

WIOA:  
PERFORMANCE  
COUNTS

PARTNERING TO  
MEET OUR GOALS

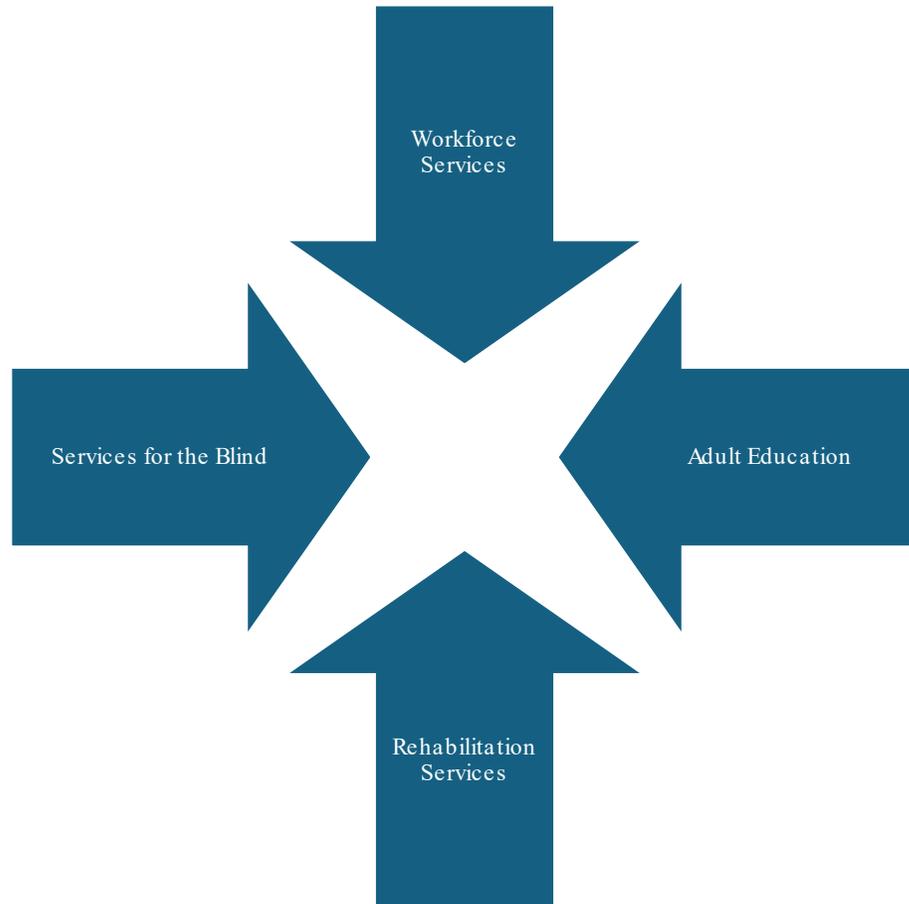


# PURPOSE

- Promote uniformity across the partners for performance measures training purposes.
- Promote accountability and transparency.
- Work together as partners to lead Arkansas in meeting performance goals.



# CORE GOVERNMENT WIOA PARTNERS' & PROGRAMS



- Employment and Training (Youth, Adult, Dislocated Worker)
- Wagner-Peys er
- Adult Education
- Vocational Rehabilitation

# WIOA Background

The Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states and local areas in achieving positive outcomes for individuals served by the workforce development system's core programs.

# Why the data matters?

- Programmatic performance data is important for all workforce system partners, stakeholders such as State and Local Workforce Development Boards (WDBs), and the public to better understand workforce system operations, enhance services, and pursue continuous improvement for services to job seekers and employers.
- This data is essential for enhancing services and driving continuous improvement for both job seekers and employers.



IT'S ALL  
ABOUT THE  
FUNDING



— ALL ABOUT YOUR —  
**BENJAMINS**



## WIOA PERFORMANCE GOALS ARE...

Customer  
Based

Data Driven

Accountable

Integrated

Accessible



# COMMON MEASURES FOR CORE PROGRAMS

- % of participants that were employed in the 2<sup>nd</sup> quarter after exiting program.
- % of participants that were employed in the 4<sup>th</sup> quarter after exiting program.
- Median wages of participants in the 2<sup>nd</sup> quarter after exiting the program.
- Measurable skill gains of participants.
- Credential attainment of participants.
- Effectiveness in Serving Employer.
  - Retention with the same employer 2<sup>nd</sup> and 4<sup>th</sup> Qtr.



LET'S  
REVIEW THE  
DATA

PARTNERS'  
NEGOTIATED  
RATES  
OVERVIEW



# Arkansas Workforce Connections

PROGRAM	MEASURE	STATE PY2024/PY2025
TITLE I ADULT	Q2 EMPLOYMENT	81.0%
	Q4 EMPLOYMENT	79.0%
	Q2 EARNINGS	\$ 7,750
	CREDENTIAL	73.0%
	MSG	73.7%
<b> </b>		
TITLE I DLW	Q2 EMPLOYMENT	83.0%
	Q4 EMPLOYMENT	83.0%
	Q2 EARNINGS	\$9,200
	CREDENTIAL	75.0%
	MSG	75.6%
<b> </b>		
TITLE I YOUTH	Q2 EMP/EDUC	76.6%
	Q4 EMP/EDUC	77.0%
	Q2 EARNINGS	\$3,950
	CREDENTIAL	58.0%
	MSG	65.9%

# TITLE II: ADULT EDUCATION

Indicators of Performance	PY23 Negotiated Targets	PY23 Actual Performance	Difference
Employment Rate-2 <sup>nd</sup> Q after Exit	43%	55.12%	(+) 12.12%
Employment Rate-4th Q after Exit	30%	55.90%	(+) 25.9%
Median Earnings-2 <sup>nd</sup> Q after Exit	\$4,600	\$5,850	(+) \$1,250
Credential Attainment	47%	60%	(+) 13%
Measurable Skill Gains	51%	62%	(+) 11%

# Title III: Wagner Peys er

WAGNER/ PEYSER	Q2 EMP/EDUC	70.8%
	Q4 EMP/EDUC	70.1%
	Q2 EARNINGS	\$6,905
	CREDENTIAL	
	MSG	

# Title IV: VOCATIONAL REHABILITATION COMBINED SERVICES

Indicator	PY2024 State Expected Level	PY2024 Proposed Negotiated Level	PY2025 State Expected Level	PY2025 Proposed Negotiated Level
Employment (Second Quarter After Exit)	64.0%	64.0%	65.0%	65.0%
Employment (Fourth Quarter After Exit)	63.0%	63.0%	65.0%	65.0%
Median Earnings (Second Quarter After Exit)	\$6,800	\$6,800	\$6,870	\$6,870
Credential Attainment Rate	35.5%	36.5%	36.0%	37.5%
Measurable Skill Gains	57.5%	58.5%	58.0%	59.0%

# WORKING TOGETHER TO MEET OUR GOALS

- Let's put our words to "ACTIONS."
- We meet, but what happens after the meeting?
- Do we know each other?
- How do we connect the dots?
- Do we implement follow-up plans locally for individuals we refer to each other?
- Do we have a streamlined process in place for referrals and connecting individuals to partners?
- Is this all documented?



# PARTNERSHIP IN ACTION

Meet Evette, a determined individual who embarked on a remarkable journey to achieve her Arkansas High School Diploma despite facing the unique challenges of being 100% visually impaired. For the past four years, Evette immersed herself in the EACC Adult Education program, navigating obstacles with unwavering determination and a thirst for knowledge. Evette was also a consumer with the Division of Services for the Blind. Working with DSB, she learned how to use assistive technology to continue her education. The supportive staff and instructors at Adult Education, and her own indomitable spirit allowed her to conquer each subject area, from mathematics to reading language arts, science, and social studies. Even when setbacks happened, Evette never lost sight of her goal.

Finally, after years of hard work and dedication, Evette Moore-Jones proudly walked across the stage to receive her Arkansas High School Diploma, inspiring others with her resilience and determination to overcome any obstacle that stood in her way. She also earned a scholarship to assist with her Associate's Degree. She is currently working with DSB to obtain her Associates and move towards employment.

# PARTNERSHIP IN ACTION

Mrs. Marilyn Turner requested assistance in finding employment with Workforce Connections in February 2024 at a job fair. She was assisted by the Employment Specialist on how to register with AR job link and was given several jobs leads with no success. After working with Workforce Connections for several months, Mrs. Turner was referred to Arkansas Rehabilitation Services for job placement assistance. The VR counselor Kimberly Wilson referred her to BER Jacqueline Balti. Mrs. Turner is 69 and had been retired for several years but was wanting to get back into the workforce due to personal and financial issues.

Despite her issues with anxiety and depression, Mrs. Turner was determined to be gainfully employed, however she had concerns about her income increasing and affecting her qualification for Medicaid health insurance. Ms. Balti assisted her with contacting her healthcare provider to determine her work requirements.

Due to her background in early childhood education, Ms. Balti suggested Mrs. Turner apply at ESS Education Services as a substitute teacher. She was not literate on the computer, so Mrs. Balti assisted her with completing the application. After she was hired, the BER also referred her to Kimberly Wilson for assistance in paying for her background check.

After completing all hiring requirements, Mrs. Turner began working at the Marion School District in May as a substitute teacher. She was recently offered a full-time contract Paraprofessional position in Marion. She often calls the BER to update her on her progress and express her appreciation for the assistance she received from ARS.





# PARTNERSHIP WITH BANK OZK

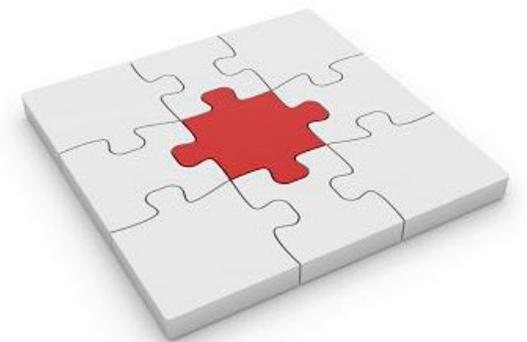
- Partners working together to host a job fair for Bank OZK. The partnership involved Adult Education, ARS, and DWS.
- ARS hosted the event at the NLR Field Office, and DWS had the Workforce Mobile Unit onsite where individuals could apply for jobs.
- Participants were able to learn about the culture of Bank OZK, apply for jobs, and interview with the company.

# WIOA

Workforce Innovation and Opportunity Act

## WIOA Core Programs

Performance Measures



# Who are our Partners

The Workforce Innovation and Opportunity Act (WIOA) programs in Arkansas partner with a variety of external groups to help job seekers and employers, including, but not limited to the following:

- **Business**

- WIOA works with businesses to help them find skilled workers and access education and training for their current workforce.

- **Educators**

- WIOA partners with educators to help job seekers and workers get the education and training they need to get and stay employed.

- **Organized labor**

- WIOA works with organized labor to foster economic development and high-growth opportunities.

- **Community leaders**

- WIOA partners with community leaders to foster economic development and high-growth opportunities.



# Who are our participants



- Participants in the Workforce Innovation and Opportunity Act (WIOA) include individuals who are unemployed, underemployed, have lost their jobs, as well as youth who face barriers to education, training, and employment.

# Who is Served

**WIOA Title I Youth Program:** Prepares low-income youth aged 14 through 24 for success in school and the workforce.

Who is served:

- Youth between 14 and 24 years old
- Low income

**WIOA Title I Adult Program:** Prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services.

Who is served:

- Basic services are available to all adults with minimal eligibility requirements. Basic, individualized, or training services are authorized for unemployed individuals unable to find jobs.

**WIOA Title I Dislocated Worker Program:** The program tailors employment and training services to meet dislocated worker's needs, establishes early intervention for workers and firms facing substantial layoffs, and fosters labor, management, and community partnerships with the government to address worker dislocation.

Who is served:

- Dislocated workers are people who lost jobs due to plant closures, company downsizing, or other significant changes in market conditions.

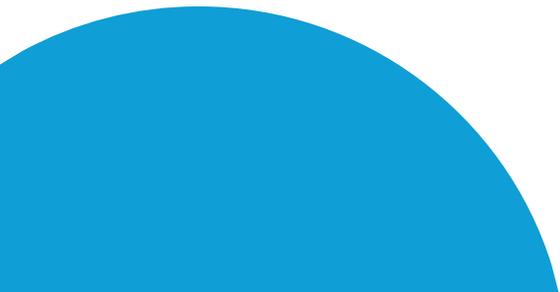


# Who is Served

**WIOA Title II Adult Education Program:** Designed to provide adult learners with the tools to improve and refine their academic skills, attain their Arkansas High School diploma (GED<sup>®</sup>), and the life skills that prepare the citizen for self-sufficiency and improvement in the quality of life.

Who is served:

- Who has attained 16 years of age
- Who is not enrolled or required to be enrolled in secondary school under State law; and
- Who –
  - Is basic skills deficient
  - Does not have a secondary school diploma or its recognized equivalent and has not achieved an equivalent level of education or
  - Is an English language learner



# Who is Served

**WIOA Title III Wagner-Peyser Program:** The Act of 1933 established a nationwide system of public employment offices known as the Employment Services. The Employment Service seeks to improve the functioning of the nation's labor market by bringing together individuals seeking employment with employers seeking workers.

Who is served:

- Anyone who is legally entitled to work in the United States, no matter one's age or employment status.
- Basic individualized career services are offered.
- A veteran or his or her eligible spouse has a priority in receiving such services.



# Who is Served

**WIOA Title IV Rehabilitation Services Program:** Include career and technical education and training, transition from school to work or postsecondary education, on the job training, and ancillary support services that clients may need for successful employment.

Who is served:

- **Arkansas Rehabilitation Services** provides opportunities for individuals with disabilities to engage in competitive integrated employment and to live more independently.
- **The Division of Services for the Blind** is dedicated to the independence of Arkansas who are blind or visually impaired.



# Identifying and addressing barriers





# WIOA: Individuals with Barriers to Employment

- Cultural Barriers
- Foster Care Youth
- Individuals with disabilities
- Homeless individuals
- Displaced Homemaker
- Long term unemployment
- Low Income

- Individuals with low levels of literacy
- English Language Learners (ELL)
- Migrant/Seasonal Farmworker
- Ex-Offenders
- Older Individuals
- Exhausting TANF in 2 years
- Single Parent



# Identify barriers to employment



- Barriers are any conditions that may make employment difficult:

- ✓ Lacking adequate housing
- ✓ Clothing
- ✓ Food
- ✓ Limited English-speaking ability
- ✓ Criminal record

- ✓ Lack of education
- ✓ Work experience
- ✓ Postsecondary training
- ✓ Transportation
- ✓ Childcare

# How do you determine the number of barriers?

- All programs should select all appropriate barriers to employment with a minimum of at least one selection.



# How to connect the individuals to services



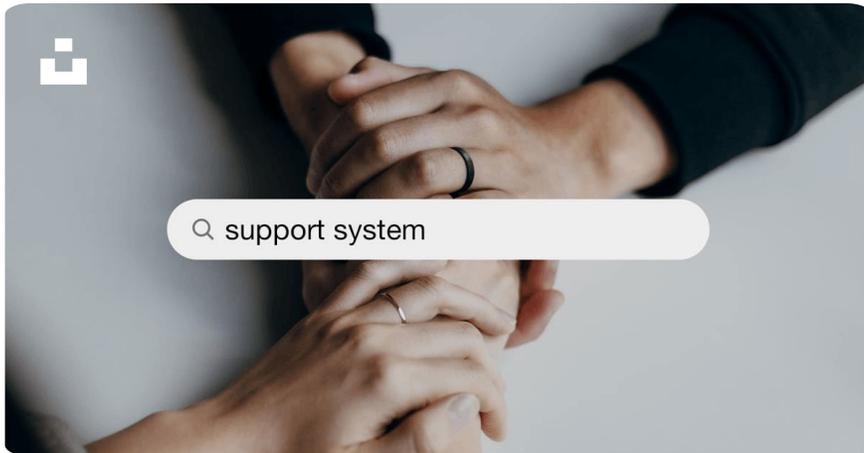
## Internal (WIOA partners)

- **Title I** – Adult, Dislocated Worker, and Youth Program
- **Title II** – Adult Education
- **Title III** – Wagner-Peyser Program
- **Title IV** – Arkansas Rehabilitation Services & Division of Services for the Blind

## External (community)

- Re-Entry Programs
- Businesses/Employers
- Postsecondary Education or Training Programs
- Independent Living

# Support Systems to address barriers



- Career Services (ADED, ARS, DSB, Workforce Connections)
- Transportation Assistance (TANF, ARS, DSB)
- Childcare (DHS)
- Basic skills deficiency (ADED)
- Tuition assistance (Workforce Connections, ARS, DSB)
- Assessments (ADED, ARS, DSB)
- Work-based learning experiences (ARS, DSB, Workforce Connections)
- Substance Abuse Counseling (External Partners)

# Data Management Systems

- **Adult Education uses LACES** (Literacy, Adult, and Community Education System), which allows users to set baseline easily, seamlessly track program progress and participants goals, deliver high-quality results, and streamline data reporting to state and federal agencies.
- **Arkansas Rehabilitation Services (ARS) and Division of Services for the Blind (DSB)** use **Aware**, which is a contextual intelligence platform that identifies and reduces risk, strengthens security and compliance, and uncovers real-time business insights from a digital conversation at scale.
- **Workforce Service uses Arkansas Job Links (AJL)** to provide job seekers, employers, and workforce development professionals with tremendous flexibility and capacity for accessing, tracking, and reporting services: self-directed, staff-facilitated, staff-assisted, and case management.



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# Data Quality and Collection: Moving as One

- Standard Forms and Processes for Collecting Data
- Error Checking and Quality Control Systems
- Ongoing Training on Data Collection
- Appropriate Staff Data Access
- Timely Data Entry
- Regular Data Reviews
- How data is used for continuous improvement and increased performance



Upcoming  
Training



**TRAINING  
TIME**

# Accepting the Challenge

