

# WEST CENTRAL WORKFORCE DEVELOPMENT AREA



# Table of Contents

Section 1: Workforce and Economic Analysis .....9

Section 2: Strategic Vision and Goals .....17

Section 3: Local Area Partnerships and Investment Strategies.....22

Section 4: Program Design and Evaluation.....25

Section 5: Compliance.....45

Section 6: COVID Recovery, Readiness, Diversity, and Inclusion.....46

Section 7: Plan Assurances.....50

Appendix A: Organizational Chart .....53

Appendix B: Required Partners .....55

Appendix C: Shared Work Unemployment Compensation Program .....59

Appendix D: Additional Assistant Barrier .....73

Appendix E: Performance Goas.....75

Appendix F: Planning References and Resources.....77

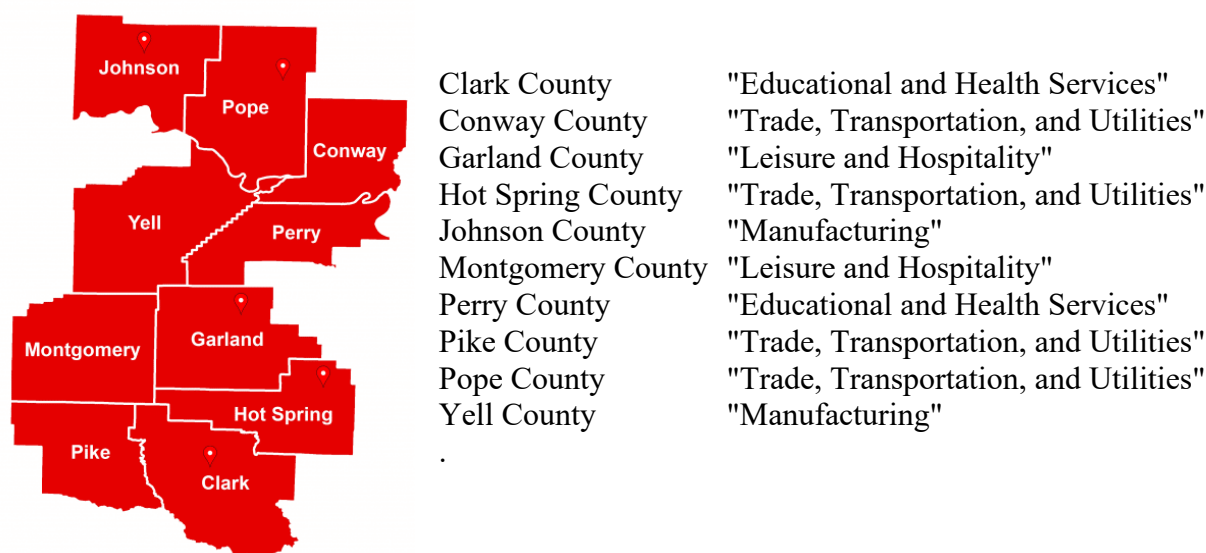
## Section 1: Workforce and Economic Analysis

Please provide a separate response for each of the elements listed below.

- 1.1** Provide an analysis of the economic conditions, including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations.  
[WIOA Sec. 108(b)(1)(A)] and [20 CFR 679.560(a)]

*Note: Per WIOA Sec. 108(c), existing economic regional and/or local area analyses may be used if sourced data and/or derived analyses are economically relevant and current (i.e., within two years of the issuance of this guidance).*

The following chart is a copy of Employment by Industry and County in the West Central Area. As you can see, there is a vast difference in industry from the North vs. South part of the area. We will continue adding breakouts as the analysis continues.



In the West Central area the top three private industries (by Employment) are: 1) Health Care with a projected growth from 2022-2032 of 8.2% ; 2) Retail Trade with a projected growth from 2022-2032 of -0.6%; 3) Manufacturing with a projected growth from 2022-2032 of 2.8%. All of these projected growth percentages are represented by the number of workers versus the number of establishments.

### Top 3 Private Industries (by Employment) in 2022

- |    |               |             |
|----|---------------|-------------|
| 1) | Health Care   | 17,884 jobs |
| 2) | Retail Trade  | 17,190 jobs |
| 3) | Manufacturing | 15,236 jobs |

### Top 10 Projected Growth Industries (2022-2032)

<b>Industry</b>	<b>Actual Growth</b>	<b>Percent Growth</b>
1. Accommodation and Food Services	4,048	31%
2. Health Care and Social Assistance	1,459	8%
3. Administrative and Support and Waste Management and Remediation Services	842	11%
4. Agriculture, Forestry, Fishing, and Hunting	609	7%
5. Arts, Entertainment, and Recreation	521	18%
6. Manufacturing	434	3%
7. Other Services (except Public Administration)	329	4%
8. Professional, Scientific, and Technical Services	275	7%
9. Government	254	1%
10. Educational Services	233	13%

### **2019 Median Household Income Ranked by County**

1) Perry County - \$48,667	6) Conway County - \$42,802
2) Garland County - \$44,777	7) Clark County - \$ 41,620
3) Yell County - \$43,923	8) Pike County - \$40,401
4) Hot Spring County - \$43,889	9) Johnson County - \$38,511
5) Pope County - \$43,462	10) Montgomery County - \$35,741

West Central LWDA Annual Average Wage - \$42,379

Based on data obtained from [statista.com/statistics](https://www.statista.com/statistics) the median household income in the State of Arkansas is \$50784. As compared to the average wage of the West Central Area of \$42,379 we are \$8,405 or 16.6% below the State Median Earnings.

While West Central's current and future industry outlook is similar to Arkansas, there are important areas of distinction.

<b>Top 10 Growth Industries, Ranked by Net Growth</b>				
<b>Industry</b>	<b>Base Year Employment</b>	<b>Projected Employment</b>	<b>Net Growth</b>	<b>Percent Change</b>
Food Services and Drinking Places	8,964	11,133	2,169	24.20%
Ambulatory Health Care Services	5,660	6,719	1,059	18.70%
Social Assistance	3,469	4,397	928	26.80%
Religious, Grantmaking, Civic, Professional, and Similar Organizations	4,619	5,327	708	15.30%
Educational Services	11,169	11,781	612	5.50%
Administrative and Support Services	4,502	5,104	602	13.40%
Amusement, Gambling, and Recreation Industries	1,026	1,500	474	46.20%
Animal Production	1,188	1,603	415	34.90%
Nursing and Residential Care Facilities	3,414	3,809	395	11.60%

Professional, Scientific, and Technical Services	2,126	2,507	381	17.90%
--	-------	-------	-----	--------

Projected Industry Growth				
Industry	Estimated Employment	Projected Employment	Numeric Change	Percent Change
Total All Industries	121,297	131,930	10,633	8.80%
Natural Resources and Mining	4,247	4,998	751	17.70%
Construction	4,422	4,685	263	6.00%
Manufacturing	14,676	15,073	397	2.70%
Trade, Transportation, and Utilities	21,599	22,637	1,038	4.80%
Information	685	629	-56	-8.20%
Financial Activities	3,888	4,214	326	8.40%
Professional and Business Services	7,585	8,616	1,031	13.60%
Education and Health Services	27,287	30,289	3,002	11.00%
Leisure and Hospitality	12,210	15,264	3,054	25.00%
Other Services (except Government)	6,470	7,249	779	12.00%
Government	7,681	7,872	191	2.50%

Source: <https://www.discover.arkansas.gov/>

The West Central Area is projecting and additional 10,633 (8.80%) jobs from 2022 to 2032. Leisure and Hospitality is projected to grow at a higher rate of 25.0% and employ slightly more than the Education and Health Services industry (3,054 vs. 3,002). Furthermore, growth is projected in every single category except Information, which projects a decline to 629 jobs in 2030 from 685 in 2020 (-8.20%).

The West Central Area is very rural in nature. It is easily determined that the top projected industry in our area is determined by tourism. In reference to the Food Services and Drinking Places in the chart on page 4 falls within the Leisure and Hospitality Industry. All ten counties within our area have some form of promotional activities.

Source: <http://www.discoverarkansas.gov>

### Industry Less Growth 2020-2030

	Occupation	Estimated Employment	Projected Employment	Numeric Change	Percent Change
State of Arkansas	Legal Occupations	7,275	7,924	649	8.90%
	Life, Physical, and Social Science Occupations	8,320	8,908	588	7.10%
	Architecture and Engineering Occupations	11,704	12,700	996	8.50%
	Arts, Design, Entertainment, Sports, and Media Occupations	14,897	16,417	1,520	10.20%
	Computer and Mathematical Occupations	25,975	29,734	3,759	14.50%

West Central Area	Information	685	629	-56	-8.20%
	Government	7,681	7,872	191	2.50%
	Manufacturing	14,676	15,073	397	2.70%
	Trade, Transportation, and Utilities	21,599	22,637	1,038	4.80%
	Construction	4,422	4,685	263	6.00%

The industry which will have the lowest rate of growth in the West Central Area is Information. This can be explained by the companies may be subcontracting a lot of their work to outside sources. The industry which will have the lowest rate of growth in Arkansas according to Discover.Arkansas.gov is Legal Occupations, which has changed from Utility in the past four years.

**1.2 Provide an analysis of the knowledge and skills required to meet the employment needs of the employers in the local area, including employment needs for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B)] and [20 CFR 679.560(a)]**

One of the greatest challenges facing West Central's workforce is the fact that it has one of the lowest levels of education in the nation. For example, the <https://fred.stlouisfed.org/> has Arkansas ranked at 49<sup>th</sup> in the number of adults with a bachelor's degree or more.

The 10-county area can be distinguished into two separate data analytic areas due to the difference in geography, rural, urban, business, and industry, and being separated by 50 miles of National Forest. The population by chart below is segregated into two distinct service delivery areas. Chart that follows will also support the differentiated service delivery areas.

County	Population	County	Population
Clark	22,341	Conway	20,895
Garland	99,043	Johnson	26,475
Hot Spring	33,667	Perry	10,342
Montgomery	8,964	Pope	63,926
Pike	10,714	Yell	21,425
Total	174,729	Total	143,063

There is a notable difference by county as well from the North and South part of the area. That difference includes the population, largest industry sectors, educational attainment, and earnings. These differences necessitate a customized delivery of services for business and industry for the northern and southern five counties.

**Northern**

Education Level	2019 Population	2020 Population	2019 % of Population
Less Than 9th Grade	8,375	8,502	10%
9th Grade to 12th Grade	9,609	9,524	12%
High School Diploma	24,379	37,708	30%
Some College	19,030	19,111	23%
Associate's Degree	4,505	4,486	5%
Northern	10,876	10,961	13%
Graduate Degree and Higher	5,535	5,483	7%
	82,309	95,775	100%

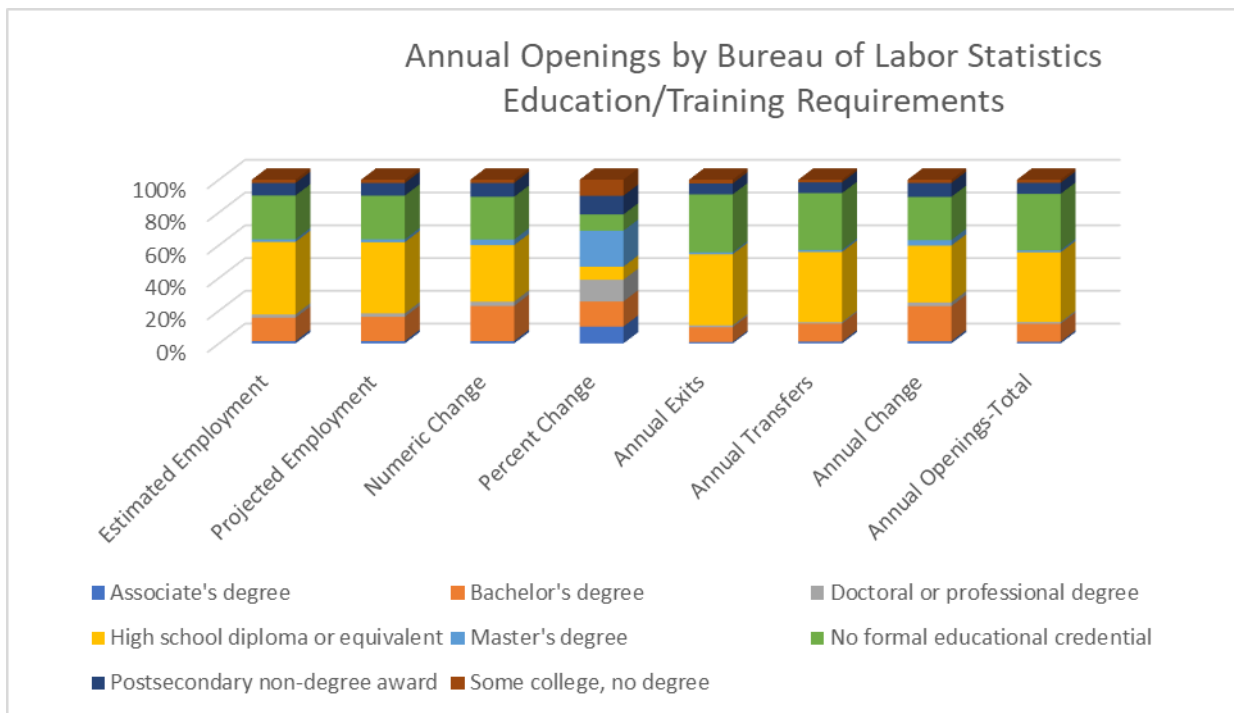
**Southern**

Education Level	2019 Population	2020 Population	2019 % of Population
Less Than 9th Grade	6,592	6,760	5%
9th Grade to 12th Grade	11,470	11,563	9%
High School Diploma	41,587	41,569	34%
Some College	31,440	31,491	25%
Associate's Degree	10,326	10,395	9%
Bachelor's Degree	14,401	14,391	12%
Graduate Degree and Higher	7,840	7,821	6%
	123,656	123,990	100%

Source: Discover.arkansas.gov

There are obvious differences when the educational attainment is viewed by county. It clearly illuminates the need for an increased focus on adult education, on the job training and other educational and employment services. Please note that the cities that are a home to a two or four year institution of higher learning have a population with a notable difference in educational attainment. For example, Russellville in Pope County 83% of the population have a high school diploma or higher educational attainment. Yell County, which is located across the Arkansas River, has a population of 76% with a high school diploma or higher. However, 25% did not complete high school. This type of information can be used to devote funds and targeted services to areas that demonstrate the largest need.

In the Southern West Central area, Clark County is home to a private and public four-year university and as the chart below indicates 55% of the population has some college and above, with 15% below high school. This information can be used to target those with some college to complete an associate degree program in line with industry needs in the area. Pike County has 22% of the population below high school level and only 20% with an associate degree and higher.



As indicated in the chart above, the overall annual openings are heavily trending toward high school diploma/equivalent or no formal educational credential. The progress toward training in the trades occupations is one of the largest needs in the West Central area. This has been brought to the attention of the educational institutions in the West Central area in and an effort is currently underway for these to offer such training.

It is clear by the charts below, that the West Central's region projected employment growth by education level is not going to trend toward the higher paying occupations. The overwhelming population shows a High School Equivalent or less as their educational attainment. This leaves West Central on the lower end of the higher paying occupations although statewide it is clear the twin forces of automation and globalization continue to create more opportunities for those with postsecondary education while the number of occupations available for those with a high school diploma or less continues to decrease.

Using population, educational data, employment projections, economic development sectors and emerging industries and occupations can further define need and target services that can further direct services and training dollars.

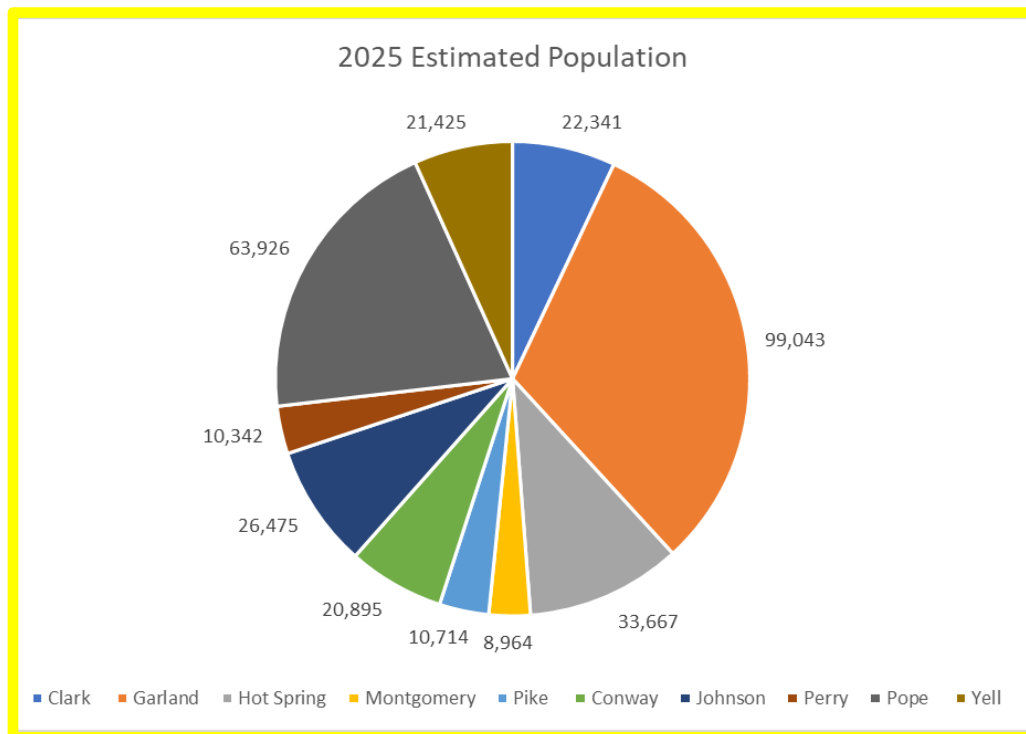
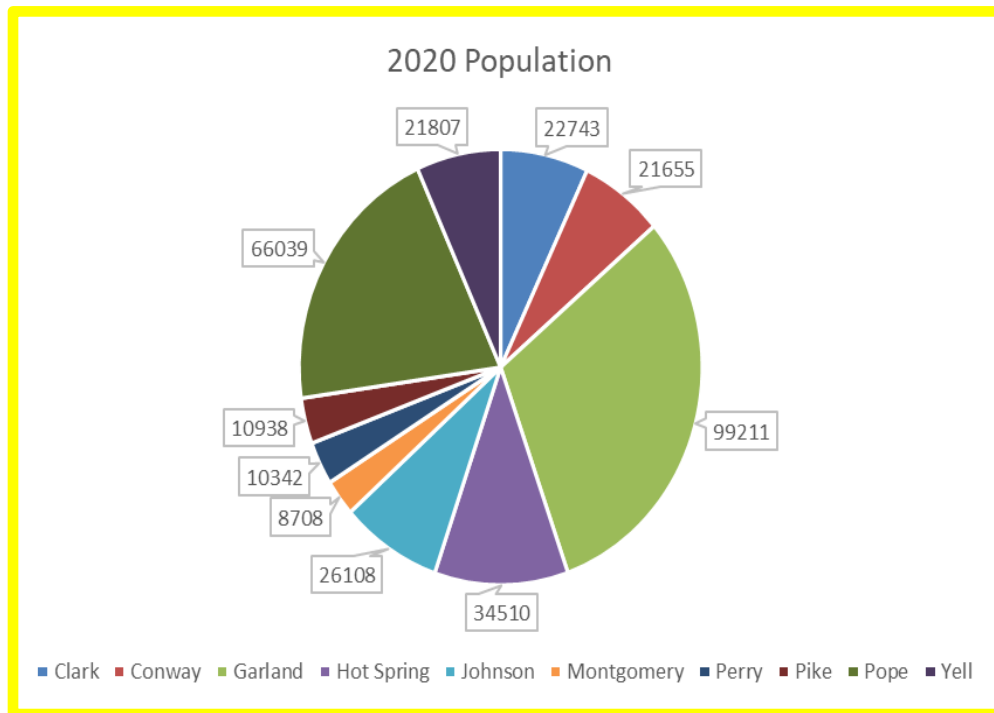
- 1.3 Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment.

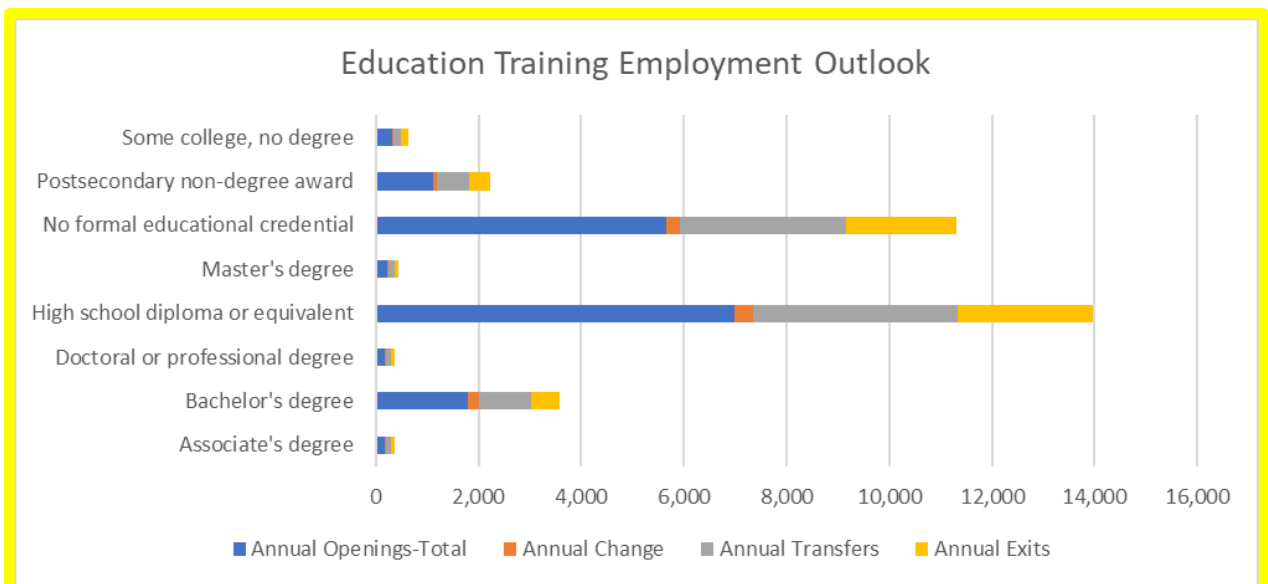
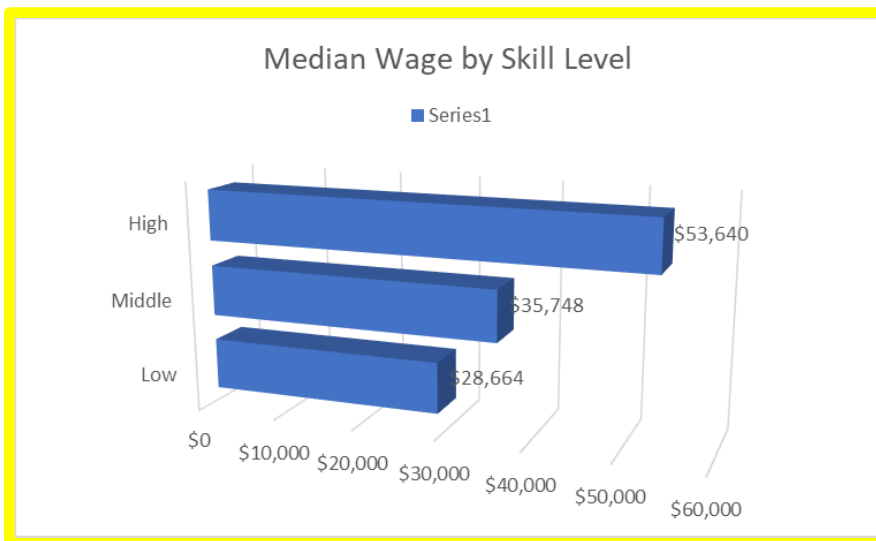
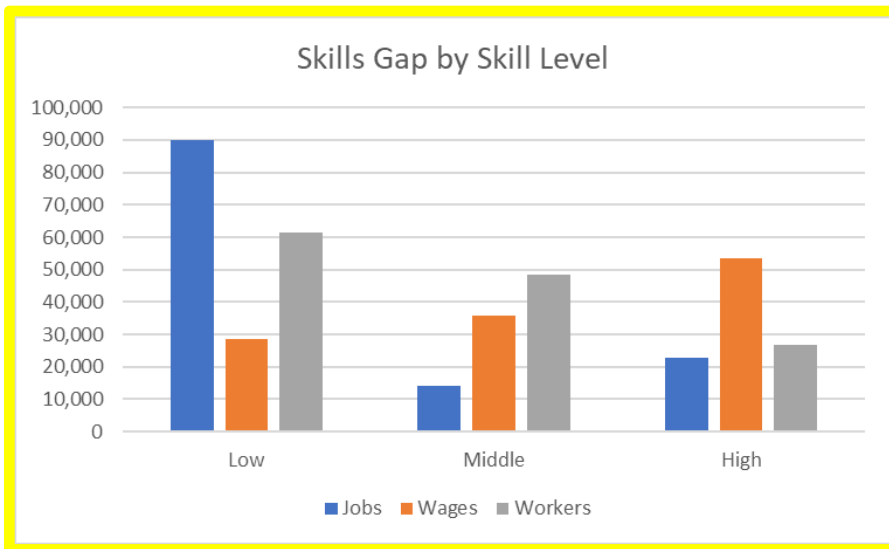
**[WIOA Sec. 108(b)(1)(C)] and [20 CFR 679.560(a)]**

Population data conducted from 2020 to 2025 shows an estimated decrease of 4,269 people. This indicates a consistent workforce for those that are willing to work in the future. An aging workforce is a dramatic change and the one which has the greatest implications for workforce in the region. The ratio of aged persons to youth is expected to rise. This slight decrease in the number and proportion of aged persons has big implications for health and social services, education, available workforce, and

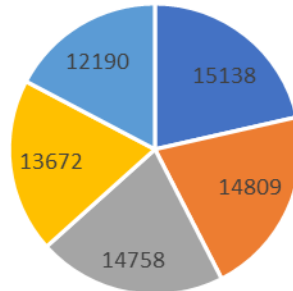


other areas.



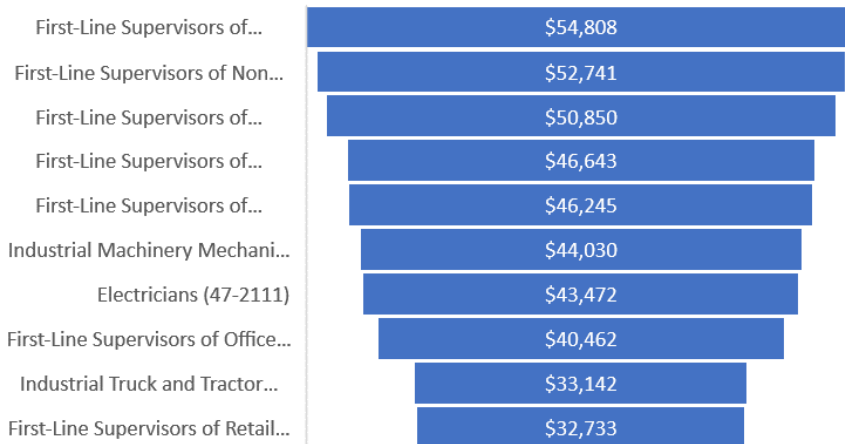


### Top 5 Skills by Education/Training Bachelor's degree

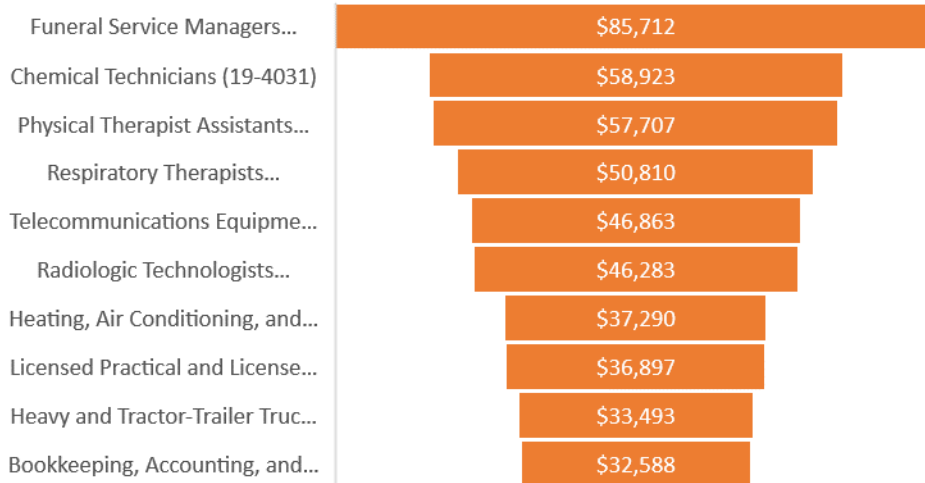


■ Speaking ■ Reading Comprehension ■ Active Listening ■ Critical Thinking ■ Writing

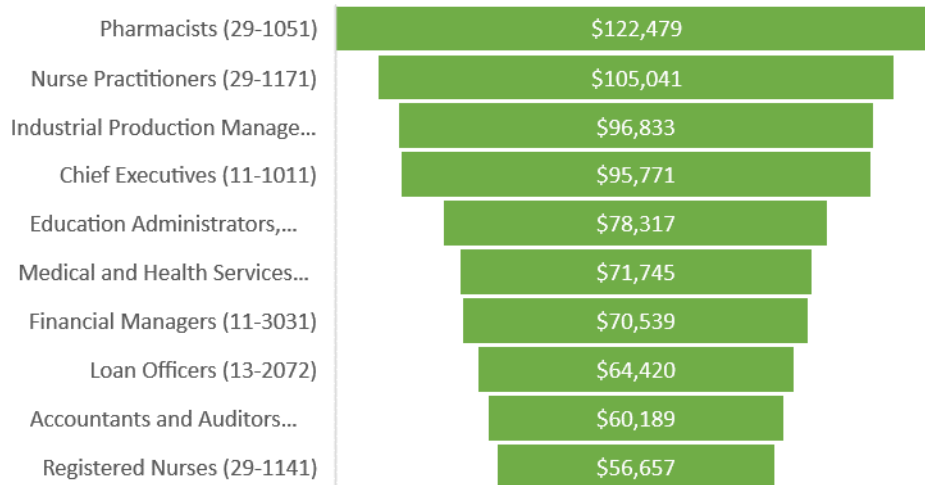
### Top 10 Occupation by Low Skill Level



### Top 10 Occupation by Middle Skill Level



### Top 10 Occupation by High Skill Level



## Unemployment Rates and Labor Force Statistics

**December 2022**

LWDA/County	Civilian Labor Force	Number of Employed	Number of Unemployed	Unemployment Rate	Rank
West Central Arkansas	127,194	122,763	4,431	3.50%	
Clark County	8,537	8,188	349	4.10%	9
Conway County	8,402	8,131	271	3.20%	4
Garland County	40,743	39,301	1,442	3.50%	5
Hot Spring County	13,530	13,135	395	2.90%	1
Johnson County	10,074	9,714	360	3.60%	8
Montgomery County	2,650	2,519	131	4.90%	10
Perry County	4,117	3,993	124	3.00%	2
Pike County	3,993	3,873	120	3.00%	3
Pope County	27,404	26,436	968	3.50%	6
Yell County	7,744	7,473	271	3.50%	7

Source: [www.discoverarkansas.gov](http://www.discoverarkansas.gov)

## 12-Month Change in Unemployment Rates by County, Not Seasonally Adjusted

County	December 2021	December 2022	12-month net change
<b>Clark County</b>	3.2	4.1	0.9
<b>Conway County</b>	2.8	3.2	0.4
<b>Garland County</b>	3.3	3.5	0.2
<b>Hot Spring County</b>	2.6	2.9	0.3
<b>Johnson County</b>	3.4	3.6	0.2
<b>Montgomery County</b>	4.3	4.9	0.6
<b>Perry County</b>	3.1	3	-0.1
<b>Pike County</b>	3.2	3	-0.2
<b>Pope County</b>	2.8	3.5	0.7
<b>Yell County</b>	2.9	3.5	0.6

Source: <https://www.bls.gov/>

- 1.4. Provide an analysis and description of workforce development activities, including type and availability of education, training, and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the education and skill needs of the workforce and the employment needs of employers in the region.  
[WIOA Sec. 108(b)(1)(D)] and [20 CFR 679.560(a)]

West Central's workforce development activities are coordinated through the following state agencies: the Arkansas Division of Workforce Services, Department of Human Services, and Division of Services for the Blind. These agencies are responsible for all the core and non-core programs included in the local plan. These agencies are also represented on the local workforce development board.

The Division of Workforce Services oversees Titles I – Workforce Development Activities, II – Adult Education and III – Amendments to the Wagner-Peyser Act and IV – Vocational Rehabilitation. Services provided through these Titles includes: Workforce Innovation and Opportunity Act, Job Service, Jobs for Veterans State Grant, Trade Adjustment Assistance, Temporary Assistance for Needy Families, and Unemployment Insurance (UI), Vocational Rehabilitation Services, Services for the Blind. The Temporary Assistance for Needy Families program has supported the Career Pathways Initiative since inception in the early 2000's.

Arkansas Workforce Centers are at the forefront of the workforce activities, and represents West Central's version of the American Jobs Center. West Central has four workforce centers across the area providing access to many Arkansans. One comprehensive center is located in Hot Springs. The three affiliate centers are located in Malvern, Morrilton and Russellville.

The Arkansas Workforce Centers are overseen at the local workforce development board. The Local board is comprised of local businesses, labor, partner agencies, and other key stakeholders to create a diverse and functional group. The boards, in alignment with the States' vision, provide front line strategic implementation for state-wide initiatives in addition to their locally-determined priorities. State initiatives include sector strategies, career pathway development, and delivery of standardized business services. Local priorities include layoff aversion, specific career pathway development, youth programs, targeted sector partnerships, work-based learning, and others.

Local boards are tasked with procuring a one-stop operator for the daily operation of their prospective center(s) in accordance with WIOA 121(d). These boards carry out workforce activities by partnering locally through Memorandums of Understanding to implement core, non-core, and other partner programs.

Typical customers entering the center are engaged by an intake process that is designed to identify the needs of the individual by gathering information and then utilizing the appropriate resources for those needs. In some cases, the resources are initiated by a referral to a partner program. Customers are given solutions and next steps to their questions, barriers, and issues by connecting directly with the appropriate workforce system partner as part of this philosophy.

Each of the comprehensive workforce centers in the West Central area provide consumers the same access to the Internet to search for jobs as a sighted person seeking services from workforce centers. Department of Human Services, Division of Services to the Blind provides training to workforce center staff and clients.

Adult Education Section funds 11 local adult education programs, five community-based and/or privately operated literacy councils, through state and federal grants in the West Central Area. The service delivery systems are diverse. Programs are funded through a variety of local administrative entities, including public schools systems, community based organizations, colleges, community colleges, technical institutes, and the Arkansas Department of Corrections. Local programs provide adult education services such as teaching academic skills to people who function from beginning reading through a 12<sup>th</sup> grade functioning level and English as a Second Language. These services are free and provided in classes held in locations throughout each program's service area. Additional programs such as family literacy and workforce Alliance for Growth in the Economy are also offered in workplaces, adult education facilities, and correctional institutions. To date in the 22/23 program year, 6,999 adult and youth Arkansas received services from programs receiving adult education

funding; 1854, or 26 percent were English as a Second Language students and 650 or 9 percent were individuals in institutional settings such as correctional facilities or community corrections programs.

### **Workforce System Services – Unemployed and Underemployed**

Arkansas Workforce Centers offer the full array of career services outlined in WIOA 134(c)(2) for unemployed and underemployed jobseekers. Career services available at the centers vary because of local area inflexion and needs of particular communities. Basic career services are available at all centers throughout the West Central region. Each center has computers, printers, copiers, printed resources, and staff to assist jobseekers. Many of the services, including Arkansas Job Link and Discover Arkansas Labor Market Information Portal, can be accessed virtually though the internet via computer, smart phone, or tablet. Arkansas Job Link is the state job matching system and the virtual one-stop-shop where Arkansans can centralize all their career search activities. It allows jobseekers to self-enter his/her resume(s) and job search 24/7. Arkansas Job Link also provides access to a toolbox of job search assistance links, including career exploration, training resources, self-marketing tools, Unemployment Insurance information, and additional job banks. The built-in event calendar communicates upcoming hiring events, job fairs, and other workforce activities. Discover Arkansas Labor Market Information Portal is beneficial to employers and jobseekers alike. They can obtain labor market information on Industry, Wage, Occupation, and Employment. They can also access other career resources, publications and the Labor Market Information Library.

### **Jobseeker Services**

Individualized career services within the Arkansas Workforce Centers vary across the region, but all the offices offer a full line of activities to prepare jobseekers for the modern workforce. They address many of the soft skills and technical skills training Arkansas employers require such as:

- Labor exchange services must also provide labor market information to the individuals seeking services. The information must be accurate and include information on local, regional and national labor markets, such as: job vacancies, skills necessary to obtain the jobs, in-demand occupations and related earning potential and opportunities for advancement in those occupations
- Workforce Centers provide the following career services: outreach, intake and orientation, initial assessment, Labor exchange services, eligibility determination, referrals to programs, performance and cost information, information on unemployment insurance, financial aid information and follow-up services
- Workforce Centers and partners must provide appropriate services for individuals to obtain or retain employment. These services include, but are not limited to: individual employment plan (IEP), individual service strategy (ISS) career planning and counseling, comprehensive assessment, occupational skills assessment, short-term prevocational services, internship and work experience, including transitional jobs and industry partnerships, workforce preparation, out-of-area job search, English language acquisition and financial literacy

The State is a member of the America's Job Link Alliance for job matching. Jobseekers as well as employers utilize this data base for employment purposes. Arkansas Job Link provides self-service, case management, fiscal management, reporting, and more. Arkansas is one of several states that belong to the alliance. Currently, Arkansas Job Link supports some of the partner programs.

### **Training Services**

Career services are not always enough to enable job seekers to obtain self-sufficient employment. In some instances, formal training is required. Arkansas Workforce Centers offer multiple training services such as: occupational skills training, on-the-job training registered apprenticeships, incumbent worker training, skill

upgrading and retaining, entrepreneurial training, and adult education and activities.

Training services are funded through Workforce Innovation and Opportunity Act Title I programs, Pell Grants, partner programs, and state and local grants. West Central Workforce Development Board is responsible for establishing and implementing local policies for eligibility, Individual Training Account limits, and the identification of in-demand sectors or occupations. Through multiple initiatives and projects, Arkansas has focused training and career development activities on sector strategies/partnerships and career pathway development. The Eligible Training Provider List has been updated pursuant to WIOA Sections 122 and 134 by Division of Workforce Services at the State level. . This list ensures that Arkansans are able to make informed decisions on training providers and programs based on accurate data including completion and placement rates; labor market information; and wage expectations.

Arkansas Division of Workforce Services through the Department of Labor has received a Sector Strategy Grant which is enabling further partnerships with Apprenticeship for providing employers needed workers and also for on the job training opportunities. This is a win-win-win for job seekers, employers, and workforce development.

### **Registered Apprenticeship**

The National Apprenticeship Training Foundation and the Arkansas Apprenticeship Coalitions hosted a series of meetings with the state's ten local area partner representatives. A meeting held with West Central's Local Partners focused on aligning the enrollment process and eliminating barriers to increase referrals to apprenticeship programs. All participating agencies discussed eligibility and enrollment to work out the conflicting requirements and to align the process for the benefit of the employers, workers, and program outcomes.

### **Arkansas Division of Workforce Services**

Arkansas Division of Workforce Services hosts a monthly Workforce Innovation and Opportunity Act Director's meeting that provides opportunities for each of the local areas to participate in state planning. Topics include system integration, policy, infrastructure funding and one-stop guidance, core measures, sector strategies, transition, and apprenticeship. This provides a venue for additional partners such as Goodwill, Arkansas Career Training Institute, Department of Human Services, Temporary Assistance for Needy Families, and Right of Passage to provide Pre-employment Transition Services and job placement to students with a disability and those that are incarcerated.

### **Arkansas Rehabilitation Services**

The mission of Arkansas Rehabilitation Services is to provide opportunities for individuals with disabilities to work and lead productive and independent lives.

The Arkansas Career Development Center is a division of Arkansas Rehabilitation Services. The Arkansas Development Center offers 14 vocational training programs comprising five industry sectors, including Business, Transportation and Logistics, Culinary, Medical, and Hospitality. Arkansas Rehabilitation Services and the Arkansas Career Development Center work closely with West Central to identify jobs, internships, and apprenticeships for job seekers.

### **Arkansas Association of Colleges**

Arkansas Association of Colleges has a long and successful history of collaborating with government, business and industry, foundations, and other stakeholders on initiatives that support our member colleges in meeting the needs of their students and employer partners. As a result, Arkansas is hailed nationally as a model for community college student success and workforce training.



## **Arkansas River Valley Action Committee Inc.**

Arkansas River Valley Action Committee Inc. is a nonprofit community action agency corporation established to promote economic and social development of the region. The organization serves a nine (9) county area in the Arkansas River Valley. The agency's headquarters office is in Dardanelle, AR. and has 10 satellite offices located throughout the area.

## **Abilities Unlimited**

The mission of Abilities Unlimited of Hot Springs is to assist individuals with disabilities in identifying their needs, developing goals, providing choices, support and training in the skills that will enable them to reach their highest potential. Abilities Unlimited is a licensed provider for Arkansas Rehabilitation Services and Arkansas Developmental Disabilities Services.

Abilities Unlimited is a center-based program that serves persons with disabilities. The nonprofit organization established to train and seek employment opportunities for those served. Offered are prevocational services including Work Activity Program, Adult Development Program, School to Work Program, and a job training program through Arkansas Rehabilitation Services.

Referral sources include Arkansas Rehabilitation Services, Developmental Disabilities Services and local schools. Also, offered are support and follow-up services to those trainees that are placed on jobs. A large percentage of funding is generated through contacts with industry. Job match better prepares our trainees for competitive employment. Some of the jobs presently performed are assembly, packaging, quality assurance, material handler, equipment operator, retail sales, rag sales, janitorial maintenance, and life skills classes.

## **Supportive Services**

West Central region is responsible for establishing a supportive service policy that outlines types, eligibility, limits, etc. Examples of supportive services may include childcare; transportation; needs-related payments; tools and equipment; uniforms; and work-related clothing, utilities.

*Workforce Innovation and Opportunity Act Title I* depending on funding availability may assist with transportation, child care, work clothing and tools. They have a special circumstance supportive service that may include others that may arise. If they cannot provide the necessary supportive service they will refer to other partners.

*Arkansas Rehabilitation Services* serves the entire state by providing housing and transportation to eligible applicants.

*Arkansas Career Arkansas River Valley Action Committee Inc.*, depending on funding availability may assist with emergency utility assistance.

*Housing Authority* depending on funding availability may assist with housing.

*Department of Human Services*, depending on eligibility and funding availability may assist with Food and child care.

West Central has developed relationships with community partners that assist with utility payments, food, shelter, and other basic needs if not offered in the workforce center. Each workforce center has a resource guide that they can review with the job seeker to help refer them to get the help them.

## **Business Services**

The focal point of all workforce system activities is business and industry. These activities are taking place in the region and may include: **Access to facilities** – Use of Workforce Center facilities by a business for a variety of purposes such as meetings, trainings, orientations, interviews, etc.; **Assessments** – Any test or assortment of tests used to measure the skills, interests and/or personality traits of a jobseeker, potential employee, or current employee; **Business education** – Seminars, round tables, workshops, focus groups, etc.; **Business information** – Information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business; **Hiring events** – A customized event for a single employer that assists with recruiting, interviewing, and hiring of one or more positions; **Job fairs** – Event for multiple employers that assists with the recruiting, interviewing, and hiring of one or more positions; **Job postings** – Staff-entered or web-entered job orders approved by staff; **Labor market information** – Information on state and local labor market conditions; industries, occupations, and characteristics of the workforce; area business identified skills needs; employer wage and benefit trends; short and long-term industry and occupational projections; worker supply and demand; and job vacancies survey results; **Rapid Response** – A variety of services to businesses that are facing restructuring and downsizing including onsite workshops for employees in transition; job placement assistance; and information on unemployment benefits; **Screening** – Any service that involves the initial evaluation of applications or resumes that assists the employer in the recruiting process; **Training and retraining** - Any service provided to a business that involves the training or retraining of current or future employees including OJTs, Work Experiences, Incumbent Worker Training, etc.

The Business Engagement Team aligns with workforce partners, local Chamber of Commerce, human resource professionals, educational institutions, training facilities, apprenticeship, and various labor groups for regional outreach. Outreach is conducted throughout the West Central region to identify businesses, industries, skill gaps and curriculum development needed to fill these gaps.

### **Services to Individuals with a Disability**

A summary provided by the Disability Employment Initiative of the Workforce Innovation and Opportunity Act emphasizes and increases the requirements of the general workforce development system and the American Job Centers to meet the needs of job seekers with disabilities, increase their access to high-quality workforce services, and to prepare them for competitive integrated employment leading to economic self-sufficiency. Cooperative agreements will be vehicles for driving implementation of Workforce Innovation and Opportunity Act's disability-related principles and provide strategies for the public workforce system to promote competitive, integrated employment of individuals with disabilities, including those with significant disabilities.

Individuals with disabilities continue to be disproportionately long-term unemployed, underemployed, and living in poverty. Successful strategies provide potential to assist Americans with disabilities in finding gainful employment to improve their quality of life, reduce their need for supplemental government supports and allow them to improve the workforce by becoming more active part of it.

Arkansas Division of Workforce Services, Arkansas Rehabilitation Services, provides opportunities for individuals with disabilities to work and lead productive and independent lives. Arkansas Rehabilitation Services partners with the Division of Services for the Blind with leading the charge for providing targeted training and education for people with disabilities to develop the skills and abilities needed to attain competitive integrated employment in Arkansas.

Division of Workforce Services - Division of Services for the Blind manages services for a comprehensive program to assess needs, and to plan, develop and provide job-related services to blind or severely visually impaired individuals. Such services are designed to assist individuals for employment that is commensurate within abilities, interests, informed choice and consistent with aligned with strengths, resources, concerns, and capabilities. ARS vocational services are available for individuals with disabilities and are not currently employed; or if seeking to advance in their present career. Services are provided to help persons with

disabilities obtain, and /or maintain employment that leads to independence, self-sufficiency, and full inclusion in society.

Arkansas Rehabilitation Services serves the State, having 19 field offices statewide, along with the Arkansas Career Development Center in Hot Springs, ARS has counselors who service each of the state's 75 counties. Counselors work out of regional field offices and travel to specific locations in the counties they serve on a regular schedule to assure better accessibility of our services.

## **Section 2: Strategic Vision and Goals**

Section 2 responses will require input from members of the local workforce development board and other local stakeholders. Please provide a separate response for each of the elements listed below.

- 2.1** Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency. **[WIOA Sec. 108(b)(1)(E)]**

In implementing the Workforce Innovation and Opportunity Act, West Central aligned its vision and mission with the State of Arkansas Workforce Development Plan to capitalize on the expertise of industry and workforce partners to continuously meet the needs of business, and facilitate pathways to success for students, workers and job seekers. to have a world-class workforce that is well educated, skilled, and working in order to keep West Central's economy competitive in the global marketplace. The local board will strive to prepare an educated and skilled workforce through partnerships with all core partners. Through various education training such as: Adult Education, Apprenticeship, Institutional Training, Literacy Training, On-the-Job Training and Work Experience.

- 2.2** Describe how the local board's vision and goals align with and/or supports the vision and goals for the State's workforce development system as established by the Arkansas Workforce Development Board. **[WIOA Sec. 108(b)(1)(E)]** (See Appendix F: Planning References and Resources)

### **Vision**

West Central Area will work toward mirroring the vision and goals in the Arkansas Workforce Development Board by implementing the characteristics of high-quality workforce centers. This will be done by working on customer service, integrated intake process and Systems integration and high-quality staffing.

West Central plans to capitalize on the expertise of industry and workforce partners to continuously meet the needs of business, and facilitate pathways to success for students, workers and job seekers to have a world-class workforce that is well educated, skilled, and working in order to keep West Central's economy competitive in the global marketplace.

### **Goals**

**Strategic Goal 1: Develop an efficient partnership with employers, the educational system, workforce development partners, and community –based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.**

**Goal 1 Objectives:**

1. Expand employer partnerships through the support of industry engagement.
2. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
3. Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults who have disabilities.

**Strategic Goal 2: Enhance service delivery to employers and jobseekers.****Goal 2 Objectives:**

1. Promote training that leads to industry recognized credentials and certification.
2. Support career pathways development and sector strategy initiatives as a way to meet business and industry needs.
3. Develop a menu of services available at each service delivery access point that provides a list of the services and training opportunities available through Arkansas's talent development system.
4. Utilize customer satisfaction surveys to ensure continuous improvement of the West Central's talent development system.

**Strategic Goal 3: Increase awareness of the West Central Region's Talent Development System****Goal 3 Objectives:**

1. Increase access to the workforce development system through a "no wrong door" approach to services.
2. Change employer and jobseeker perceptions of the workforce system.
3. Develop an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the Region.
4. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.

**Strategic Goal 4: Address Skills Gaps****Goal 4 Objectives:**

1. Develop and implement an action plan to close the basic core, technical, and soft skills gaps in the West Central region.
2. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program and the Workforce Alliance for Growth in the Economy program.

- 2.3 Describe how the local board's vision and goals contributes to each of the governor's goals. [WIOA Sec. 108(b)(1)(E)] (See Appendix F: Planning References and Resources) Note: The State Plan includes several objectives under each goal.

The West Central Arkansas Workforce Development area shares the Governor's vision for economic development and the State's Strategic Plan that defines a stronger partnership between education, economic development, and the State Workforce system to attract, retain and grow Arkansas' high growth industries. West Central will strive to implement the remaining objectives that are not listed in 2.2 into our system.

**2.4 Describe how the local board's goals relate to the achievement of federal performance accountability measures. [WIOA Sec. 108(b)(1)(E)]**

For participants enrolling in educational training the goal is for the participants to complete their training and obtain their credential and measurable skills gain. These participants will also be directed toward higher paying jobs which have a livable wage to help ensure a much higher retention rate that extends beyond a year after exit. This goal also stands true for those participants receiving basic and individualized career services. With the increase in the minimum wage and the many increases in starting wages post pandemic because of the lack of lack of interest of

**Section 3: Local Area Partnerships and Investment Strategies**

Many of the responses in this section, such as targeted sector strategies, should be based on strategic discussions with the local board and partners. Please provide a separate response for each of the elements listed below.

**3.1 Considering the analysis described in Appendix B - Section 1, describe the local board's strategy to work with the entities that carry out the core programs to align resources available to the local area, to achieve the strategic vision and goals described in element 2.1. This analysis should include:**

- A. A description of the local workforce development system; include key stakeholders and entities associated with administrative and programmatic/service delivery functions. Examples include elected officials, advocacy groups, local workforce development board and committee structure, fiscal agent, operator(s), required program partners, and major contractors providing Adult/Dislocated Worker/Youth program elements. Describe respective roles and functional relationships to one another;

The West Central Arkansas Workforce Development area consist of ten counties in which two are metro and eight are non-metro. The unemployment rate is ranges between 2.9 to 3.9 for our ten counties per the website, <http://www.discover.arkansas.gov>. Hot Spring County is the lowest with 2.9 and Clark and Montgomery counties are 3.9 which is the highest employment rate.

There are four Arkansas Workforce Centers (Hot Springs, Malvern, Morrilton and Russellville) that are physically located in West Central Arkansas. The comprehensive center in Hot Springs contains at a minimum, but is not limited to the following partners: Arkansas Division of Workforce Services, WIOA Title I Services for Adults, Dislocated Workers and Youth, Adult Education. The affiliate center's partners will vary upon location. Additional Partners, their roles and services can be located in LP Attachment B.

The Chief Elected Officials of the West Central Arkansas Workforce Development area met on June 3, 2016 and voted to appoint the West Central Arkansas Planning and Development District as their Grant Recipient/Administrative Entity and Fiscal Agent for the Workforce Innovations and Opportunity Act. The local board in conjunction with the CEO voted at the April 11, 2019 to also allow WCAPDD to become the Service Provider. The Chief Elected Officials also voted to appoint a Chief Elected Official among themselves to be their representative on the West Central Workforce Development Board to act on their behalf. The Chief Elected Officials had previously appointed various required members for the Workforce Development Board for their respective areas. The newly appointed West Central Arkansas Workforce Development Board has entered into a Chief Elected Officials/Local Board Agreement. The local board procured for the One Stop Operator and

voted at the June 13, 2019 to approve Arkansas Division of Workforce Services as the One Stop Operator. The Local Workforce Development Board has four committees appointed by the board chair. They are: One Stop Committee, Planning and Performance Committee, Rehabilitation Committee and Youth Standing Committee. All required partners have been appointed by their various state agencies with a representative sitting on the Local Workforce Development Board. The partner meetings are a time to highlight and discuss each partner's programs and the best way to serve the job seekers and employers alike. The Board and partners work with the One Stop Operator to make sure services are provided.

- B. A list of all Arkansas Workforce Centers in the local area; include address, phone numbers, and hours of operation; and

Conway and Perry Counties  
Affiliate Center  
Arkansas Workforce Center  
104 East Railroad  
Morilton, AR 72110  
501-354-9793  
Hours: 8:00 a.m. – 4:30 p.m. M-F

Pope/Yell Counties – Affiliate Center  
Arkansas Workforce Center  
104 South Rochester  
Russellville, AR 72801  
479-968-2784  
Hours: 8:00 a.m. – 4:30 p.m. M-F

Garland County - Comprehensive Center  
Arkansas Workforce Center  
201 Market Street  
Hot Springs, AR 71901  
501-525-3450  
Hours: 8:00 a.m. – 4:30 p.m. M-F

Johnson County  
Contact the Russellville Office

Clark, Montgomery and Pike Counties  
Contact either the Garland or Hot Spring  
County Offices

Hot Spring County  
Affiliate Center  
Arkansas Workforce Center  
1735 E. Sullenberger  
Malvern, AR 72104  
501-332-5002  
Hours: 8:00 a.m. – 4:30 p.m. M-F  
Until 8:00 p.m. T & Thu (Adult Education  
Only)

- C. An attached organization chart that depicts the chief elected official (s), local board, administrative and fiscal entities, and service providers. [WIOA §108(a), §108(b)(1)(F)]

See Appendix A

3.2 Describe the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core and other workforce development programs to support alignment to provide services, including

programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq), that support the strategy identified in the State plan under section 102(b)(1)(E). [WIOA Sec. 108(b)(2)]

*Note:* The six (6) core programs identified by WIOA are: Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser Program, and Vocational Rehabilitation.

The workforce development system in the West Central Area includes all the required partners as referenced in 3.1 A. The local board will ensure that the One Stop Operator coordinates with the core partners to confirm that anyone coming into the workforce center is made aware of available services that they may benefit from and receive a referral to the appropriate service provider. Monthly workforce center partner meetings are conducted to provide information from the different partner agencies on the availability and benefits of core services. Resources are shared in order to provide the best possible service for the individual job seeker or employer. Partners are able to coordinate upcoming events with the other agencies and ensure alignment. This allows partners to utilize available services and minimize duplication.

In order to support alignment to provide services, the workforce center's partners will work closely with training providers and Apprenticeship Programs that support the strategy of the local plan.

- 3.3 Describe how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). [WIOA Sec. 108(b)(3)]

Workforce center staff will review the individual's needs to determine what programs may be able to provide the appropriate services and then refer that individual. Individuals with barriers to employment fall within the fourth priority for Adults to receive services under Workforce Innovation and Opportunity Act. The Board will ensure that access to curriculum-aligned industry-recognized certificates verifying attainment of the critical skills that employers are looking for in order to match between job seeker and employment can be accelerated and career pathways will be obtained. Any individual who falls into the individual with barriers to employment priority will receive services as deemed appropriate for the individual.

- 3.4 Describe local and regional efforts to support and/or promote entrepreneurial skills training and microenterprise services, in coordination with economic development and other partners. [WIOA Sec. 108(b)(5)]

West Central Arkansas Planning and Development District is actively involved with local and regional economic development and education partners to promote entrepreneurial education and skills development. WCAPDD's Executive Director serves as the chairman of the Hot Springs Metro Partnership's Committee on Entrepreneurship. Currently, the committee is working to identify and

obtain funding for an innovation center/business incubator in downtown Hot Springs. The proposed center would provide technical assistance to potential start-up businesses from the region. The center will be focused on entrepreneurial education for fledgling businesses, which need space for operations, accounting, marketing, legal and other education. These services would be offered in cooperation with established local businesses, National Park College, the Arkansas Small Business Technology Development Center, and the Service Corp of Retired Executives. The committee is exploring possible partnerships with the Arkansas Innovation Hub to become a possible satellite center. This affiliation with an established innovation center will provide name recognition and a proven ability to draw regional interest.

Further, West Central Arkansas Planning and Development District is involved as a member and partner with the regional Broadband Leadership Council. This group is an outgrowth of the Hot Springs Downtown Economic Development and Re-development Action Plan. The community recognizes that a primary need to attract potential entrepreneurial activity to the region is the broad deployment of high-speed broadband access at or near the 1GB/s speed threshold. The Council is comprised of both public sector and private sector members who recognize this infrastructure need in our community and are working toward a solution, which will enhance business opportunity in the region.

- 3.5 Describe how the local board coordinates education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10)]

Coordination in the West Central area is currently under way by assisting all required partners with a very successful referral systems which avoids duplication of services. Any participant that enters a workforce center with a request for services will be assessed to determine which partner would be better to assist them with the service they need.

- 3.6 Describe efforts to coordinate supportive services provided through workforce investment activities in the local area, including facilitating transportation for customers. [WIOA Sec. 108(b)(11)]

West Central region is responsible for establishing a supportive service policy that outlines types, eligibility, limits, etc. Examples of supportive services may include child care; transportation; needs-related payments; housing; tools and equipment; uniforms; and work related clothing, utilities.

*Workforce Innovation and Opportunity Act Title I* depending on funding availability may assist with transportation, child care, work clothing and tools. They have a special circumstance supportive service that may include others that may arise. If they cannot provide the necessary supportive service they will refer to other partners.

*Arkansas Rehabilitation Services, Arkansas Career Training Institute* serves the entire state by providing housing and transportation to eligible applicants.

*Arkansas Career Arkansas River Valley Action Committee Inc.*, depending on funding availability may assist with emergency utility assistance.

*Housing Authority* depending on funding availability may assist with housing.



*Department of Human Services*, depending on eligibility and funding availability may assist with Food and child care.

West Central has developed relationships with community partners that assist with utility payments, food, shelter, and other basic needs if not offered in the workforce center. Each workforce center has a resource guide that they can review with the job seeker to help refer them to get the help them.

- 3.7 Describe strategies to implement the operational goals of the local one-stop system, maximizing coordination of services provided by the State's employment services under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), and the local board's service providers to improve services and avoid duplication. [WIOA Sec. 108(b)(12)]

Arkansas Workforce Centers are the integration of service delivery amongst multiple workforce and talent development programs. West Central has strong partnerships among state agencies, two- and four-year educational institutions, economic development, Registered Apprenticeship, and community-based organizations. A priority of the local board and central to the implementation of the strategic plan is to prevent and eliminate duplication across programs and align core programs. Alignment of core and optional programs will be made possible by the following strategies.

#### Reflect Robust Partnerships

Reflect the establishment of robust partnerships among partners. The one stop operator facilitates an integrated, co-located partnership that seamlessly incorporates services of the core partners and other workforce center partners. They have regular partners meeting in each of the comprehensive centers.

#### Organize Service by Function

Organize and integrate services by function (rather than by program); when permitted by a program's authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having workforce center staff who cross-trained to serve all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.

- 3.8 Describe how the local board will carry out a review of local applications submitted under WIOA Title II Adult Education and Literacy, consistent with the local plan (as described in WIOA Sec. 107(d)(11) and WIOA Sec. 232). [WIOA Sec. 108(b)(13)]

The Arkansas Department of Career Education will forward to the local areas the proposals that have met requirements to the RFPs for review and approval by the local board. Request for Proposals were received and reviewed by an ADHOC committee appointed by the local Workforce Development Board chairman. The committee had a teleconference to discuss the individual scores of various proposals. The West Central Area received five proposals from Arkansas Department of Career Education. The ADHOC committee recommended all five to the Executive Committee of the local board. The Executive Committee had a teleconference to review the ADHOC committee recommendations and approved all five. The local board's recommendation along with score sheets were sent to the Arkansas Department of Career Education. All the LWDB recommendations were approved.

3.9 Based on the analysis described in Appendix B - Section 1, identify the industries where a sector partnership is currently being convened in the local area or where there will be an attempt to convene a sector partnership and the timeframe. Categorize the sector partnerships as active, emerging, or exploring as defined below.

- Active
  - Has a clear coordinator, convener, or convening team;
  - Is led by industry as demonstrated by private sector members playing leadership roles;
  - Has broad industry engagement as demonstrated by industry members attending meetings, partnering on activities, providing in-kind or financial resources, or similar;
  - Includes critical and engaged partners across programs from workforce development;
  - Can demonstrate that the partnership is not “just a workforce thing,” “just an economic development thing,” or “just an education thing.”
  - Operates in a true labor market region, not within the confines of a workforce area or other geopolitical boundaries;
  - Operates under shared strategic plan, road map, etc.;
  - Can demonstrate clearly identified priorities and an action plan, be able to demonstrate recent or current activities, services or products that are a direct outcome of the partnership.
- Emerging
  - Has at least an interim coordinator, convener, or convening team;
  - Has engaged at least one private sector champion to help drive the launch and implementation of a sector partnership;
  - Includes individuals from workforce development, education, economic development and other programs or organizations in strategic partner roles;
  - Actively working to implement strategic priorities outlined in a launch meeting.
- Exploring
  - Is in the infancy stage, but actively considering or planning the preparation needed to launch a partnership;
  - Working to identify partners who would be involved;
  - Determining if the partnership really makes sense for the community.

Health care sector – exploring

We are in the process of trying to get our foot in the door within the health care sector. We are trying to identify partners who would want to be involved.

Advanced Manufacturing – emerging, ongoing

The West Central area has established through partnerships with other partners and grants to help existing employers to be able to train job seekers in the particular type of weld that is used for their business. College of the Ouachitas received a grant to hold a welding class for adults who met the requirement of Adult Education and the employer in Hot Spring County. The job seeker went through class hours and then a final test. If they passed they were then referred to

Workforce Innovation and Opportunity Act Title I for eligibility. If they were eligible they were enrolled into the Adult program and received four weeks of work experience. After the four weeks of work experience the participant was hired by the company. We have done this with one employer a couple years apart. We are in the process of working with another company in Garland County to do the same type of training.

We will be looking at other manufacturing companies in the future to see how they could benefit from working with Workforce Innovation and Opportunity Act and other partners.

Tourism, exploring – The West Central's biggest industry is tourism. The tourism industry is not a high wage industry in our area. We are trying to figure out the best way to work with the tourism industry to show how we can build career ladders for those in this field of work. An example of this would show that there is potential for the jobseeker move from being a cashier, up to a manager and even beyond that if they have the initiative to want it.

- 3.10 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding to support the local workforce development system? Briefly describe the additional funding and how it will impact the local system. If the local board does not currently have oversight of additional funding, describe any plans to pursue them.

The local board currently does not have outside funding. The State of Arkansas normally applies for additional funding, when and if approved offers the local areas to request the additional funds. Currently, additional funding is not being requested of local area because of the difficulties of spending the formula funding in the required two-year time-frame.

## Section 4: Program Design and Evaluation

Many of the responses below should be based on strategic discussions between the local board and one-stop partners. Please provide a separate response for each of the elements listed below.

### 4.1 Describe the one-stop delivery system in the local area including:

The West Central area is comprised of ten counties: Clark, Conway, Garland, Hot Spring, Johnson, Montgomery, Perry, Pope Pike and Yell Counties. The West Central area is mostly rural in nature. The area has one comprehensive center located in Hot Springs (Garland Co.). Three affiliate centers are located in Malvern (Hot Spring Co.), Morrilton (Conway Co.)

All of the required WIOA partners are included in the West Central certified one-stop delivery system. One-stop centers directly provides the full array of employment services and connects customers to work-related training and education. The One-stop centers provides career services, education and training, and supportive services that customers need to get good jobs and stay employed, and helps businesses find skilled workers and other services to support employer needs. The West Central One-Stop system has established strong, robust and sustained partnerships with core programs. All partners in the local one-stop area are committed to the local vision of offering a fully integrated and accessible employer driven local workforce system that maximizes the resources of our education, workforce and economic development partners to develop the abilities and skills of job seekers and workers which will enable them to work and our businesses to remain in our area and grow.

**A. The local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted service providers and providers on the eligible training provider list, and ensure that such providers meet the employment needs of local employers, workers and jobseekers. [WIOA Sec. 108(b)(6)(A)]**

The board staff meets annually with Arkansas Division of Workforce Services' Labor Market staff to determine the occupations that should be included on the Projected Opportunity List. This gives the local area the ability to add up to five additional training programs that were not included on the statewide list. Monitoring of contracted service providers, review of eligible training providers to ensure there is a range of programs included on the list that include the growth occupations.

The following items will ensure continuous improvement of eligible providers:

- Internal Monitoring is an internal review of the program and financial operations to ensure compliance of federal, state, and local requirements.
- Financial Expenditure Reports are used to inform members of current expenditures to prevent potential over and under expenditures from occurring.
- Individual Training Accounts with local 2 and 4 year State colleges and other providers to provide a standard for procedures for training reimbursement.
- Annual audit of Employment & Training Services, Inc. provides a third party entity's financial report to the boards of the organization.
- Legislative audit of 2 and 4 year State colleges provides a third party entity's financial report.

**B. How the local board will facilitate access to services provided through the one-stop delivery system in remote areas, through the use of technology, and through other means. [WIOA Sec. 108(b)(6)(B)]**

We will work closely with 'remote' service locations such as community-based organizations, libraries, other social service agencies within the west central area to identify opportunities for electronic access to be made available as widely as possible. Many clients are computer illiterate and need staff assistance. Clients in remote areas will be encouraged through marketing materials (brochures/flyers) to contact their local workforce center where staff-assisted services can be made available.

**C. How entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C)] (See Appendix F: Transitional Planning References and Resources)**

In accordance with WIOA Section 188 it is the policy of West Central Arkansas Workforce Development Board to ensure compliance with nondiscrimination and affirmative action requirements. It is our policy to ensure the physical, programmatic, and communications accessibility of facilities, programs, services, technology, and materials for individuals with disabilities in our one-stop career centers. Programs and activities under the Workforce Development Board are required to abide by this policy. Specific nondiscrimination language will be included in contracts with sub-recipients, in the Workforce Innovation and Opportunity Act manuals and monitoring guides. The Equal Opportunity Officer will ensure that all sub-recipients are trained in the provisions of WIOA Section 188 to ensure knowledge of how to best serve individuals with disabilities.

The accessibility software that is available in the centers is Job Access with Speech.

The West Central area will provide training to staff on applicable provisions of the ADA using material jointly developed by the partners and State entities.

Bring together core program partners to integrate services and supportive services, and leverage resources to improve services to individuals with disabilities and other protected groups.

Explore changes in service delivery design and programs by establishing partnerships, alternate assessments, and programs that better connect education, training, workforce, and supportive services to improve employment outcomes of individuals with disabilities.

Encourage active engagement with the business sector to identify the skills and support that workers with disabilities need and communicate these needs to the partners, education and training providers, as well as job seekers with disabilities.

Continue to provide physical and programmatic accessibility to employment and training services for individuals with disabilities.

Assess the physical and programmatic accessibility of all our centers and training facilities.

Work with Arkansas Rehabilitation Services and Division of Services for the Blind to provide clients with disabilities extensive services.

Improve the employment outcomes of individuals with disabilities and other protected groups who are unemployed, underemployed, or receiving Social Security disability benefits, by utilizing services available through our local centers to connect them to existing successful career pathways programs.

**D. List all required and optional program partners; indicate the program(s) each partner provides and the physical location where the program(s) can be accessed. Describe the roles and resource contributions of the partners. [WIOA Sec. 108(b)(6)(D)]**

See Appendix B

**E. Describe how the workforce centers are implementing and transitioning to an integrated technology-enabled intake and case management information system for core programs [WIOA Sec. 108(b)(21)]**

Our Local Area advocates and supports an integrated information system at the state and local level that would allow entities that carry out core programs to better coordinate service delivery for mutual customers and cross program referrals. Currently, all DOL-funded partner programs utilize Arkansas Job Link (AJL) as a technology platform. The State is exploring Information Technology options that will assist in the transitioning to an integrated common intake component which acts as the front end to the state's workforce programs. Until such an option exists, our workforce center staff maximizes the utilization of currently available technology to consolidate, streamline services and enhance the overall customer experience. .

**4.2 Describe the local board's assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. [WIOA Sec. 108(b)(7)]**

The local board follows the WIOA Act in determining the type of employment and training activities that may be provided to adults and dislocated workers. With the many community college campuses dispersed throughout the West Central region, there are sufficient training providers available to meet the needs of the participants.

### **Career Services**

Career services for adults and dislocated workers must be available in the Workforce Centers. There are three types of career services: Basic career services; Individualized career services; and Follow-up services.

#### **Basic Career Services**

Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the Arkansas Workforce Centers;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including: job search and placement assistance, and, when needed by

an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the Arkansas Workforce Centers;

- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Arkansas Workforce Centers and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas, including: job vacancy listings in labor market areas; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skills requirements, and opportunities for advancement in those jobs;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the Arkansas Workforce Centers;
- Provision of information, in usable and understandable formats and languages, relating to the availability of support services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the state's Medicaid program and ARkids; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; and assistance under a state program for Temporary Assistance for Needy Families (TANF), and other support services and transportation provided through that program;
- Provision of information and assistance regarding filing claims for unemployment compensation, by which the staff must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

#### **Individualized Career Services – Eligibility and Enrollment Required**

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services, as consistent with WIOA requirements and federal cost principles:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
- Group counseling;
- Individual counseling/Career Planning
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers; Internships and work experience are planned, structured learning experiences that take place in a workplace for a limited period of

time. Work experience may be paid or unpaid, as appropriate. An internship or work experience may be arranged within the private for-profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act (FLSA), exists.

- Workforce preparation activities;
- Financial literacy services as described in WIOA §129(b)(2)(D);
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

### **Follow-Up Services**

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the workplace is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting

#### **4.3 Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. [WIOA Sec. 108(b)(8)]**

Governor's Dislocated Worker Task Force is responsible for the statewide rapid response and layoff aversion activities. Layoff aversion is a proactive approach to planning for and managing economic transitions. Ongoing efforts of this includes:

- **Building relationships with employers and other community stakeholders;**
- **Sharing information on possible alternatives;**
- **Increasing knowledge of labor market trends and economic forecasts;**
- **Strategic planning, data gathering and analysis designed to anticipate, prepare for, and manage economic transition;**
- **Understanding workforce assets and needs;**
- **Convening, facilitating, and brokering connections, networks, and partners;**
- **Planning for and responding to layoffs, minimizing their impacts wherever possible.**

Immediately upon receiving notice of a closure or workforce reduction, the Task Force contacts company officials. A community meeting is scheduled with elected officials and business leaders to create action plans to assist both the community and dislocated workers. To avoid duplication and confusion, local AWC staff do not initiate contact with an employer regarding a layoff without first speaking with the Task Force Coordinator.

The Dislocated Worker Task Force team may conduct a worker assistance workshop, attended by representatives of local and state agencies and affected workers to review available resources. Services and needs discussed at the workshop may include retraining and educational opportunities, unemployment insurance, social service programs, credit counseling, insurance options and resources to find a new job.

The Task Force Coordinator also serves as the liaison to the local chambers of commerce throughout the area. Information is provided to them about the affected workers, including their occupations and their educational and skill levels. The local AWC staff builds on the services provided through the Governors Dislocated Workers Taskforce by providing information and services to the affected employees. Dislocated workers are given a full array of services available to them through the Arkansas Workforce Center partnership and community organizations.

State and local WIOA partners will continue to build and maintain relationships with the business community to help with early warning of potential layoffs and promote early intervention. Together, the following services will be provided:



- Layoff aversion activities
- Immediate and on-site contact with employers and local community representatives
- Assessment and planning to address the layoff schedule, assistance needs of impacted workers, re-employment prospects, and available resources
- Information and access to unemployment compensation benefits and programs, AWC services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, WIOA DLW Program, and other resources
- Necessary services and resources, such as workshops, resource and job fairs to support re-employment assistance
- Trade Act petition services through the Governors Dislocated Workers Taskforce

The Work Opportunity Tax Credit is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment.

Work Opportunity Tax Credit joins other workforce programs that incentivize workplace diversity and facilitate access to good jobs for American workers. For more information please visit:

<https://doleta.gov/business/incentives/opptax/>

The Shared Work Unemployment Compensation Program is a unique project not offered in every state. The Shared Work Unemployment Compensation Program provides an alternative for employers faced with a reduction in work force. It allows an employer to divide available work or hours of work among a specific group(s) of employees in lieu of a layoff, and it allows the employees to receive a portion of their unemployment benefits while working reduced hours. See Appendix C for more information.

#### **4.4 Describe the local board's assessment of the type and availability of youth workforce activities, including activities for youth with disabilities. Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9)]**

Note: This section must include a description of the program design elements as well as how the local area will implement the 14 program elements.

All youth must meet eligibility requirements to receive services under the Program Elements. The Board has approved a policy for Additional Assistance Barrier. This policy shows the required criteria needed for Additional Assistance to complete and educational program, or to secure and hold employment. See Appendix D.

Evaluation criteria for pre-employment transition and supportive employment for youth with disabilities depends on what our partner agencies requirement is for their particular programs. All youth, including those with disabilities receives appropriate services as determined through their objective assessment and Individual Service Strategy. All services provided will fall under one of the 14 program elements. At this time with the reduction in funds, the career advisors are providing the program elements. Upon the services of additional providers, a MOU will be developed and signed by both parties.

## WIOA Youth Program Elements

1	<p>Tutoring, study skills training and instruction leading to high school completion, including dropout prevention strategies. Dropout prevention strategies can include, but are not limited to, placement in an alternative secondary school services setting, facilitating involvement of families and community, taking an individualized approach based on youth's individual needs.</p>	<p>Provision of on-line coursework, one-on-one instruction, peer-to-peer interaction, or in a group setting. Referrals to partners providing educational services and the use of on-line tutorials. The Workforce Development Board authorizes incentives for the participants that achieve goals that contribute to their success. The primary goal of local Workforce Innovation and Opportunity Act youth programming is to insure youth completion of a High School Diploma or its recognized equivalent.</p>
2	<p>Alternative high school services which offer specialized, structured curriculum inside or outside of the public school system which may provide work, study and/or academic intervention for students with behavior problems, physical/mental disabilities, who are at risk of dropping out, and/or who are institutionalized or adjudicated youth</p>	<p>Workforce Innovation and Opportunity Act youth programs will work closely with alternative schools throughout the West Central area. Alternative schools will be one source for referrals for eligible Workforce Innovation and Opportunity Act youth participants. Workforce Innovation and Opportunity Act youth services will be designed to complement activities occurring within alternative schools. The primary goal will be for the youth to obtain their high school diploma or its recognized equivalent.</p>
3	<p>Work Experience - Summer youth employment that takes place between May 1st and September 30th and consists of employment for which</p>	<p>Participants will prepare for employment opportunities through the provision of various services including, but not limited to: basic</p>

	<p>youth are paid a wage. Summer employment should be coordinated and linked with academic and occupational learning that leads to the career or employment goal as stated in the individual service strategy. Paid and unpaid work experiences, including internships and job shadowing are short-term, planned, structured learning experiences that occur in a workplace and are focused on career exploration and the development of work readiness skills. The primary purpose of work experiences is to expose youth to the requirements of work and to employers expectations. An employer may benefit from the work done by a youth, but the primary benefit must be to the youth.</p>	<p>skill remediation; supervised work experiences; pre-employment abilities such as career planning, resume preparation, use of labor market information, completing applications, and interviewing skills attainment; attainment of core employability/work maturity skills such as dependability, honesty, problem solving skills, initiative, enthusiasm, team player; interpersonal skills, appearance, leadership, and cultural sensitivity. Emphasis on jobs in in-demand and emerging industries will be required</p>
4	<p>Occupational skills training constitutes an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. These include programs that lead to the attainment of a certificate or credential in a specific occupation.</p>	<p>Enrollment into programs that provide recognized degrees, certifications, or marketable skills for in-demand and emerging occupations.</p>
5	<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific</p>	<p>Services so students acquire the skills necessary to transition to and complete post-secondary education and training</p>

	occupation or occupational cluster.	programs, obtain and advance in employment leading to economic self-sufficiency and to exercise their rights and responsibilities of citizenship. See the chart below.
6	Leadership development opportunities, which include community service and peer-centered activities that encourage responsibility, employability, and other positive social behaviors.	Examples include community volunteering, peer mentoring or tutoring, character education, citizenship education, including how and why to vote, serving on a youth council, community or advocacy organization board, leadership training consisting of how to work in a team, how to run meetings, diversity training, and life skills training such as parent education, financial education, goal setting and conflict.
7	Supportive services to enable an individual to participate in Workforce Innovation and Opportunity Act programs youth program activities.	These may include, but are not limited to housing, meals, medical care, day care, transportation, school related supplies, training related supplies, etc.
8	Adult mentoring for a period of participation and a subsequent period, for a total of not less than 12 months. This service may occur during program participation or during the Follow-up period. Adult mentoring is a one-to-one supportive relationship between and adult and a youth that is based on trust. High-quality adult mentoring programs include an adult role model who builds a working	Referral to community, faith-based, and/or other organizations to provide one-on-one encouragement and direction; case manager may be the mentor.

	relationship with a youth and who fosters the development of positive life skills in youth.	
9	Follow-up services for not less than 12 months after the completion of participation, as appropriate. Includes activities after completion of participation to monitor youth success during their transition to employment and further education and to provide assistance as appropriate needed for a successful transition.	Follow-up services include, Adult Mentoring, Career Development Assistance, Child Care Assistance, Leadership Development, Linkages to Community Services, Peer Support Groups, Referrals to Medical Services, Regular Contact with Employer, Supportive Service (not elsewhere identified), Transportation Assistance, Work Clothing, Equipment and Tools.
10	Comprehensive guidance and counseling which may include drug and alcohol abuse counseling and referral, as appropriate.	Referrals for comprehensive guidance and counseling will be done on a case-by-case basis. Career Advisors will provide career counseling through the service Career Development. This will be an integral part of youth programming and provide the basis for the career advisors to help youth make and implement informed educational, occupational, and life choices. It includes imparting skills through counselor-directed learning opportunities that help youth achieve success through academic, career, personal, and social development.
11	Financial literacy education	Financial literacy education is supported by activities such as partnerships with financial institutions and to

		<p>provide workshops at the local one stop. Youth gain the skills needed to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals. An example of financial literacy education is the FDIC approved Money Smart curriculum.</p>
12	Entrepreneurial skills training	<p>Entrepreneurial skills training including the use of curriculum based training modules that teach youth the value of being skilled and applying those skills to meet a consumer need or demand; to think creatively and critically; to problem solve; how to recognize opportunities, and other skills related to entrepreneurialism. Entrepreneurial skills training is supported by activities such as partnerships with economic development agencies and referrals to business development organizations.</p>
13	Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.	<p>Workshops and other services that prepare youth for careers in in-demand and/or emerging occupations. Information is provided in the local one-stops or on-line systems such as the Arkansas Job Link. Information about in-demand industry sectors or occupations is available in areas, such as career</p>

		awareness, career counseling, and career exploration services.
14	Activities that help youth prepare for and transition to post-secondary education and training	This includes the delivery of activities listed within the other program elements and other activities that provide exposure to post-secondary education options; assisting youth with placement into post-secondary education; and placement into training opportunities such as apprenticeships and occupational training Individual guidance and counseling, including career pathway discussion; assistance with applications for the Free Application for Federal Student Aid; and referral to enrollment and career counseling services at post-secondary institutions.

## Defining IET

# INTEGRATED EDUCATION & TRAINING

A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advance (Final WIOA Regulations at 34 CFR §463.35).

## Adult Education & Literacy

"...programs, activities, and services that include: (a) adult education, (b) literacy, (c) workplace adult education and literacy activities, (d) family literacy activities, (e) English language acquisition activities, (f) integrated English literacy and civics education, (g) workforce preparation activities, or (h) integrated education and training" (34 CFR §463.30)

## Workforce Preparation

"Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (a) utilizing resources; (b) using information; (c) working with others; (d) understanding systems; (e) skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (f) other employability skills..." (34 CFR §463.34).

## Workforce Training

"may include:

- (i) occupational skill training
- (ii) on-the-job training
- (iii) incumbent worker training
- (iv) programs that combine workplace training with related instruction
- (v) training programs operated by the private sector
- (vi) skill upgrading and retraining;
- (vii) entrepreneurial training;
- (viii) transitional jobs;
- (ix) job readiness training provided in combination with services..(i) through (viii);
- (x) adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described in any of clauses (i) through (vii) and
- (xi) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training."

(WIOA Section 134(c)(3)(D), P.L. 113-128)



**4.5 Describe local board actions to become and/or remain a high-performing local board, consistent with the factors developed by the Arkansas Workforce Development Board. These factors have not been determined but will include effectiveness and continuous improvement criteria for local boards. [WIOA Sec. 108(b)(18)] (See Appendix F: Transitional Planning References and Resources)**

The Business Service representatives align with workforce partners, local Chamber of Commerce, human resource professionals, educational institutions, training facilities, apprenticeship, and various labor groups. Outreach is conducted to business and industry to identify skill gaps and competency and curriculum development needed to fill these gaps. Board staff are working to develop a survey to gather information from businesses to see what their needs are. Once this has been done, the board staff will take their finds to the board. The board will ensure that a system will be developed to meet the needs identified, as much as possible.

Continuous monitoring of the programs to ensure compliance with the laws and performance measures are met. Board members should have a complete understanding of their role and inventory its own resources. Have policies and procedures in place. Update the labor market analyses and data to be aware of emerging trends. Work with community colleges to determine the needs of employers.

**4.6 Describe how training services will be provided in accordance with WIOA Sec. 134(c)(3)(G), the process and criteria for issuing individual training accounts. [WIOA Sec. 108(b)(19)]**

Arkansas Division of Workforce Services through the Department of Labor has received a Sector Strategy Grant which is enabling further partnerships with Apprenticeship for providing employers needed workers and also for on the job training opportunities. This is a win-win-win for job seekers, employers, and workforce development.

The National Apprenticeship Training Foundation and the Arkansas Apprenticeship Coalitions hosted a series of meetings with the state's ten local area partner representatives. The meeting with West Central's local partners focused on aligning the enrollment process and eliminating barriers to increase referrals to apprenticeship programs. All participating agencies discussed eligibility and enrollment to work out the conflicting requirements and to align the process for the benefit of the employers, workers, and program outcomes.

The individual training accounts system is used by participants who are eligible for training services and choose to attend training. A case manager uses the Workforce Innovation and Opportunity Act Training Expenditure Form and Financial Aide documentation from institution to determine a participant's financial need from Workforce Innovation and Opportunity Act. The individual selects the course of study from the eligible training provider list. The individual must have made application and received determination from other funding sources and present the award letter to the career specialist to show the monetary amounts of unmet financial need. Consideration of all available funds, excluding loans, will determine the person's overall need for WIOA funding. The Individual Training Account may be used to cover expenses for tuition, books, fees, supplies and/or tools. Case manager will make sure that there is no duplication of services.

The Performance/Planning Committee appointed by the Local Workforce Development Board Chair to review the Arkansas JobLink applications. Once full board approval has been made, an Eligible Training Provider list will be distributed to all workforce centers. Participants approved for training through the ITA system must choose one of the approved programs in order to receive an Individual Training Account. Individual Training Accounts may be adjusted up or down based upon case necessity.

**4.7 If contracts for training services are used, describe processes utilized by the local board to ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. [WIOA Sec. 108(b)(19)]**

Once full board approval has been made, an Eligible Training Provider list will be distributed to all workforce centers. Participants approved for training through the Individual Training Account system must choose one of the approved programs in order to receive an Individual Training Account.

**4.8 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 108(b)(22)] and [WIOA Sec. 134(c)(3)(G)(iii)]**

All training providers will complete an online electronic application through the automated Arkansas Consumer Reporting System. All training must be directly linked to employment opportunities either in the local area or in an area to which an individual is willing to relocate. Any training for a participant that is paid for by WIOA funds must be on the Projected Employment Opportunities List for the state or local area. To be included on the Eligible Training Provider List (ETPL), providers must submit an electronic application to the local board for their approval.

Accommodating a single employer's need for training can be demonstrated in the program the local area entered into with a single employer for specific training needed for their company. The company provided the actual training skills through a local two-year college with their own employee providing the training. Workforce Innovation and Opportunity Act Title I Adult program provided four weeks of work experience for those who completed training successfully. Upon completion of those four weeks, unsubsidized employment was offered. This was a highly successful partnership.

## **Section 5: Compliance**

Responses are focused on the local area's compliance with federal or state requirements. Please provide a separate response for each of the elements listed below.

**5.1 Describe the replicated cooperative agreements, as defined by WIOA 107(d)(11), in place between the local board and the Vocational Rehabilitation programs operated in the area with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec. 108(b)(14)]**

Local ARS Field offices will replicate cooperative agreements in part or in whole with local divisions of Workforce Innovation and Opportunity Act core programs. These may include the following:

- Implementation of Internal electronic referral within WIOA partners,
- Realignment of WIOA partners by co-locating to provide services,
- provision of intercomponent staff training and technical assistance with regard to:
- the availability and benefits of, and information on eligibility standards for, vocational rehabilitation services; and
- the promotion of equal, effective, and meaningful participation by individuals with disabilities in workforce investment activities in the State through the promotion of program accessibility, the use of nondiscriminatory policies and procedures, and the provision of reasonable accommodations, auxiliary aids and services, and rehabilitation technology, for individuals with disabilities;

- use of information and financial management systems that link all components of the statewide workforce development system, that link the components to other electronic networks, including nonvisual electronic networks, and that relate to such subjects as employment statistics, and information on job vacancies, career planning, and workforce innovation and opportunity activities; use of customer service features such as common intake and referral procedures, customer databases, resource information, and human services hotlines;
- establishment of cooperative efforts with employers to:
- facilitate job placement; and
- carry out any other activities that the designated State unit and the employers determine to be appropriate; identification of staff roles, responsibilities, and available resources, and specification of the financial responsibility of each component of the statewide workforce investment system with regard to paying for necessary services (consistent with State law and Federal requirements); and
- specification of procedures for resolving disputes among such components.

Development of these agreements at the local level must include the local manager (field office district manager or the top executive at the organizational units of Arkansas Rehabilitation Services). The agreement must be signed by the local manager, the supervising Senior Leader from Arkansas Rehabilitation Services, and the Commissioner of Arkansas Rehabilitation Services or his/her designee. Copies of the agreement will be maintained by the local manager and Chief Fiscal Officer of Arkansas Rehabilitation Services.

**5.2 Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s). [WIOA Sec. 108(b)(15)]**

West Central Arkansas Planning and Development District, Inc., Dwayne Pratt, Executive Director

**5.3 Describe the competitive processes to award the subgrants and contracts for activities funded by WIOA Title I programs within the local area. This includes, but is not limited to, the process used to award funds to a one-stop operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. [WIOA Sec. 108(b)(16)]**

West Central Workforce Development Board has a One-Stop Operator and Service Provider Procurement Policy and Confidentiality Agreement that will be followed. This confidentiality agreement covers Board Members and/or their designated representative that have been appointed by the West Central Arkansas Workforce Development Board to serve on a Board Procurement Task Force for the purpose of selecting a One-Stop Operator and Adult, Dislocated Worker, Youth Service Provider for the West Central Arkansas Workforce Development Area. The independent consultant will also be required to sign the confidentiality statement as well as Board staff support assisting with the process.

**5.4 Describe the local area's negotiated local levels of performance for the federal measures and their implications upon the local workforce system; attach the completed Performance Targets Template. [WIOA Sec. 108(b)(17)] *Note:* See Appendix E: Planning References and Resources "Performance Targets Template".**

The area's targeted performance outcomes for WIOA are:

Adults & Dislocated Workers

- A. Employment Rate – 2<sup>nd</sup> Quarter After Exit – is the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- B. Employment Rate – 4<sup>th</sup> Quarter After Exit – is the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- C. Median Earnings – 2<sup>nd</sup> Quarter After Exit – is the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program, as established through

direct Unemployment Insurance wage record match, Federal or military employment records, or supplemental wage information.

- D. Credential Attainment – is the percentage of those participants enrolled in an education or training program (excluding those in on-the-job-training and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.
- E. Measurable Skills Gains – is the percentage of participant who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skills gains, defined as documented academic, technical, occupational or other forms of progress, towards such a credential or employment.

### Youth

- A. Title I Youth Education and Employment Rate – 2<sup>nd</sup> Quarter After Exit - is the percentage of Title I youth program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program.
- B. Title I Youth Education and Employment Rate – 4<sup>th</sup> Quarter After Exit - Is the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
- C. Median Earnings – 2<sup>nd</sup> Quarter After Exit – is the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program, as established through direct Unemployment Insurance wage record match, Federal or military employment records, or supplemental wage information.
- D. Credential Attainment – is the percentage of those participants enrolled in an education or training program (excluding those in on-the-job-training and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.
- E. Measurable Skills Gains – is the percentage of participant who, during a program year, are in education or training programs that lead to a recognized postsecondary credential or employment and who are achieving measurable skills gains, defined as documented academic, technical, occupational or other forms of progress, towards such a credential or employment.

The performance measures were negotiated with Arkansas Division of Workforce Services and the Local Area every two years. Information given to the local area is reviewed and the preliminary negotiated performance measures are developed. When Arkansas Division of Workforce Services staff completes negotiations with all ten areas, they may have to come back to our local area and do more negotiations. Arkansas Division of Workforce Services will come up with a final performance measure goals for each area. Once the final performance goals are received it is shared with staff for them to review before they share it with people that request it in the Workforce Centers. See Appendix E.

- 5.5** Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), eligible providers and the one-stop delivery system, in the local area. **[WIOA Sec. 108(b)(17)]**

Financial reports will be provided to the full board at every local board meeting in order for the local board to remain informed of all activities throughout the Title 1 funding. Local and State monitoring will be provided on an annual basis.

The Planning/Performance committee will review applications for the Eligible Training Provider List twice a year. They will meet prior to the local board meetings in December and June of every year to make their recommendations to the full board.

- 5.6** Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. **[WIOA Sec. 108(b)(20)]**

Upon completion of the local plan, an advertisement will be placed in the statewide newspaper giving the public time to review and submit any comments back to WCAPDD for a 30 day period. The plan will remain on display for that 30 day period and anyone wishing to review may stop by the local office of WCAPDD between the hours of 8:00 a.m. and 4:30 p.m.

- 5.7** Prior to the date on which the local board submits a local plan, the local plan must be made available to members of the public through electronic and other means.

**A. Describe how the local board made the proposed local plan available for public comment. [WIOA Sec. 108(d)(1)];**

- West Central Arkansas Planning and Development District, Inc. published an announcement of the public comment period on March 16-19, 2023 editions of the Arkansas Democrat Gazette.
- Included the announcement on West Central Planning and Development District, Inc.'s website.
- Requested PSA from some of the radio stations in the West Central area.
- Included announcement on the Arkansas Workforce Development Board Facebook page.
- The local plan was made available through email, public display and on West Central Arkansas Planning and Development District, Inc.'s website at [www.wcapdd.org](http://www.wcapdd.org) and at the West Central Arkansas Planning and Development District, Inc.'s office.

**B. Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA Sec. 108(d)(2)]; and**

There were no comments received.

**C. If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA Sec. 108(d)(3)]**

- 5.8** List the name, organization, and contact information of the designated equal opportunity officer for each workforce center within the local area.

Cora Easterday  
Business Engagement Coordinator/EEO Officer  
P O Box 6409  
1000 Central Avenue  
Hot Springs, AR 71902  
501-545-7002

## Section 6: COVID Recovery, Readiness, Diversity, and Inclusion

Responses are focused on the local area's readiness to continue full operations in the post-COVID era as well as adherence to the Administration's Diversity, Equity, and Inclusion of Workforce Services Initiative.

- 6.1 What is the Local Area's vision for equitable and inclusive recovery and reemployment? What are community partners' roles in this vision? How much of this vision is accomplishable with current WIOA funding?

Our vision is to develop principals and policies that cultivate a workforce from all segments of society so that all applicants receive fair and equitable treatment in all aspects of employment.

Community partners help to identify clients from all walks of life who come into the workforce center for resources/services. Collaborations of the workforce center partners (Business Service Team Meetings, Management Team Meetings, Lunch and Learns, and Coffee, Causes, and Connections), and through the development of a Common Referral Form, we can reduce barriers to employment through internal training and staff engagement.

The vision is accomplishable through existing WIOA funding.

- 6.2 How has the Local Area modified their service delivery strategies and services as the Arkansas Workforce Centers have safely reopened? Is there a thoughtful strategy to deliver services safely and effectively to all individuals, reflective of the President's emphasis on diversity, equity and inclusion of workforce services, and this strategy has been put into action across the Local Area?

The following service delivery strategies and services are being continued upon safe re-open of the Arkansas Workforce Centers:

- Job Search and Referrals can now be done from home.
- Participants can now be served over the phone.
- Meeting with our clients is now offered via TEAMS.
- We have identified our lack of a presence online and have allocated funds for the hiring of a Digital Media Coordinator.

The following service delivery strategies and services are being explored through a strategic collaboration of all workforce partners and the One Stop Operator for the West Central Arkansas Workforce Development area:

### Strategic Goal 1: Build Awareness of All Workforce Services

- Increase community outreach to grow awareness among jobseekers and businesses.
- Rebuild current partnerships and expand community connections.
- Maximize the use of the common referral form to make appropriate referrals.
- Ensure consistent messaging across the region about the system's services and how to access them.

*Actionable steps/Procedures are being developed to implement the above action items.*

### Strategic Goal 2: Increase Access to services for ALL Customers

- Identify potential access points in addition to partner organizations, such as libraries, churches, schools, and other community-based organizations, to deliver workforce information and services to the community members and partners.
- Provide face to face training/classes/clinics at each access point for the community focuses on technology in general (Digital literacy) and on specific technology sites that provide workforce information.
- Explore opportunities to improve internet access for the staff in the center and to provide all center staff with up-to-date technology devices.
- Explore opportunities to improve internet access for customers.

*Actionable steps/Procedures are being developed to implement the above action items.*

### Strategic Goal 3: Improved and Implement Strategies for Outreach, Communication, and Services to Underserved Populations

- Build a collective outreach and awareness strategy with community service providers about the services available to residents.
- Rebuild current partnerships and expand our community connections.
- Develop and deliver workforce services to individuals' who are underemployed, underrepresented and/or underserved to expand the talent pipeline of youth and adults.
- Develop a communication plan with simple messages about the benefits of participating in the workforce development system, with a focus on intentional outreach to the

*Actionable steps/Procedures are being developed to implement the above action items.*

- 6.3 What are the local strategies to identify, engage and enroll participants who may be unaware of the services available through the public workforce system? How have you ensured these strategies reach all populations, including marginalized and underserved populations?

Career advisors have implemented a targeted population outreach to get the word out about the WIOA program. . For example: reaching out to non-traditional activities such as talking with other parents at local sporting events, discussing with church members on what services we have available, visiting food pantries. We are in the early stages of implementing the JAZZ HR program, which has proven to be highly effect in the recruitment of qualified applicants. Finally, the WCAPDD has just hired a new Social/Digital Media employee to increase our recognition for the different services available in the West Central area for all population , including marginalized and underserved populations.

- 6.4 Has the Local Area created an outreach and engagement plan to make the public more aware of the available services of the public workforce system? If no, does the Local Area plan to create such a plan?

No, but we are setting things in place to create an outreach and engagement plan headed by our Business Engagement Coordinator with assistance of all WCAPDD's Career Advisors. Examples of what we are working on are:

- Career Advisor Monthly Outreach Report
- National Park College Employer Data

- 6.5 How are partners, including non-traditional and community organizations, being engaged to improve access to services for all populations, including marginalized populations? Is this different for in-person vs. online services? What decisions were made regarding the capacity of the Local Area to provide remote and in-person services to marginalized populations?

The local board staff is currently working to develop a strategic outreach plan that emphasizes partnerships with core partners and with many local community organizations to target and serve all populations, including marginalized populations.

- 6.6 What is the Local Area's plan for increasing the volume of paid and unpaid work experiences, which may include summer and other employment, youth apprenticeship or pre-apprenticeship programs, internships and job shadowing, and on-the-job training? How does this strategy engage and meet the needs of all eligible youth, including those with disabilities or language barriers, and other marginalized or underserved populations?

West Central area is working to increase the volume of work experiences by encouraging more out of school youth to participate in Work Experience (WEX) activities to help them determine if an identified career path is suitable for their needs and abilities. WEX activities will consider, at a minimum, the skills, abilities, desired career path, and barriers to self-sufficient employment opportunities of all eligible youth, regardless of disabilities, language barriers or cultural marginalization. Accommodations and supports will be provided, as needed and allowable, to overcome any barriers to success. The Summer Youth program provides Work Experience for a large number of in-school students. This program has proven vital for our students as well as our business partners who serve as worksites.



## Section 7: Plan Assurances

Planning Process and Public Comment		References
7.1	The local board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the public for a period that is no less than 30 days.	WIOA Sections 108(d); 20 CFR 679.550(b)
<input type="checkbox"/>		
7.2	The final local plan is available and accessible to the public.	20 CFR 679.550(b)(5)
<input type="checkbox"/>		
7.3	The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); 20 CFR 679.390 and 679.550
<input type="checkbox"/>		
Required Policies and Procedures		References
7.4	The local board makes publicly available any local requirements for the public workforce system, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390
<input type="checkbox"/>		
7.5	The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent and provides for the resolution of conflicts.	WIOA Section 107(h); 20 CFR 679.410(a)-(c)
<input type="checkbox"/>		
7.6	The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); 20 CFR 678.500-510
<input type="checkbox"/>		
7.7	The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v)
<input type="checkbox"/>		
7.8	The local board has negotiated and reached agreement on local performance measures with the local chief elected official(s) and the Governor.	WIOA Sections 107(d)(9) and 116(c); 20 CFR 679.390(k) and 677.210(b)
<input type="checkbox"/>		
7.9	The local board has procurement policies and procedures for selecting one-stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400
<input type="checkbox"/>		
7.10	The local board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(l)-(m) and 680.410-430
<input type="checkbox"/>		

Required Policies and Procedures (Continued)	References
<p>7.11 The local board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.</p> <input data-bbox="224 422 256 464" type="checkbox"/>	WIOA Section 181(c); 20 CFR 683.600
<p>7.12 The local board has established at least one comprehensive, full-service one-stop center and has a written process for the local Chief Elected Official and local board to determine that the center conforms to the definition therein.</p> <input data-bbox="224 638 256 680" type="checkbox"/>	WIOA Section 121(e)(2)(A); 20 CFR 678.305
<p>7.13 All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology, and materials in one-stop centers for individuals with disabilities.</p> <input data-bbox="224 785 256 827" type="checkbox"/>	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
<p>7.14 The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.</p> <input data-bbox="224 900 256 942" type="checkbox"/>	WIOA Section 188; 29 CFR 37.42
<p>7.15 The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.</p> <input data-bbox="224 1026 256 1068" type="checkbox"/>	WIOA Section 188; 29 CFR 37.42
<p>7.16 The local board complies with the nondiscrimination provisions of Section 188 and assures that Methods of Administration were developed and implemented.</p> <input data-bbox="224 1163 256 1205" type="checkbox"/>	WIOA Section 188; 29 CFR 37.54(a)(1)
<p>7.17 The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.</p> <input data-bbox="224 1268 256 1310" type="checkbox"/>	WIOA Section 185; 29 CFR 37.37
<p>7.18 The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements</p> <input data-bbox="224 1394 256 1436" type="checkbox"/>	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12
<p>7.19 The local board ensures that one-stop Migrant and Seasonal Farmworker (MSFW) and business services staff, along with the Migrant and Seasonal Farm Worker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven.</p> <input data-bbox="224 1604 256 1646" type="checkbox"/>	WIOA Section 167
<p>7.20 The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.</p> <input data-bbox="224 1772 256 1814" type="checkbox"/>	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603

Administration of Funds	References
<p>7.21 The local board has a written policy and procedures to competitively  <input type="checkbox"/> award grants and contracts for WIOA Title I activities (or applicable</p>	<p>WIOA Section 108(b)(16);  20 CFR 679.560(a)(15);</p>
<p>federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.</p>	<p>WIOA  Section 134(c)(3)(G);  20 CFR 680.300-310</p>
<p>7.22 The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls  <input type="checkbox"/> and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program funds.</p>	<p>WIOA Section 108(b)(15)</p>
<p>7.23 The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of  <input type="checkbox"/> each local sub-recipient.</p>	<p>WIOA Section 184(a)(3);  20 CFR  683.200, 683.300, and  683.400-410</p>
<p>7.24 The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for  <input type="checkbox"/> maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.</p>	<p>WIOA Section 184(c); 20  CFR Part 652; 20 CFR  683.410(a),  683.420(a), 683.750</p>
<p>7.25 The local board will not use funds received under WIOA to assist,  <input type="checkbox"/> promote, or deter union organizing.</p>	<p>WIOA Section 181(b)(7);  20 CFR 680.850</p>
Eligibility	References
<p>7.26 The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults,  <input type="checkbox"/> dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.</p>	<p>20 CFR Part  680 Subparts A and B;  20 CFR Part  681 Subpart A</p>
<p>7.27 The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers,  <input type="checkbox"/> and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.</p>	<p>WIOA Section  134(c)(3)(G); 20 CFR  680.300-320</p>
<p>7.28 The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and  <input type="checkbox"/> coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.</p>	<p>WIOA Sections  129(c)(2)(G) and  134(d)(2); 20  CFR 680.900-970;  20 CFR 681.570</p>

<p>7.29 The local board has a written policy for priority of service at its workforce centers for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry,</p> <p><input type="checkbox"/> made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.</p>	<p>Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09</p>
--	--

## Appendix A

### Chief Elected Officials

Name	Location
Troy Tucker	Clark County Judge
Jimmy Hart	Conway County Judge
Darryl Mahoney	Garland County
Dennis Thornton	Hot Spring County Judge
Brenda Weldon	Mayor of Malvern
Herman Houston	Johnson County Judge
David Rieder	Mayor of Clarksville
Bart Williams	Montgomery County Judge
Larry Blackmon	Perry County Judge
Eddie Howard	Pike County Judge
Ben Cross	Pope County Judge
Fred Teague	Mayor of Russellville
Jeff Gilkey	Yell County Judge
Jimmy Witt	Mayor of Dardanelle
Scott Bryd	Mayor of Arkadelphia
Allen Lipsmeyer	Mayor of Morrilton
Patrick McCabe	Mayor of Hot Springs
Rowdy Sweet	Mayor of Atkins
Randy Tankersley	Mayor of Pottsville

### Workforce Development Board

Member Name	Affiliation	Membership Representation
Brent Black	Malvern National Bank	Private
Greg Black	Southern Bank Corp	Private
Karen Breashears	National Apprenticeship Training Foundation	Registered Apprenticeship
Larry Carr	Shangri La	Private
Tanif Crotts	Labors Local 360	Organized Labor
Darla Crump	Total Assessment Solution	Private
Kelli Embry	National Park College	Education
Allan George	Mahle Corporation	Private
Cynthia Gleghorn	Arkansas Career Development Center	Vocational Rehabilitation
William Neil Golden	Arkansas Division of Workforce Services	Wagner-Peyser
Herman Grayer	Grayer Electric, inc.	Private
Lisa Greene	Green Bay Packaging	Private
Neal Harrington	Express Employment Professional	Private
Johnny Harris	Mt. Canaan Baptist Church	Community Based Organization
Honorable Jimmy Hart	Conway County Judge	CEO Representative
Jeremy Hughes	Local Carpenters Union 1836	Organized Labor

Matthew Johnson	Siplast Corporation	Private
Cathy Jones	Tyson	Private
Cynthia Lanphear	Custom Automated Manufacturing	Private
Stephanie Lipsmeyer	Main Street Morrilton	Community Based Organization
Alan Nolan	Russellville School District	Adult Education
Tammy Passafiume	Diamond Lakes Federal Credit Union	Private
Bryan Smith	Alliance Rubber Company	Private
Gary Troutman	HS Chamber of Commerce/Hot Springs Metro Partnership	Economic Development
William Weston	Arvest Bank	Private

WEST CENTRAL ARKANSAS ORGANIZATIONAL LIST	
Role	Name
Staff of the Local Board	Margaret Dearmon
	David Moore
Fiscal Entity	Carrie Pratchard
Provider of WIOA Title I-B Services	Dwayne Pratt
One-Stop Operator	Andy Hightower

## Appendix B

### Physically Co-Located at an Arkansas Workforce Centers – West Central

Partner Program	Partner Organization	Authorization/Category	Contact Information
*Adult Education and Family Literacy (WIOA Title II)	Arkansas Department of Career Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Alan Nolan, PO Box 928, Russellville, AR 72811, 479-968-5244, <a href="mailto:alan.nolan@rsdk12.net">alan.nolan@rsdk12.net</a> ,  <b>Counties Served: Pope and Yell County</b>
*CDTI	Career Development & Training Institute LLC	Career Readiness & Job Placement Services	N/A
*Job Corps	Job Corps	Job Corps, WIOA Title I, Subtitle C	Job Corps Center, 6900 Scott Hamilton Dr., Little Rock, AR 72209. 501-618-2500.
*Reentry Employment Opportunities (REO)	Seedco (Structured Employment Economic Development Corporation)	Section 212 of the Second Chance Act of 2007 and WIOA Sec. 169)	N/A
*Supplemental Nutrition Assistance Program (SNAP) Employment & Training	Workforce Development Board of Eastern Arkansas	Section 4022 of the Agricultural Act of 2014	Mark Plumb 104 S Rochester Suite 1 Russellville AR 72801 P: 479-968-5244 E: <a href="mailto:etprogram@yahoo.com">etprogram@yahoo.com</a> <b>Russellville</b>
*WIOA Title I Adult, Dislocated Worker and Youth Program	Workforce Development Board of West Central Arkansas	WIOA Title I Adult, Dislocated Worker and Youth Programs	Dwayne Pratt P O Box 6409 Hot Springs, AR 71902 501-525-7577 <a href="mailto:dpratt@wcapdd.org">dpratt@wcapdd.org</a>  <b>Counties served:</b> Clark, Conway, Garland, Hot Spring, Johnson, Montgomery, Perry, Pike, Pope and Yell
*Wagner-Peyser Employment Services (ES) (WIOA Title III)	Arkansas Division of Workforce Services	Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by title III of WIOA, also providing the state's public labor exchange	ADWS, 201 Market St Suite 300, Hot Springs, AR 71901, 501-525-3450, <a href="mailto:Lanetta.bryant@arkansas.gov">Lanetta.bryant@arkansas.gov</a>

*Temporary Assistance for Needy Families (TANF)	Arkansas Division of Workforce Services	Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)	<p>TANF: TEA/Work Pays  Angie Whiting  104 S Rochester  Russellville AR 72801  P: 479-880-1342  E: <a href="mailto:angie.whiting@arkansas.gov">angie.whiting@arkansas.gov</a>  Russellville</p> <p>ADWS, 201 Market St Suite 300,  Hot Springs, AR 71901 501-525-3450, <a href="mailto:Cindy.white-hamilton@arkansas.gov">Cindy.white-hamilton@arkansas.gov</a>  Counties: Garland, Pike, Montgomery</p>
*Trade Adjustment Assistance (TAA)	Arkansas Division of Workforce Services	Trade Adjustment Assistance (TAA) auth. under Ch.2 of title II of the Trade Act of 1974 (19 U.S.C.2271 et seq.)	<p>Kathy Sass  104 S Rochester  Russellville AR 72801  P: 479-880-1327  C: 479-221-0891  E: <a href="mailto:Kathleen.sass@arkansas.gov">Kathleen.sass@arkansas.gov</a>  <b>Russellville</b></p> <p>ADWS, 201 Market St Suite300, Hot Springs, AR 71901, 501-525-3450, <a href="mailto:Kathleen.Sass@arkansas.gov">Kathleen.Sass@arkansas.gov</a></p> <p>All contacts:  ADWS.TAA.Program@arkansas.gov.</p>
*Unemployment Insurance	Arkansas Division of Workforce Services	Unemployment Insurance (UI) programs under state unemployment compensation laws	<p>Roseann Beibers  104 S Rochester  Russellville AR 72801  P: 479-880-1333  E: <a href="mailto:Roseann.beibers@arkansas.gov">Roseann.beibers@arkansas.gov</a>  <b>Russellville</b></p> <p>ADWS, P.O. Box 2981, Little Rock, AR 72203, 1844-908-2178, <a href="mailto:adws.ui.hotline@arkansas.gov">adws.ui.hotline@arkansas.gov</a>  Counties: Garland, Pike, Montgomery, Hot Spring</p>
*Vocational Rehabilitation (WIOA Title IV)	Arkansas Department of Human Services, Division of Services for the Blind	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	<p>Jacob Grace, Pre – ETS Counselor  104 S Rochester  Russellville AR 72801  P: 870-204-4828  E: <a href="mailto:Jacob.grace@arkansas.gov">Jacob.grace@arkansas.gov</a>  <b>Russellville</b></p> <p>ADHS, Division of Services for the Blind, 1 Commerce Way, Little Rock, AR. 72202, 501-682-5463, Cassandra Stokes, Director.</p>



*Vocational Rehabilitation (WIOA Title IV)	Arkansas Division of Workforce Services, Arkansas Rehabilitation Services	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	<b>Comprehensive Center in Hot Springs</b> 201 Market St. Ste 200, Hot Springs, AR 71901 501-623-4479 Counties served-Garland, Hot Spring, Clark, Montgomery, Pike
--	---	---	---

\*Indicates a Required Program

### Not Physically Co-Located at an Arkansas Workforce Center – West Central

Partner Program	Partner Organization	Authorization/Category	Contact Information
*Adult Education and Family Literacy (WIOA Title II)	National Park College Adult Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Bill Ritter 101 College Drive Hot Springs, AR 71913 (501) 760-4335 <a href="mailto:bill.ritter@np.edu">bill.ritter@np.edu</a>  <b>Counties Served:</b> Garland County
*Adult Education and Family Literacy (WIOA Title II)	Arkansas Tech University-Ozark Adult Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Regina Olson, Director 1700 Helberg Lane Ozark, AR 72949 (479) 667-3520 <a href="mailto:adulted@atu.edu">adulted@atu.edu</a>  <b>Counties Served:</b> Johnson
*Adult Education and Family Literacy (WIOA Title II)	University of Arkansas Cossatot Adult Education	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Dr. Steve Cole 183 College Drive DeQueen, AR 71832 870-584-1173 <a href="mailto:scole@cccua.edu">scole@cccua.edu</a>  <b>Counties Served:</b> Howard, Little River, Sevier, and Pike
*Community Service Block Grant E&T	HRVAC	Community Services Block Grant Act	Stephanie Garner, <a href="mailto:sgarner@arvacinc.org">sgarner@arvacinc.org</a>  Referrals sent to: <a href="https://www.acaaa.org/local-community-action-agencies/">https://www.acaaa.org/local-community-action-agencies/</a>  Russellville
*Senior Community Service Employment Program	American Association of Retired Persons (AARP -SCSEP)	Title V of the Older Americans Act of 1965	Teresa Lillard PO Box 2524 Hot Springs AR 71914 501.620.7845 <a href="mailto:tlillard@aarp.org">tlillard@aarp.org</a> Counties served: (as of 7/1/2022, we will serve all counties except Little Rive, Faulkner, and Crawford
*Jobs for Veterans State Grants (JVSG)	Arkansas Division of Workforce Services	Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C. N	Disabled Veteran Outreach Program Jeramie Teach 104 S Rochester Russellville AR 72801 P: 479-880-1318 E: <a href="mailto:Jeramie.teach@arkansas.gov">Jeramie.teach@arkansas.gov</a>

			ADWS, 201 Market St Suite 300, Hot Springs, AR 71901, 501-525-3450, <a href="mailto:Stephen.ezelle@arkansas.gov">Stephen.ezelle@arkansas.gov</a> Counties: Garland, Clark, Pike, Montgomery, Hot Spring.
*Career and Technical Education	National Park College	Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Josh Holiman 101 College Drive Hot Springs, AR 71913 <a href="mailto:Josh.holiman@np.edu">Josh.holiman@np.edu</a> 501-760-4321
*HUD Employment & Training Program			HACHS, 1002 Illinois St, Hot Springs, AR 71901, 501-624-4420, <a href="mailto:fss@hshousing.org">fss@hshousing.org</a> Counties: Garland
*Indian and Native American Programs	American Indian Center of Arkansas	Indian and Native American Programs (INA), WIOA sec. 166, 29 USC 3221  The Arkansas State DHS Senior Community Service Employment program (SCSEP) program (Non-Native Program)  The Institute for Indian Development – SCSEP (NonNative Program)  ACE – Accessing Choices in Education – Youth program  Native Connections – Suicide Prevention – Youth Program	Michael Hines 400 W. Capitol Avenue, Ste 2380 Little Rock, AR 72201 (501) 666-9032  Michael@AICAgO.org Star Jackson 400 W. Capitol Avenue, Ste. 2380 Little Rock, AR 72201 (501)666-9032 Star@AICAgO.org
*National Farmworker Jobs Program	Arkansas Human Development Corporation	National Farmworker Jobs Program (NFJP)2, WIOA Sec. 167	Ark. Human Development Corp, 300 Springs St, Suite 700, Little Rock, AR 72201. Clewon Young, Executive Director, <a href="mailto:cyoung@arhdc.org">cyoung@arhdc.org</a>
*Department of Energy and Environment	Division of Environmental Quality	Energy and Environment	N/A
Youth Build	Youth Build Contractor Name	Youth Build WIOA sec.171 (29 USC 3226)	N/A – not in the region

\*Indicates a Required Program

*Arkansas Department of Workforce Services*

# **SHARED WORK UNEMPLOYMENT COMPENSATION**

**Information and Application  
For Employers**



# Shared Work Information

This booklet contains information and instructions for completion of the Employer Work Sharing Plan Application and the weekly certification, which you give to your employees. Please read the booklet carefully and retain it in your files for future reference. If you have questions, please contact the Department of Workforce Services Local Office in your area.

## General Information:

The Shared Work Unemployment Compensation Program provides an alternative for employers faced with a reduction in work force. It allows an employer to divide available work or hours of work among a specific group(s) of employees in lieu of a layoff, and it allows the employees to receive a portion of their unemployment benefits while working reduced hours.

To qualify for benefits under the Shared Work (SW) Program, employees must be regularly employed by an employer whose plan to stabilize the work force has been approved by the Administrator of the Department of Workforce Services or his duly authorized representative. During the period for which benefits are payable, the following conditions must be met:

1. The employee's normal weekly hours of work are reduced at least 10%.
2. The employee must be monetarily eligible for regular unemployment insurance benefits and must not have exhausted the entitlement to regular UI benefits.
3. The employee must file a claim and meet the eligibility requirements for regular Arkansas Benefits. The employee need not:
  - a. Be available for work other than with the Shared Work Employer.
  - b. Conduct an active search for work, or
  - c. Apply for or accept work other than from the Shared Work employer.
4. The employee must be able and available for the normal hours of work of the Shared Work Employer:

**Example:** The employee's hours of work are reduced twenty (20) percent. The employer schedules a four (4) day work week, eight (8) hours a day, Monday through Thursday. An employee requests and is granted permission to be off Tuesday. If the Shared Work employer schedules the claimant / employee to work eight (8) hours on Friday, the claimant / employee must be able and available to work the scheduled hours.

Employees included in an approved plan may not receive Shared Work benefits for any week for which he receive regular benefits, nor may an employee participate concurrently in two or more Shared Work Plans.

Employees involved in an employer's approved SW program, if otherwise eligible, will receive that percentage of their weekly unemployment insurance benefit amount which equals the percentage of reduction in normal hours for that week due to Shared Work. If additional hours are worked during the week in the employment of another employer(s), the combined hours of work for both employers will be used to determine the percentage of reduction of their weekly unemployment insurance benefit amount. However, if the combined hours are equal to or greater than 90%, of the normal weekly hours of work with the Shared Work employer, the claimant shall not be entitled to SW benefits.

**NOTE:** All claimants/employees must serve or have served a one-week waiting period. The waiting period is the first week claimed in which the claimant/employee is otherwise eligible for benefits after establishing a claim. No benefits are payable for the waiting week.

A Shared Work Plan becomes effective on the date the plan is approved or on a date mutually agreed upon by the employer and the Administrator of the Department of Workforce Services, but no earlier than the date of approval of the plan by the Administrator. It shall expire at the end of the 12th full calendar month after the effective date or on the date specified whichever date is earlier. If a plan is revoked by the Administrator, it shall terminate on the date specified in the Administrator's written order of revocation.

**NOTE:** An employer's plan may be revoked before the expiration date if the plan is not carried out according to its terms and intent. Employee's fringe benefits must be continued without reduction. A Shared Work Plan shall not be approved or shall be revoked if fringe benefits are reduced.

Claimants/Employees can receive up to 26 weeks of Shared Work Benefits.



# Shared Work Unemployment Compensation

---

## Definitions

### Shared Work Plan

An employer's plan under which there is a reduction in the number of hours worked by employees rather than temporary layoffs.

### Normal Weekly Hours of Work

The normal hours of work for full-time and permanent part-time employees in the affected group when their employing unit is operating on its normal, full-time basis, not to exceed forty hours and not including overtime.

### Affected Groups(s)

At least two or more employees designated by an employer to participate in a Shared Work Plan.

### Hours Worked

All hours worked by a Shared Work claimant/employee during the week.

### Shared Work Benefits

The unemployment compensation benefits payable to employees in an affected group under an approved Shared Work Compensation plan as distinguished from the benefits otherwise payable under the Arkansas Employment Security Law.

### Subgroup

A group of employees constituting at least ten percent of the employees in an affected group.

### Section 11-10-507(5) of the Arkansas Employment Security Law

- (A) To qualify for benefits for any benefit year, an individual has during his base period been paid wages in at least two quarters of his base period for insured work; and such total wages paid during his base period equal not less than twenty-seven (27) times his weekly benefit amount.
- (B) To requalify for benefits for all benefits years, no individual may requalify on a succeeding benefit year claim unless he had been paid wages for insured work equal to not less than twenty-seven (27) times his weekly benefit amount and has wages paid for insured work in at least two (2) calendar quarters of his base period, and subsequent to filing the claim which established

this previous benefit year, he has had insured work and was paid wages for such work equal to three (3) times his weekly benefit amount.

### Base Period

The first four (4) of the last five (5) completed calendar quarters immediately preceding the first day of the quarter in which the claim is filed.

### Employer Charges

Any employer who elects to participate in the Shared Work Program must have a positive reserve account. Thus, his account would be charged in the usual manner. A reimbursable employer will be required to reimburse the Unemployment Insurance Fund for the cost of benefits paid based on wages paid by him. Please contact the Employer Charge Unit at (501)682-3236, if you have any further questions regarding employer charges.

---

### Advantages:

- Production and quality levels are maintained.
- Rapid recovery to full capacity is possible because of the retention of an experienced work force.
- When the economic climate improves, administrative and training costs of hiring new employees are minimized.
- Affirmative action gains are protected.
- Employee morale remains high.
- Employees retain their skills and advancement opportunities.
- Consumer's spending patterns remain more stable.
- Public assistance expenditures may be lessened.

### Disadvantages:

- Employees who are able to locate full employment elsewhere may be lost.
- Work scheduling may be more difficult.
- Senior employees suffer a reduction in hours and income.

# Shared Work Unemployment Compensation

---

## How To Apply for a Shared Work Plan

Interested employers must submit an affected Group Pre check List attached on page 6 for each affected group. The Department of Workforce Services Local Office Manager designee shall pre check the list, and return it to the Employer before application on pages 7-9 is submitted.

**NOTE:** All employees listed must meet the requirements of Section 11-10-507 of the Arkansas Employment Security Law. Otherwise, the plan shall not be approved.

If all employees on the list do not meet the requirements of Section 11-10-507 you may elect to divide the plan into groups.

### The employer must certify that:

1. The aggregate reduction in work hours is in lieu of temporary layoffs which would have affected at least ten (10) percent of the employees in the affected group or groups to which the plan applies and which would have resulted in an equivalent reduction in work hours.
2. Each employee in the affected group would be eligible for normal unemployment compensation under Section 11-10-507 of the Arkansas Employment Security Law.
3. In the case of employees represented by an exclusive bargaining representative, the plan is approved in writing by the collective bargaining agent. In the event that the certification of an exclusive bargaining representative has been appealed, such bargaining representative shall be considered to be the exclusive bargaining representative for work sharing plan purposes. In the absence of any such bargaining representative, the plan must contain a certification by the employer that he has made the proposed plan or a summary thereof, available to each employee in the affected group for inspection.

### The Employer's Plan must meet the following criteria:

- (1) The plan applies to and identifies the specified affected group.
- (2) The employees in the affected group or groups are identified by name, social security number, normal weekly hours of work, percentage of reduction and whether or not the affected employees are under a collective bargaining agreement or if such certification of a collective bargaining agent is on appeal.
- (3) The normal weekly hours of work for employees in the affected group or groups are reduced by not less than ten (10) percent and not more than forty (40) percent.
- (4) Health benefits and retirement benefits under defined benefit pension plans (as defined in Section 3(35) of the Employee Retirement Income Security Act of 1974), and other fringe benefits will continue to be provided to employees in the affected group or groups as though their work weeks had not been reduced.
- (5) During the previous four (4) months the work force in the affected group has not been reduced by temporary layoffs of more than ten (10) percent of the workers.
- (6) On the most recent computation date preceding the date of submittal of the Shared Work Plan for approval, the total of all contributions paid on the employing unit's own behalf and credited to his account for all previous periods equaled or exceeded the regular benefits charged to his account for all such previous periods.
- (7) The plan applies to at least ten (10) percent of the employees in the affected group. If the plan applies to all employees in the affected group, the plan provides equal treatment to all employees of the group. If the affected group is divided into subgroups, the plan provides equal treatment to all employees within each subgroup.
- (8) The plan will not serve as a subsidy of seasonal employment during the off season, nor as a subsidy of temporary part-time or intermittent employment.
- (9) The employer agrees to furnish reports relating to the proper conduct of the plan and agrees to allow the Administrator or his authorized representatives access to all records necessary to verify the plan prior to approval and, after approval, to monitor and evaluate application of the plan.

# Shared Work Unemployment Compensation

---

## Instructions For Completing the Affected Group Pre check List

Items are self-explanatory. Complete all information for each employee in the affected group either alphabetically by last name or numerically by social security number. The form may be duplicated if necessary. Please insure that the form contains the information requested, is readable for keypunching, and is printed in the format shown.

## Instructions for submitting a Shared Work Plan Application for Approval

Complete the application form and the affected employee listing. To insure employee's forms are processed for Shared Work benefits for each week following a reduction in hours, submission of these items at least 30 days in advance of the effective date is advisable. You will be notified by mail of the approval or disapproval of your plan. Please contact the Department of Workforce Services Local Office if you have questions.

Upon completion of the form(s) you should submit it to the Local Department of Workforce Services office nearest your place of business.

Explanation of Items on the application forms. Complete Items 1-13, sign, and date the certification statement.

### Section A: Employer Information

- Item - 1** Self-explanatory.
- Item - 2** Complete only if the name of the company/subsidiary is different than listed in Item 1.
- Item - 3** Self-explanatory.
- Item - 4** Enter the complete mailing address.
- Item - 5** Enter the date you wish your Shared Work Plan to begin. Shared Work Plans begin on a Sunday and may begin no earlier than the Sunday immediately following the date the plan was approved by the Department of Workforce Services. Your plan may begin on any future Sunday. Enter the month, date and year.
- Item - 6** Enter a Saturday date (Month, date, and year). If approved, your plan will expire at the end of the 12th full calendar month after the effective date of the plan or on the date specified in the plan if such date is earlier; provided, that the plan is not previously revoked by the Administrator.
- Item - 7** Enter the number of employees to be included in the plan as listed on the Shared Work Plan Affected Employees Listing.
- Item - 8** Self-explanatory.
- Item - 9** Self-explanatory.
- Item - 10** Enter the percentage that you expect to reduce the normal weekly hours of work of the affected employees.
- Item - 11** Specify the type of business you operate (e.g. manufacturing boats, manufacturing tractor parts, engineering-civil, engineering- structural, etc.).
- Item - 12** Complete this Item if any employee included in the plan is represented by a collective bargaining agent. Indicate the group(s) that are affected by your plan (e.g., clerical, assembly, serving, transportation, sales, etc.). If the affected group is covered by a collective bargaining agreement, enter the union name in the appropriate space. Enter the total number of employees in each affected group, if appropriate, and the number of employees sharing work.

**NOTE:** The application for the Shared Work Program must be signed by the collective bargaining representative(s), if Item 12 is completed.

(Continued on Reverse Side)

# **Shared Work Unemployment Compensation**

---

**Section B Statements are Self-Explanatory.** If there is more than one owner, prepare an attachment which provides the same signature information in a similar format.

## **Section C For ESD Use Only.**

### **Instructions for Completion of the SW-Affected Employees Listing**

Items are self-explanatory. Complete all information for each affected employee either alphabetically by last name or numerically by Social Security Number. The form may be duplicated if necessary. Please ensure that the form contains the information requested, is readable for keypunching and is printed in the format shown. (This form must accompany the Shared Work Plan Application.)

### **Instructions For Completion of Weekly Certification For Shared Work Unemployment Compensation (Form SWC-2)**

Complete a Shared Work Weekly Certification only for your employees who are included in your approved Shared Work Plan.

Issue a SWC-2 for the seven consecutive day period that corresponds to the Saturday week-ending date. If the company's payroll period is other than weekly, the employer must report the percent of reduced hours on a calendar week beginning Sunday and ending Saturday.

Section A - shall be completed, signed and dated by the Employer.  
(Items 1 through 7, self-explanatory.)

Section B - shall be completed, signed and dated by the claimant/employee.  
(Items 1 through 3, self-explanatory.)

The Weekly Certification Claims Forms must be returned to the Department of Workforce Services Holding Of the Employer's Shared Work Plan no later than 7 days after the week-ending date (Saturday's date) on the form.

\*Failure to submit the SWC-2 Forms as directed could result in a delay or denial of benefits.

An example of a Weekly Certification Form is on page ten (10). Please read and follow instructions as outlined on the form. The Shared Work Program will function more effectively if both you and your employees carefully review the explanations and follow the instructions.

\*\*Complete a separate "Shared Work Plan Application" for each subgroup, and annotate "Subgroup" on the application.



**Shared Work Plan - Affected Group Pre check List**

Please Type or Print in Black Ink		For DWS Use Only	
Employer (Company) Name		Section 11-10-507 Requirements Met	
Employee Name (Last Name, First Name)	Employee Social Security Number	Yes	No
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			

# Shared Work Plan Application

For DWS Use Only

Plan No.

## Section A. Employer Information

Please Type or Print in Black Ink

1. Enter Company Name as shown on most recent Quarterly Report

U.I. Employer Acct. No.

2. Business Name (Enter "Same" if same as #1)

3. Business Phone No.

4. Mailing Address (No., Street or P.O. Box, City, State, ZIP)

5. Plan Start Date: On what date (must be a Sunday date) do you want this plan to become effective? \_\_\_\_\_

6. Plan End Date: On what date (must be a Saturday date) do you want this plan to end? \_\_\_\_\_

7. Number of employees to be covered by the plan as listed on the attached Affected Employee Listing. \_\_\_\_\_

8. The main work location of employees listed on this plan is:

(Street Address) \_\_\_\_\_  
(Complete only if different than Item 4)

(City) \_\_\_\_\_ (County) \_\_\_\_\_ (Zip) \_\_\_\_\_ (Phone No.) \_\_\_\_\_

9. Since the work hours of employees listed on this application are reduced to less than their normal weekly hours will their fringe benefits be affected? ☐ Yes ☐ No If Yes, how? (Please be specific) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. Expected weekly reduction in hours \_\_\_\_\_ %

11. Specific type of business \_\_\_\_\_

12. List collective bargaining representative(s) for any employee(s) covered by this plan, even if such certification of the collective bargaining agent is on appeal:

Affected Group	Bargaining Agent	No. of Employees in Group
A.		
B.		
C.		

I approve of this Shared Work Plan:

Signature, Official A.	Date	Union Name	Local No.
Signature, Official B.	Date	Union Name	Local No.
Signature, Official C.	Date	Union Name	Local No.

(Continue on Reverse side)

## Section B. Employer Certification

### 13. Employer Certification:

- a. Each employee in the affected group covered by this plan is eligible for regular unemployment compensation under Section 11-10-507 of the Arkansas Employment Security Law.
- b. The aggregate reduction in work hours is in lieu of temporary layoffs which would have affected at least ten (10) percent of employees in the affected group or groups to which the plan applies.
- c. The hours of work for each affected employee will be reduced by not less than ten (10) percent and not more than forty (40) percent.
- d. During the previous four (4) months the workforce of the affected group has not been reduced by temporary layoffs of more than ten (10) percent of the workers.
- e. I certify that I have made the proposed plan or a summary thereof available, to each affected employee not representative by a collective bargaining representative for inspection.
- f. I agree to furnish reports relating to proper conduct of the plan and agree to allow the Administrator of his authorized representative access to all records necessary to verify the plan prior to approval and after approval, to monitor and evaluate application of the plan.
- g. I understand that the plan may be revoked, if the hours of work are "increased" or "decreased" substantially beyond the level in the plan.
- h. I am aware of the potential affects on my Unemployment Insurance Account (experience rated or reimbursable) if Shared Work benefits are paid to my employees.
- i. I also understand that any substantial change in the plan must be approved by the Administrator of the Department of Workforce Services.
- j. I understand that the fringe benefits of the affected employees shall not change as long as the Shared Work Plan is in affect.
- k. I have read and understand the Shared Work Information and Application Instructions.

Owner, Partner or Corporate Officer (Type or Print)	Contact Person	Telephone Number
Owner, Partner or Corporate Officer Signature	Title	Date Submitted

## Section C: Plan Disposition

For DWS Use Only - Do Not Complete Below This Line		
14. Plan Disposition: I recommend <input type="checkbox"/> Approval <input type="checkbox"/> Disapproval		
Reasons: _____		
_____		
_____		
Department of Workforce Services Representative		Date
15. Determination: The plan is <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved for reasons cited in Item 14.		
Approved By:	Title	Date

**Shared Work Plan - Affected Employee Listing**

Please Type or Print in Black Ink					For DWS Use Only	
Employer (Company) Name			U.I. Employer Acct. No.		Plan No.	
Employee Name (Last Name, Initials)	Employee Social Security No.	Normal Weekly Hours of Work (Max. of 40 Hrs)	Percentage of Reduction	Under Collective Bargaining Agreement		
				Yes	No	
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
21.						
22.						
23.						
24.						

**Weekly Certification For Shared Work Unemployment Compensation****Section A: Employer Statement**

Name of Employer	Employer Plan No.	Week Ending (Saturday Date)
<p>1. Normal weekly hrs. _____ Number hrs. work week reduced _____ Number hrs. worked _____</p> <p>2. Was the reduction in hours worked by this employee the same as was agreed upon in the Shared Work Plan? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No," what percentage of reduction _____ %</p> <p>3. Was employee absent from work for reasons other than Shared Work? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," was absence with your approval? _____ If "No," give date(s) and reason: _____</p> <p>4. Did employee refuse any work you made available to him during the above? <input type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes," please attach a note of explanation with this claim form.)</p> <p>5. Other pay to be received for this week: Bonus pay, Holiday pay, Sick pay. (Circle that which applies) Amount \$ _____</p> <p>6. Were you closed for Vacation or Holiday purposes during any part of the above week? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p><b>Employer's Certification:</b> I certify that the above information concerning the status of this company and the status/hours of this employee for the purpose of participating in the Shared Work Program is true and correct to the best of my knowledge.</p>		
Employer's Signature	Title	Date

**Section B: Employee / Claimant Statement**

Employer Claimant Name	Social Security Number	Week Ending (Saturday Date)
<p>The following questions are for the seven-day period that ends on the Saturday date above. Answer each question.</p> <p>1. During the above week, were you able and available for all the hours of work made available to you by your Shared Work Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No (If "No," please attach a note of explanation with this claim form.)</p> <p style="margin-left: 20px;">a. Total hours worked for your Shared Work Employer _____</p> <p style="margin-left: 20px;">b. Gross earnings for the above week from your Shared Work Employer: \$ _____</p> <p>2. Did you work for anyone other than your Shared Work Employer on any day in the week covered by this claim? (This includes, but is not limited to, self-employment and National Guard or Reserve duty.) <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," provide the following information: Employer Name (or Self-employed) and Address: _____ Number of hours worked: _____ Gross Amount Earned: \$ _____</p> <p>3. Will you receive or have you received any pension, annuity or retirement pay including Social Security? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," Type: _____ Amount Received: \$ _____</p>		
<p><b>Employee/Claimant Certification:</b> I claim Shared Work Benefits under the Arkansas Employment Security Law. I certify that the above statements are true and complete, that I was partially unemployed, able to work, available for work with my shared work employer and that my loss of hours in work was due to no fault of mine. I have not claimed unemployment benefits for this period under any other State or Federal system. I realize the Law prescribes penalties for false statements.</p>		
Signature	Date	Address (Complete only if changed)
<b>For DWS Use Only</b>	DWS Representative	Date Processed

(Instructions for completing this Form appear on Reverse Side)

---

---

### **Instructions To Employer - Section A**

**Explanation:** The purpose of this Form is to confirm the status of employees which you have listed in your Shared Work Plan during a week for which he is claiming Shared Work benefits.

**Procedure:** Complete Section A, "Employer Statement." Be sure to show the Saturday date for the week the employee / claimant wishes to claim in the space provided at the top of the Form. Return the Form to your employee /claimant who will complete Section B and return it to the Department of Workforce Services, for processing.

If a worker's hours are reduced for any reason other than lack of work (illness, vacation, personal reason, etc.), include an explanation as part of your statement. If the employee completes Section B and wishes to claim the week, even though you do not agree that this person should be paid for the week, attach a statement setting forth your reason(s) for believing this person should not receive benefits for this week.

**NOTE:** Complete the information in Section A only for the seven consecutive-day period that corresponds to the above Saturday week ending date. If your payroll period is other than weekly, you must report the percentage of reduced hours on a calendar week beginning Sunday and ending Saturday.

### **Instructions To Employee / Claimant - Section B**

**Explanation:** This Form is used to claim Shared Work benefits during a week in which your normal work hours of work have been reduced under an approved Shared Work Plan agreed to by your employer.

**Procedure:** Complete Section B, "Employee / Claimant Statement." Use a calendar week (Sunday through Saturday) for the week you claim (a calendar week begins Sunday and ends at midnight Saturday). Be sure to show the Saturday date for the Week you wish to claim in the space designated "Week Ending (Saturday Date)." You must wait until after the calendar week ends before you complete and mail a claim for that week, for example, you must wait until the 8th to claim a week that ends the 7th. After you complete the Form, return it to your local Department of Workforce Services, within seven (7) days of the weekending date shown on the Form.

### **Important!**

Review the completed Form to be sure that it is correct. Any errors or omissions may cause a delay in payment of benefits!

Any time there is a question about your eligibility for benefits, you will be asked to give a statement regarding the fact. If benefits are denied, you will receive a notice which explains the reason. You have a right to appeal this notice.

---

---

## **Shared Work Unemployment Compensation**

---

### **Shared Work Responsibilities**

After your plan has been approved, "THE PACKAGE," which includes an information sheet, Initial Claims Forms and Weekly Certifications, will be mailed to you for distribution to the affected employees. Each employee must complete an Arkansas Initial Claim for unemployment insurance form, which must be completed and submitted by each affected employee to the Department of Workforce Services Local Office that is handling your Shared Work Plan. Every week during the time the plan is in effect, to claim benefits each affected employee will be responsible for completing a Weekly Certification Form; this Form constitutes their claim for Shared Work benefits.

### **Modification of an Approved Plan**

An operational Shared Work Plan may be modified by the employer with the acquiescence of the employee representative or collective bargaining agent if the modification must be reported promptly to the Administrator. If the hours of work are increased or decreased substantially beyond the level in the original plan, or any other conditions are changed substantially, the Administrator shall approve or disapprove such modification, without changing the expiration date of the original plan. If the substantial modifications do not meet the requirements for approval, the Administrator shall disallow that portion of the plan in writing.

**NOTE:** To modify an approved plan an employer shall submit written notification to the Administrator of Department of Workforce Services. The request must be certified by the employee representative(s) or collective bargaining agent, if appropriate.

### **Addition to an Approved Plan**

To add an employee to an affected group of an existing Shared Work Plan, the employer must submit written notification to the Administrator of the Department of Workforce Services.

The written notification must include the Shared Work Plan number, employee name, social security number, percentage of reduction and a certification that the employee meets the requirements of Section 11-10-507 of the Employment Security Law.

West Central Arkansas Workforce Development Board  
Larry Carr, Chairman  
P O Box 6409, Hot Springs, AR 71902

---

## **Additional Assistance Barrier**

**Purpose:**

§ 681.300 - Either the State or Local level may establish definitions and eligibility documentation requirements for the “requires additional assistance to complete an educational program, or to secure and hold employment” barrier. In cases where the State Board establishes State policy on this criterion, the State Board must include the definition in the State Plan. In cases where the State Board does not establish a policy, the Local Board must establish a policy in their local plan if using this criterion.

**Policy: and Procedures:**

The West Central Arkansas Workforce Development Board has defined the criteria below to document the barrier as defined in § 681.210(c)(9) and § 681.220(c)(7) All youth using this barrier must be low-income. Documentation will include ADWS Form 2.6 for eligibility documentation and DOL data validation documentation.

1. Has a core GPA of less than 1.5. This can be a barrier because it can cause the youth to fall behind in their studies and not be able to graduate on time.
  - *Documentation to establish eligibility for the barrier:*
    - a. ADWS Form 2.6 with proper documentation.
  - *Documentation for Barrier:*
    - a. Participant’s file must contain a copy of transcript or statement from school showing the required GPA.
  - *Career advisor must record barrier information in case notes.*
2. Is an individual who is Limited English Proficient (LEP) that does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. Research suggests that adverse events affect LEP patients more frequently, are often caused by communication problems, and are more likely to result in serious harm compared to those that affect English-speaking patients. Effective provider-patient communication is vital, especially in areas as critical as medication reconciliation, hospital discharge, informed consent, and surgical care (pre-, peri-, and post-op), to name a few. In fact, these communication-sensitive processes don’t just put patients with LEP at risk. Patients with limited health literacy, those who may be affected by disabilities, and those who are subject to other vulnerabilities face an increased risk of misunderstanding and, in turn, medical errors. This is only one part of an LEP’s barrier they may encounter. It can affect the youth as being a productive citizen in education and/or employment if they don’t understand what they read, speak or write.

**References:**

**Attachment A: Improving Patient Safety Systems for Patients with Limited English Proficiency**

**Attachment B: 2015-2016 Arkansas Department of Education ESOL Guidance Handbook**

- *Documentation to establish eligibility:*
  - a. ADWS Form 2.6 with proper documentation
- *Documentation for Barrier: Participant’s file must contain one of the following:*
  - a. Limited ability to read, write, speak or comprehend the English language – self-attestation or observation, document by case manager note



# West Central Arkansas Workforce Development Board

Larry Carr, Chairman

P O Box 6409, Hot Springs, AR 71902

- 
- b. Native language is a language other than English – self-attestation or observation, document by case manager note
  - c. Lives in a family or community environment where a language other than English is the dominant language – self-attestation or observation, document by case manager note
  - *Career advisor must record barrier information in case notes.*
3. An emancipated youth under the age of 18 who has court records to show emancipation. This includes those who have aged out of foster care. Being an emancipated/aged out of foster care youth has been proven that they have barriers to finding, keeping, getting and keeping employment. They have a higher unemployment rate.

## References:

**Attachment C: Hey Statistics: Employment Barriers for Current & Former Foster Youth.**

**Attachment D: A Report to Congress on Adoption and Other Permanency Outcomes for Children in Foster Care**

**Attachment E: Supporting Youth Who are Aging Out of Foster Care**

**Attachment F: Providing Effective Financial Aid**

- *Documentation to establish eligibility for the barrier:*
    - a. ADWS Form 2.6 with proper documentation
  - *Documentation to establish eligibility for the barrier:*
    - a. Emancipate youth – court records
    - b. Aged out of foster care – self-attestation or documentation from Child Welfare System
  - *Career advisor must record barrier information in case notes.*
4. Child of an incarcerated parent/ member of single parent household. This is a barrier for a young person because the parent is absent from the house therefore the youth will not have proper guidance and the betterment of education or a productive career path.

## References:

**Attachment G: AECF – Children of Incarcerated Parents Fact Sheet**

**Attachment H: Fact Sheet – Incarceration**

**Attachment I: Children of Incarcerated Parents**

- *Documentation to establish eligibility:*
  - a. ADWS Form 2.6 with proper documentation
- *Documentation to establish eligibility for the barrier:*
  - a. Child of an incarcerate parent – self-attestation or case note
  - b. Member of a single parent household – self-attestation, Public assistance documentation, or case note
- *Career Advisor must record barrier information in the case notes.*

Larry Carr                      12/12/19                      12/12/19  
Larry Carr, Chair                      Date                      Approved on

Correction Approved by: Larry Carr                      Date: 11-19-21

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.

## Appendix E

### Performance Goals

Plan modifications must identify expected levels of performance for each indicator of performance for the two years covered by the plan modification. The local boards must reach an agreement with the ADWS, on the negotiated levels of performance for each of the two years of the plan modification.

The Adult, Dislocated Worker, Youth will have two full years of data available to make reasonable determinations of expected levels of performance for the following levels of performance for the following indicators for **Program Years 22-23**:

- Employment (Second Quarter after Exit),
- Employment (Fourth Quarter after Exit),
- Credential Attainment Rate, and
- Measurable Skills Gains.

## PY2022 – PY 2023 Performance

### Local Area WIOA Negotiated and Actual Performance Goals

Name of local workforce development area: West Central

WIOA Performance Measures	Local Area PY 22-23 Performance Goals		
	PY 22	PY 22 Actual	PY 23
<b>Employment (Second Quarter after Exit)</b>			
Adult	85%	64.44%	85%
Dislocated Worker	81%	42.11%	81%
Youth (Education or Training Activities or Employment)	71%	32.26%	71%
<b>Employment (Fourth Quarter after Exit)</b>			
Adult	85%	50.00%	84%
Dislocated Worker	81%	47.62%	84%
Youth (Education or Training Activities or Employment)	74%	54.17%	74%
<b>Median Earnings (Second Quarter after Exit)</b>			
Adult	\$6,849	\$7,986	\$6,849
Dislocated Worker	\$7,027	\$7,148	\$7,027
Youth	\$3,500	\$1,514	\$3,500
<b>Credential Attainment Rate</b>			
Adult	83%	70.00%	83%
Dislocated Worker	77%	77.00%	77%
Youth	60%	50.00%	60%
<b>Measurable Skill Gains</b>			
Adult	73%	57.45%	73%
Dislocated Worker	66.50%	66.67%	66.50%
Youth	57%	42.86%	57%
<b>Effectiveness in Serving Employers</b>			
Adult	Baseline	Baseline	Baseline
Dislocated Worker	Baseline	Baseline	Baseline
Youth	Baseline	Baseline	Baseline

## Appendix F: Planning References and Resources

**Local Areas must list each of the state's strategic goals in their plans and develop their own objectives for inclusion in the local plan.**

### **State of Arkansas Combined Workforce Development Strategic Plan (State Plan)**

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) providing a framework for Governors and states to make changes to their workforce systems. The federal law sets the parameters for the workforce system which is an integral part of the State's ability to serve jobseekers and employers. WIOA will enable the State to align workforce priorities across multiple partners, training providers, employers, and others to ensure we are creating a skilled workforce for today and the future.

An effective workforce development system will be built on a foundation of alignment, innovation, employer engagement, accountability structures and improved data. Arkansas will look beyond WIOA to set broad goals for a comprehensive workforce development system. We will do this by providing the highest quality of service to jobseekers and employers through well-coordinated approaches at the state and local levels. System access will be enhanced using technology and creative partnerships with community organizations and other service providers. While access will be improved for all jobseekers, the provision of services and training will be focused on those most in need and hardest to serve.

The four main goals in the State's Combined WIOA Plan are as follows:

**Strategic Goal 1: Develop an efficient partnership with employers, the educational system, workforce development partners, and community-based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.**

Goal 1 Objectives:

1. Expand employer partnerships through the support of industry engagement.
2. Identify and promote best practices (private and public) for developing and sustaining partnerships.
3. Expand partnership with economic development to refine sector strategies.
4. Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
5. Increase accountability and clarity of action between all workforce related boards.
6. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
7. Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.
8. 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.
9. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).
10. Expand small business participation.

## **Strategic Goal 2: Enhance service delivery to employers and jobseekers.**

### **Goal 2 Objectives:**

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.
2. Develop an integrated data system that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
3. Promote training that leads to industry recognized credentials and certification.
4. Support transportable skill sets for transportable careers.
5. Support career pathways development and sector strategy initiatives to meet business and industry needs.
6. Expand service delivery access points using virtual services.
7. Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
8. Develop a menu of services available at each service delivery access point that provides a list of the services and training opportunities available through Arkansas's talent development system.
9. Utilize customer satisfaction surveys to ensure continuous improvement of the State's talent development system.
10. Explore data sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).

## **Strategic Goal 3: Increase awareness of the State's Talent Development System**

### **Goal 3 Objectives:**

1. Increase access to the workforce development system through a no wrong door approach to services.
2. Change employer and jobseeker perceptions of the workforce system.
3. Develop an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the State.
4. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
5. Develop a user-friendly website that provides a common repository of information about career development opportunities that are relevant to K-12 education, parents, educators, adults, employers, government agencies, and the public.

## **Strategic Goal 4: Address Skills Gaps**

### **Goal 4 Objectives:**

1. Conduct a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.
2. Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.
3. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program and the Workforce Alliance for Growth in the Economy (WAGE) program.

PY 2020 – PY 2023 Combined State Plan to be found at <http://dws.arkansas.gov/wioa.htm>

### **State Policy and Guidance.**

State policy can be found at <http://dws.arkansas.gov/wioa.htm>

### **Labor Market and Workforce Information.**

#### **A. Discover Arkansas**

Labor Market Information Portal Arkansas Labor Market Information (LMI) is posted online using the <https://www.discover.arkansas.gov/> and is available to the public.

#### **B. Arkansas State Plan Economic and Workforce Analysis**

The Arkansas Combined State Plan includes an analysis of the current workforce. The data provided in Section II of the state plan under strategic elements may be very helpful to local boards in conducting a local area and regional economic and workforce analysis.

To provide local workforce boards in the state with tools for development planning in their own areas, data were downloaded and prepared from the Arkansas Division of Workforce Services Labor Market Information (LMI) website, [www.discover.arkansas.gov](http://www.discover.arkansas.gov). These data were then turned into interactive visualizations, which are available at the following websites. These visualizations can be downloaded as an image or in PDF format. The goal is to help stakeholders at the state and local level better understand future industry and occupational needs and to provide workforce development boards with the tools needed to better serve their areas.

The data available at <http://arkansasresearchcenter.org/arc/index.php?clD=153> includes:

- Industries
- Job Growth
- Projected Job Growth by Workforce Development Area
- Projected Job Growth by Industry
- Percent Workforce

These data demonstrate the current makeup of the workforce by major industry, as well as projections of the number of jobs these industries will need.

The data available at <http://arkansasresearchcenter.org/arc/index.php?clD=154> includes:

Arkansas Occupations, which includes data visualizations concerning occupations in Arkansas, both current and projections. Occupations are listed by their Standard Occupation Code (SOC) title. The SOC system is hierarchical. SOC Major codes are the top-level occupational areas, such as "Construction and Extraction Occupations." At the next level would be SOC Minor, one of which for the above would be "Construction Trades Workers." Finally, there is SOC Detail, such as "Stonemasons" or "Carpenters." This web tool allows users to manipulate the data by indicating the level of detail desired.

**Other Resources.**

- TEN 1-15; Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide; July 6, 2015
- TEGL 37-14; Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System; May 29, 2015, Americans with Disabilities Act (ADA)