



**INNOVATE**

WORKFORCE DEVELOPMENT

**January 9, 2018**  
**1:00 p.m.**

Embassy Suites Hotel  
11301 Financial Centre Parkway  
Little Rock, Arkansas

# Arkansas Workforce Development Board

## Full Board Meeting



# AGENDA

January 9, 2018

## ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

1:00 p.m.

Introduction of and Welcome to New Board Chair ..... Arnell Willis, Executive Director

Call to Order..... Tom Anderson, Chair

### Action Item 1

Minutes of October 10, 2017 Full Board Meeting ..... Tom Anderson, Chair

Report of Chairperson..... Tom Anderson, Chair

Report of Staff..... Kris Jones, Employment Assistance Assistant Director  
Arkansas Department of Workforce Services

### Report of Committees

- Strategic Planning Committee ..... Scott Bull, Acting Committee Chair
- Program & Performance Evaluation Committee ..... Scott Bull, Committee Chair
- Temporary Assistance for  
Needy Families Oversight Committee..... Tom Anderson, Committee Chair

### Action Item 2

Council Resolution 2018-1 (Stipend Payments)..... Tom Anderson, Chair

Workforce Development in Mississippi County..... Dr. James Shemwell, President  
Arkansas Northeastern College

### Action Item 3

Certification of the AWCs in Eastern Arkansas ..... Dr. Claudia Griffin, Project Coordinator  
Arkansas Department of Workforce Services

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Little Rock, Arkansas



WIOA One-Stop Certifications/MOUs Updates ..... Kris Jones, Employment Assistance Assistant Director  
Arkansas Department of Workforce Services

WIOA Technical Assistance and Training (TAT)

Application Submission ..... Kris Jones, Employment Assistance Assistant Director  
Arkansas Department of Workforce Services

Discretionary Grants Update ..... Mark McManus, Accountability Specialist  
Arkansas Department of Workforce Services

Board Open Discussion ..... Tom Anderson, Chair

Announcements

Adjournment

**NEXT MEETING DATES**

April 10, 2018	10:00 a.m.	Committees	TBD
	1:00 p.m.	Full Board Meeting	TBD
July 10, 2018	10:00 a.m.	Committees	TBD
	1:00 p.m.	Full Board Meeting	TBD

Embassy Suites Hotel  
11301 Financial Centre Parkway  
Little Rock, Arkansas



**For Consideration of the  
Arkansas Workforce Development Board**

**January 9, 2018**

**ACTION ITEM 1 – ACTION:** Minutes of the October 10, 2017 Full Board Meeting

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve the minutes of the October 10, 2017 full board meeting.

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

UNOFFICIAL

MINUTES

ARKANSAS WORKFORCE DEVELOPMENT BOARD

October 10, 2017

The Arkansas Workforce Development Board conducted its regular quarterly meeting on October 10, 2017, beginning at 1:00 p.m., at the Crowne Plaza Hotel, 201 South Shackleford in Little Rock, Arkansas. Acting Chair Scott Bull presided with the following members present: Mr. Tom Anderson, Ms. Karen Breashears, Mr. Lindsay Brown, Ms. Charisse Childers by proxy Ms. Trenia Miles, Judge Brandon Ellison, Ms. Abby Houseworth, Mr. Alan Hughes, Mr. Johnny Key, Ms. Holley Little, Mr. Alan McClain, Ms. Maria Markham, Ms. Katy Morris, Mr. George Nunnally, Dr. Julie Roberson, and Mr. Kelley Sharp.

Mr. Jeffrey Allen, Mr. Daryl Bassett, Mr. Chad Bishop, Mr. Robert East, Ms. Mary Franklin, Mr. Jeff Griffin, Ms. Melissa Hanesworth, Mr. Bart Langley, Mr. Rodney Loy, Mr. Michael Newcity, Mayor Harold Perrin, Mr. Mike Preston, and Mr. Robert Thorne were unable to attend.

Acting Chair Scott Bull called the meeting to order at 1:11 p.m. upon seeing a quorum was met.

Acting Chair Bull requested the minutes to reflect he would be convening as Acting Chair for the October 10<sup>th</sup> meeting due to the vacancies of the Chair and Vice-Chair of the Arkansas Workforce Development Board. In accordance to the Arkansas Workforce Development By-Laws, the Vice-Chair must be selected by July 1<sup>st</sup> of each year by the Chair in consultation with the Governor. The Governor has not appointed the Arkansas Workforce Development Board Chair after the resignation of former Chair Charlie Clark at the July 11<sup>th</sup> meeting.

Acting Chair Bull acknowledged Ms. Laveta Willis-Hale with the Arkansas Out of School Network.

**Agenda Item 1 – ACTION – Minutes of the July 11, 2017, Board Meeting:** Acting Chair Scott Bull proceeded to Action Item 1, asking if there were any additions or corrections to the minutes. Hearing none, **a motion to accept the minutes as presented was made by Mr. Kelley Sharp, seconded by Mr. Lindsey Brown, and the motion carried unanimously.**

Report of the Chairperson: Acting Chair Scott Bull noted the Arkansas Workforce Development Board By-Laws require the Report of the Chairperson to appear on the meeting agenda; however, there will be no report because the Arkansas Workforce Development Board does not currently have a regular Chairperson.

Acting Chair Bull recognized Arkansas Department of Workforce Services Employment Assistant Director Kris Jones to provide the Staff Report.

Report of Staff: Mr. Kris Jones reported the Arkansas Department of Workforce Services held a WIOA Partners' Meeting September 28-29, 2017, at the Hotel Hot Springs with more than 200 attendees from various partner agencies and organizations.

Mr. Jones informed board members of staff providing WIOA Title 1-B training and working on a Risk Assessment Tool.

Acting Chair Bull asked if there were any questions for Mr. Jones. Hearing none, Acting Chair Bull proceeded to the next item and asked for the committees to provide their report to the Full Board.

Report of Committees:

Strategic Planning Committee: Acting Chair Scott Bull provided the Strategic Planning Committee report by stating the committee met earlier in the day. Due to a lack of a quorum at the July 11, 2017 meeting minutes were not approved. Acting Chair Bull stated he presided over the committee meeting in the absence of a Chair. He informed board members the record will reflect all three members present agreed unanimously in the absence of a quorum to no additional revisions to the Strategic Planning Committee July 11, 2017, meeting minutes. These minutes will be carried forward to the next Strategic Planning Committee meeting for approval.

Acting Chair Bull reported that the next Strategic Planning Committee meeting is planned for January 9, 2018, at 10:00 a.m. The location is yet to be determined.

Program & Performance Evaluation Committee: Acting Chair Bull, Chair of the Program & Performance Evaluation Committee, provided a report on committee activities since the last Full Board meeting.

Acting Chair Scott Bull reported the Program & Performance Evaluation Committee met this morning. He reported the committee had a quorum and approved the minutes of the July 11, 2017, meeting with the revision to correct the name "John McClain" to reflect the correct name of Board Member Alan McClain.

Acting Chair Bull recognized Ms. Sandy Monaco of the Arkansas Development of Workforce Services for PY 2016 Annual Report submission.

Acting Chair Bull recognized Mr. Kris Jones of the Arkansas Department of Workforce Services to present a report to board members on the Hard-to-Serve Population plan.

He reported the next Program & Performance Evaluation Committee meeting is planned for January 9, 2018, at 10:00 a.m. The location is yet to be determined.

TANF Oversight Committee: Acting Chair Bull recognized TANF Committee Chair Mr. Tom Anderson to provide a report to the Full Board of the morning meeting. Mr. Anderson

informed the Full Board that the TANF Committee had a quorum and approved the July 11, 2017, meeting minutes.

Mr. Anderson reported the next TANF Committee meeting is planned for January 9, 2018, at 10:00 a.m. The location is yet to be determined.

Arkansas Out of School Network Program: Acting Chair Bull recognized Ms. Laveta Willis-Hale, Network Coordinator, to present to the Full Board. Ms. Laveta Willis-Hale provided the Full Board with a handout highlighting the program. Her associate, Ms. Ada Hollingsworth, introduced herself to board members and provided brief comments. Following the completion of their presentation, and hearing no questions, Acting Chair Bull thanked Ms. Laveta Willis-Hale and Ms. Ada Hollingsworth for their presentation.

**Agenda Item 2 – ACTION – WIOA Title 1-B Policy Manual**: Acting Chair Bull recognized Dr. Claudia Griffin, ADWS Project Coordinator, to provide an update on the WIOA Title I-B Policy Manual’s revisions and corrections. He prefaced the presentation by asking the members to recall the approval of the WIOA Title 1-B Policy Manual by the Full Board at the July 11, 2017 meeting. Dr. Griffin proceeded to point out some specific revisions and corrections to the previously approved policy manual.

Acting Chair Bull inquired if anyone had any questions for Dr. Griffin. Hearing none, **a motion to approve the WIOA Title 1-B Policy Manual Updates as presented was made by Ms. Holley Little, seconded by Mr. Tom Anderson, and the motion carried unanimously.**

**Agenda Item 3 – ACTION – Long-Term Unemployed Definition**: Acting Chair Bull informed board members that WIOA allows the states to define “long-term unemployed” individuals under WIOA Title I-D. This definition is not included in the WIOA Title 1-B Policy Manual, but it is a stand-alone definition in need of approval after being presented by Dr. Griffin.

Acting Chair Bull inquired if anyone had any questions for Dr. Griffin. Hearing none, **a motion to approve the “long-term unemployed” definition as presented by Dr. Griffin was made by Ms. Abby Houseworth, seconded by Ms. Katy Morris, and the motion carried unanimously.**

**Agenda Item 4 – ACTION – Proposed Allocation Methodology for Assistance to Areas with High Concentrations of Eligible Youth**: Acting Chair Bull stated WIOA requires states to provide additional financial resources to Local Areas that are identified as having “High Concentrations of Eligible Youth”; however, in order for the funding to be distributed, the state board must approve the methodology. He recognized Mr. Kris Jones and asked him to present the proposed methodology for approval.

Mr. Kris Jones provided a detailed explanation of the proposed methodology. He explained that 28% was set as the threshold by which local areas would receive additional funds. He further explained that the 28% threshold represented the overall state average.

Acting Chair Bull inquired if anyone had any questions for Mr. Kris Jones. Hearing none, a **motion to approve the methodology as presented by Mr. Jones was made by Mr. Lindsay Brown, seconded by Ms. Holley Little, and the motion carried unanimously.**

WIOA Legacy Systems Integration: Acting Chair Bull recognized Mr. Earnest Sweat, ADWS Information Technology Assistant Director, to provide an update on the WIOA Legacy Systems Integration Project. Mr. Sweat provided background data on the \$1.1 million grant that the state previously received. These funds are being used to find a WIOA connectivity solution for all partners. He shared that staff would be attending a conference in Washington D.C. in the upcoming week to review and discuss a possible solution called Workforce Connect.

Mr. Sweat gave an update on the America's Job Link Alliance (AJLA) system that is utilized by 12 other states. AJLA also received a grant to build a connectivity solution similar to Workforce Connect. The current AJLA system called Arkansas JobLink (AJL) in Arkansas is used by Labor Exchange, TAA, TANF, and Rehabilitation Services.

With no comments or questions for Mr. Sweat, Acting Chair Bull thanked Mr. Sweat.

WIOA One-Stop Certifications / MOUs Updates: Acting Chair Bull asked Mr. Kris Jones, ADWS Assistant Director, to provide an update on WIOA One-Stop Certification and Memorandum of Understanding (MOU).

Mr. Kris Jones informed the Full Board that the Local Workforce Development Areas (LWDA) received the Memorandum of Understanding (MOU) template on July 14, 2017. The MOUs were signed on September 28, 2017, at the WIOA Partners' Meeting in Hot Springs. Mr. Jones stated that meetings with partners were scheduled for October 16-27, 2017, to assist in completion of this task. Mr. Jones reported that the current completion rate was approximately 10%. He reminded the board members that the Infrastructure Funding Agreements (IFAs) are due on January 1, 2018, and that the MOUs were due on July 1, 2017.

Discretionary Grants Update: Acting Chair Bull recognized Mr. Mark McManus, ADWS Grants Coordinator, to provide an update on the Discretionary Grants. Mr. McManus reported that ADWS currently administers seven active Discretionary Grants. Three of the grants are Dislocated Worker grants, three are Registered Apprenticeship grants, and one is the ArkansasPROMISE grant. The ArkansasPROMISE grant provides services for low-income youth with disabilities and has served approximately 300 youth. This grant will end September 2018.

Mr. McManus continued by providing updates on the current disaster grants, as well as, the Arkansas Sector Partnership grants. He shared that grants targeted to dislocated workers provide a challenge due to the improvement of the economy. In an effort to increase outreach to dislocated workers, he explained that a contractor, Maher & Maher, has been providing technical assistance to staff.

Mr. McManus referenced three Registered Apprenticeship grants that began with President Obama's ApprenticeshipUSA initiative. He provided details related to the five-year Arkansas Apprenticeship Pathway Initiative (AAPI) grant, which ends in 2020. The training providers for this initiative are comprised of the Arkansas Apprenticeship Coalition (AAC) and four community colleges: Arkansas State University-Mountain Home (ASUMH), Arkansas State University-Newport (ASUN), National Park College (NPC), and South Arkansas Community College (SACC). The Mechatronics program under the AAPI grant is a pathway for Arkansans to associate degree. The Arkansas Expands Apprenticeship (AREA) is an 18-month grant that ends in April 2018. The training providers under this grant are J. B. Hunt Transportation, Inc. and the Arkansas Apprenticeship Coalition (AAC). AAC provides training in the construction trades and millwrights in the AREA grant. The purpose of the Apprenticeship Accelerator grant is to plan and assist in the expanding of Registered Apprenticeship in the state.

Mr. McManus stated regional apprenticeship meetings were conducted with State Board member Karen Breashears to provide opportunities to expand apprenticeships across the state. He highlighted two historic ceremonies for Arkansas. He referenced an August 2017 signing ceremony for a Software Developer Registered Apprenticeship that featured the collaborative efforts of Metova and the Arkansas Coding Academy at the University of Central Arkansas (UCA). Secondly, Mr. McManus referenced a signing ceremony that was held in September 2018 at the Little Rock Police Department (LRPD) for a new Registered Apprenticeship program for a police officer. This program is designed to increase entry into Police Officer occupations and was molded after an Oklahoma program. Both programs are the first of their kind for Arkansas.

Acting Chair Bull asked for any comments or questions for Mr. McManus. Hearing none, he proceeded to the WIOA Partners' Meeting Update.

WIOA Partners' Meeting Update: Acting Chair Bull recognized Arkansas Department of Workforce Services Assistant Director Kris Jones to provide an update on the WIOA Partners' Meeting, conducted on September 28-29, 2017. Upon request, Mr. Jones provided additional details related to the Business Services Panel that was conducted on the last day of this meeting.

Board Open Discussion: Acting Chair Scott Bull opened the floor for discussion. Seeing there was no additional discussion, Acting Chair Bull moved to announcements.

Announcements: Acting Chair Scott Bull announced the next meeting of the Full Board would be held on **January 9, 2018, at 1:00 p.m.** with committees meeting at **10:00 a.m.** The location will be announced at a later date.

Adjourn: Acting Chair Scott Bull adjourned the meeting at 2:40 p.m., **on a motion made by Mr. Lindsey Brown, seconded by Ms. Holley Little, and carried unanimously.**

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Board Chair

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Arnell Willis, Director Workforce Investment  
Department of Workforce Services

*Minutes recorded by Rebecca Edwards  
Department of Workforce Services Staff*

**For Consideration of the  
Arkansas Workforce Development Board**

**January 9, 2018**

**AGENDA ITEM 2 – ACTION:** Council Resolution 2018-1: Board Member Stipend

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve Council Resolution 2018-1 allowing board members to accept a stipend for reimbursement of expenses to attend meetings of the board.

**INFORMATION/RATIONALE:** Arkansas Code Annotated § 15-4-3704 allows the Arkansas Workforce Development Board by a majority vote of the total membership of the board cast during its first regularly scheduled meeting of each calendar year, the board may authorize payment to its members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended. The board members shall receive no other compensation, expense reimbursement, or in-lieu-of payments as provided in § 25-16-902.

A draft council resolution is attached for consideration by the board.

**ARKANSAS WORKFORCE DEVELOPMENT BOARD  
COUNCIL RESOLUTION NUMBER 2018 – 1**

**WHEREAS**, the Arkansas Workforce Development Board (AWDB) conducts its matters as an entity prescribed by the Workforce Innovation and Opportunity Act (WIOA); and

**WHEREAS**, the ADWB serves the Governor of the State of Arkansas as a policy advisory entity in accordance with WIOA law; and

**WHEREAS**, it has been determined that the AWDB and its activities are encompassed by A.C.A. §15-4-3706; and

**WHEREAS**, A.C.A. §15-4-3704 (h)(1) and (2) states, “By a majority vote of the total membership of the Arkansas Workforce Development Board cast during its first regularly scheduled meeting of each calendar year, the Arkansas Workforce Development Board may authorize payment to the appointed members of a stipend not to exceed one hundred ten dollars (\$110) per meeting attended of the full Arkansas Workforce Development Board or its committees, and the Arkansas Workforce Development Board members shall receive no other compensation, expense reimbursement, or in-lieu-of payments except as provided by A.C.A. §25-16-902.” and “The stipend shall be paid from Workforce Innovation and Opportunity Act funding awarded to the state and authorized for Arkansas Workforce Development Board activities.”

**BE IT RESOLVED**, that the Arkansas Workforce Development Board adopts as its official and stated policy the reimbursement of expenditures to its members in accordance with A.C.A. §15-4-3704 for the entire calendar year of 2018.



# ARKANSAS WORKFORCE DEVELOPMENT BOARD

January 2018



- Launched in 1996
- Full-time staff dedicated to customized training
- Delivered on client's schedule, not college's schedule
- Bill by hour, not per person - no minimum class sizes
- College credit awarded when appropriate
- Assist clients with State & County training grants

***CUSTOMIZED TRAINING FOR TODAY'S WORKPLACE***



- Over 70 different clients
- Over 35,000 trainees served
- Over 1.4 million trainee contact hours logged
- 2005 Bellwether Award Winner

**CUSTOMIZED TRAINING FOR TODAY'S WORKPLACE**



**The Solutions Group**

## RECENT EXAMPLE: BIG RIVER STEEL




- **Application Process:**
  - Administering Application Process through ANC website
  - Conducted 7 regional job fairs w/ ADWS
- **Application Pool Training & Development:**
  - Workforce Orientation & Retraining Keys (WORK)
  - Certificate of Proficiency in Construction Technology
- **Pre-Employment Training:**
  - Blueprint Reading, Preventive Maintenance, Radio Protocol, First Aid/CPR, Teambuilding, and Control of Monitoring & Measuring Devices
  - Evening, Weekend, & Online
- **Customized Training for Existing Staff:**
  - Overhead Crane & Rigging and 10-hour OSHA Certification
- **Train-the-Trainer Session in Germany w/ SMS Group:**
  - Electrical, Mechanical, & Metallurgical Engineers from The Solutions Group sent to Germany for 2 weeks of intensive training
- **Post-Hire Training:**
  - Steelmaking, Casting & Hot Rolling, Pickling & Cold Rolling, Continuous Galvanizing Line, Temper Rolling, Batch Annealing, Mechanical Testing, plus much more

ARKANSAS NORTHEASTERN COLLEGE

# W.O.R.K.

WORKFORCE ORIENTATION & RETRAINING KEYS



**MICHAEL SMITH**  
WORK COORDINATOR

**COMPLETERS EARN:**

-  AMERICAN HEART ASSOCIATION CPR CERTIFICATION
-  CAREER READINESS CERTIFICATE
-  3 HOURS OF ANC CREDIT

[WWW.TINYURL.COM/WORKREG](http://WWW.TINYURL.COM/WORKREG)  
FOR MORE INFORMATION, CONTACT MICHAEL SMITH  
MSMITH@SMAIL.ANC.EDU  
**870.763.6222**

**PROVIDING INDIVIDUALS WITH THE NECESSARY SKILLS AND SUPPORT TO ACCESS JOB OPPORTUNITIES**

- \$250 STIPEND AWARDED TO COMPLETER
- COMMUNITY MENTORS
- JOB INTERVIEW PREPARATION
- RESUME WRITING
- TAKING APPLICATIONS FOR CLASSES



**TENARIS**



**AMERICAN GREEN**

- 60 clock hours over 8 weeks
- No charge to trainees



**KAGOME**



**DENSO**

## MISSISSIPPI COUNTY WORKFORCE DEVELOPMENT JOBS COUNCIL

- **WORK Program** (*accelerated*) = 60 clock hours
- **Cultural Competencies** = 12 clock hours
  - 4 clock hours for frontline supervisors of participating partners
- **Staffing Pool Training** = 32 clock hours
  - Training wage paid to allow for drug screening
- **On-the-Job Verification (OJV)** = 16 weeks
  - Employer reimbursement of wages (1<sup>st</sup> 4 weeks = 100%, 2<sup>nd</sup> 4 weeks = 80%, 3<sup>rd</sup> 4 weeks = 60%, & 4<sup>th</sup> 4 weeks = 40%)
    - *Jobs in \$12 - \$15 per hour range eligible for county sales tax coverage*
  - Evaluation sessions at 4-week intervals with employee & supervisors by WORK Coordinator
  - Mentoring via community volunteer mentors under guidance of part-time Mentoring Coordinators

## OPPORTUNITY BUS



- ❖ Transportation to training for the *potential workforce*
- ❖ Began August 2017
- ❖ Daily (MTWH) bus route in Blytheville & Osceola/Luxora
- ❖ Top priority: SNAP recipients (ADHS 50% matching grant)
- ❖ Weekly satisfactory progress necessary for bus pass

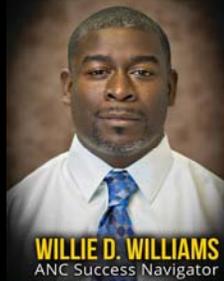
## SUCCESS NAVIGATOR



Arkansas Northeastern College

**ARE YOU READY FOR  
SUCCESS?**

Let our Success Navigator show you the way!



**WILLIE D. WILLIAMS**  
ANC Success Navigator



The Success Navigator will guide you through each step of your journey: admissions, testing, advising, and financial aid for your program of study!



## PAID INTERNSHIP OPPORTUNITIES

- **Nucor Yamato Steel** - Steel Industry Technology, Industrial Electrical Systems, & Computer Information Systems
- **Nucor Steel Arkansas** - Steel Industry Technology & Industrial Electrical Systems
- **Big River Steel** - Steel Industry Technology
- **DENSO** - Advanced Manufacturing
- **Kagome** - Advanced Manufacturing
- **D & L** – Heating, Ventilation, & Air Conditioning
- **Southworth** – Welding
- **Precoat Metals** - Industrial Electrical Systems & Steel Industry Technology
- **Aviation Repair Technologies** - Aviation Maintenance
- **Jackson-Hewitt** – Clerical Support

## AVERAGE FULL-TIME WAGES FOR 2014 & 2015 COMMUNITY COLLEGE ASSOCIATE DEGREE GRADUATES\*

<b>Arkansas Northeastern College</b>	<b>\$ 44,564</b>
College of the Ouachitas	40,565
South Arkansas Community College	39,208
Northwest Arkansas Community College	35,950
University of Arkansas CC-Batesville	34,343
Southeast Arkansas Community College	33,915
National Park College	33,254
University of Arkansas CC-Morrilton	32,957
Arkansas State University-Newport	32,944
Black River Technical College	32,849
Southern Arkansas University-Tech	32,531
North Arkansas College	32,402
East Arkansas Community College	32,073
University of Arkansas CC-Hope	31,423
Ozarka College	31,255
University of Arkansas-Pulaski Tech	30,694
University of Arkansas-Cossatot	30,611
University of Arkansas-Rich Mountain	29,794
Arkansas State University-Mountain Home	28,030
Arkansas State University-Mid-South	27,887
Phillips Community College of UA	27,834
Arkansas State University-Beebe	26,853

\* 2017 Economic Security Report per Arkansas Act 852 of 2015, produced by Arkansas Research Center & Arkansas Dept. of Workforce Services

<b>Average F-T Wages:</b>
<b>ALL COMMUNITY COLLEGES    \$32,815</b>

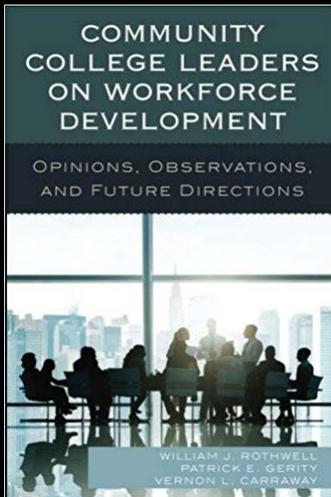
## AVERAGE FULL-TIME WAGES FOR 2014 & 2015 COLLEGE & UNIVERSITY GRADUATES\*

	Associate Degree	Bachelor Degree
Arkansas Northeastern College	\$ 44,564	
University of Arkansas-Little Rock	42,234	\$ 42,326
University of Arkansas-Fayetteville		40,745
Arkansas Tech University	32,827	39,431
University of Arkansas-Fort Smith	34,211	38,435
University of Central Arkansas	36,393	35,626
Arkansas State University-Jonesboro	32,827	35,615
Southern Arkansas University	37,969	35,453
University of Arkansas-Monticello	29,702	33,802
University of Arkansas-Pine Bluff		29,591

\* 2017 Economic Security Report per Arkansas Act 852 of 2015, produced by Arkansas Research Center & Arkansas Dept. of Workforce Services

Average F-T Wages:  
ALL PUBLIC UNIVERSITIES \$37,605

ANC featured in new book dealing with workforce development



### JOB READY, WILLING, & ABLE (JRWA) INITIATIVE FUNDED BY WALMART FOUNDATION

- ANC is one of only 4 Mentor Colleges for workforce development selected in United States
- 16 representatives from other colleges across America visited ANC in 2015 for Best Practices & Benchmarking event



**For Consideration of the  
Arkansas Workforce Development Board**

**January 9, 2018**

**AGENDA ITEM 3 – ACTION:** Certification of the Arkansas Workforce Centers in Eastern Arkansas

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board certify the one-stop centers in Eastern Arkansas as Arkansas Workforce Centers, using the 2017 criteria of the Workforce Innovation and Opportunity Act (WIOA) and the objective criteria approved by the Arkansas Workforce Development Board. We recommend that the center in West Memphis be certified as a comprehensive center, the center in Helena be certified as an affiliate center, and the center in Forest City be certified as an affiliate center, as requested by the Workforce Development Board of Eastern Arkansas (WDBEA).

**INFORMATION/RATIONALE:** WDBEA was selected as the one-stop operator for Eastern Arkansas through a competitive process. In most situations the Local Workforce Development Board (LWDB) certifies the one-stop centers, but when the LWDB is also the one-stop operator, the State Workforce Development Board must certify the centers [20 CFR 678.800(3)].

WDBEA submitted Applications for Certification on October 2, 2017. Their request was that the existing centers be recertified under the updated criteria. December 6 – 7, 2017, Dr. Claudia Griffin and Shenaye Johns of the Arkansas Department of Workforce Services, visited the centers to determine a recommendation for recertification. The recommendation of Dr. Griffin and Ms. Johns is that all the centers be recertified.

Attached are their reports resulting from the review of the applications submitted by WDBEA.

## **Certification of Workforce Centers of Workforce Development Board of Eastern Arkansas (WDBEA)**

By Dr. Claudia Griffin & Shenaye Johns, Arkansas Department of Workforce Services

December 6 – 7, 2017

### **West Memphis**

#### **Comprehensive Center**

We conducted a review of the application with David Barch (Director of One-Stop Operations, Workforce Development Board of Eastern Arkansas) and a visit of the site on December 6, 2017. The purpose of the visit was to certify the validity of the Application for Certification, including the presence of partners and the provision of required services.

*Based upon our visit, we recommend that recertification be granted.*

Below is details related to our review of the original application with responses updated and clarified with further explanation, based on information provided by Mr. Barch.

Mr. Barch explained that the roles and responsibilities of WDBEA as one-stop center operator are:

- Coordinate the activities of the partners to ensure that all required services are provided, as well to produce and enforce the memorandum of understanding (MOU) and the infrastructural financial agreement (IFA)
- Develop three (3) Arkansas Workforce Centers that meet the State vision of a model one-stop
- Train partner employees concerning the work of the Workforce Center
- Lead the partners in developing services to individuals and businesses so that the needs of local citizens are met
- Work with local colleges through the Arkansas Delta Training and Education Consortium (ADTEC) to obtain grants and coordinate services to provide training needed for locally in-demand jobs
- Lead partners in improving job seeker skills

We noticed that employees of various partners took turns being the Director of First Impressions, the person who was stationed at the front desk. When each of these directors was asked separately what agency he or she represented, the person was hesitant to answer. It seemed that each person wanted it known that he or she worked for the Workforce Center, although Mr. Barch said that none was paid specifically by the center.

Each employee at the Center wore a Workforce Center name tag. Appropriate Arkansas Workforce Center and American Job Center logos were visible on signs and decals throughout the center. Printed information in each area explained many services, and not just the services for that area.

We observed the ADA accessibility of the Workforce Center, and we found it to seem to be in compliance.

We found the Center very easy to navigate. Signs indicated location of partners.

We found all partners listed on the application to be located at the Center.

## **Helena**

### **Affiliate Center**

We conducted a review of the application with David Barch (Director of One-Stop Operations, Workforce Development Board of Eastern Arkansas) and a visit of the site on December 7, 2017. The purpose of the visit was to certify the validity of the Application for Certification, including the presence of partners and the provision of required services.

*Based upon our visit, we recommend that recertification be granted.*

Below is details related to our review of the original application with responses updated and clarified with further explanation, based on information provided by Mr. Barch.

When we first walked into the center, we saw the appropriate Arkansas Workforce Center and American Job Center logos. An employee immediately checked to be sure we were helped. Even more than in West Memphis, it was difficult to determine for whom each employee worked because employees seemed to be cross-trained to help visitors obtain the appropriate services. We found the staff at the Workforce Center knowledgeable about services, and there was much information around the center concerning various services.

We verified that partners and services claimed on the application were available at the center.

We observed the ADA accessibility of the Workforce Center. We found only one issue; the counter at the main desk was too high. Mr. Barch explained that they are aware of this problem, and they are in the process of correcting the non-compliance.

The center had a more open design than did West Memphis, and the center was very easy to navigate. Staff could easily direct visitors to appropriate services.

## **Forest City**

### **Affiliate Center**

We conducted a review of the application with David Barch (Director of One-Stop Operations, Workforce Development Board of Eastern Arkansas) and a visit of the site on December 7, 2017. The purpose of the visit was to certify the validity of the Application for Certification, including the presence of partners and the provision of required services.

*Based upon our visit, we recommend that recertification be granted.*

Below is details related to our review of the original application with responses updated and clarified with further explanation, based on information provided by Mr. Barch.

As in Helena, the Forest City center had an open design, while still allowing private conferencing with customers. As with the other centers, we found staff cross-trained and rotating to serve in multiple positions so that customers could be appropriately served.

We verified that partners and services claimed on the application were available at the center. As with the other centers, we found much information displayed in various ways to attract customers to pick up and read the information.

We observed the ADA accessibility of the Workforce Center, and we found it to seem to be in compliance. Arkansas Workforce Center and American Job Center logos were appropriately used.

Please fill in the following form and submit it to your FPO. Grayed out text fields will expand when you type.

**Project Name:** Asset Mapping Facilitation  
Provide brief title/name for the project

**State Project Lead/Point of Contact:**  
Kris Jones, Assistant Director

**Phone:**  
5013711028

**Email Address:**  
Kris.jones@arkansas.gov

**Brief Project Description:** Arkansas is in need of a comprehensive asset mapping initiative that will provide a deep understanding of the key networks across WIOA partners and cultural attitudes that shape our economy, indicate “gap” areas that require further investment, and provide a baseline by which to judge future progress towards regional prosperity.

Estimated Costs- \$60,000 to \$80,000

Provide a brief description of the TAT Project here including the TAT need/topic that will be addressed.

**Target Audience/Beneficiary:** State and Local WIOA Core Partner Representatives and other stakeholders

Briefly describe the primary participants or users who will directly benefit from the TA project.

**Anticipated Outcomes:**

Describe briefly what you hope will be achieved because of this TA intervention. Note any activities and/or deliverables that might have a broader relevance and be shared beyond the target audience and/or across regions.

The primary deliverable of this project will be establishing the business requirements and qualification requirements of contractors that will be needed to complete asset mapping and skills gap analysis for Arkansas.

This project would complement and build upon an Asset Mapping project that is currently under way which is focused on asset mapping specific to Registered Apprenticeship and should also incorporate a survey that meets the state’s annual evaluation requirement. The project would be focused on providing technical assistance in our asset mapping project, including the following: facilitate the establishment of a project team of stake holders who will define the objectives of the project, lead the project team in the development of business requirements for a contractor or contractors who would complete the research and skills-gap analysis of the Arkansas workforce, and guide the project team in establishing milestones necessary to monitor the timely completion of the project once the contractor(s) has been identified.

The anticipated outcomes of the contract include at least the following, but may be expanded during the TA

project:

- *Resource Identification:* This project will allow the state's leadership to identify the resources that can be utilized to support development initiatives.
- *Report Development:* The development of reports used for analysis and planning.
- *Foundation for Strategic Planning and Implementation:* This asset mapping project will lay the foundation for development of a new strategic plan or enable the realignment of existing efforts.
- *Deepened Understanding of Key Regional Systems and Linkages:* This asset mapping project will result in a deeper understanding of the ways in which regional institutions interact with each other and with entities outside of the region.
- *Catalyst for Partnership:* This asset mapping will aggregate the knowledge possessed by a few individuals and make it available to others who may conceive of new ways to leverage the assets.
- *Sustained Asset Depository:* This project could lay the foundation for the future development of an electronic asset portal, maintained by ADWS and used by state and local workforce partners, potential program participants, and Arkansas employers. Given the breath of data that is analyzed, it would be beneficial to find ways to maintain, consolidate, and perhaps improve the data over time. For example, a listing of state or local training programs could be maintained and updated as new opportunities become available. Ideally, a product of the project would be identifying which data sets might be worth maintaining or consolidating. This would be an additional requirement of the contractor. This will not be feasible for every data set, but to the extent possible, the project should result in the identifying resources in the inventory that can be maintained, with the understanding that a separate and separately funded ADWS project may be needed to create the appropriate tools for achieving this objective.

***Timeframes/Targeted Completion Date:***

Describe a general timeframe of when you would like to have this project completed or occur (For example, "January 2018, over 2 days"). If this will be tied to an event with dates already established, identify the specific date(s) of the event.

June 2018, over the course 5-6 months

## TAT Supported Services

***TAT Funds will be used for the following methods and/or applications:***

Check all that apply (to check the box double click on the box and choose the 'checked' option under Default Value, then click OK). Please note that the items selected are not considered final, but a starting point for discussion with your Regional Advocate. This is not meant to be an exhaustive list. Feel free to add additional items under "Other."

### Facilitation/Subject Matter Experts

- In-person facilitation
- Virtual meeting facilitation
- Graphic recording and facilitation
- Focus Groups
- Coaching/Subject Matter Experts

### Training

- In-person trainings
- Webinars or virtual meetings
- Web-based training and tutorials
- Training and curriculum development
- Simulation Exercises
- MOOCs (Massive Open Online Training)

### Travel Reimbursement

- For speakers/participants in an ETA-hosted event
- For speakers/participants in a non-ETA funded event
- For peer-to-peer learning

### Media Development and Integration

- Social media strategies
- Video Production
- Website development
- Web-based Peer Learning Network

### Individualized Technical Assistance

- Coaching
- Diagnostic Work
- Strategic program improvement
- Policy development

### Tool Development

- Toolkits/Guides
- Assessment Tools
- Logic Model/Outcome Measure Devt.
- Issue Briefs/Environmental Scan
- Marketing and Communication Materials/Strategy

### Other

Enter additional relevant information here.

***Will you be hosting an event (roundtable/conference) that requires logistical support?***

Yes

No

**Estimated Number of Participants:**  Less than 20  20-50  50-100  200+

Choose a number range of participants

## Logistic Supported Services

### TAT Funds will be used for the following logistical supports and services:

Check all that apply. This is not meant to be an exhaustive list. Feel free to add additional items under "other." (\*Note that these items can require approval through DOL's Event Approval Process, so you may need to allow at least 90 days.)

### Logistical Support for an Event \*

#### Pre-Event :

- Registration Website
- Save the date/invitations/promotions/reminders
- Site Selection and Negotiation
- Hotel Contract
- Audio/Visual Rental
- Meeting Space Planning/Coordination
- Development of Conference Materials
- Speaker Coordination
- Speaker Travel Arrangements
- Supplies/Materials
- Printing/Copying/Assembling

#### Onsite:

- Registration
- Event Signage and Badges
- Event Coordination
- Video or Audio Recording
- Live Teleconferencing
- Streamline Sessions on Internet

#### Post-Event:

- Summary of Participant Feedback
- Speaker Travel Reimbursement
- Speaker Fees and Follow Up
- Participant Travel Reimbursement
- Post/Upload Meeting Materials
- Executive Summaries

### Other TAT or logistic support services (not listed above):

n/a

### Requested TAT Provider (if any) and rationale:

Maher & Maher is our requested TAT Provider due to their familiarity with the State of Arkansas and their prior work with our Discretionary Grants Unit.

### Individual Proposing this Project

Kris Jones

#### Title:

Employment Assistance Unit - Assistant Director

#### Signature/Approval:

(electronic sig)

#### Date:

December 15, 2017