the funds. This is based on a formula of Total Eligible Youth divided by the total dollars available, and then uses that multiplier to determine each districts weighted at 50%. The remaining 50% of the award will be allocated based on the percentage of Total Barriers per Youth Participant in the State's MIS for the previous program year. (See totals page for amount to be awarded).

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Information for Little Rock City from 2017 Poverty Estimates for School Districts.

#### 1) Population Age 10-24

U.S. Census Bureau, American Fact Finder, 2011 2015 American Community Survey 5-Year Estimates, https://factfinder.census.gov

#### 2) Dropouts-School Age

Arkansas Department of Education, Dropouts and Withdrawals by Reason, 2015-2016, https://adedata.arkansas.gov

#### 3) English Language Learners-School Age

Arkansas Department of Education, English Language Learners SY 2015-2016, https://adedata.arkansas.gov

#### 4) Juvenile Offenders

Arkansas Crime Information Center, Arrest by Contributor: 2016, http://www.acic.org

#### 5) Homeless-School Age

Arkansas Department of Education, Homeless by County: 2015-2016,

https://adedata.arkansas.gov

#### 6) Foster Care- Age 12 and Over

Department of Human Services, The Division of Children and Family Services, Children in Foster Care by Age, SFY 2015, http://humanservices.arkansas.gov

#### 7) Births- Women Under Age 20

Arkansas Department of Health, Current Birth Data: 2013, http://www.healthy.arkansas.gov

#### 8) Special Education - School Age

Arkansas Department of Education, Special Education District Profile: 2015/16, Child Count, http://www.arkansased.gov

#### 9) Poverty – Age 5 17 in Families

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Morthwest   23.26%   20.64%   20.64%   3.13.71%   3.13.69.76   3.13.69.72   3.13.	Eastern	24.20%			39.70		Н	29,774.26	39,699.01	
Western   23,28%   22,24%   24,24%   24,24%   24,24%   24,24%   24,24%   24,24%   24,24%   24,24%   24,24%   24,24%   26,44%	Northwest	23.64%			26.75	100		20,059.79	26,746.38	
Northeast   22.48%	Western	23.26%			18.12			13,589.76	18,119.68	
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Summary and Allocation   Percentage   S. 50,000.00   S. 75,000.00   S. 75,000.0				4.36%	100.00	s %		75,000.00	100,000.00	
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Northwest         3.41         16.37%         \$ 8,187.11         \$ 12,280.66         \$ 16,374.22         \$ 16,374.22         \$ 16,374.22         \$ 16,374.22         \$ 16,374.22         \$ 17,007.44         \$ 17,007.44         \$ 17,007.44         \$ 17,007.44         \$ 17,007.44         \$ 17,007.44         \$ 17,007.42         \$ 17,007.44         \$ 17,007.42         \$ 17,007	Eastern	3.47			16.67	_	-	12.504.51	16.672.69	20.840.86
Western         3.54         17.01%         \$ 8,503.72         \$ 12,755.88         17,007.44         \$ 17,007.44         \$ 17,007.45         \$ 12,755.88         \$ 17,007.44         \$ 17,007.44         \$ 17,007.45         \$ 12,755.88         \$ 17,007.44         \$ 17,007.44         \$ 17,007.45         \$ 12,755.88         \$ 17,007.44         \$ 17,007.45         \$ 17,007.44<	Northwest	3.41			16.37		Т	12 280 BB	18 374 22	
Northeast         3.55         17.04%         \$ 8,506.37         \$ 12,726.39         \$ 17,043.85         \$ 17,043.94         \$ 17,043.95         \$ 17,043.94         \$ 17,043	Western	3.54			17.01	100	т	19 755 58	17 007 44	
Southwest 3.31  Southwest 3.31  Southwest 3.31  West Central 3.55  Southwest 3.31  Southwest 3.31  Southwest 3.35  Southwest 3.55  Southwest 4.2278.77  Summary and Allocation  Little Rock Area Sciences	Northeast	3.55			17.04		-	19 789 06	17,007,44	
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		-	_	N -		-		-		_	
Total Barriers Per Participant Served	N	3.412162	3.544118	3.551724	3.310811	3.545455	3.779006	3.708661	3.595506	4.306452	
Total Barriers	271	505	241	412	245	195	684	471	320	267	3611
Total Participants Served	78	148	89	116	74	55	181	127	88	62	866
Youth in foster care or aged out of System	-	0	2	1	1	2	-	2	1	ဗ	17
Single Parents	28	56	19	25	40	6	18	34	13	13	225
Individuals with Disabilities	7	19	6	11	4	5	36	17	6	9	123
Seasonal Seasonal Migrant and		0	0	0	0	0	0	0	0	0	
Low-Income Individuals	92	119	92	101	72	45	181	103	87	62	911
Long-term Unemployed	59	89	29	53	23	25	112	47	56	50	543
Homeless/runaway	7	7	8	2	2	2	5	9	2	6	48
Ex-offenders	22	10	က	2	4	16	14	25	2	4	105
ЭИАТ	8	2	0		-		2	-	0	1	17
English Language Learners	29	85	35	97	21	35	134	109	58	60	701
Displaced Homemakers	0	0	0	0	0	0	0	0	0	0	0
Local Area	Eastern	Northwest	Western	Northeast	Southwest	West Centra	Southeast	Central	North Centra	Little Rock	Statewide

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Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Program (Release date:

December 2018)

Information for Little Rock City from 2017 Poverty Estimates for School Districts.

		Conce 1/	ntration of E	ligible Youth b	y County ar	nd Local Worl	Morce Dev	elopment A	rea (WDA)	- Summary 9/	10/		
LWD Area	County	Pop Total	Pop 14-24y	Youth Dropo	Eng Learne	Juvenile offe	Homeless	Foster 12+	# births to	Special Ed	Pov. 5-17y	Total Pop at	Risk Factor
23 C	Faulkner	124,806	25,214	157	603	405	588	65	71	2,341	2,876	32,320	25.90%
43 C	Lonoke	73,657	10,392		340	90	173	49	60	100000	170,300		20.26%
48 C	Monroe	6,900			23	9	92	11	15				21.75%
59 C 60 C	Prairie Pulaski w/o City of	8,074 194,799	960 26,455		2,279	5 830	50 995	2 95	11 136		(0.0000000		18.40% 21.78%
62 C	Saline	121,421	15,469		886	238	122	33	66	(0.000)		0.000	17.34%
Central Al		529,657	79,253	1,250	4,137	1,577	2,020	255	359	1 1000000000000000000000000000000000000	0.0000000000000000000000000000000000000		21.47%
18 E	Crittenden	48,342	7,260	86	101	457	184	32	85	1,164	2,864	12,233	25.31%
19 E	Cross	16,676	2,198	27	21	7	105	25	19				21.88%
39 E	Lee	8,985	1,102	18	6	25	2	6	13				19.89%
54 E	Phillips	18,029	2,579	68	10 39	47	54	35	45		0.0050000	5,310	29.45%
68 E Eastern Al	St. Francis	25,439 117,471	3,234 16,373	49 248	177	47 583	37 382	120	43 205			5,455 28,433	21.44%
LRC	City of Little Rock	197,881	26,874	508	3,038	954	533	114	173	70710000	0.000	40,731	20.58%
LRC Total	city of titule from	197,881	26,874	508	3,038	954	533	114	173	5. W. D. S.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		20.58%
12 NC	Cleburne	24,965	2,724	17	26	34	169	21	24				17.32%
25 NC	Fulton	12,269	1,484	2	7	11	54	23	8	234	480	2,303	18.77%
32 NC	Independence	37,678	5,332	33	522	55	250	31	30		1 -0.000	Sc. 11 1-85 (U.C.)	22.69%
33 NC	Izard	13,593	1,497	1	15	14	30	21	7		0000	2,305	16.96%
34 NC 67 NC	Jackson Sharp	16,811 17,366	2,073 2,069	23 18	31 19	15 3	126 82	23 38	33 18		10.77	3,409 3,526	20.28%
69 NC	Stone	12,457	1,358	1	5	8	4	14	17	252		2,234	17.93%
71 NC	Van Buren	16,603	1,870	11	35	4	212	10	9	0.000000		3,141	18.92%
73 NC	White	78,727	13,222	100	380	39	321	57	83	1,737	2,676	18,615	23.65%
74 NC	Woodruff	6,490	806	7	2	0	96	20	11	127	355	1,424	21.94%
	tral AR Total	236,959	32,435	213	1,042	183	1,344	258	240	5,143	8,972	49,830	21.03%
11 NE	Clay	14,847	1,852	6	0	27	33	19	14	337	550	2,838	19.11%
16 NE	Craighead	108,558	17,374	154	847	328	397	68	98	2,887	3,509	25,662	23.64%
28 NE 38 NE	Greene	45,325 16,434	6,276 2,393	51 16	276 27	213 25	318 151	84 20	54 22	1,194 465	1,541 652	10,007 3,771	22.08%
47 NE	Mississippi	41,239	6,162	75	121	115	508	36	72	918	2,411	10,418	25.26%
56 NE	Poinsett	23,974	3,185	56	69	56	297	73	33	671	1,241	5,681	23.70%
61 NE	Randolph	17,948	2,275	9	169	34	87	26	21	400	684	3,705	20.64%
Northeast	AR Total	268,325	39,517	367	1,509	798	1,791	326	314	6,872	10,588	62,082	23.14%
3 NW	Baxter	41,619	4,154	40	32	128	165	18	28	578	1,048	6,191	14.88%
4 NW	Benton	272,608	38,064	402	6,492	990	995	71	212	5,325	5,588	58,139	21.33%
5 NW	Boone	37,480	4,642	51	49	64	353	30	28	665	1,168	7,050	18.81%
8 NW 44 NW	Carroll Madison	28,223 16,481	3,503 2,119	42 47	860 139	43 12	357 92	19 22	25 17	563 257	1,077 665	6,489 3,370	22.99% 20.45%
45 NW	Marion	16,722	1,598	7	4	8	225	3	8	260	614	2,727	16.31%
51 NW	Newton	7,805	904	2	1	4	158	5	8	156	346	1,584	20.29%
64 NW	Searcy	7,958	900	5	6	3	70	4	7	198	398	1,591	19.99%
72 NW	Washington	236,961	46,996	464	9,348	1,055	914	177	227	4,806	6,281	70,268	29.65%
Northwest		665,857	102,880	1,060	16,931	2,307	3,329	349	560	12,808	17,185	157,409	23.64%
1 SE	Arkansas	17,769	2,217	37	105	26	78	15	27	379	702	3,586	20.18%
2 SE	Ashley	20,046	2,564	27	232	22	59 20	17	21	318	905	4,165	20.78%
6 SE 9 SE	Bradley Chicot	10,897 10,438	1,342	13 7	230 87	22 6	4	5	13 16	233 173	520 683	2,402	22.04%
13 SE	Cleveland	8,018	1,014	4	22	0	27	5	6	198	259	1,535	19.14%
21 SE	Desha	11,512	1,534	37	129	9	18	9	18	302	826	2,882	25.03%
22 SE	Drew	18,328	3,419	26	75	23	32	22	24	331	649	4,601	25.10%
27 SE	Grant	18,188	2,354	39	123	24	62	11	11	557	455	3,636	19.99%
35 SE	Jefferson	68,114	10,382	261	129	368	182	84	81	1,159	3,643	16,289	23.91%
40 SE	Lincoln	13,383	1,909	16	69	4	30	8	11	154	423	2,624	19.61%
Southeast 7 SW	AR Total Calhoun	196,693	28,094 647	467	1,201	504	512 72	185 2	228	3,804 78	9,065 144	44,060 955	22.40% 18.10%
	Columbia	5,277 23,537	5,165	6 32	55	57	61	20	24	400	1,145	6,959	29.57%
20 SW	Dallas	7,182	878	4	14	3	16	7	4	96	319	1,341	18.67%
	Hempstead	21,741	2,885	66	580	62	141	10	21	384	1,309	5,458	25.10%
31 SW	Howard	13,341	1,790	13	323	16	55	8	16	394	695	3,310	24.81%
	Lafayette	6,682	798	10	0	0	12	1	5	58	308	1,192	17.84%
	Little River	12,326	1,527	11	25	0	35	8	13	240	431	2,290	18.58%
	Miller	43,592	5,756	99	66	198	72	38	32	631	2,102	8,994	20.63%
	Nevada Ouachita	8,326 23,606	985 2,866	11 47	45 58	0 71	27 44	3 12	7 30	149 441	376 1,023	1,603 4,592	19.25% 19.45%
	Sevier	17,139	2,587	28	1,049	10	62	14	19	288	982	5,039	29.40%
	Union	39,126	5,097	52	225	131	171	52	45	684	1,694	8,151	20.83%
Southwest		221,875	30,981	379	2,444	549	768	175	217	3,843	10,528	49,884	22.48%
17 W	Crawford	63,406	8,625	90	601	156	318	63	53	1,503	3,090	14,499	22.87%
24 W	Franklin	17,810	2,440	13	30	60	115	24	11	360	725	3,778	21.21%
	Logan	21,737	2,856	14	37	19	332	48	34	420	967	4,727	21.75%
	Polk	20,049	2,544	15	220	20	51	16	19	431	1,115	4,431	22.10%
	Scott Sebastian	10,319	1,303	7 157	123	22	56 431	14 281	15	192	496	2,228	21.59%
Western Al		127,753 261,074	18,305 36,073	296	3,411 4,422	551 828	1,303	446	132 264	2,703 5,609	5,103 11,496	31,074 60,737	24.32% 23.26%
	Clark	22,061	5,657	296	70	18	1,505	446	28	342	700	6,861	31.10%
	Conway	20,891	2,566	34	73	26	208	34	25	478	868	4,312	20.64%
	Garland	99,154	11,762	191	820	266	518	53	86	1,893	3,369	18,958	19.12%
	Hot Spring	33,701	4,401	42	122	26	137	25	34	774	1,045	6,606	19.60%
	Johnson	26,742	3,995	27	675	22	188	12	27	688	1,062	6,696	25.04%
	Montgomery	8,924	1,027	5	10	0	57	2	5	145	419	1,670	18.71%
	Perry	10,352	1,318	14	25	1	27	6	7	286	357	2,041	19.72%
	Pike Pope	10,673	1,386	13 76	149 852	5 73	118	3 28	12	294	413	2,393	22.42%
	Pope Yell	64,000 21,535	11,361 2.907	76 23	852 804	73	441 118	34	64 26	1,422 687	2,016 995	16,333	25.52% 26.08%
73 WC	120	21,335	2.907	23	604	22	118	34	26	68/	995	5.616	20.08%

Proposed Methodology to define WDA High Concentration of Eligible Youth	y to define WE	OA High Concent	ration of Eligi	ible Youth						
				Central Arkansas LWDA	sas LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under	Special Education - School Age	Poverty - Age 5-17 in Families
Faulkner	124,806	25,214	157	603	405	588	65	71	2,341	2,876
Lonoke	73,657	10,392	100	340	90		49	09		
Monroe	006'9	763	8	23	6	92	11	15	147	
Prairie	8,074		11	9	5	20	2	11		
Pulaski w/o City of LR	194,799	26,455	840	2,279	830	995	95	136	4,549	6,244
Saline	121,421	15,469	134	988	238	122	33	99	2,012	
Total LWDA	529,657	79,253	1,250	4,137	1,577	2,020	255	359	10,974	13,879
Total State	3,013,825	438,860	5,240	38,501	8,716		2,430	2,874		106,559
						LWDA Eligible Youth	ole Youth 1			113,704
						LWDA Risk factor 2	factor 2			21.47%
1 Sum of all the categories at risk above	ries at risk abo	ve								
2 LWDA Eligible Youth as a percentage of LWDA total	as a percentago		population							

Troposed Memodology to define WDA mgn content ation of cirginic fourth	Sy to define we	angii coilceil	ation of Eligi	nie routii		12				
				City of Little Rock	e Rock					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
City of Little Rock	197,881	26,874	208	3,038	954	533	114		2,709	5,828
Total LWDA	197,881	26,874	208	3,038	954	533	114	173	2,709	5,828
Total State	3,013,825	438,860	5,240	38,501	8,716	13,808	2,430	2,874		106,559
						LWDA Eligible Youth	ole Youth 1			40,731
						LWDA Risk factor <sup>2</sup>	factor 2			20.58%
100										
1 Sum of all the categories at risk above	ories at risk abo	ve								
2 LWDA Eligible Youth as a percentage of LWDA total population	as a percentag	e of LWDA total	population							

Proposed Methodology to define WDA High Concentration of Eligible Youth	ogy to define WI	OA High Concent	ration of Eligi	ble Youth	3-40-8					
			Ш	Eastern Arkansas LWDA	sas LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
Crittenden	48,342	7,260	86	101	457	184	32	85	1,164	2,864
Cross	16,676	2,198	27	21	7	105	25	19		
Lee	8,985	1,102	18	9	25	2	9	13	121	494
Phillips	18,029		89	10	47	54	35	45	451	2,021
St. Francis	25,439	3,234	49	39	47	37	22	43		1.583
Total IWDA	117 471			177	583			200		
Total LWDA	117,471			177				202		
Total State	3,013,825	438,860	5,240	38,501	8,716	13,808	2,430	2,874	61,342	106,559
						LWDA Eligible Youth	ole Youth 1			28,433
						LWDA Risk factor <sup>2</sup>	factor 2			24.20%
1 Sum of all the categories at risk above	gories at risk abo	ve								
2 LWDA Eligible Youth as a percentage of LWDA total	h as a percentag		population							

Proposed Methodology to define WDA High Concen-	ogy to define wu	A High Concent	tration of Eligible Youth	Die Youth						
			ŭ	Northeast Arkansas LWDA	nsas LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
Clay	14,847	1,852	9	0	27	33	19		337	550
Craighead	108,558		154	847	328	397		86	2,887	3,509
Greene	45,325		51	276	213	318	84	54		
Lawrence	16,434	2,393	16	27	25	151	20	22		
Mississippi	41,239	6,162	75	121	115	208	36	72	918	2,411
Poinsett	23,974		26	69	26	297	73	33	671	1,241
Randolph	17,948	2,275	6	169	34	87	26	21	400	
I otal LWDA	268,325	39,517	367	1,509		1,791	326	314	6,872	10,588
Total State	3,013,825	438,860	5,240	38,501	8,716	13,808	2,430	2,874	61,342	106,559
						LWDA Eligible Youth	ole Youth 1			62,082
						LWDA Risk factor	factor 2			23.14%
1 Sum of all the categories at risk above	gories at risk abov	/e								
2 LWDA Eligible Youth as a percentage of LWDA total	h as a percentage		population							

			Nort	North Central Arkansas LWDA	ansas LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners -	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under	Special Education - School Age	Poverty - Age 5-17 in Families
Cleburne	24,965	2,724	17	26	34	169	21	24	537	772
Fulton	12,269		2	7	11	54	23	00	234	480
Independence	37,678		33	522	55	250	31	30	925	H
Izard	13,593	1,497	н	15	14	30	21	7	239	
Jackson	16,811	2,073	23	31	15	126	23	33	372	713
Sharp	17,366			19	m	82	38	18	356	
Stone	12,457	1,358		5	80	4	14	17	252	
Van Buren	16,603	1,870	11	35	4	212	10	6	364	626
White	78,727	13,222	100	380	39	321	57	83	1,737	2,676
Woodruff	6,490	806	7	2	0	96	20	11	127	
Total LWDA	236,959	32,435	213	1.042		1.344	258	240	5.143	8 972
Total State	3,013,825	438,860	5	38,501	8,716		2	2,874	61,342	11
						LWDA Eligible Youth	le Youth 1			49,830
						LWDA Risk factor	factor 2			21.03%

			No	Northwest Arkansas LWDA	ISAS LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under	Special Education - School Age	Poverty - Age 5-17 in Families
Baxter	41,619	4,154	40	32	128	165	18	28	578	1,048
Benton	272,608	(1)	402	6,492	066	995	71	212	2	5,588
Boone	37,480	4,642	51	49	64	353	30	28		1,168
Carroll	. 28,223		42	860	43	357	19	25		1,077
Madison	16,481	2,119	47	139	12	92	22	17	257	999
Marion	16,722	1,598	7	4	8	225	ĸ	00	260	614
Newton	7,805	904	2	1	4	158	5	80	156	346
Searcy	7,958	006	5	9	3	70	4	7	198	398
Washington	236,961	46,996	464	9,348	1,055	914	177	727	4,806	6,281
Total I WDA	665 847	102 880	1 060	16 931	2 307	3 320	340	9	12 808	17 195
Total State	3,013,825		5,240	38,501	8,716		2,430	2,874	61,342	
						LWDA Eligible Youth <sup>1</sup>	le Youth 1			157,409
						LWDA Risk factor	actor 2			23.64%

Population Age   Popu				3	Western Arkansas LWDA	sas LWDA					
8,625 90 601 156 318 63 753 2,440 13 30 60 115 24 11 2,856 14 37 19 332 48 34 2,544 15 220 20 51 16 19 1,303 7 123 22 56 14 15 18,305 157 3,411 551 431 281 132 36,073 296 4,422 828 1,303 446 264 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6		Population	Population Age 14-24		English Language Learners -	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Women Under	Special Education - School Age	Poverty - Age 5-17 in Families
in 17,810 2,440 13 30 60 115 24 11 21,737 2,856 14 37 19 332 48 34 20,049 2,544 15 220 20 51 16 19 10,319 1,303 7 123 22 56 14 15 10,319 1,303 157 3,411 551 431 281 132  WDA 261,074 36,073 296 4,422 828 1,303 446 264	Crawford	63,406			601	156		63	53		3,090
20,049 2,544 15 220 20 51 16 19 13 10 10 19 10 19 10 19 10 19 10 19 10 10 10 10 10 10 10 10 10 10 10 10 10	-ranklin	17,810			30	09		24	11		HO DOW
20,049 2,544 15 220 20 51 16 19 10,319 1,303 7 123 22 56 14 15 127,753 18,305 157 3,411 551 431 281 132  LWDA 261,074 36,073 296 4,422 828 1,303 446 264  State 3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6  LWDA Eligible Youth <sup>1</sup> IWDA Risk factor <sup>2</sup>	-ogan	21,737			37	19		48	34		
tian 10,319 1,303 7 123 22 56 14 15  LWDA 261,074 36,073 296 4,422 828 1,303 446 264  State 3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6	olk	20,049			220	20		16	19	431	1,115
261,074 36,073 296 4,422 828 1,303 446 264 3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6	cott	10,319		7	123	22		14	15	192	
261,074 36,073 296 4,422 828 1,303 446 264 3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6	ebastian	127,753	18,305	157	3,411	551	431	281	132	2,703	5,103
261,074 36,073 296 4,422 828 1,303 446 264 3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874 6 LWDA Eligible Youth 1											
3,013,825 438,860 5,240 38,501 8,716 13,808 2,430 2,874  LWDA Eligible Youth 1  LWDA Risk factor 2	otal LWDA	261,074							264	5,609	11,496
LWDA Eligible Youth <sup>1</sup>	otal State	3,013,825		5,240					2,874	Ф	
							LWDA Eligib LWDA Risk 1	ole Youth 1 factor 2			60,737 23.26%

			Wes	West Central Arkansas LWDA	ansas LWDA					
	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
Clark	22,061	2,657	27	70	18	14	S	28	342	200
Conway	20,891		34	73	26	208	34	25	478	868
Garland	99,154	П	191	820	2	518	53	98	H	3,369
Hot Spring	33,701	4,401	42	122	26	137	25	34		1,045
Johnson	26,742		27	675	22	188	12	27		1,062
Montgomery	8,924		5	10	0	57	2	5		419
Perry	10,352	1,318	14	. 25	1	27	9	7		357
Pike	10,673	1,386	13	149	5	118	e	12	294	413
Pope	64,000	11,361	9/	852	73	441	28	64	1,422	2,016
Yell	21,535	2,907	23	804	22	118	34	26	687	995
Total LWDA	318,033	46,380	452	3,600	459	1,826	202	314	7,009	11,244
Total State	3,013,825	438,860	5,240	38,501	8,716	13,808	2,430	2,874		106,559
						LWDA Eligible Youth	ole Youth 1			71,486
						LWDA Risk factor <sup>2</sup>	factor <sup>2</sup>			22.48%
Sum of all the ca	1 Sum of all the categories at risk above	Ve								
2 LWDA Eligible Youth as a percentage of LWDA total population	uth as a percentage	e of LWDA total	opulation							

Population Age 14-24         English School Age 12-anguage 14-24         Language 1-anguage 14-24         Invenile Age 12-anguage 14-24         Forster Care Age 12-Age 12 and over 14-24         Births to School Age 14-24         Forster Care Age 12-Age 12 and over 14-24         Age 20 and over 14-24         School Age 12-Age				on	Southwest Arkansas LWDA	usas LWDA					
bia 5,277 647 66 4 1 72 2 1 78 bia 23,537 5,165 32 55 55 61 20 24 400 1 7,182 878 4 14 3 16 7 4 96 cd 13,341 1,790 13 323 16 12 8 16 394 1 dd 13,341 1,790 13 323 16 35 8 16 394 1 tte 6,682 798 10 0 12 12 18 58 diver 12,326 1,527 11 25 0 35 8 13 240 a 8,326 99 66 198 72 38 32 631 2 diver 13,360 2,866 47 58 71 44 12 30 44 1 17,139 2,587 52 28 1,049 10 27 3 79 84 1 39,126 5,097 52 225 131 171 52 45 61 34 10  WDA 221,875 30,981 379 2,444 549 768 175 217 3,843 10  IWDA E11,332 43,860 5,240 38,501 8,716 13,808 2,430 2,874 61,342 106	Zalhoun		Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
23,537         5,165         32         55         61         20         24         400         1           7,182         878         4         14         3         16         7         4         96         1           7,182         878         66         580         62         141         10         21         384         1           13,341         1,790         13         323         16         55         8         16         394         1           6,682         1,734         1,790         13         323         16         55         8         16         394         1           12,326         1,527         11         25         8         15         38         32         631         2           43,526         985         11         45         0         37         38         32         44         1           8,326         2,866         47         58         7         44         12         38         44         1           17,139         2,587         28         1,049         10         62         14         58         68         1           4<	"Alimbia	5,277	647	9	4	1	72	2	1	78	144
1         7,182         878         4         14         3         16         7         4         96           21,741         2,885         66         580         62         141         10         21         384         1           13,341         1,790         13         323         16         55         8         16         394         1         394         1           6,682         798         10         0         12         1         58         58         1         58         58         1         58         58         1         58         58         1         58	Columbia	23,537	5,165		55	57	61	20	24	4	1,145
4         21,741         2,885         66         580         62         141         10         21         384         1           13,341         1,790         13         323         16         55         8         16         394         16           6,682         798         10         0         0         12         1         5         58           12,326         1,527         11         25         8         13         240         58           12,326         1,527         11         25         8         72         38         32         631         2           8,326         985         11         45         0         27         38         32         631         2           8,326         985         11         45         72         38         37         149         28           17,139         2,587         52         22         131         171         52         45         684         1           4         3,013,825         438,860         5,240         38,501         8,716         13,808         2,430         2,874         61,342         106           1	Jallas	7,182	878	4	14	3	16	7	4		319
13,341	Hempstead	21,741	2,885	99	580	62	141	10	21		1,309
6,682         798         10         0         0         12         1         5         58           12,326         1,527         11         25         0         35         8         13         240           43,592         5,756         99         66         198         72         38         32         631         2           8,326         985         11         45         0         27         3         7         149         2           23,606         2,866         47         58         71         44         12         30         441         1           17,139         2,587         28         1,049         10         62         14         19         288           17,139         5,097         52         225         131         171         52         45         684         1           4         221,875         30,981         37,96         2,444         54         17         3,843         10           5,240         38,501         8,716         13,808         2,430         2,874         61,342         106           1,342         1,34         1,34         1,34 <t< td=""><td>Howard</td><td>13,341</td><td>1,790</td><td>13</td><td>323</td><td>16</td><td></td><td>80</td><td>16</td><td></td><td>695</td></t<>	Howard	13,341	1,790	13	323	16		80	16		695
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uth 1		013,825	438,860	5,240	38,501	8,716			2,874		106,559
2							LWDA Eligit	ole Youth 1			49,884
							LWDA Risk	factor 2			22.48%

Arkansas 17,769 Ashley 20,046 Bradley 10,897 Chicot 10,438 Cleveland 8,018	Population Age 14-24 9 2,217		utiledst Alkal	southeast Arkansas LWDA					
pu pu		Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under	Special Education - School Age	Poverty - Age 5-17 in Families
pu		37	105	26	78	15	27		702
pu			232	22	59	17	21		905
pu		13	230	22	20	6	13		520
pui			87	9	4	S	16	173	683
		4	22	0	27	5	9		259
	1,534	37	129	6	18	O	18		826
Drew 18,328		26	75	23	32	22	24		
Grant 18,188	3 2,354	39	123	24	62	11	11		
Jefferson 68,114	10,382	261	129	368	182	84	81		3,643
Lincoln 13,383	3 1,909	16	69	4	30	∞	11	154	423
Total LWDA 196,693	3 28,094	467	1,201	504	512	185	228	3,804	90'6
Total State 3,013,825	5 438,860	5,240	38,501	8,716	13,808	2	2,874		106,559
					LWDA Eligible Youth	ole Youth			44,060
					LWDA Risk factor <sup>2</sup>	factor <sup>2</sup>			22.40%
1 Sum of all the categories at risk above	ve								

## For Consideration of the Arkansas Workforce Development Board Strategic Planning Committee

September 25, 2019

**AGENDA ITEM 7 – ACTION:** Sector and Regional Planning Policy

**INFORMATION/RATIONALE**: One of the functions of the Arkansas Workforce Development Board found in 20 CFR § 679.130 and under WIOA sec. 101(d) is assisting the Governor in the:

"Development and continuous improvement of the workforce development system, [including the] development and expansion of strategies to meet the needs of employers, workers, and job seekers particularly through industry or sector partnerships related to in-demand industry sectors and occupations.

To further this effort, Arkansas Division of Workforce Services staff seek approval from the AWDB regarding the goal to establish state-level support for Sector Strategies mirroring those found in the State of Colorado.

This strategy, if approved, would also be incorporated into the WIOA State Plan Updates.

### Sector Strategy- Continuous Improvement Strategy

### Progression of Continuous Improvement under WIOA-

February 9, 2017- Release of Issuance PY16-10 to Local Workforce Development Boards-"Guidance for Implementation of Sector Strategies under the Workforce Innovation and Opportunity Act"

https://www.dws.arkansas.gov/src/files/PY16-10-Guidance-for-Implementation-of-Sector-Strategies-under-the-WIOA.pdf

June 8, 2018- Release of Issuance PY17-09 to Local Workforce Development Boards-"Applications for Regional Planning and Industry/Sector Partnerships Funding Assistance"

https://www.dws.arkansas.gov/src/files/PY-17-09-LWDB-Assistance-Proposals-Issuance.pdf

CURRENT- Planning adjustments to Regional planning fund requirements, including increased allotments (funding permitted) and reporting requirements that would allow Arkansas to report on Sector Strategy implementation.

#### Quick GAP between AR and CO information, based on the website:

Colorado Web Page	Key Content	Currently Available at ADWS	Next Steps and Additional Requirements
Sector Partnerships	Map of Active Sector Partnerships	Not Available	ADWS would require LWDB receiving Sector Planning funds to provide a list of engaged employers in the sector partnerships and how this aligns with local plans.
Sector Partnerships Community of Practice	Webinars by Sector	Not Available	ADWS and LWDBs would need to establish the sector partnerships before this would be feasible, so no change in current strategy.
Sector Partnership Directory	For each Sector Partnership established: POC, Chairs, web pages for the sector, local area, Conveners	Not Available	Currently, ADWS would require LWDB receiving Sector Planning funds to provide a list of engaged employers in the sectors in their reporting. We would need to provide additional support or funding to establish a web page for each sector as a later improvement.
Colorado Web	Key Content	Currently	Next Steps and Additional
Page		Available at	Requirements

## Sector Strategy- Continuous Improvement Strategy

		ADWS	
Sector Partnership Technical Assistance	Contact information for TA and resources	Access to Technical Assistance from Staff and other resources could be gathered and provided on a similar web page	
Industry Intermediary Consortium	List of engaged Trade Associations		This might not be necessary at first.  ADWS could provide the information in the Sector Partnership page, for each partnership the association is participating. A strategy should be considered for developing and sustaining relationships with industry associations and professional associations (i.e., SHRM, etc.). This provides an opportunity for broadened industry impact across several companies in a region. Currently, ADWS would require LWDBs receiving Sector Planning funds to report Trade Associations similarly to engaged businesses.
Statewide Education Sector Partnership	NA	NA	NA- No similar statewide sector partnerships are in place, but might result from further efforts.
Business Engagement Guide	Overview and Access to a 31 pg document for engagement	TPMA study material and other resources are currently available to share on a similar website	*Could be combined with the Technical Assistance page

## Sector Strategy- Continuous Improvement Strategy

## Phased in Strategy – $\underline{\text{Incorporated into the WIOA State Plan if approved}}$

Phase I	Phase II	Phase III	Phase IV
Complete	Relatively Administrative	Mostly	Mostly
		Administrative	Administrative
Guidance to	Increase Funding Levels	Establish web pages:	Add Sector Meeting
LWDBs and	Available and allow	Technical Assistance	information on the
Initiation of	flexibility for Sector OR	(and resources)	individual Local WDB
Sector Planning	Regional Planning	Business	pages we have
Funds		Engagement Guide	already established,
	Add requirements to engage	Sector Partnerships	which would mirror
	at least 3 employers,	Sector Partnership	the "community of
	establish chairs, support	Directory to mirror	practice" page in
	meetings and conventions,	Colorado resources	Colorado
	engage trade associations,		
	report participating		
	businesses and associations,		
	and post meeting materials		
	on their website.		

## For Consideration of the Arkansas Workforce Development Board Program and Performance Evaluation Committee

September 25, 2019

AGENDA ITEM 8 – ACTION: Workforce System Evaluation (U of A)

**INFORMATION/RATIONALE**: As required by 20 CFR § 682.200(d), States must use funds reserved by the Governor for statewide activities to conduct evaluations of activities under the WIOA title I core programs in order to promote continuous improvement, research and test innovative services and strategies, and achieve high levels of performance and outcomes.

ADWS, following input from the AWDB during the July 16, 2019, meeting is currently negotiating a contract for an evaluation with the University of Arkansas. The following requirements are the basis of the negotiation.

ADWS will periodically provide status reports and additional information on this project.

Additionally, we seek approval to include information regarding this evaluation in WIOA State Plan updates, July 1, 2020.

### **Workforce System Evaluation Request**

#### **PURPOSE**

The following evaluations using designs that employ the most rigorous analytical and statistical methods that are reasonably feasible, such as the use of control groups (20 CFR § 682.220) as appropriate:

- A. Local Integration Study- Sample Workforce Innovation and Opportunity Act Title I or Title III participants for 3 Local Workforce Development Areas. This part of the evaluation will focus on two primary areas: 1. Co-enrollment and Co-funding of REQUIRED WIOA Partners and 2. Leveraging of Local Resources available in the Local Workforce Development Area.
  - 1. Sample Workforce Innovation and Opportunity Act Title I and Title III participants for 3 Local Workforce Development 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 listed in 20 CFR § 678.400.
  - 2. For each local area selected, interview leadership to identify partner programs and non-profits that collaborate with the Workforce Centers beyond the list of required partners above. For all partners, required in number 1 and other partners identified in 2, report whether there exists:
    - Memorandums of Understanding between the programs/entities
    - Referral Procedures
    - Training for partners regarding the services provided or alternative print materials to assist in collaboration OR
    - An alternative method to refer clients between the partners effectively
  - 3. Identify and report entities in the selected local areas that provide services to the following targeted populations:
    - Displaced Homemaker
    - Low Income
    - Limited English Proficiency
    - Migrant Worker
    - Disabled
    - Veteran
    - Older Worker
    - Out of School Youth
    - Foster Youth
    - Basic Skill Deficient

### **Workforce System Evaluation Request**

- Ex-Offender
- Single Parent
- TANF Recipient
- SNAP Recipient
- SSDI Recipient
- UI Claimant
- Long-Term Unemployed
- 4. For all programs and services identified in steps 1, 2, and 3, report whether sampled participants were: referred to or co-enrolled in other programs or services.
- B. In the Comprehensive Centers for the 3 Local Areas selected for sampling, report case studies on effectiveness of identifying and closing Skill-Gaps

Interview staff for examples of:

- Skills-gap identification on either the occupation level, based on demand, or the skill-level based on interaction with an employer.
- ii. Determine the services that were provided to address the skills-
- iii. Provide an assessment of the effectiveness of the services provided in closing the skills-gap, if possible.
- C. Review a sample of Arkansas Workforce Centers against the State's certification policy and applicable laws/regulations for four comprehensive centers and two affiliate centers. Each of the six centers selected should be located in different Local Workforce Development Areas and may be selected from Local Workforce Development Areas that overlap the 3 selected above
- D. 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.
- E. Provide evaluation status reports on a monthly basis on overall project goals. These reports will be issued at the end of February, March, April, May, June, and July of 2020.
- F. Provide a preliminary evaluation report by August 15, 2020.
- G. Provide a final evaluation, with results, best practices, and recommendations by September 30, 2020.

## For Consideration of the Arkansas Workforce Development Board Strategic Planning Committee

September 25, 2019

**AGENDA ITEM 9 – ACTION:** WIOA Title I Waiver Requests

**RECOMMENDATION:** It is recommended that the Strategic Planning Committee approve the WIOA Title I Waiver Requests, as recommended by Staff.

**INFORMATION/RATIONALE**: The Secretary of Labor's waiver authority under the Workforce Innovation and Opportunity Act (WIOA) is a tool to promote workforce system innovation and focus on outcomes.

The Department is supportive of waivers that are within the Secretary's waiver authority and where the state can articulate in its waiver request how the proposed waiver will improve job seeker and employer outcomes, or otherwise achieve positive outcomes.

In accordance with USDOL Training and Employment Guidance Letter (TEGL) No. 8-18, staff is requesting approval of the attached waiver recommendations by this Committee. Upon Committee approval, these waiver requests will be presented to the Arkansas Workforce Development Board at the October 15, 2019 meeting.

#### **Arkansas Waiver Requests**

# Waiver of the obligation of eligible training providers to collect performance data on all students in a training program. WIOA Sections 116(d)(4)(A) and 122, and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680

The State of Arkansas is seeking a waiver from the requirements outlined in the WIOA at Sections 116 and 122, and at 20 CFR 677.230 and 20 CFR 680.400 thru 680.530, which require the collection and reporting of performance related data on all students participating in training programs listed on the state's ETPL.

Arkansas is concerned primarily with the impact the reporting requirements have on consumer choice and hard-to-serve participants in need of options. Additionally, we share the concerns of sister-states:

- Ensuring that local areas have sufficient numbers of, and diversity of, training providers necessary to create an effective marketplace of training programs for WIOA participants utilizing ITAs.
- Ensuring fairness in the process of determining training provider eligibility.
- Reducing he burden on training providers to submit performance information to the state which may not be readily accessible.
- Much of the performance information is self-reported through surveys, etc., which
  makes it difficult to get accurate performance data since students may not respond to
  surveys and, as a result, schools may just provide performance information that
  preciously collected without resurveying students.
- Proprietary schools do not currently have a state wide system to report student data and there is no way to automatically match students with other data sources calculate outcomes. This results in large reporting burdens on these types of training providers.
- Propriety schools would have to collect sensitive information, such as social security numbers, etc., on all students for the state to match wage and earnings information on students utilizing ETPL programs, which may leave students open to identify theft, privacy considerations, etc.
- Burden on training providers to collect and provide information on all students once they leave or gradate from the program. Thus the providers choose not to be on the ETPL, which limits consumer choice, especially for proprietary schools.
- Providing information on eligible training programs to WIOA participants in a way that helps them make good decisions about how to use their ITAs.

Waiver to allow the State to lower the local area and statewide reserve out-of-school youth expenditure requirement to 50 percent. WIOA Section 129(a)(4) and 20 CFR 681.410 and Waiver to allow the State to calculate the out-of-school youth requirement at the State level only. WIOA Section 129(a)(4) and 20 CFR 681.410

Arkansas is seeking a waiver from WIOA Section 129(a)(4)(A) and 20 CFR 681.410, which require not less than 75 percent of funds allotted to states under Section 127(b)(1)(C), reserved under Section 128(a), and available for statewide activities under subsection (b), and not less than 75 percent of funds available to local areas under subsection (c), shall be used to provide youth workforce investment activities for OSY.

Arkansas is requesting the following waivers to this statutory and regulatory provision:

- 1. A waiver of the requirement to expend 75 percent of funding on the OSY population. Arkansas is requesting that this percentage be lowered to 50 percent. A waiver of the requirement that local funding must meet the 75 percent minimum expenditure requirement.
- 2. It is requested to allow a state-level Out –of-School Youth target (See #1 above) instead of requiring individual areas to each meet the minimum expenditure requirement.
- 3. A waiver of the requirement to expend 75 percent of Statewide Activities funding on the OSY population. It is requested to eliminate this percentage to allow flexibility of funding for special projects that meet the vision of and mission of the State.

# Waiver to increase on-the-job-training reimbursement up to 90 percent for businesses with 50 or fewer employees. WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720 (b) (Puerto Rico)

Arkansas is requesting a waiver to the current allowable employer reimbursement rate of up to 50 percent of the wage rate of the On-the-Job-Training (OJT) participant for the extraordinary costs of providing training and additional supervision related to the OJT as described in the WIOA Section 134(c) (3)(H)(ii). The waiver require has been developed following the WIOA guidelines in Section189 (i)(3)(B) and the WIOA Federal regulation at 20 CFR 680.720(b).

Arkansas is proposing a sliding scale of reimbursement to the employer based on its size and capability. Under this waiver, the following scale will be implemented: up to 90% reimbursement for employers with 50 or less employees; up to 75% reimbursement for employers with a workforce between 51 and 250 employees. For employers with 251 employees or more, the statutorily defined 50% limit will continue to apply.

The waiver is requested for all WIOA formula funds: Adult, Dislocated Worker, Youth, National Dislocated Worker Grants, as well as other Discretionary grants, as appropriate.

Waiver to allow flexibility in the use of funds reserved by the Governor to provide disaster relief as permitted under Dislocated Worker Grants for disaster relief, including temporary work. WIOA Section 134(a)(2)(A), WIOA Section 134(a)(2)(B) and WIOA Section 134(a)(3)

Arkansas requests a waiver of WIOA Section 134(a)(2)(A), (2)(B), and (3) to add flexibility in the use of the funds reserved by the Governor for use to provide statewide rapid response activities, for use to provide statewide employment and training activities, and to underwrite or fund disaster relief to affected areas of pending National Dislocated Worker Grants.

Under this allowance, Governor's funds would only be used to fund temporary cleanup efforts and will only be made available to local areas impacted under a Federal Emergency Management Agency (FEMA) declaration. Governor's funds allotted to local areas under this waiver, who are subsequently awarded funds under the pending National Dislocated Worker Grants application, will refund the Governor's discretionary funds.

The purpose of this waiver request is to expedite the delivery of temporary cleanup resources and will be limited to one \$200,000 allotment, per Local Area, per qualifying event.

#### Actions undertaken to remove state or local statutory or regulatory barriers

There are currently no state or local statutory or regulatory barriers to implementing any of the requested waivers.