

West Central Arkansas Workforce Development Area

2016 – 2019 Transitional Local Plan



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This document represents the Strategic Local Plan for the West Central Planning and Development Area (WCAWDA) that consists of Clark, Conway, Garland, Hot Springs, Johnson, Montgomery, Perry, Pike, Pope, and Yell Counties. This plan builds on previous work and is jointly submitted by the Chief Local Elected Official, the West Central Arkansas Planning and Development Board, and West Central Planning and Development District, Inc. The administrative entity for the area is West Central Planning and Development District, Inc. (WCAPDD).

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Section 1: Workforce and Economic Analysis

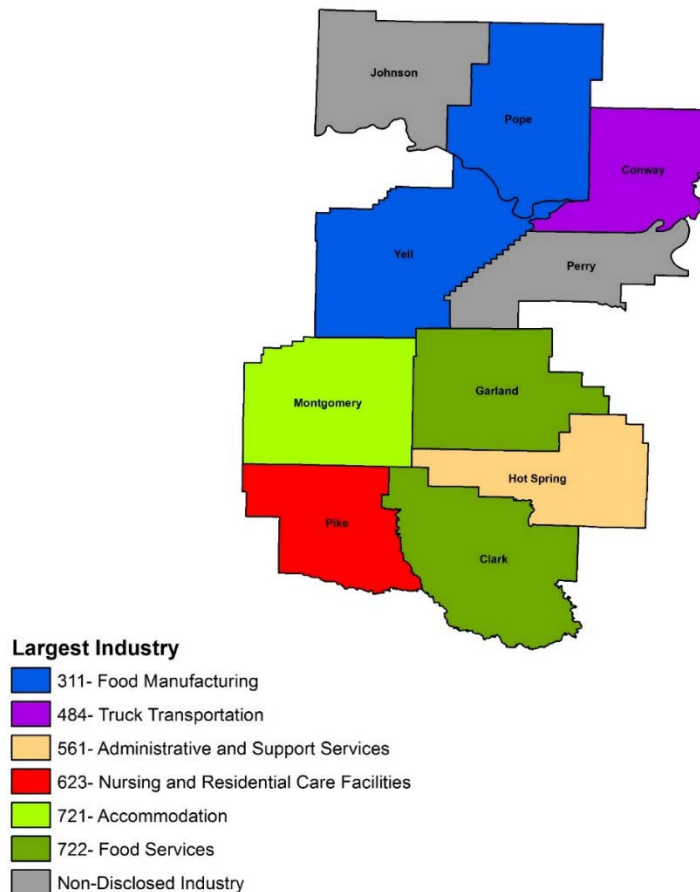
Please provide a separate response for each of the elements listed below.

- 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 [proposed 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 Region. As you can see there is a vast difference in industry from the North vs. South part of the region. We will continue adding breakouts as the analysis continues.

Employment by Industry and County



Source: Quarterly Census of Employment and Wages (QCEW), Labor Market Information

In the West Central region the top three private industries (by Employment) are number 1. Food Service with a projected growth from 2012 to 2022 of 27.1%; 2. Food Manufacturing with a projected growth from 2012 to 2022 of 6.7%; and #3. Ambulatory Health Care with a projected growth from 2012 to 2022 of

26.5%. All these projected growth percentages are represented by the number of workers vs. the number of establishments

Top 3 Private Industries (by Employment) in 2014

- **1) Food Services**
 - Employs 8,912 workers
 - 497 individual Establishments
 - Represents 10.0% of total Employment
 - Projected Growth (2012-2022)= +27.1%

- **2) Food Manufacturing**
 - Employs 5,958 workers
 - 35 individual Establishments
 - Represents 6.7% of total Employment
 - Projected Growth (2012-2022)= +6.7%

- **3) Ambulatory Health Care**
 - Employs 4,982 workers
 - 522 individual Establishments
 - Represents 5.6% of total Employment
 - Projected Growth (2012-2022)= +26.5%

The following shows a breakout of the entire region which justifies the data previously shown above. Justification can be determined by this employment breakdown data that the top three private industries are correct.

Employment Breakdown

- 106,887 Total Employees in 2014 (covered under UI tax law)
 - 83.1% of employees work in the Private Sector
 - 1.2% of employees work in Federal Government
 - 5.4% of employees work in State Government
 - 10.3% of employees work in Local Government

- Projected Employment Growth (2012-2022) All Sectors= +12.2%

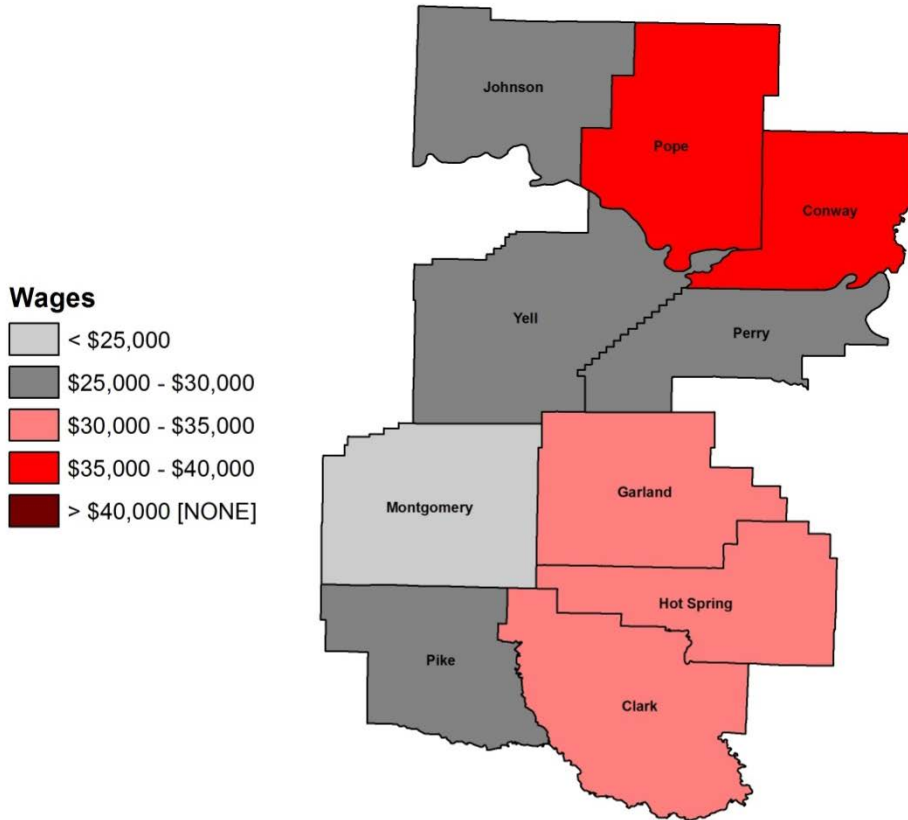
Top Ten Projected Growth Industries (2012-2022)

Ranked by Net Growth

<u>Industry</u>	<u>Net Growth</u>	<u>% Growth</u>
Food Services and Drinking Places	2,322	27.1%
Social Assistance	1,719	46.3%
Educational Services	1,661	14.0%
Ambulatory Health Care Services	1,313	26.5%
Administrative and Support Services	754	16.6%
Local Government, Excluding Education/Hospitals	575	14.2%
Nursing and Residential Care Facilities	528	16.2%
Hospitals	484	12.8%
Food Manufacturing	434	6.7%
Religious, Grantmaking, Civic, Professional And Similar Organizations	305	11.4%

Source: Quarterly Census of Employment and Wages (QCEW), Labor Market Information
 Long-Term Employment Projections, Labor Market Information
 North American Industry Classification System (NAICS), Industry Title of the 3-digit level

2014 Average Annual Wages (Private Sector)



Ranked by County

- | | |
|---------------------------------|----------------------------------|
| 1) Conway County – \$36,371 | 6) Johnson County – \$29,905 |
| 2) Pope County – \$35,739 | 7) Perry County – \$28,982 |
| 3) Hot Spring County – \$33,206 | 8) Pike County – \$27,145 |
| 4) Clark County – \$31,966 | 9) Yell County – \$26,844 |
| 5) Garland County – \$31,867 | 10) Montgomery County – \$23,132 |

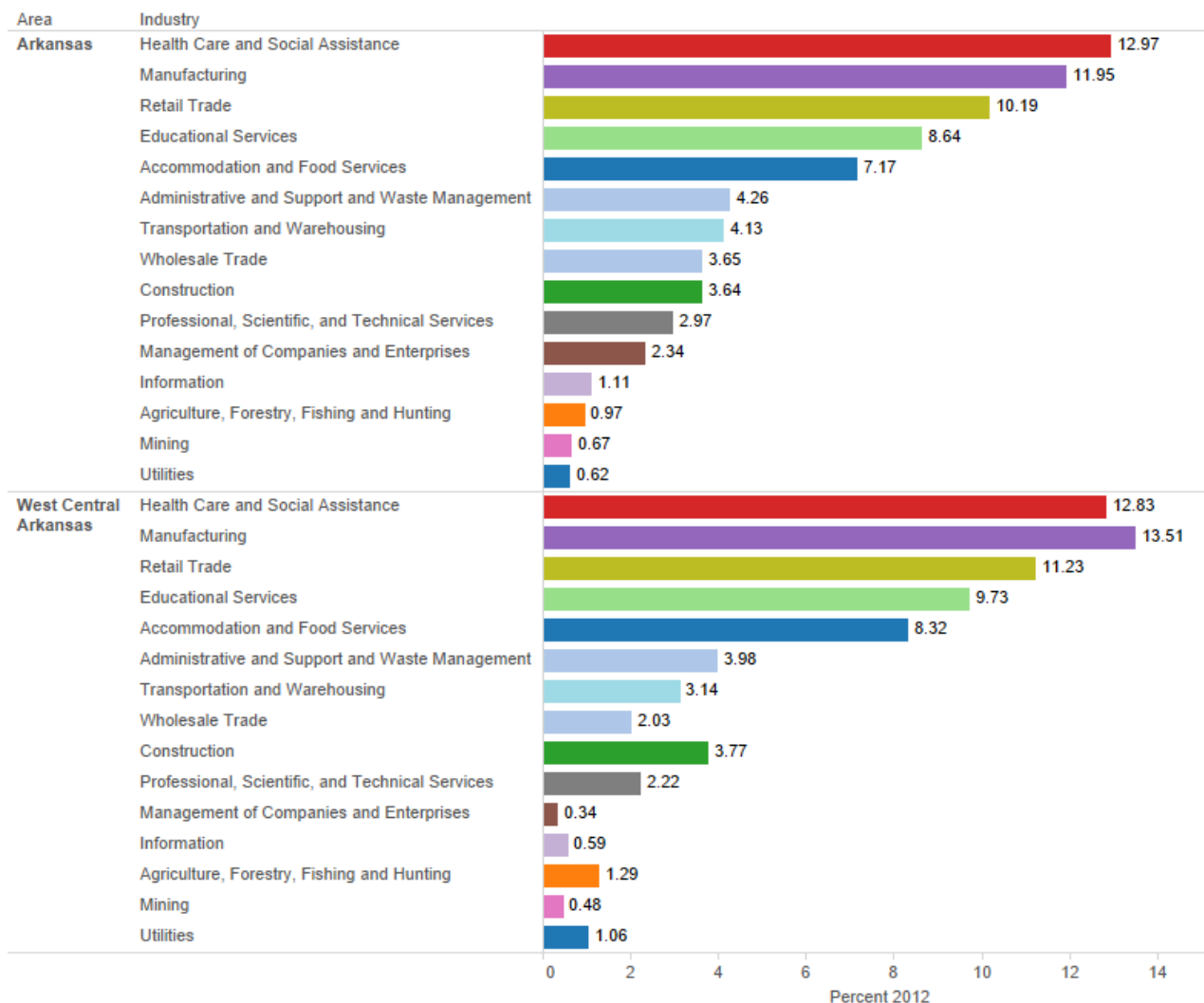
West Central LWDA Annual Average Wage= \$32,578

Based on data obtained from the United States Census Bureau, the median average in the State of Arkansas is \$41,264. As compared to the average wage of the West Central Region of \$32,578 we are \$8,686.00 or 21.04% below the State average.

Source: Quarterly Census of Employment and Wages (QCEW), Labor Market Information
 Source: United States Census Bureau

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

Jobs by Industry 2012



Manufacturing employs a greater percentage of West Central workers, 13.51 percent, than at the State level of 11.95 percent. Health Care and Social Assistance is slightly lower at 12.83 percent in West Central compared to the state at 12.97 percent, in part because of high poverty and obesity rates in the state. West Central is slightly below the State in the number employed in Professional, Scientific, and Technical Services, 2.22 percent to 2.97 percent, but leads the Arkansas in Accommodations and Food Services, 8.32 percent to 7.17 percent. Despite the large role Agriculture, Forestry, Fishing and Hunting play in the state, surprisingly, there are actually a smaller percentage of Arkansas workers in those industries than at the West Central level. While manufacturing and transportation play a large role in the state’s economy and employ a large number of its workers, these industries are also subject to increased efficiency which can lead to fewer jobs.

Source: <http://arkansasresearchcenter.org/arc/index.php?CID=154>

Long-Term Employment Projections

Projected Industry Growth 2012-2022

Industry	Estimated Employment	Projected Employment	Numeric Change	Percent Change
Total Employment, All Jobs	122,369	137,302	14,933	12.20
Natural Resources and Mining	2,174	2,437	263	12.10
Construction	4,614	5,046	432	9.36
Manufacturing	16,526	17,561	1,035	6.26
Trade, Transportation, and Utilities	21,370	22,614	1,244	5.82
Information	724	705	-19	-2.62
Financial Activities	4,189	4,674	485	11.58
Professional and Business Services	7,999	9,064	1,065	13.31
Education and Health Services	27,614	33,319	5,705	20.66
Leisure and Hospitality	12,044	14,740	2,696	22.38

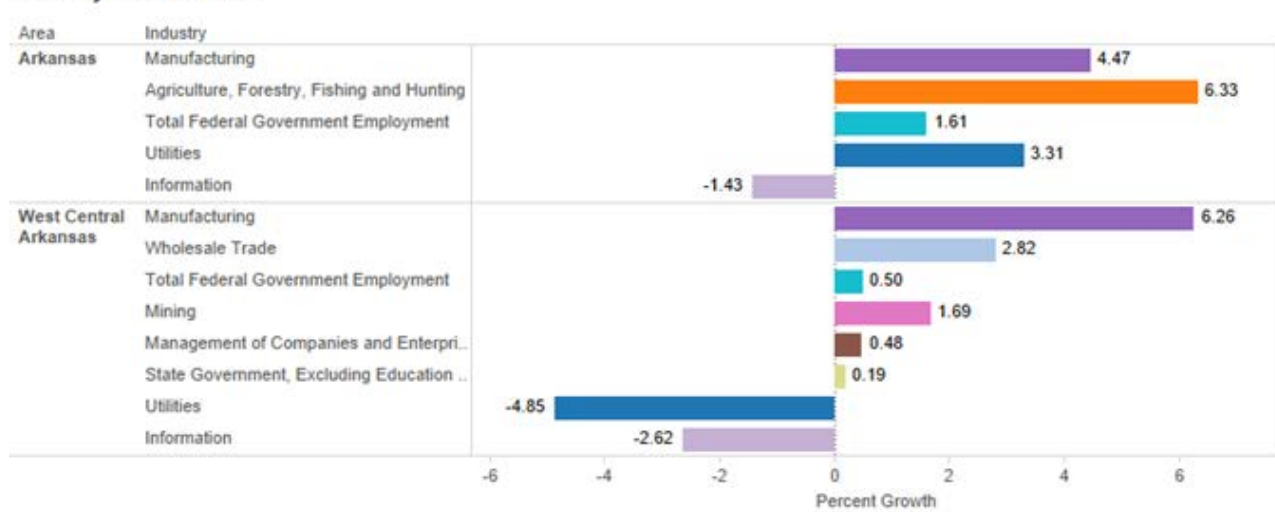
The West Central Region is projecting an additional 14,933 (12.2%) jobs from 2012 to 2022. Leisure and Hospitality is projected to grow at a higher rate of 22.38% but at the same time Education and Health Services will employ 5,705 vs. 2,696 for Leisure and Hospitality. The difference from the numeric change vs. the percent change is calculated because of previous employment population.

The West Central Region is very rural in nature. It is easily determined that the top projected industry in our region 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 region have some form of promotional activities.

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

The industry which will have the lowest rate of growth in the West Central Region is Utilities. This can be explained by the Utility companies subcontracting a lot of their work to outside sources. The State as a whole may have an increase in Utility workers because they may be housed in a centralized location and dispersed as needed to the other regions of the State.

Industry Less Growth



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 [proposed 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 US Census Bureau has Arkansas ranked at 49th in the number of adults with a bachelor degree or more (<https://www.census.gov/prod/2012pubs/p20-566.pdf?cssp=SERP>).

The ten county region 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 Forrest. The population by chart below is segregated into two distinct service delivery areas. Charts that follow will also support the differentiated service delivery areas.

Southern WC

Clark	22,576
Garland	97,322
Hot Spring	33,368
Montgomery	9,082
Pike	11,024
Total	173,372

Northern WC

Johnson	26,005
Perry	10,245
Pope	63,201
Conway	21,083
Yell	21,951
Total	142,485

Data retrieved from <https://www.indexmundi.com/facts/united-states/quick-facts/arkansas/population#tab>

There is a notable difference by county as well as from the North and South part of the region. 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 Counties

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	8,442	8,510	9%
9th Grade to 12th Grade	11,729	11,904	12%
High School Diploma	36,215	36,348	38%
Some College	18,646	18,624	20%
Associate's Degree	3,661	3,644	4%
Bachelor's Degree	9,976	9,958	11%
Graduate Degree and Higher	5,565	5,682	6%
Total	94,234	94,671	100%

Southern
Counties

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	6,516	6,573	5%
9th Grade to 12th Grade	10,329	10,283	9%
High School Diploma	43,102	43,339	36%
Some College	30,077	30,202	25%
Associate's Degree	8,936	8,890	7%
Bachelor's Degree	14,705	14,751	12%
Graduate Degree and Higher	7,619	7,645	6%
Total	121,285	121,680	100%

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 81% 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 73% with a high school diploma or higher. However 27% 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 52% of the population has some college and above, with 14% 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, as can be seen on the chart below, has 24% of the population below high school level and only 32% with an associate's degree and higher.

Educational Attainment Demographics - Clark County (Southern West Central)

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	832	804	6%
9th Grade to 12th Grade	1,042	1,018	8%
High School Diploma	4,666	4,692	35%
Some College	2,890	2,878	22%
Associate's Degree	919	913	7%
Bachelor's Degree	1,867	1,897	14%
Graduate	1,136	1,149	9%

Degree and Higher			
Total	13,352	13,351	100%

Educational Attainment Demographics - Pike County

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	677	699	9%
9th Grade to 12th Grade	1,107	1,099	15%
High School Diploma	3,175	3,198	42%
Some College	1,496	1,467	20%
Associate's Degree	267	263	4%
Bachelor's Degree	576	569	8%
Graduate Degree and Higher	329	332	4%
Total	7,627	7,627	100%

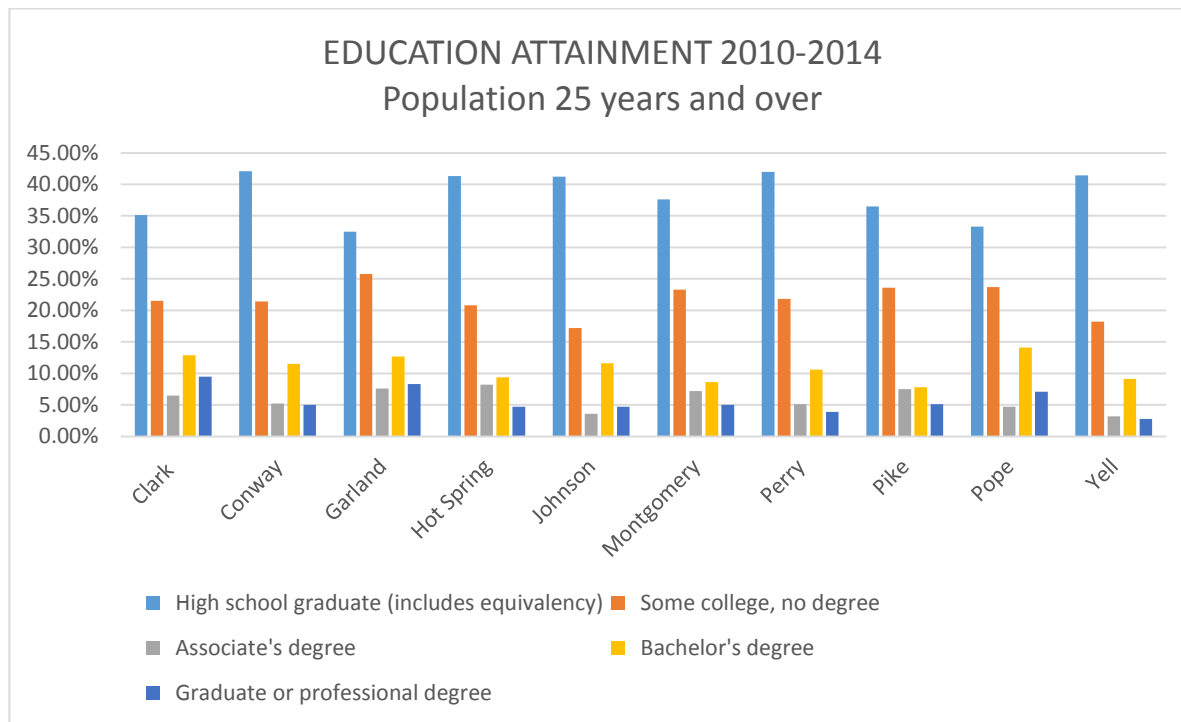
Educational Attainment Demographics - Pope County (Northern West Central)

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	3,324	3,391	8%
9th Grade to 12th Grade	4,554	4,605	11%
High School Diploma	13,384	13,435	33%
Some College	8,874	8,876	22%
Associate's Degree	1,877	1,883	5%
Bachelor's Degree	5,291	5,329	13%
Graduate Degree and Higher	3,303	3,372	8%
Total	40,608	40,891	100%

Educational Attainment Demographics - Yell County

Education Level	2016 Population	2017 Population	2016 % of Population
Less Than 9th Grade	1,921	1,938	13%
9th Grade to 12th Grade	1,998	2,002	14%
High School Diploma	6,261	6,290	43%
Some College	2,654	2,641	18%
Associate's Degree	506	504	3%
Bachelor's Degree	876	867	6%
Graduate Degree and Higher	480	475	3%
Total	14,696	14,718	100%

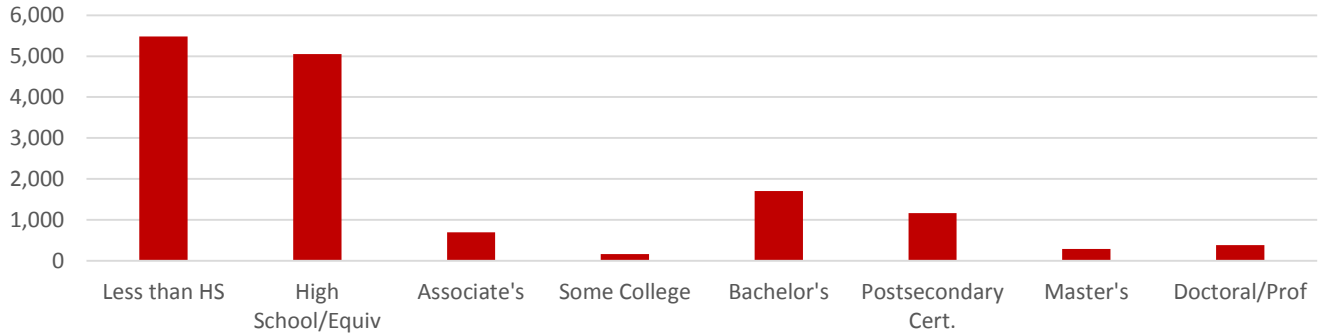
Using population, educational data, employment projections, economic development sectors and emerging industries and occupations can further define need and target services that can further direct services and training dollars.



As indicated in the chart above the West Central region has 38.3 % as High School graduate; 21.73% some college, no degree; 5.88% Associate degree; 10.83% Bachelor's degree and 5.61% Graduate or Professional degree. 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.

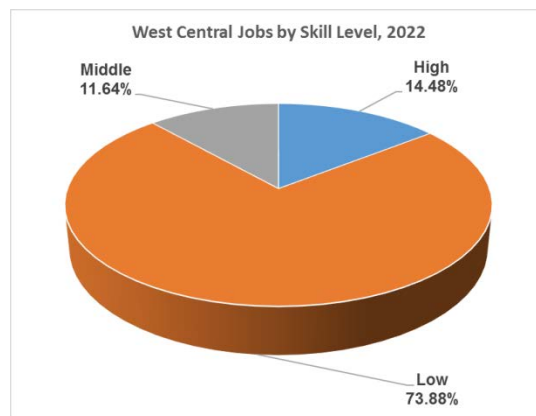
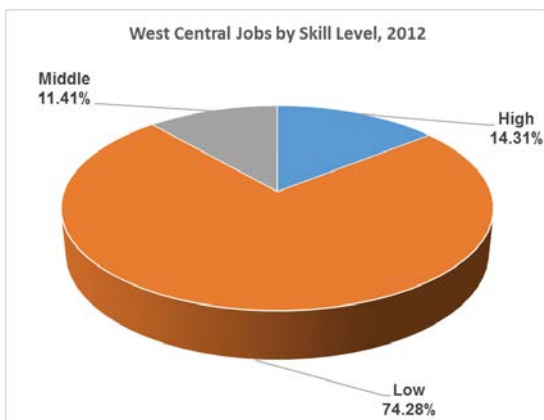
Projected Employment Growth by Education Level (2012-2022)



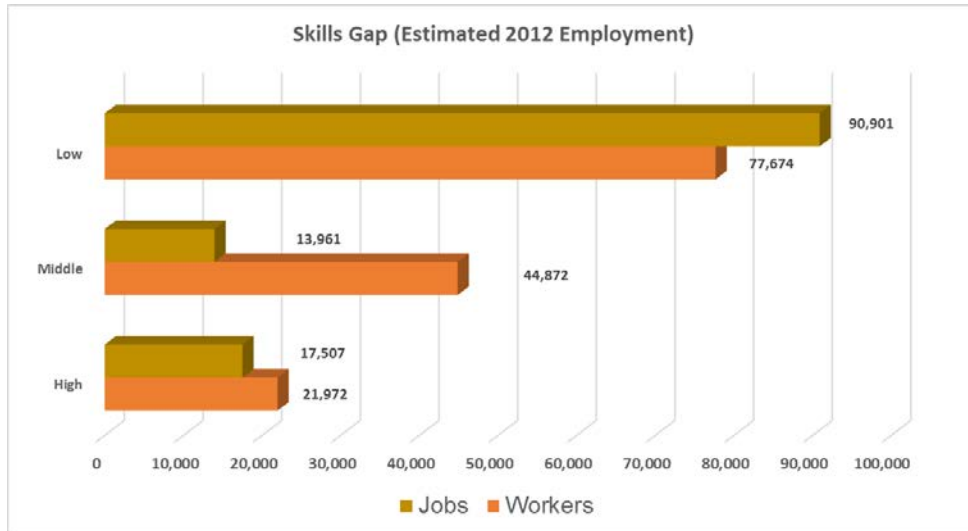
- **Educational Attainment (Population over Age of 25)**
 - o 82.1% have High School Diploma/Equivalent or Higher
 - Lowest= 71.3% in Yell County
 - Highest= 86.8% in Garland County
 - o 15.3% have Bachelor's Degree or Higher
 - Lowest= 9.4% in Yell County
 - Highest= 21.4% in Clark County

- **Poverty Level (All Ages)**
 - o 20.8% Below Poverty Line in Last 12 Months
 - Lowest= 14.2% in Hot Spring County
 - Highest= 24.8% in Pike County

Skill	2012	2022	Net Growth	Percent Growth	Growth Annual Openings	Replacement Annual Openings	Total Annual Openings
High	17,507	19,879	2,372	13.55%	222	356	578
Low	90,901	101,435	10,534	11.59%	1,076	2,201	3,277
Middle	13,961	15,988	2,027	14.52%	204	272	476



Registered Nurses	Healthcare	\$56,480
First-Line Supervisors of Production and Operating Workers	Manufacturing	\$50,240
Aircraft Mechanics and Service Technicians	Aerospace	\$43,240
Computer User Support Specialists	Information Technology	\$41,210
Heavy and Tractor-Trailer Truck Drivers	Trucking	\$36,350

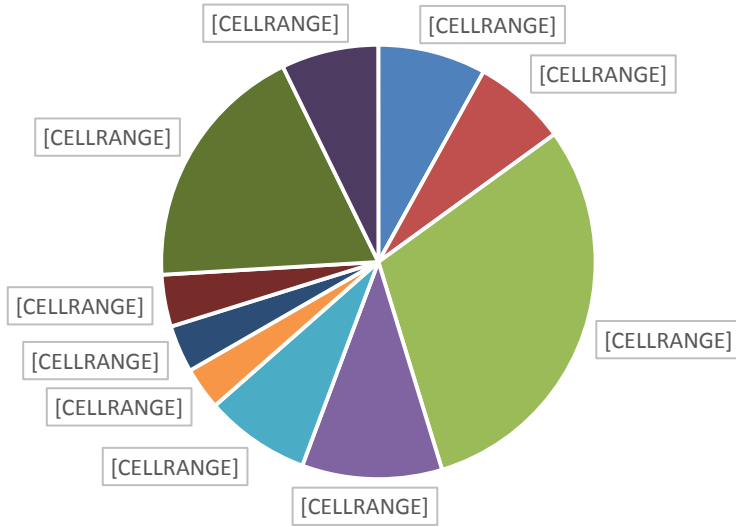


1.3. Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. [WIOA Sec. 108(b)(1)(C)] and [proposed 20 CFR 679.560(a)]

Population data conducted from 2000 to 2020 shows an estimated increase of 37,987 people. The ratio of the youth workforce gap narrows from 44.25% in 2000 to 25.44% in 2020. This indicates a broader workforce for older workers 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 increase in the number and proportion of aged persons has big implications for health and social services, education, available workforce, and other areas.

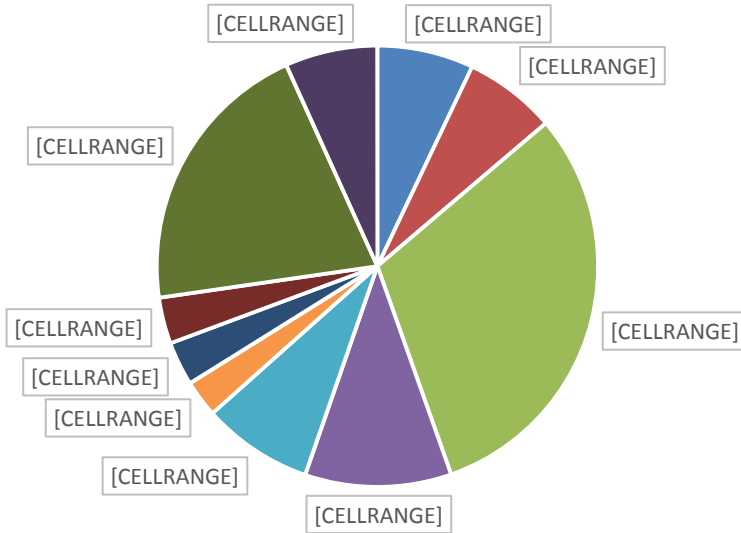
Another major demographic change will be greater diversity in the state, with the non-white population expected to rise to 42.06 percent by 2020. This increase in proportion is in large part attributable to an influx of Hispanics in the West Central region, with the Hispanic population growing by 69.55 percent between 2000 and 2020.

2000 Population



■ Clark ■ Conway ■ Garland ■ Hot Spring ■ Johnson ■ Montgomery ■ Perry ■ Pike ■ Pope ■ Yell

2020 Population



■ Clark ■ Conway ■ Garland ■ Hot Spring ■ Johnson ■ Montgomery ■ Perry ■ Pike ■ Pope ■ Yell

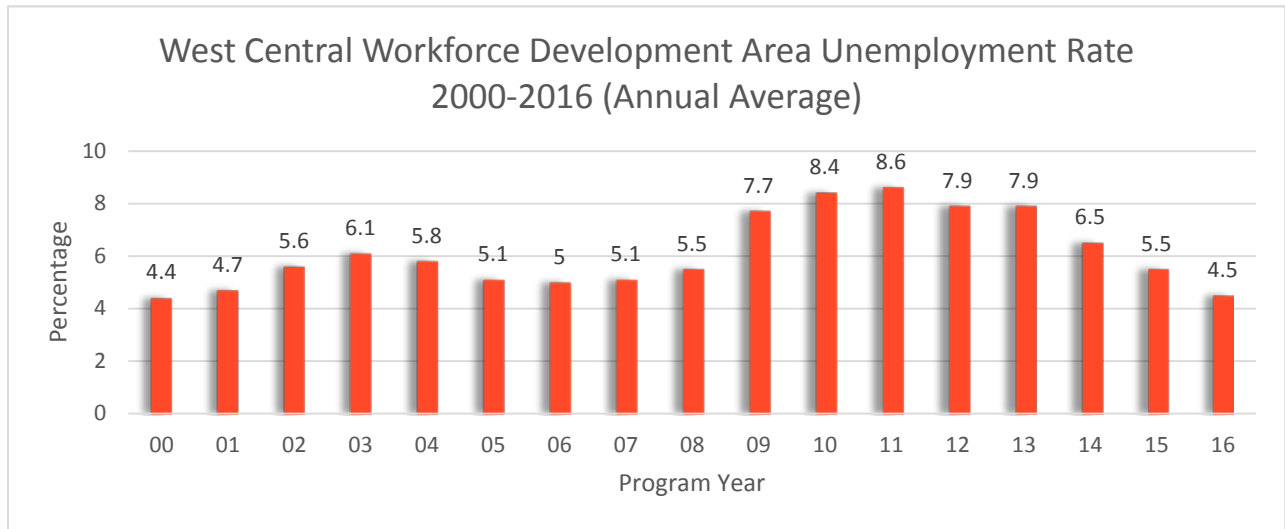
The below chart that indicates the West Central unemployment rates from 2000 to 2014 shows from a peak of 2011, there has been a steady decline through 2014. Indications are that trend continues through today. The State's unemployment rate continued to drop throughout 2015, with November 2015 declining to 5.0 percent.

- 2014 Annual Average Civilian Labor Force Estimates

- o Civilian Labor Force= 131,875
- o Employment= 123,300
- o Unemployment= 8,575
- o Unemployment Rate= 6.5%

- 2014 Annual Average Unemployment Rates by County

- o 5.6% = Yell County
- o 5.9% = Hot Spring County
- o 6.4% = Garland County
- o 6.4% = Pope County
- o 6.6% = Johnson County
- o 7.0% = Clark County
- o 7.1% = Conway County
- o 7.5% = Pike County
- o 7.7% = Perry County
- o 8.1% = Montgomery County



The chart below you will see that in 2013 and 2014, the average number of nonfarm payroll jobs rose by 200. There was a decline in the Goods Producing industry while the Services-Producing industry increased by 300. The annual decline in government was down by 100.

NAICS Industry	2014	2013	2004	1 Year Change	10 Year Change
Total Nonfarm	37,800	37,600	37,000	200	800
Goods Producing	4,300	4,500	5,900	-200	-1,600
Service-Providing	33,400	33,100	31,000	300	2,400
Government	4,600	4,700	4,600	-100	0
		14			

Source: Bureau of Labor Statistics, Current Employment Statistics survey

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, in order 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 [proposed 20 CFR 679.560(a)]

West Central's workforce development activities are coordinated through the following state agencies: the Arkansas Department of Workforce Services, the Arkansas Department of Career Education and the 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 combined region local plan. These agencies are also represented on the local workforce development board.

The Department of Workforce Services oversees Titles I – Workforce Development Activities and III – Amendments to the Wagner-Peyser Act. Services provided through Title 1 and III 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). The Temporary Assistance for Needy Families program has supported the Career Pathways Initiative since inception in the early 2000's. Arkansas Career Education's oversees Adult Education and Arkansas Rehabilitation Services.

Arkansas Workforce Centers are at the forefront of the workforce activities, and represent West Central's version of the American Jobs Center. West Central has six workforce centers across the region providing access to many Arkansans. Three comprehensive centers are located in Hot Springs, Malvern and Russellville. Two satellite centers are located in Arkadelphia and Morrilton and one affiliate center in Clarksville.

The Arkansas Workforce Centers are overseen at the regional/local level by the local workforce development boards. Local boards are 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 respective 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.

Arkansas Department of Career Education's divisions are: Adult Education and Arkansas Rehabilitation Services. Adult Education Division 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 12.9 functioning grade 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 and correctional institutions. During the 2015-2016 program year, 4,523 adult and youth Arkansas received services from programs receiving adult education funding; 596 or 26 percent were English as a Second Language students and 1,130 or 26.5 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 six 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), 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 Department 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 Department 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 Department of Workforce Services

Arkansas Department of Workforce Services hosts a monthly Workforce Innovation and Opportunity Act Roundtable 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 disabilities and those that are incarcerated.

Arkansas Rehabilitation Services

Arkansas Rehabilitation Services offers 22 vocational training programs and assessments for individuals with disabilities. Arkansas Rehabilitation Services utilizes Arkansas Career Training Institute to serve the entire state by providing housing, transportation, internships and training for individuals that meet eligibility requirements. Arkansas Career Training Institute is also a division of Arkansas Rehabilitation Services and works closely with West Central for job placement of training program completers.

Career Pathways Initiative

US Administration for Children and Families, Office of Family Assistance, Promising Pathways Initiative identified Arkansas Career Pathways as one of the ten existing Temporary Assistance for Needy Families programs/practices "most promising" nationwide. The Arkansas program was identified by Administration for Children and Families Regional Temporary Assistance for Needy Families Program Managers to represent Region VI made up of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

The Career Pathways Initiative programs are housed in all 22 two year colleges and 3 technical institutes. Career Pathways Initiative staff aligns services with the Arkansas Department of Workforce Services, Department of

Human Services, Adult Education, community and faith based organizations, and other programs to ensure that barriers are overcome and that employment and educational needs are met without duplication of services. The program has enjoyed much success and is touted as a model program nationally.

The career pathway approach is a paradigm shift in how we prepare individuals for work and lifelong learning. It reorients existing education and workforce services from the myriad of disconnected programs to a structure that syncs employers' workforce needs with individuals' education and training needs.

Arkansas Association of Colleges

Arkansas Association of Colleges (formerly Arkansas Association of Two-Year Colleges) has a long and successful history of collaborating with government agencies, educational institutions, private foundations and others on projects that improve the ability of member colleges to meet the needs of their students, as well as the needs of their local business and industry leaders. As a result, Arkansas is hailed nationally as a model for student success and workforce training initiatives. Arkansas Association of Colleges is a strong partner for workforce development. ACC has provided much needed funding to the colleges for equipment and curriculum alignment to address local business and industry needs.

The West Central Region is home to three colleges that have been the beneficiaries of Trade Adjustment Assistance Community College and Career Training Grants and related benefits to update and improve skill levels of job seekers. Many of these job seekers are also enrolled and receive services administered through the local service provider of Workforce Innovation and Opportunity Act.

Promise (Promoting Readiness of Minors on Supplemental Income) Grant

Arkansas Promoting Readiness of Minors on Supplemental Income is a research project open to youth ages 14 to 16 who currently receive SSI benefits. For 1000 youth, Promoting Readiness of Minors on Supplemental Income will provide additional services to youth and their families to support their education and career goals. Services include: Intensive case management, two paid competitive work experiences, education and employment training and support for youth and families, health and wellness training, and benefits counseling. West Central participates in the program and provides the work experience opportunities in the local communities. Students are placed in appropriate career fields for the required number of hours. The program runs simultaneously with the Workforce Innovations and Opportunity Act funded Summer Youth Employment Program. This grant has been extended to 2018. The goal of this grant was to work toward getting SSI recipients work experience and hopefully gainfully employed and off SSI.

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 maintains a Special Minimum Wage Certificate from US Department of Labor.

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 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.

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 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.

Services to Individuals with Disabilities

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 Career Education - Arkansas Rehabilitation Services provides vocational rehabilitation services to people with disabilities. Currently, there are significant barriers for individuals with disabilities in relation to obtaining employment. Historically, there are significant barriers to the inclusion of people with disabilities into the overall strategy for economic development in Arkansas. Arkansas Career Education in partnership with the Arkansas Department of Human Services - Division of Services for the Blind are leading the charge for providing targeted training and education for people with disabilities in order for them to develop the skills and abilities needed to attain competitive integrated employment in Arkansas.

The Arkansas Career Education - Arkansas Rehabilitation Service and Arkansas Department of Human Services - Division of Services for the Blind, coordinates 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 and 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 at various locations. The Pope County field office services Conway, Johnson, Perry, Pope and Yell counties. The Hot Springs office services Clark, Garland, Hot Spring, Montgomery and Pike counties. Should an individual have transportation issues, the Arkansas Rehabilitation Services representative will make arrangements to meet at a One-Stop Satellite, or at an Affiliate location. Many of the Comprehensive and Satellite offices house Arkansas Rehabilitation Services field staff, and those that do not, arrangements are made.

Governor Asa Hutchinson decided to continue and build on former Governor Mike Beebe's Executive Order 10-17 by creating the Employment First initiative to encourage state agencies to hire people with disabilities and serve as a hiring model to the private sector. The initiative also instructs agencies to provide consumer services with the goal of self-sufficiency through employment as the end result, rather than the service as an end in itself.

Department of Human Services - Division of Services for the Blind (DSB) coordinates with other state agencies to increase employment of Arkansas with disabilities. The order also to focus consumer services first toward the goal of self-sufficiency through employment.

West Central Arkansas has initiated a Rehabilitation Committee and is utilizing the services of Arkansas Career Training Institute staff to assess and provide recommendations to the workforce centers for accommodations and facility improvements to reduce access issues for individuals with disabilities. A team of occupational and physical therapists assess for potential barriers, make recommendations and provide resources for improving access.

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) in order to support regional economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]

In preparation for implementation of 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 educations 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 C: Transitional Planning References and Resources)

West Central will 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.

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 C: Transitional Planning References and Resources) Note: The State Plan includes a number of objectives under each goal.

West Central mirrors the States goals as shown below.

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 with 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 (WAGE) program.

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 measureable 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.

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 Taking into account 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, in order 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 consists 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 three Arkansas Workforce Centers (Hot Springs, Malvern and Russellville) that are physically located in West Central Arkansas. Each Arkansas Workforce Centers contains at a minimum but is not limited to the following partners: Arkansas Department of Workforce Services, WIOA Title I Services for Adults, Dislocated Workers and Youth, Adult Education. 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 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 has also selected a one stop operator who is in charge of Title 1 services. 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.

The selection of the one stop operator is currently the West Central Arkansas Career Development Center Systems, Inc. Request for Qualifications has been advertised and voted on by the local board prior to the beginning of PY-17. The Local Workforce Development Board Chair has selected three members to sit on a Task Force who will be responsible for reviewing RFQ's. The Task Force will review and score all request for qualifications and then submit it to the Executive Committee for approval. When the Executive Committee makes their final decision, board staff will begin the

procedure to finalize contract negotiations with the selected agency. The One Stop Operator will be required to continue the monthly partner meetings that the current One Stop Operator has in place.

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

Clark County - Satellite Office
Arkansas Workforce Center
502 South 6th Street
Arkadelphia, AR 71923
870-245-1451
Hours: 8:00 a.m. – 4:30 p.m. M-F

Conway and Perry Counties - Satellite Office
Arkansas Workforce Center
1527 E. Harding Street
Morrilton, AR 72110
501-354-9793
Hours: 8:00 a.m. – 4:30 p.m. M-F

Garland County - Comprehensive Center
Arkansas Workforce Center
2254 Albert Pike, Suite F
Hot Springs, AR 71913
501-525-1631
Hours: 8:00 a.m. – 4:30 p.m. M-F

Hot Spring County - Comprehensive 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)

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

Johnson County
Contact the Russellville Office

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

C. An attached organization chart that depicts the local board, administrative and fiscal entities, and service providers. [WIOA Sec. 108(b)(1)(F)]

See LP Attachment 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 Identify and describe (for each category below) the strategies and services that are and/or will be used to:

A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies;

When the partners meet at the workforce centers one of the discussions is always how to better serve employers. The business services teams at the workforce centers will come up with a plan of action to provide the employers a single point of contact. . The Business Services 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.

B. Support a local workforce development system that meets the needs of businesses;

Better educating the business industry on the full array of services at the Arkansas Workforce Centers in their area. Also educating on just what the workforce centers are. The Business Services 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.

- C. Better coordinate workforce development programs and economic development; and** West Central will focus its efforts on the major in-demand industry sectors identified in the economic analysis to place job seekers. The Board will ensure that coordination of workforce development and economic development partners leverage resources throughout the West Central Area; including: Arkansas Economic Development Commission, Arkansas Chamber of Commerce, and local Chamber of Commerce..
- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies that support the local board’s strategy in element 3.1. [WIOA Sec. 108(b)(4)(A) and (B)].

Partner meetings are in place discussing methods to better serve all customers, including unemployed individuals. The local unemployment insurance division is a part of Arkansas Department of Workforce Services, one of the core Partners in the center, and is an integral part of the efforts to reengage those who are unemployed and seeking opportunities for employment or retraining. A concerted effort has been, and will continue to be, to identify those who are exhausting or those who are near to exhausting their unemployment insurance benefits. Once identified, those who are exhausting are provided additional intensive and coordinated services to become engaged.

This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and/or other business services and strategies that support the local board’s strategy.

An effort is currently in place for Arkansas Job Link users to be able to access reports to determine unemployment insurance beneficiaries who are about to exhaust their benefits. This will assist all the areas of the state to serve a larger number individuals.

- 3.5. 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.

3.6 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 for a request for services will be assessed to determine which partner would be better to assist them with the service they need.

3.7 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.

3.8 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 in order to improve services and avoid duplication. [WIOA Sec. 108(b)(12)]

Center to WIOA is 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.

3.9 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 RFP’s 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. We are awaiting final approval from the State.

3.10 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 some kind of 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 to show that there is potential for the jobseeker move from being a cashier, up to a manger and even beyond that if they have the initiative to want it.

3.11 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding to support the local workforce development system?

Yes

Briefly describe the additional funding and how it will impact the local system.

Arkansas Promoting Readiness of Minors on Supplemental Income is a research project open to youth ages 14 to 16 who currently receive SSI benefits. For 1000 youth, Promoting Readiness of Minors on Supplemental Income program will provide additional services to youth and their families to support their education and career goals. Services include: Intensive case management, two paid competitive work experiences, education and employment training and support for youth and families, health and wellness training, and benefits counseling. West Central participates in the program and provides the work experience opportunities in the local communities. Students are placed in appropriate career fields for the required number of hours. The program runs simultaneously with the Workforce Innovation and Opportunity Act funded Summer Youth Employment Program.

If the local board does not currently have oversight of additional funding, describe any future plans to pursue them.

N/A

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 three certified workforce centers located in Hot Springs (Garland Co.), Malvern (Hot Spring Co.) and Russellville (Pope County). Two satellite centers are located in Arkadelphia (Clark Co.) and Morrilton (Conway County).

All of the required WIOA partners are included in the West Central certified one-stop delivery system. One-stop centers directly provide the full array of employment services and connect 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 Department 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 C: 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 Vocational Rehabilitation to provide clients with disabilities extensive pre-employment transition services so they can successfully obtain employment.

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 LP Attachment 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 work place 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 include:

- 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. Please see LP Attachment 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.

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.

WIOA Youth Program Elements

1	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.	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 WIOA youth programming is to insure youth completion of a High School Diploma or its recognized equivalent.
2	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	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.
3	Work Experience - Summer youth employment that takes place between May	Participants will prepare for employment opportunities through the provision of

	<p>1st and September 30th and consists of employment for which 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>various services including, but not limited to: basic 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 occupation or occupational cluster.</p>	<p>Services so students acquire the skills necessary to transition to and complete post-secondary education and training programs, obtain and advance in employment leading to economic self-sufficiency and to exercise their rights and responsibilities of citizenship. See the chart below.</p>
6	<p>Leadership development opportunities, which include community service and peer-centered activities that encourage responsibility, employability, and other positive social behaviors.</p>	<p>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,</p>

		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 an adult and a youth that is based on trust. High-quality adult mentoring programs include an adult role model who builds a working relationship with a youth and who fosters the development of positive life skills in youth.	Referral to community, faith-based, and/or other organizations to provide one-on-one encouragement and direction; case manager may be the mentor.
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.	Career counseling will be an integral part of youth programming and provide the basis for the case manager 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 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.
12	Entrepreneurial skills training	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.
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.	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 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.
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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 C: 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 Department 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 Consumer Report System 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 a 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 or other ARS organizational units 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:

- 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 a 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 a 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 C: Transitional Planning References and Resources “Performance Targets Template”.

The area’s targeted performance outcomes for WIOA are:

Adults & Dislocated Workers

- A. Employment Rate – 2nd 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 – 4th 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 – 2nd 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. Measureable 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 measureable 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 – 2nd 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 – 4th 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 – 2nd 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. Measureable 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.

Arkansas Workforce Development Board voted at their October 11, 2016 meeting to allow all ten local areas of the state to have the same performance measures as the State's negotiated percentages. This will allow negotiations at the local level to be unnecessary. See LP Attachment D

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. The local WIOA monitor will provide quarterly monitoring reports of the fiscal operations of the one stop operator and youth service provider. The monitor will also provide an annual program service monitoring report to the Planning/Performance Committee of the local board. There will also be a separate procured audit of the one stop operator 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 proposed local plan, the proposed 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 in Saturday, November 5, 2016 and Sunday, November 6, 2016 edition of the Arkansas Democrat Gazette on October 31, 2016.
- Included the announcement on West Central Planning and Development District, Inc.'s website.
- 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.dina.org.

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

No comments were 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)]

No comments were received

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

Ravonna Nichols
WIOA Monitor/EEO Officer
P O Box 6409
1000 Central Avenue
Hot Springs, AR 71902
501-525-7577

Section 6: Plan Assurances

Planning Process and Public Comment		References
<input checked="" type="checkbox"/>	6.1 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 general public for a period that is no less than 30 days.	WIOA Sections 108(d); proposed 20 CFR 679.550(b)
<input checked="" type="checkbox"/>	6.2 The final local plan is available and accessible to the general public.	Proposed 20 CFR 679.550(b)(5)
<input checked="" type="checkbox"/>	6.3 The local board has established procedures to ensure public access (including people with a disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); proposed 20 CFR 679.390 and 679.550
Required Policies and Procedures		References
<input checked="" type="checkbox"/>	6.4 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.	Proposed 20 CFR 679.390
<input checked="" type="checkbox"/>	6.5 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); proposed 20 CFR 679.410(a)-(c)
<input type="checkbox"/>	6.6 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. Timeline to be completed by July 1, 2017.	WIOA Section 121(c); proposed 20 CFR 678.500-510
<input checked="" type="checkbox"/>	6.7 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 checked="" type="checkbox"/>	6.8 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); proposed 20 CFR 679.390(k) and 677.210(b)
<input checked="" type="checkbox"/>	6.9 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; proposed 20 CFR 678.600-615 and 681.400

<input checked="" type="checkbox"/>	6.10 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; Proposed 20 CFR 679.370(l)-(m) and 680.410-430
<input checked="" type="checkbox"/>	6.11 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.	WIOA Section 181(c); proposed 20 CFR 683.600
<input checked="" type="checkbox"/>	6.12 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.	WIOA Section 121(e)(2)(A); proposed 20 CFR 678.305
<input checked="" type="checkbox"/>	6.13 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 who have disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
<input checked="" type="checkbox"/>	6.14 The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	6.15 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.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	6.16 The local board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1)
<input checked="" type="checkbox"/>	6.17 The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIOA Section 185; 29 CFR 37.37
<input checked="" type="checkbox"/>	6.18 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	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100
<input checked="" type="checkbox"/>	6.19 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.	WIOA Section 167

<input checked="" type="checkbox"/>	6.20 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.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; proposed 20 CFR 677.175 and 20 CFR part 603
Administration of Funds		References
<input type="checkbox"/>	6.21 The local board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process. Timeline to be completed by July 1, 2017.	WIOA Section 108(b)(16); proposed 20 CFR 679.560(a)(15); WIOA Section 134(c)(3)(G); proposed 20 CFR 680.300-310
<input checked="" type="checkbox"/>	6.22 The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls 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.	WIOA Section 108(b)(15)
<input checked="" type="checkbox"/>	6.23 The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); proposed 20 CFR 683.200, 683.300, and 683.400-410
<input checked="" type="checkbox"/>	6.24 The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for 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.	WIOA Section 184(c); 20 CFR Part 652; proposed 20 CFR 683.410(a), 683.420(a), 683.750
<input checked="" type="checkbox"/>	6.25 The local board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); proposed 20 CFR 680.850
Eligibility		References
<input checked="" type="checkbox"/>	6.26 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, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	Proposed 20 CFR Part 680 Subparts A and B; proposed 20 CFR Part 681 Subpart A
<input type="checkbox"/>	6.27 The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, 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. Timeline to be completed by July 1, 2017.	WIOA Section 134(c)(3)(G); Proposed 20 CFR 680.300-320

<input type="checkbox"/>	<p>6.28 The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and 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. Timeline to be completed by July 1, 2017.</p>	<p>WIOA Sections 129(c)(2)(G) and 134(d)(2); proposed 20 CFR 680.900-970; proposed 20 CFR 681.570</p>
<input checked="" type="checkbox"/>	<p>6.29 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, 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>

Section 7: Regional and Local Plan Appendixes

LP Attachment A – Workforce Development Area Organizational Chart

LP Attachment B – Partner List with Roles and Resource Contributions of Partners

LP Attachment C – Shared Work Unemployment Compensation Program

LP Attachment D – Local Area Workforce Innovation and Opportunity Act Negotiated Performance Goals