



**INNOVATE**

WORKFORCE DEVELOPMENT

**JANUARY 24, 2019**  
**10:00 a.m.**

The Crowne Plaza  
201 South Shackleford Road  
Little Rock, Arkansas 72211

# **Arkansas Workforce Development Board**

## **Full Board Meeting**



# AGENDA

January 24, 2019

## ARKANSAS WORKFORCE DEVELOPMENT BOARD FULL BOARD MEETING

10:00 a.m.

*Estimated Time: 1 Hour 50 Minutes*

Call to Order (1 min) ..... Tom Anderson, Chair

Governor's Address (13 minutes)..... Governor Asa Hutchinson

### **Agenda Item 1: ACTION**

Minutes of October 9, 2018 Full Board Meeting (1 min)..... Tom Anderson, Chair

Report of Chairperson (5 mins)..... Tom Anderson, Chair

Report of Director (5 mins)..... Daryl Bassett, Director  
Arkansas Department of Workforce Services

### **Agenda Item 2: INFORMATIONAL**

Report of Staff (10 mins)..... Kris Jones, Employment Assistance - Assistant Director  
Arkansas Department of Workforce Services

Report of Committees

- Strategic Planning Committee (2 mins) .....Karen Breashears, Committee Chair
- Program & Performance Evaluation Committee (2 mins) .....Abby Houseworth, Committee Chair
- Temporary Assistance for  
Needy Families (TANF) Oversight Committee (2 mins)..... Gan Nunnally, Committee Chair

### **Agenda Item 3: ACTION**

Council Resolution 2019-1 (Stipend Payment) (2 mins) ..... Tom Anderson, Chair

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**Agenda Item 4: INFORMATIONAL**

Division of Services for the Blind Program Update (10 mins)..... Cassandra William-Stokes, Director  
Arkansas Department of Human Services – Division of Services of the Blind

**Agenda Item 5: INFORMATIONAL**

Arkansas College and Career Coach Program (20 mins).....Sonja Wright McMurray, Associate Director  
Arkansas Department of Career Education

Special Projects (10 mins) ..... Mary Franklin, Division of County Operations Director  
Arkansas Department of Human Services

USDOL On-Site Monitoring Report Update (5 mins).....Kris Jones, Assistant Director  
Arkansas Department of Workforce Services

Targeted Populations & Training Update (5 mins) ..... Eduardo Lemm, Targeted Populations Advisor  
Arkansas Department of Workforce Services

WIOA Roundtable Update (5 mins) ..... Kris Jones, Employment Assistance – Assistant Director  
Arkansas Department of Workforce Services

**Agenda Item 6: INFORMATIONAL**

Business Services Update (5 mins)..... Mark McManus, Business Services Lead  
Arkansas Department of Workforce Services

Board Open Discussion (5 mins) ..... Tom Anderson, Chair

Announcements (2 mins)

Adjournment

**NEXT MEETING DATES**

|               |                    |     |
|---------------|--------------------|-----|
| April 9, 2019 | Committees         | TBD |
|               | Full Board Meeting | TBD |

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

**January 24, 2019**

**AGENDA ITEM 1 – ACTION:** Minutes of the October 9, 2018 Full Board Meeting

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve the minutes of the October 9, 2018 full board meeting.

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

UNOFFICIAL

**MINUTES**  
**ARKANSAS WORKFORCE DEVELOPMENT BOARD**  
**October 9, 2018**

The Arkansas Workforce Development Board conducted its regular quarterly meeting on October 9, 2018, beginning at 10:00 a.m., at Our House, 302 East Roosevelt Road in Little Rock, Arkansas. Chair Tom Anderson presided with the following members present: Mr. Daryl Bassett, Ms. Karen Breashears, Mr. Lindsay Brown, Mr. Scott Bull, Dr. Charisse Childers, Judge Brandon Ellison, Mr. Randy Henderson, Ms. Abby Houseworth, Mr. Alan Hughes, Ms. Rebecca Ives, Mr. Alan McClain by proxy Mr. Jonathon Bibb, Dr. Maria Markham by proxy Ms. Alisha Lewis, Ms. Cassondra Williams-Stokes, Mr. Paul Rivera by represented by Ms. Candice Lawrence, Dr. Julie Roberson, Mr. Kelley Sharp, and Mr. Robert Thorne.

Mr. Chad Bishop, Ms. Mary Franklin, Mr. Jeff Griffin, Ms. Melissa Hanesworth, Mr. Johnny Key, Ms. Holley Little, Mr. George Nunnally, Mayor Harold Perrin, Mr. Mike Preston and Mr. Mike Rogers were unable to attend.

Chair Tom Anderson thanked the non-profit Our House for hosting the Arkansas Workforce Development Board quarterly meeting. Members and guests were given the opportunity to hear about Our House efforts and program-recipient successes.

Chair Anderson called the meeting to order at 10:20 a.m. upon seeing a quorum.

Chairman's Comments: Chair Tom Anderson announced the four new Board Members and their affiliation who were recently appointed by Governor Asa Hutchinson: Mr. Mike Rogers of Tyson Foods, Mr. Paul Rivera of Caterpillar, Ms. Rebecca "Becky" Ives of Lockheed Martin Corporation, and Mr. Randy Henderson of Nucor Steel Corporation. Chair Anderson noted Mr. Rogers and Mr. Rivera were unable to attend the meeting due to previous obligations prior to the appointment. He also noted Mr. Rivera was able to send Candice Lawrence.

Chair Anderson acknowledged and thanked the Arkansas STEM Coalition Executive Director Dr. Susan Mitchell for attending and presenting to the Full Board.

**Agenda Item 1 – ACTION – Minutes of the July 10, 2018, Full Board Meeting:** Chair Tom Anderson asked if there were any additional corrections or revisions to the July 10, 2018, Full Board meeting minutes.

Hearing none, **a motion to accept the July 10, 2018, meeting minutes as presented with no revisions was made by Mr. Lindsey Brown, and seconded by Judge Brandon Ellison. The motion carried unanimously with none opposed.**

### Chairperson's Report:

Chair Tom Anderson acknowledged the Arkansas Workforce Development Board Vice-Chair Mr. Scott Bull to present to the Full Board and guests on career development. Vice-Chair Bull began by informing attendees he is also the Co-Chair of the Founders Council for the Coalition of Career Development. The Founders Council for the Coalition of Career Development strives to provide youth an opportunity to discover what occupation they are interested in as early as the 9<sup>th</sup> grade.

Next, Chair Anderson recognized Arkansas Department of Workforce Services Director Daryl Bassett. Mr. Bassett began by welcoming the new board members and briefing them on what to expect, their role and how to effectively communicate ideas and suggestions to Workforce Development Director Arnell Willis. Mr. Bassett then recognized Ms. Ateca Williams who is the Governors' Deputy Chief of Staff of Internal Operations to provide an overview of Governor Hutchinson's transformation plan.

Ms. Williams briefly explained the transformation of the reduction of the number of boards and agencies reporting directly to the governor from 42 to 15 will only affect the Arkansas Workforce Development Board by moving the Arkansas Department of Workforce Services under the new Arkansas Department of Commerce. The Boards and Commissions tied to the Arkansas Department of Workforce Services, Department of Career Education and the Department of Education will still be a part of those agencies; however, they will all be under the Arkansas Department of Commerce. The transformation is anticipated to take place during the next session or spring.

Chair Tom Anderson thanked Ms. Williams for attending and briefing the board on the transformation. He then recognized Board Staff Mr. Kris Jones to provide the Staff Report.

### Staff Report:

Mr. Jones noted for the record the new Board Members had voting privileges although they have not been sworn in at this time.

Mr. Jones provided an update on the Technical Assistance Training (TAT), saying it is still being discussed with the Department of Labor. The anticipated start time is within the next few months. This project is the Asset Mapping that could potentially feed into the other project of Salesforce.

He informed members and guests of Chair Tom Anderson and Workforce Development Director Arnell Willis attending the NASWA meeting in Montana on September 17-21, 2018.

Next, Mr. Jones stated five Local Workforce Development Areas applied for Regional Sector Planning Funds. Another application is anticipated to be approved once it is resubmitted.

Mr. Jones provided an update on a request made by Chair Anderson on a Performance scorecard and scorecards on a strategic level.

Staff is currently developing an additional report related to career pathways that is modeled after a report developed for the state of Kentucky. The approved Arkansas State Plan includes a Skills Gap Analysis that will address not only the demand side being reported but also the supply side with an evaluation of the quality of job candidates being produced by the educational system. Our planned report provides additional information that is not included in the Kentucky report.

#### Committee Reports:

Strategic Planning Committee: Chair Tom Anderson asked Committee Chair Karen Breashears to report on the Strategic Planning Committee.

Chair Breashears thanked the Board Staff for setting up a teleconference for the Strategic Planning Committee. The teleconference allowed the committee to meet and convene with a quorum on September 10<sup>th</sup>. The committee approved previous July 10<sup>th</sup> committee minutes. The committee approved revisions presented by Mr. Kris Jones on the board by-laws that will be presented to the Full Board for approval. The committee approved a scorecard to be submitted and approved by the Full Board after hearing reports on WIOA Title I and Title III, Business Services from Mr. Mark McManus, Mr. Elroy Willoughby, and Ms. Sandy Monaco. Other activities reported were updates provided on the Committee Action Plan by Director Arnell Willis, an update on Business Services Engagement Committee Mr. Mark McManus, USDOL On-site Monitoring Visit update that was conducted on September 17-21, 2018, by Mr. Kris Jones, and Targeted Populations Outreach activities by Mr. Eddie Lemm.

The committee will be polled to conduct a board meeting by teleconference again for the January meeting.

Hearing no additional questions or comments, Chair Anderson moved to Program and Performance Evaluation Committee.

Program & Performance Evaluation Committee: Chair Anderson asked Committee Chair Abby Houseworth to provide an update for the Program and Performance Evaluation Committee. Committee Chair Houseworth reported the committee met September 10, 2018 in which a quorum was met and approved the July 10, 2018, meeting minutes.

The committee heard a report on WIOA Title I and Title III, Business Service scorecard on September 10 by Mr. Mark McManus, Ms. Sandy Monaco, and Mr. Elroy Willoughby. The committee approved the scorecard and made a recommendation to present to the Full Board for approval.

The committee also heard a report on WIOA 2017 Performance Measure outcomes from Mr. Elroy Willoughby and Ms. Sandy Monaco, and a report from Mr. Eddie Lemm on Targeted Populations Outreach.

Finally the committee heard a report from Mr. Kris Jones on the USDOL On-site Monitoring Visit conducted on September 17 -21, 2018.

TANF Oversight Committee: Chair Anderson informed attendees that he would provide the TANF Oversight Committee report due to Committee Chair George Nunnally was unable to attend. Chair Anderson reported the Committee had a quorum and approved the July 10, 2018, committee meeting minutes.

Chair Anderson reported the committee heard a report on proposed federal legislation regarding TANF reauthorization. The proposed Jobs and Opportunity with Benefits and Services (JOBS) for Success Act of 2018 will bring significant change to the TANF program in an effort to assist more Americans to enter and remain in the workforce. This Act would extend some family assistance grants known as State Family Assistance Grant (SFAG), Healthy Marriage, Promotion Responsible Fatherhood, and Child Care Entitlement until 2023.

The committee also heard a report on a new TANF WIOA work-based pilot program that focuses on the Transitional Employment Assistance (TEA) population. The goal is to place the participant with an employer to learn for six months. This initiative is offered to all Local Workforce Development Areas with a \$1,500 retention bonus for the employer to retain the participant for an additional six months.

Chair Anderson stated the committee heard another report regarding planned initiatives through the Act of 1705 of 2005, which authorizes ADWS to partner with Community Based Organizations (CBO) and Faith Based Organizations (FBO) with TANF funds to improve outcomes for youth, fatherhood, healthy marriage, parenting services for ex-offenders and kinship care.

The committee was informed that the Human Service Worker in School and the TANF Individual Development Account initiatives are under for review for the upcoming fiscal year.

Lastly, the committee was provided an update on the action plan that is used to aid in monitoring the required activities of the committee. The goals and objectives are being met as required by the State Plan.

Hearing no additional questions or comments Chair Anderson recognized Mr. Kris Jones to present the revised board by-laws to the Full Board.

**Agenda Item 2 – ACTION – Board By-Laws Revision:** Chair Tom Anderson recognized Board Staff Kris Jones to present the proposed revisions to the Arkansas Workforce Development Board by-laws, based on input from Board Members and Board Staff. Without reading the by-laws in their entirety to include the revisions, Mr. Jones presented only the revisions, in order to respect the time of Board Members. The proposed revisions presented were as follows:

- **[Revision 1]** – Insert a new section titled ‘Section 3. Vacancies’ under ‘Article I: Appointments’ between ‘Section 2. Term of Appointment’ and ‘Section 3. Attendance’ to read:

**“Section 3. Vacancies**

*In accordance with Arkansas Annotated Code 15-4-3704(g), in the event of a vacancy on the Board in one (1) of the appointed positions, the vacancy shall be filled for the unexpired portion of the term by appointment by the original appointing authority of a person meeting the same qualifications required for initial appointment.*

*Members shall continue to discharge the duties of the board, although their term has expired, until a qualified successor has been appointed, pursuant to §15-4-3704(b).”*

- **[Revision 2]** – Strike the current section number “3” under ‘Article I: Appointments’ and insert the number “4” to read: “Section 3 4. Attendance”
- **[Revision 3]** – Insert a new paragraph to include the Arkansas Code Annotated §25-16-804 (a)(1) under ‘Article I: Appointments’, ‘Section 4. Attendance’, under item ‘2) Excessive absences’ to read:

**“2) Excessive absences.** A board member shall be subject to removal from the board in the event the member shall fail to present to the Governor a satisfactory excuse for his absence. Unexcused absences from three (3) successive regular meetings, without attending any intermediary called special meetings, shall constitute sufficient cause for removal. (According to Arkansas Code Annotated § 25-16-804, the Governor may remove a board or commission member for good cause.)

*Arkansas Code Annotated § 25-16-804 (a)(1) **Good Cause includes:***

- Conduct constituting a criminal offense involving moral turpitude;*
- Gross dereliction of duty;*
- Gross abuse of authority; or*
- The unexcused absence of a board or commission member from three (3) successive regular meetings without attending any intermediary called special meetings.”*

- **[Revision 4]** – Insert a new paragraph under ‘Article II: Officers’, ‘Section 2. Vice-Chair’, to read:

**“Section 2. Vice-Chair**

The Governor shall annually select by July 1 a Vice-Chair from among the members of the Board. The Vice-Chair shall act as Chair in the absence or disability of the Chair and shall have such other duties, powers and responsibilities as are assigned by the Chair, the Board, or these by-laws.

*The Vice Chair shall continue to discharge the duties of the board, although their term has expired or until a qualified successor has been appointed.”*

- **[Revision 5]** – Insert a new section titled ‘Section 3. Line of Succession’ under ‘Article II: Officers’ to read:

***“Section 3. Line of Succession***

*In the event that neither the Chair nor Vice-Chair are available to preside at all meetings of the Board and Executive Committee, the line of succession is as follows:*

- 1. Strategic Planning Committee Chair*
- 2. Program and Performance Evaluation Committee Chair*
- 3. TANF Oversight Committee Chair.”*

- **[Revision 6]** – Insert a new paragraph under ‘Article IV: Meetings’, ‘Section 1. Regular Meetings’ to read:

***“Section 1. Regular Meetings***

The Board shall meet at least quarterly at such time and location as the Chair may select. The Executive Committee shall meet as needed between the quarterly board meetings at the call of the chair of the executive committee or upon the request of seventy-five percent (75%) of the executive committee members, and the chair of the executive committee shall report any actions of the executive committee to the board at the quarterly meetings. Each other committee shall meet at such times and locations as called by the committee chair and consistent with applicable provisions of the Administrative Procedures Act. Communications requesting consideration by the Board from persons not members thereof shall be in writing to the Board Director at least twenty (20) days prior to a regularly scheduled Board meeting. Items brought by Board members may be added to the agenda with a two-thirds (2/3) vote of the members present.

*The Board and its Committees may utilize technologies to promote greater participation among its members. Such technologies may include, but not limited to: teleconferences, webinars, and other web-based meeting tools. All meeting locations shall be publicly noticed and accessible to the public.”*

- **[Revision 7]** – Insert a new section titled ‘Section 6. Combined Committee Meetings’ under ‘Article V: Committees’ after ‘Section 5. Temporary Assistance for Needy Families Oversight Committee’ to read:

***“Section 6. Combined Committee Meetings***

*In the event that it appears that an insufficient number of Committee members are able to attend an upcoming meeting, the Board Chair may determine that it is in the best interest of the Board that a combined committee meeting is held.*

*This decision will be made after staff has polled committee members and provided notification to the Board Chair that a quorum will not be present.”*

- **[Revision 8]** – Insert three new sections titled ‘Section 2. Proxies’, ‘Section 3. Voting’, and ‘Section 4. Official Minutes’ under ‘Article VI: Quorum, Proxies, Voting, and Official Minutes’ to read:

***“Section 2. Proxies***

*Proxy representation and proxy voting for non-governmental Board members will not be allowed. However, proxy representation for agency directors who are unable to be present is expected. Agency directors must notify the Board Chair and Executive Director, in writing, of their designee and certify that this person has the authority to serve and function as a Board member on the official's behalf. This notification must be made at least seven (7) calendar days prior to the meeting.*

**Section 3. Voting**

*Each member of the Board shall have one vote. Proxy voting is permitted for representatives of agency directors who have provided written notification of their proxy to the Executive Director, in accordance with the Board by-laws.*

**Section 4. Official Minutes**

*The Board and Committee Chairs will sign all official meeting minutes of their respective entities. In the event that the Board or Committee Chairs are unavailable, the Director of the Arkansas Workforce Development Board shall sign.”*

- **[Revision 9]** – Insert four new articles after ‘Article IX: Amendments’ titled ‘Article X: Conflict of Interest’ with four sections titled ‘Section 1. Voting Prohibitions’, ‘Section 2. Board Member Code of Conduct’, ‘Section 3. Abstention’, and ‘Section 4. Compliance with State Law’; followed by the second new article titled ‘Article XI: Confidentiality’ with a section titled ‘Section 1.’; followed by the third new article titled ‘Article XII: Non-Discrimination’ with a section titled ‘Section 1.’; followed by the fourth new article titled ‘Article XIII: Amendments’ with a section titled ‘Section 1.’ to read:

**“Article X: Conflict of Interest**

**Section 1. Voting Prohibitions**

*Section 101 of WIOA prohibits a member of the Board from voting on a matter under consideration by the Board when:*

- 1. the matter concerns the provision of services by the member or an entity that the member represents; or*
- 2. the matter would provide direct financial benefit to the member or the immediate family of the member; or*
- 3. the matter concerns any other activity determined by the Governor to constitute a conflict of interest as specified in the State Plan.*

**Section 2. Board Member Code of Conduct**

*Members of the Board are expected to avoid unethical behavior in the course of performing their official duties. The Board not only expects its members to avoid impropriety, but also avoid the appearance of impropriety whether it actually exists. Members must avoid:*

- 1. using their position for private gain;*

2. *giving preferential treatment to any person or entity;*
3. *losing their independence or impartiality in making decisions; or*
4. *acting in any way that might erode public confidence in the integrity of the Board.*

**Section 3. Abstention**

*Board members should individually abstain from voting on issues and matters that will result in a direct or indirect conflict of interest. Abstentions and the general reasons therefore, should be duly recorded in the minutes of the meeting.*

**Section 4. Compliance with State law**

*Board members shall comply with all relevant aspects of the laws of the state of Arkansas with regard to conflict of interest.*

**Article XI: Confidentiality**

**Section 1.** *All information, whether transmitted orally or in writing, that is of such a nature that it is not, at that time, a matter of public record or public knowledge is deemed confidential by the Board. Members shall not disclose confidential information obtained in the course of or by reason of his or her membership on the Board to any person or entity not directly involved with the business of the Board.*

*Furthermore, no member of the Board shall use confidential information obtained in the course of or by reason of his or her membership on the Board in any matter with the intent to obtain financial gain for:*

- a. *the member.*
- b. *the member's immediate family,*
- c. *any business the member or their immediate family is associated, or*
- d. *any other person.*

**Article XII: Non-Discrimination**

**Section 1.** *The Board shall not discriminate against any employee, agent or provider of consulting or contract services, or applicant for employment, agency or consulting or contract services on the basis of race, color, religion, sex, national origin, disability or veteran status. It shall be the policy and practice of the Board to comply fully with federal and state laws, regulations and requirements in respect of non-discrimination, affirmative action, equal employment and civil rights.*

**Article XIII: Amendments**

**Section 1.** *The bylaws may be amended at any regular meeting of the Board with prior written notice having been given to all members of the Board at least thirty (30) days in advance. Approval of any amendment to the by-laws require two-thirds vote of the members present."*

**A motion to approve the Arkansas Workforce Development Board By-Laws with the revisions under their respective Article and Section of the by-laws as presented and noted as listed herein with no additional revisions was made by Mr. Lindsey Brown, seconded by Mr. Alan Hughes, and passed unanimously with none opposed.**

Arkansas STEM Coalition: Chair Anderson recognized Arkansas STEM Coalition Executive Director Dr. Susan Mitchell. The Arkansas STEM Coalition supports Science, Technology, Engineering, and Mathematics by working with K-20 and other community stakeholders in building the pipeline for these occupations. Dr. Mitchell gave an overview of projects, objectives and goals.

Chair Anderson asked if there were any questions or comments for Dr. Susan Mitchell. Hearing none, Chair Anderson moved to the next agenda item.

**Agenda Item 3 – Informational – Apprenticeship State Plan:** Chair Tom Anderson recognized Mr. Lonnie Emard and Mr. Mark McManus. Mr. Emard has been working with Mr. McManus as a Registered Apprenticeship consultant and working on the State Plan for Registered Apprenticeship for Arkansas under a \$200,000 accelerator planning grant through the U.S. Department of Labor to expand and diversify Registered Apprenticeship. Mr. McManus and Mr. Emard provided an overview of the current grants the Arkansas Department of Workforce Services has received, how the State Plan was developed, input sources and assistance from more than 30 other stakeholders throughout the asset-mapping of Registered Apprenticeship, various views of how apprenticeship may be used as a strategic tool, the ways it can be a solution for employers, and the prospects of future funding opportunities from the U.S. Department of Labor, such as a recent opportunity from the U.S. Department of Labor for a sector-based apprenticeship grant geared towards higher education. Mr. Emard defined Industry Recognized Apprenticeship Program (IRAP) is for board members. Board members discussed how IRAPs function, what funding streams work or don't work with IRAPs and apprenticeship in general.

Board member Karen Breashears requested the presenters to provide contact information for someone to be able to reach them for input and/or updates on the asset mapping regarding Registered Apprenticeship. Mr. McManus noted comments and/or questions may be submitted to [wioa@arkansas.gov](mailto:wioa@arkansas.gov). Board Staff Mr. Kris Jones informed board members that the asset mapping is a part of a Governors' Administrative Entity workforce grant the Arkansas Department of Workforce Services (ADWS) received.

**Agenda Item 4 – Informational – WIOA Title I PY17 Performance Results:** Chair Tom Anderson recognized Mr. Elroy Willoughby to provide an update on the WIOA Title I PY17 Performance Results as he directed board members to a chart provided to them of the ten (10) Local Workforce Development Areas. For clarification the data collected tabulates In-School and Out-of-School Youth together.

**Agenda Item 5 – ACTION – WIOA Title I & III and Business Services Performance Scorecard:**

Chair Tom Anderson recognized Mr. Mark McManus and Mr. Elroy Willoughby to present the WIOA Title I and Title III, and Business Services Performance Scorecard. Chair Anderson reminded board members the scorecard was presented and approved by both the Strategic Planning Committee and the Program & Performance Evaluation Committee.

**A motion to approve the WIOA Title I, Title III, and Business Services Scorecard as presented was made by Mr. Alan Hughes, seconded by Ms. Karen Breashears, and passed unanimously with none opposed.**

Targeted Populations Update: Chair Anderson recognized Mr. Eddie Lemm to provide an update on outreach efforts on the Targeted Populations to board members. Mr. Lemm informed board members that he also serves as the Seasonal Migrant Farmer Advocate. Mr. Lemm provided updates that included how he has been able to provide information to this population about WIOA services.

WIOA Roundtable Update: Chair Anderson recognized Board Staff Mr. Kris Jones to provide an update on the WIOA Roundtable. Mr. Jones informed board members the WIOA Roundtable established a core group of Business Services that will assist in getting Salesforce off the ground. Another system being looked at to “sit” on top of the Management Information System (MIS) that the Arkansas Department of Workforce Services uses is called Vocal. This system will make referrals easier and is required under WIOA. The Executive Committee has developed a newsletter called *Partners in Action* that provides information on the different partner programs and activities.

Business Services Update: Chair Anderson recognized Mr. Mark McManus to provide an update on Business Services. Mr. McManus informed the Board that the WIOA Roundtable Business Engagement Committee has been active and has had four monthly meetings. The Committee is comprised of WIOA core Partners with 15 members representing Rehabilitation Services, Adult Education, Division of Services for the Blind, Arkansas Economic Development Commission, and community colleges. The purpose of the committee is to facilitate and align a better understanding of business services provided by the partners and to train staff on these services. Activities includes a draft of a menu of services to provide a framework of programs in place across agencies and state programs to provide an overview of services provided to employers - which can be utilized as a quick reference guide - finalize a plan for a Business Services workshop October 30 at Pulaski Technical College, and learn how to utilize Salesforce to track information required under WIOA.

Board Open Discussion: Chair Anderson opened the floor for any further items of discussion. Chair Anderson inquired of board members how the teleconferences went for the committee meetings. Hearing no comments but noted nods of approval from board members, Chair Anderson stated the teleconferences will continue.

**Announcements:** Chair Tom Anderson announced the next meeting of the Full Board would be scheduled for January 2019. At Chair Anderson's request, Board Staff set the committee meetings for January 10, 2019, with the TANF Oversight Committee teleconference to be convened at 9:00 a.m., the Program and Performance Evaluation Committee teleconference to be convened at 10:30 a.m., and the Strategic Planning Committee teleconference to be convened at 1:30 p.m.

Chair Anderson requested board members to note the Full Board meeting will convene on January 24, 2019, in Little Rock. The Full Board will convene from 10:00 a.m. to 11:30 a.m., lunch from 12:00 p.m. to 1:00 p.m., and an Orientation from 1:00 p.m. to 3:00 p.m. for the entire board.

Hearing no comments or questions in regards to the upcoming schedule, Chair Anderson directed the Board Staff to distribute the meeting information to all board members and to proceed with planning the meetings.

**Adjourn:** Chair Tom Anderson adjourned the meeting at 12:29 p.m., **on a motion made by Mr. Kelley Sharp, seconded by Mr. Lindsay Brown, and carried unanimously with none opposed.**

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Tom Anderson, Board Chair  
Arkansas Workforce Development Board

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Arnell Willis, Director Workforce Development  
Department of Workforce Services

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

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

**January 24, 2019**

**AGENDA ITEM 2 – INFORMATIONAL:** Report of Staff

**INFORMATION/RATIONALE:** Assistant Director Kris Jones will provide an update regarding staff activities since the last quarterly Arkansas Workforce Development Board meeting.

# **Report of Staff**

## **Arkansas Workforce Development Board**

**January 24, 2019**

### **Projects- Ongoing**

**Salesforce**– ADWS has been assigned a Salesforce Project Manager (Bethan Flynn) that is facilitating customized development of the CRM tool in three phases or “Sprints”.

The key project timelines for Sprint 1 (Sprint 1 – Business Leads and Account Management) are as follows:

- January 16th – Sprint Planning Session (approx.. 90 minutes)
- February 7th – Sprint Demo (approx.. 90 minutes) The Demo will be presented to the Local Workforce Development Board Directors on this day
- February 11th -15th – User Acceptance Testing (UAT) being led by the WIOA Roundtable Business Engagement Committee

**VOCAL**– ADWS has been approved to move forward with the purchase of the VOCAL system, which is an enhancement to America’s Job Link case management system currently used by ADWS to administer programs under WIOA Title I (Adult, Youth, Dislocated Workers, and Statewide Projects), and Title III (Employment Services).

The VOCAL system will allow the program systems of required partners a window to basic intake information. This will enable the partners to better coordinate, make referrals, and produce reports across the systems.

\*The Salesforce and VOCAL project is being funded by a one-time DOL grant received by ADWS for the implementation of IT solutions that increase coordination among partners.

**Technical Assistance Training (TAT) Pending**– The state has requested a TAT grant to develop the Request for Qualifications for contractors needed to implement a statewide asset mapping project.

The DOL has committed to helping the state refine the project deliverables, but was unable to fund this project this year. The funding usually becomes available between July and September, at which time we will request the funding.

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.

**\*This project is still pending approval and we are in discussions with DOL on how best to proceed.**

**UPDATE ONLY BOARD TRAINING TAT**– On February 28, 2018, the state of Arkansas was also approved for a TAT project to conduct training for the state board.

This project will involve a subject matter expert (SME) working with ADWS staff to customize board training tailored to meet Arkansas' needs. Generally, the training will address how the board can more strategically meet the Governor's priorities and the workforce needs in Arkansas' state economy, along with the roles and responsibilities outlined in WIOA. The SME(s) will provide one-day of onsite training, with a target of early-to-mid May. The overarching goal is to

assist the state board in focusing upon strategic responsibilities vs. day-to-day operational aspects of the state workforce system.

The SME(s) will work closely to customize the board training specific to Arkansas' needs. Generally the training will address how the board can more strategically meet the Governor's priorities and workforce needs in Arkansas' economy, along with the expected roles and responsibilities outlined in WIOA.

Tasks include:

- Conducting a virtual planning meeting with AR, Region 4 and SME(s)
- Ongoing collaboration and coordination with AR and R4 to ensure customization is addressing the needs of AR.
- Developing a brief four-question survey to glean input from potential board training attendees. Coordinate outreach through AR staff contact(s). Discuss results with AR staff and incorporate feedback into customizing training.
- Develop customized training, including interactive activities relevant to AR's needs.
- Develop and deliver in-person customized training, including interactive activities relevant to AR's needs.
- Develop, distribute and collect evaluations from session.
- Conducting a virtual debrief call with AR and R4.

Some of the tasks above have already begun, and the state staff ask that Board Members complete any surveys and plan for training in early to mid-May. We hope to have training available for the Board at that time, but will provide more details over the next few weeks.

**\*Board-Staff Training and Board Training were both conducted in May, with some of the topics being revisited in the Board Training planned for this afternoon, January 24<sup>th</sup>, 2019.**

**Executive Committee of the WIOA Roundtable-** Meetings have been resumed to a monthly basis, with some exceptions during the holidays. Over the next quarter, the team will be planning a statewide partners meeting to be held in the spring and re-engaging the IT Committee to take lead in the VOCAL project.

**National Governor's Association Meeting**– Chairman Tom Anderson and Executive Director, Arnell Willis will attend the upcoming NGA Board Chairs and Liaisons meeting in Washington, DC on February 22-24.

**Title I Monitoring-** USDOL conducted an on-site monitoring review of the Workforce Innovation and Opportunity Act Title I and Title III programs September 17-21, 2018. ADWS received the USDOL monitoring report in a letter dated November 16, 2018. The USDOL monitoring report identified eight findings.

**Finding #1: Classifying Administrative Costs**

**DOL Required Action:** CAWDB must classify and report all fiscal agent costs as administrative costs. This includes reclassifying fiscal agent costs for all WIOA Title I or III funds issued in or subsequent to Program Year 2016. Additionally, CAWDB must submit documentation to confirm it has not exceeded the administrative limit.

**Action Taken/Plan of Action:** CAWDB is reviewing the job descriptions and duties regarding capturing all activities that are conducted by each position. Corrections will be made in order to reflect the job duties carried out by personnel and any adjustments in the Job Descriptions will be provided as supporting documentation, as well as documentation of expense and report corrections.

This item will be addressed by February 1, 2019, and documentation will be provided to DOL by February 15, 2019. Additionally, ADWS will provide training to CAWDB on the definition and proper classification of administrative costs on January 16, 2019.

### **Finding #2: Separation of Duties**

**DOL Required Action:** CAWDB must develop and implement a procedure to ensure segregation of duties when approving timesheets.

**Action Taken/Plan of Action:** CAWDB has designated the Lonoke County Judge to approve the Executive Director's timesheets.

Central will produce a memo from our Executive Director that establishes the process where the Lonoke County Judge will sign the Executive Director's timesheets. We will also include a signature section in the memo for the Lonoke County Judge to sign that acknowledges his/her approval of the mentioned process.

This supporting documentation will be provided to DOL by February 15, 2019.

### **Finding #3: Policies and Procedures**

**DOL Required Action:** CAWDB must update and document its financial and administrative policies and procedures to be compliant with UG Requirements.

**Action Taken/Plan of Action:** CAWDB has submitted their current policies to ADWS, which are attached. The following review items were identified during technical assistance, which was provided by ADWS on December 20, 2018:

- There was no policy/procedure regarding cash requests and return of excess funds.
- The procurement section of the policy/procedure manual needs to be expanded upon to include requirements such as:
  - Code of conduct/conflict of interest policy
  - Process for avoiding purchase of unnecessary and duplicative items
  - Process for resolving disputes
  - Fair and open competition
  - Various types of procurement including when and how to use them
  - Solicitation of small and minority firms
  - Cost price analysis
  - Awarding agency review
  - Bonding requirements
  - Compliance with contract provisions
- The equipment/property management section needs to include the required property record elements as well as the maintenance of the property.

- The travel section needs to be expanded upon to reference applicable limitations as well as more detailed procedures on the reconciliation and repayment of travel advances.
- There is no reference to a cost allocation plan, but that is typically a separate document. There was a bullet point on cost allocation in general.
- The WIOA cost limitations are not referenced in the manual (admin cost limits, youth cost limits, etc.).
- On page 7, the reference to Uniform Guidance should not say “OMB Uniform Guidance Circular” – it should just be “Uniform Guidance”.
- On page 8, under the Insurance section, the first #3 references “Rodney question” – this should probably be removed and the numbering should be corrected.
- On page 12, the reference to the Cost Principles should be “Subpart E”, not “F”.

CAWDB is in the process of reviewing and updating the policies according to the technical assistance provided, and will submit the updated policies to ADWS by February 1, 2019. Supporting documentation will be reviewed by ADWS and provided to DOL by February 15, 2019.

**Finding #4: Sub-Recipient Monitoring**

**DOL Required Action:** CAWDB must document that the monitoring of its one-stop operator has occurred.

**Action Taken/Plan of Action:** CAWDB conducted an internal monitoring on September 17, 2018. No findings were identified. A memo was later drafted to memorialize the monitoring results. The monitoring report was not conducted by a third-party as required by the DOL monitoring report.

CAPDD is the recipient of the award as the fiscal agent, so they did not contract or create a subaward that would trigger the pass-through requirements found in 2 CFR 200.331. ADWS has monitored the entity responsible for the One-Stop Operator function for the CAWDB (CAPDD). ADWS is a third-party for the monitoring of the One-Stop Operator, which would remove the issue of CAPDD monitoring themselves. The ADWS closeout for PY16, as well as the most recent report for PY17, which is nearing closeout, are attached. ADWS requests that this finding be closed based on ADWS monitoring.

ADWS will provide training to CAWDB on One-Stop Operator and sub-recipient monitoring on January 16, 2019, that will assist Central in future internal and external monitoring activities.

**Finding #5: Allowable Costs for Travel Vouchers**

**DOL Required Action:** CAWDB must document that the questioned items of cost were allowable grant expenditures, or financial adjustments were made in its accounting system to refund the questioned costs to the grant.

**Action Taken/Plan of Action:** Hotel receipts that document the questioned items were acquired, and provided to the Arkansas Department of Workforce Services. The expenses were for travel for a workforce training conference. The receipts and per diem calculations were provided to ADWS. ADWS has requested that CAWDB provide additional policies and procedures, if applicable.

**Finding #6: Priority of Services for Career and Training Services**

**DOL Required Action:** CAWDB must develop and implement criteria to prioritize individualized career and training services in accordance with WIOA Section 134(c)(3)(E).

**Action Taken/Plan of Action:** On December 4, 2018, CAWDB approved a policy that provides priority of service to individuals with barriers to employment.

Although the DOL monitoring report cited the state policy WIOA I-B-2.8, which mirrors the one Central has approved, this policy only lists the state's targeted populations and provides an opportunity for locals to define additional groups in their policy. Technical assistance was provided on December 20, 2018, instructing CAWDB to implement a policy that is focused on prioritizing the services to those listed in their current policy.

The policy will be put before the Executive Committee of CAWDB and provided to DOL by February 15, 2019, once ratified by the full CAWDB, further supporting documentation of final approval will be provided to DOL.

### **Finding #7: Participation and Exit Policy**

**DOL Required Action:** To resolve the finding, ADWS and CAWDB must document and submit the following:

- (1) Review and correct the participation start and exit dates for the Adult and Dislocated Worker program case files for Program Year 2016 and subsequent years.
- (2) Verify ADWS' MIS calculates participation start dates based on the dates of all qualifying, participant-level services, and determines exit dates across all six programs listed in its common exit policy
- (3) Update ADWS' definitions policy to remove language applying Federal exit policy to reportable individual periods of self-services and information only activities; and
- (4) Train staff on the:
  - Categories of levels of services for determining qualifying, participant-level services that trigger participation and extend exits across all programs;
  - Federal exit policy for retroactively determining exit policy after 90 days of no qualifying services via an automated MIS calculation rather than staff determination;
  - Proper entry into the MIS of dates of actual provision of services as opposed to monthly of planned services or estimated time periods for provision of services.

**Action Taken/Plan of Action:** ADWS has verified that ADWS' MIS calculates participation start dates based on the dates of all qualifying, participant-level services, and determines exit dates across all six programs listed in its common exit policy (2).

ADWS has made updates to definitions policy to remove language applying Federal exit policy to reportable individual periods of self-services and information only activities, which will be communicated by ADWS Issuance (3).

CAWDB will review the applicable policies and procedures for defining and determine the correct start and exit dates (1) after receiving training by ADWS on January 16, 2019, 2019 (4). Once the issue has been clarified, CAWDB will update the participant files to reflect the correct start and exit dates. The corrections are expected to be completed, and reviewed by ADWS, no later than February 15, 2019.

### **Finding #8: Skill Goals, Credentials and Basic Skills Deficiencies**

**DOL Required Action:** To resolve Finding 8, ADWS & CAWDB must:

- (1) Review and correct Adult and Dislocated Worker program participant case files for accuracy of the MSG goal types consistent with the joint WIOA policy, participant comprehensive assessment of skill needs, types of training, and IEP;
- (2) Verify the ADWS' MIS correctly reports outcomes for the specific type of skill gains CAWDB staff record as attained in the MIS;
- (3) Enhance policies and procedures to ensure that basic skills deficient individuals receive services to address specific basic skills deficiencies that are barriers to their employability; and
- (4) Train staff on the:
  - Use of, and reporting of, a variety of MSGs and types of credential attainments to address unique needs and customize how barriers are addressed for each individual participant in IEPs; and Federal and ADWS policy on priority of services to low literacy level and basic skills deficient individuals;
  - Enter the skill goals and attainment of those goals correctly into the MIS, as well as credentials, for accurate reporting of WIOA performance measure outcomes; and
  - Needs appropriate goal setting that addresses BSDs, low literacy and remedial math academic skills identified in assessments to ensure both the IEP strategies and skill goals lead to the participant's training success and employability in the job market.

**Action Taken/Plan of Action:**

ADWS has verified that ADWS' MIS correctly reports outcomes for the specific type of skill gains CAWDB staff record as attained in the MIS(2).

CAWDB will review and correct Adult and Dislocated Worker program participant case files for accuracy of the MSG goal types consistent with the joint WIOA policy, participant comprehensive assessment of skill needs, types of training, and IEP and will enhance policies and procedures to ensure that basic skills deficient individuals receive services to address specific basic skills deficiencies that are barriers to their employability (1) after receiving training by ADWS on January 16, 2019 (4). The corrections are expected to be completed and reviewed by ADWS no later than February 15, 2019. **END OF TITLE I MONITORING UPDATE**

**Title I Local Workforce Development Board Performance Negotiation-** Please see attached.

|   | PY 18 - PY19 Negotiated         |                                 |            |                     |            |               |            |            |            |            |              |            | PY 18 - PY19 Negotiated | PY 18 - PY19 Target | PY 18 - PY19 Predicted | PY 18 - PY19 Simulated |
|---|---------------------------------|---------------------------------|------------|---------------------|------------|---------------|------------|------------|------------|------------|--------------|------------|-------------------------|---------------------|------------------------|------------------------|
| Adult   | Statewide Weighted Average PY18 | Statewide Average or Total PY18 | Central    | City of Little Rock | Eastern    | North Central | Northeast  | Northwest  | Southeast  | Southwest  | West Central | Western    | STATE                   | STATE               | STATE                  | STATE                  |
| Entered Employment Rate 2nd Quarter After Exit    | 91.34%                          | 91.32%                          | 91.10%     | 91.10%              | 93.00%     | 88.00%        | 92.00%     | 92.00%     | 92.00%     | 92.00%     | 92.00%       | 90.00%     | 91.10%                  | 91.00%              | 91.90%                 | 87.90%                 |
| Entered Employment Rate 4th Quarter After Exit    | 86.54%                          | 86.36%                          | 85.80%     | 85.80%              | 88.00%     | 84.00%        | 87.00%     | 87.00%     | 87.00%     | 87.00%     | 87.00%       | 85.00%     | 85.80%                  | 85.80%              | 88.50%                 | 84.40%                 |
| Median Earnings 2nd Quarter After Exit            | \$6,442.86                      | \$6,405.00                      | \$6,900.00 | \$6,300.00          | \$6,050.00 | \$6,100.00    | \$6,700.00 | \$6,700.00 | \$6,300.00 | \$6,700.00 | \$6,300.00   | \$6,000.00 | \$6,281.00              | \$6,539.00          | \$6,821.00             | \$6,115.00             |
| Credential Attainment 4th Quarter After Exit      | 75.23%                          | 75.40%                          | 77.00%     | 75.00%              | 74.00%     | 73.00%        | 75.00%     | 75.00%     | 75.00%     | 75.00%     | 75.00%       | 80.00%     | 74.20%                  | 70.30%              | 74.20%                 | 78.10%                 |
|   |                                 |                                 |            |                     |            |               |            |            |            |            |              |            |                         |                     |                        |                        |
| Dislocated Workers                                | Statewide Weighted Average PY18 | Statewide Average or Total PY18 | Central    | City of Little Rock | Eastern    | North Central | Northeast  | Northwest  | Southeast  | Southwest  | West Central | Western    | STATE                   | STATE               | STATE                  | STATE                  |
| Entered Employment Rate 2nd Quarter After Exit    | 91.16%                          | 91.31%                          | 92.00%     | 91.00%              | 92.00%     | 90.00%        | 94.00%     | 91.00%     | 92.00%     | 92.00%     | 90.00%       | 89.10%     | 91.00%                  | 89.10%              | 93.40%                 | 88.60%                 |
| Entered Employment Rate 4th Quarter After Exit    | 86.08%                          | 86.06%                          | 87.00%     | 85.50%              | 86.00%     | 85.00%        | 87.00%     | 87.00%     | 86.00%     | 87.00%     | 85.00%       | 85.10%     | 85.50%                  | 85.10%              | 88.10%                 | 85.50%                 |
| Median Earnings 2nd Quarter After Exit            | \$7,053.36                      | \$7,100.00                      | \$7,200.00 | \$6,900.00          | \$7,300.00 | \$6,800.00    | \$6,900.00 | \$7,200.00 | \$7,000.00 | \$7,400.00 | \$6,800.00   | \$7,500.00 | \$7,000.00              | \$8,090.00          | \$7,389.00             | \$6,508.00             |
| Credential Attainment 4th Quarter After Exit      | 77.03%                          | 76.92%                          | 77.00%     | 75.00%              | 77.00%     | 82.00%        | 76.10%     | 76.10%     | 79.00%     | 77.00%     | 83.00%       | 67.00%     | 76.10%                  | 83.30%              | 76.10%                 | 72.80%                 |
|   |                                 |                                 |            |                     |            |               |            |            |            |            |              |            |                         |                     |                        |                        |
| Youth   | Statewide Weighted Average PY18 | Statewide Average PY18          | Central    | City of Little Rock | Eastern    | North Central | Northeast  | Northwest  | Southeast  | Southwest  | West Central | Western    | STATE                   | STATE               | STATE                  | STATE                  |
| Educ/Train/Employment Rate 2nd Quarter After Exit | 76.94%                          | 76.65%                          | 77.00%     | 73.00%              | 74.00%     | 74.50%        | 75.00%     | 82.00%     | 80.00%     | 88.00%     | 75.00%       | 68.00%     | 75.00%                  | 64.40%              | 86.20%                 | 82.20%                 |
| Educ/Train/Employment Rate 4th Quarter After Exit | 79.88%                          | 80.21%                          | 79.00%     | 78.00%              | 78.00%     | 78.10%        | 79.00%     | 80.00%     | 83.00%     | 88.00%     | 79.00%       | 80.00%     | 78.10%                  | 78.10%              | 85.90%                 | 80.70%                 |
| Credential Attainment Rate                        | 76.08%                          | 75.70%                          | 80.00%     | 74.00%              | 77.00%     | 74.00%        | 80.00%     | 70.00%     | 80.00%     | 80.00%     | 77.00%       | 65.00%     | 75.00%                  | 63.40%              | 80.10%                 | 81.60%                 |

\* Statewide Weighted Average is based on the denominator totals for each measure recorded in PY17 and is a predictor of the State as a whole considering the weight of each Local Area in the measure.

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

**January 24, 2019**

**AGENDA ITEM 3 – ACTION:** Council Resolution 2019-1: Board Member Stipend

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve Council Resolution 2019-1 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 2019 – 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 2019.

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

**January 24, 2019**

**AGENDA ITEM 4 – INFORMATIONAL:** Division of Services for the Blind Program Update

**INFORMATION/RATIONALE:** The Department of Human Services' Division of the Services for the Blind is one of the core WIOA program partners. The newly appointed Director, Cassandra William-Stokes will provide the Board with a program update.

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

**January 24, 2019**

**AGENDA ITEM 5 – INFORMATIONAL:** Arkansas Department of Career Education – Arkansas College and Career Coach Program

**INFORMATION/RATIONALE:** The Arkansas College and Career Coach Program is a partnership with Career Orientation teachers and school counselors. This program, piloted in 21 counties beginning in 2010, exposes high school students to Work-based Learning Opportunities. It is also designed to increase participation in post-secondary education or workforce (including military).

Ms. Sonja Wright-McMurray, Arkansas Department of Career Education, will provide the Board with an update regarding this program.



## **Arkansas College and Career Coach Program**

(Number in Parenthesis indicates number of College and Career Coaches assigned to site)

\*Indicates new school district and/or county

### **Services areas for AY 2018 - 2019**

#### **HOST SITE: ARKANSAS NORTHEASTERN COLLEGE (5)**

College Location: Blytheville

County: Mississippi

#### **School Districts:**

Armored, Blytheville, Gosnell, Osceola, and South Mississippi County (Rivercrest) - 5

#### **HOST SITE: ARKANSAS STATE UNIVERSITY – BEEBE (HEBER SPRINGS CAMPUS) (1)**

College Location: Heber Springs

County: Cleburne and \*White

#### **School Districts:**

\*Pangburn and Westside (Greers Ferry) - 2

#### **HOST SITE: ARKANSAS STATE UNIVERSITY – MOUNTAIN HOME (3)**

College Location: Mountain Home

Counties: Baxter and Marion

#### **School Districts:**

Cotter, Flippin, and Mountain Home - 3

#### **HOST SITE: ARKANSAS STATE UNIVERSITY – NEWPORT (6)**

College Location: Newport

Counties: Craighead, Jackson, and Poinsett

#### **School Districts:**

Harrisburg, Jackson County (Tuckerman), Jonesboro, Marked Tree, and \*Newport - 6

#### **HOST SITE: ARKANSAS STATE UNIVERSITY - MID-SOUTH (5)**

College Location: West Memphis

Counties: Crittenden

#### **School District:**

Marion and West Memphis - 2

#### **HOST SITE: BLACK RIVER TECHNICAL COLLEGE – (3)**

College Location: Pocahontas

County: Clay, \*Greene, and Randolph

#### **School District:**

Corning, \*Paragould, Piggott, and Pocahontas - 3

#### **HOST SITE: COLLEGE OF THE OUACHITAS (4)**

College Location: Malvern

Counties: Clark, Grant, Hot Springs, and \*Saline

#### **School Districts:**

\*Benton, Centerpoint, Glen Rose, Poyen, and Sheridan - 5

#### **HOST SITE: COSSATOT COMMUNITY COLLEGE (3.5)**

College Location: DeQueen

Counties: Howard, Pike, and Sevier

#### **School Districts:**

DeQueen, Horatio, Kirby, and Nashville - 4

#### **HOST SITE: EAST ARKANSAS COMMUNITY COLLEGE (2)**

College Location: Forrest City

Counties: Cross and Woodruff

#### **School Districts:**

Augusta and Wynne - 2

#### **HOST SITE: NORTH ARKANSAS COLLEGE (1)**

College Location: Harrison

Counties: Searcy

#### **School Districts:**

Searcy County (Marshall) - 1

**HOST SITE: PHILLIPS COMMUNITY COLLEGE OF THE UNIVERSITY OF ARKANSAS (2)**

College Location: DeWitt  
County: Arkansas and Desha

**School District:**

Dumas  
Stuttgart - 2

**HOST SITE: PULASKI TECHNICAL COLLEGE (5)**

College Location: North Little Rock  
County: Pulaski

**School District:**

Little Rock - 1

**HOST SITE: SOUTH ARKANSAS COMMUNITY COLLEGE (5.5)**

College Location: El Dorado  
Counties: Bradley, Chicot, and \*Union

**School Districts:**

Dermott, \*El Dorado, \*Smackover-Norphlet, \*Strong-Huttig, Lakeside (Lake Village), and Warren - 6

**HOST SITE: SOUTHERN ARKANSAS UNIVERSITY - TECHNICAL (1)**

College Location: Camden  
County: Ouachita

**School Districts:**

Camden - 1

**HOST SITE: SOUTHEAST ARKANSAS COLLEGE (7)**

College Location: Pine Bluff  
Counties: Jefferson, \*Lincoln, and Desha

**School Districts:**

Dollarway, McGehee, Pine Bluff, \*Star City, Watson Chapel, and White Hall - 6

**HOST SITE: UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT BATESVILLE (2)**

College Location: Batesville  
County: Independence and Sharp

**School Districts:**

Cave City and Southside (Batesville) - 2

**HOST SITE: UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT HOPE/TEXARKANA (2.5)**

College Location: Hope  
Counties: Hempstead and Lafayette

**School Districts:**

Fouke, Hope, and Lafayette County- 3

**HOST SITE: UNIVERSITY OF ARKANSAS AT MONTICELLO – COLLEGE OF TECHNOLOGY – CROSSETT (1)**

College Location: Crossett  
Counties: Ashley

**School Districts:**

Crossett and Hamburg - 2

# Arkansas Career Coach Program

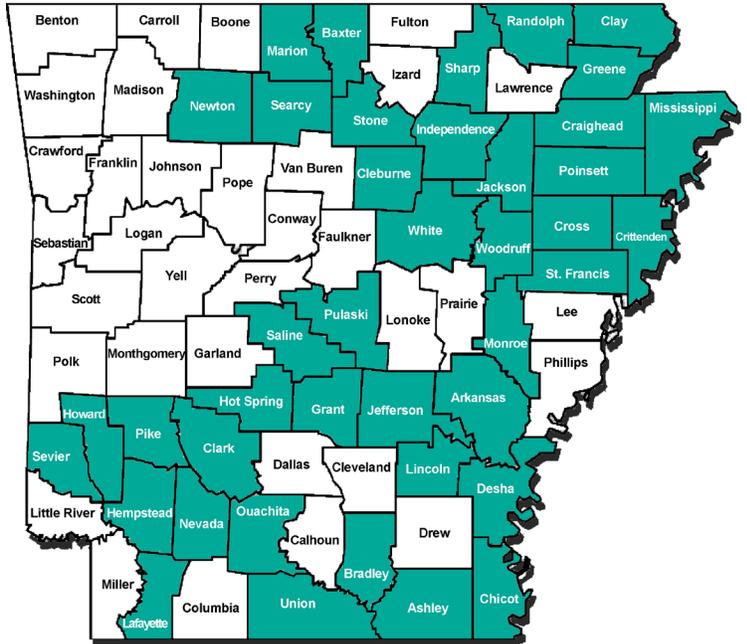
A Program of the Division of Career and Technical Education  
 Arkansas Department of Career Education  
 ARCareerEd.org

## MISSION

Ensures students are exposed to job training and educational opportunities beyond high school through career exploration, development, and planning to prepare for 21<sup>st</sup> century jobs.

## PROGRAM COMPONENTS

- ▶ College and Career Coaches
- ▶ ACT Academies
- ▶ Career Cluster Camps and College visits
- ▶ Arkansas College Application Campaign



## OVERVIEW

### College and Career Coaches (formerly known as Arkansas Works)

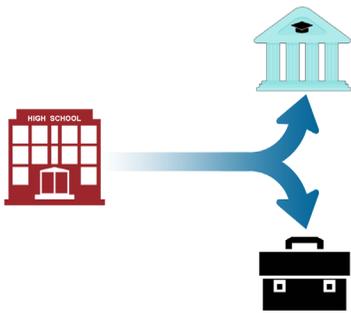
- ▶ Piloted in January 2010
- ▶ Work in partnership with Career Orientation teachers and School Counselors
- ▶ Serves all students, but targets “middle majority” students
- ▶ Employees of Two-Year Colleges and Education Cooperatives serving students in local middle and high schools
- ▶ Serves as career pathway specialists in the high schools
- ▶ Act 1285 of the 2013 General Legislative Session allowed for expansion of their services beyond pilot area

## PARTNERSHIPS

The Arkansas Career Coach Program is a partnership among state agencies, school districts, and two year colleges.



# Program Components & Results



**College and career coaches provide services and assistance in these areas:**

- ▶ Developing and revising college and career plans
- ▶ Preparing for postsecondary education
- ▶ Applying for financial aid
- ▶ Making connections between education and careers
- ▶ Transitioning to postsecondary education

## ACADEMIC YEAR ACT ACADEMY

- ▶ Began in June 2010
- ▶ Designed to increase ACT scores and reduce remediation rates
- ▶ Students may qualify, if they score less than a 19 on the English, Math, and/or reading sections of the ACT exam
- ▶ Pre- and Post-assessments with 20 hours (10 hours English/Reading and 10 hours Math/Science) of instruction
- ▶ Instruction based on Sylvan Learning ACT Instructional Model
- ▶ Reinforces Soft Skill
- ▶ Average increase of 3 points on the Composite score

## CAREER EXPLORATION CAMPS

- ▶ Began in 2013
- ▶ Offered to Middle and High School students
- ▶ Based on most popular Career Clusters, as determined by career assessments
- ▶ Provides Hands-on, interactive career exploration activities
- ▶ Fosters mentoring opportunities

## ARKANSAS COLLEGE APPLICATION CAMPAIGN

- ▶ Piloted in 2014
- ▶ Nation-wide Initiative from the American Council on Education
- ▶ Encourage more students from low-income, first generation families, minority groups, and rural communities to apply to college

## FINAL PERFORMANCE MEASURES Prior to Career Coach Program (2015)

|  |   |
|--|---|
| <p><u>College Going Rate:</u><br/>(Goal to Date: 10%)<br/>Increased by</p> <p><b>22.15%</b><br/>(33.10% to 55.26%)<br/>State Rate Increased by<br/>4.02% (46.9 to 50.92)</p> | <p><u>ACT Score:</u><br/>(Goal to Date: .5 points)<br/>Increased by</p> <p><b>1.58 points</b><br/>(19.53 to 21.11)<br/>State Rate Increased by .79<br/>points<br/>(21.31 to 22.1)</p> |
|--|---|

|   |  |
|---|--|
| <p><u>Remediation Rate:</u><br/>(Goal to Date: -10%)<br/>Decreased by</p> <p><b>-15.7%</b><br/>(68.58% to 47.88%)<br/>State Rate Decreased by<br/>3.94% (46.4 to 42.46)</p> | <p><u>Applications for Financial Aid:</u><br/>(Goal to Date: 10%)<br/>Increased by</p> <p><b>32.3%</b><br/>(40.2% to 72.5%)<br/>State Rate Increased by 16.8%<br/>(50.6% to 66.2%)</p> |
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## Arkansas College and Career Coach Program



Arkansas Workforce Development Board  
Thursday, January 24, 2019



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## College and Career Coaches

- Piloted in January 2010 in 21 counties
- Work in partnership with Career Orientation teachers and School Counselors
- Serve all students, but target “middle majority” students
- Employees of Two-Year Colleges and Education Cooperatives housed in local high schools
- Serve as career pathway specialists in the high schools
- Act 1285 of the 2013 General Legislative Session allowed for expansion of services beyond pilot phase



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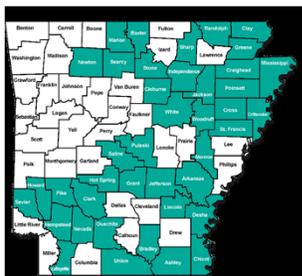
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## Current Service Area



- 37** Counties
- 59** School Districts
- 18** Two-Year Colleges
- 1** Education Service Cooperative



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**Previous Performance Measures:  
Prior to the Career Coach Program to Date (2015)**



Students from Mountain View HS visit ASU – Heber Springs' welding program

- College Going Rate: (Goal to Date: 10%)**
- Increased by 22.16% (33.10% to 55.26%)
  - State Rate Increased by 4.02% (46.9 to 50.92)
- ACT Score: (Goal to Date: .5 points)**
- Increased by 1.58 points (19.53 to 21.11)
  - State Score Increased by .79 points (21.31 to 22.1)
- Remediation Rate: (Goal to Date: -10%)**
- Decreased by -15.7% (63.58% to 47.88%)
  - State Rate Decreased by 3.94% (46.4 to 42.46)
- Applications for Financial Aid: (Goal to Date: 10%)**
- Increased by 32.3% (40.2% to 72.5%)
  - State Rate Increased by 16.8% (50.6% to 66.2%)




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**Current Performance Measures**

- Increase the percent of 10<sup>th</sup>, 11<sup>th</sup>, and 12<sup>th</sup> students exposed to **Work-based Learning Opportunities**.
- Increase the percent of students exposed to **CTE non-traditional careers**.
- Increase the percent of students who take an **industry-recognized assessment**.
- Increase the percent of eligible high school seniors who submit and complete a financial aid application through YOUiversal.
- Increase the percent of students placed in **postsecondary education or workforce** (includes military) by the end of the 2<sup>nd</sup> quarter immediately following their high school graduation.
- Increase the percent of students who completed their first year of postsecondary education and/or enroll in a program of postsecondary education the fall of their second year.




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**Serves as a Model for Other Programs**

- University of Arkansas – RazorCoach Program (2011)
  - Funded by Walton Foundation
- Alabama – Career Coach Initiative (2012)
  - Funded by Governor’s Office of Workforce Development
- North Carolina – NC Works (2015)
  - Funded by General Fund to the Community College System
- Georgia Department of Education (2017)
  - Received recommendation from University of Georgia – School of Public and International Affairs to implement our state’s model




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## Questions?

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

**January 24, 2019**

**AGENDA ITEM 6 – INFORMATIONAL:** Business Services Update

**INFORMATION/RATIONALE:** The WIOA Roundtable’s Business Engagement Committee is designed to enhance the collaboration between Arkansas businesses with the State’s workforce development system. Mr. Mark McManus, Business Services Lead, will provide an update of the committee’s activities.

## **Business Services Update January 24, 2019**

### **Business Services Workshop**

The WIOA Roundtable – Business Engagement Committee conducted a Business Services Workshop on October 30, 2018 at the UA – Pulaski Technical College Main Campus in North Little Rock. The purpose of the meeting was to provide program awareness and cross-training opportunities among partner project leads (and/or subject matter expert staff) across partner programs. The meeting was attended by approximately 50 individuals representing WIOA core partner programs, community colleges, economic development, and local workforce development areas.

The Workshop’s meeting agenda was based on the “Menu of Services” that the Committee has developed covering the following topical areas across partner programs:

- Access to Training Dollars
- Recruiting and Hiring
- Business Development Partnerships and Resources
- Other Topics:
  - Targeted Populations
  - Salesforce Demonstration
  - Work Opportunity Tax Credit
  - Federal Bonding for Ex-Offenders
  - Registered Apprenticeship Expansion Opportunities

### **Customer Relationship Management Software (Salesforce)**

ADWS has purchased Salesforce as a customer relationship management (CRM) tool to assist with recording and tracking of business engagement activities. The Salesforce purchase agreement includes 35 licenses that will be utilized by ADWS (Central Office), LWDA’s, and designated core partners.

ADWS has been assigned a Salesforce Project Manager (Bethan Flynn) that is facilitating customized development of the CRM tool in three phases or “Sprints”. The attached powerpoint outlines the status of the first phase (Sprint 1 – Business Leads and Account Management).

The key project timelines for Sprint 1 are as follows:

- January 16<sup>th</sup> – Sprint Planning Session (approx.. 90 minutes)
- February 7<sup>th</sup> – Sprint Demo (approx.. 90 minutes)
- February 11<sup>th</sup> -15<sup>th</sup> – User Acceptance Testing

The Sprint 2 phase will focus on Training Applications/Approval Process (Work-based Learning) and Sprint 3 will be geared towards Reporting and Dashboard creation.



## Arkansas Workforce Services Implementation

Status Report – 01/04/2019

### Major Accomplishments Last Week

- Finalized Sprint Timeline based off approved Sprint 1 dates.
- Completed User Stories for Sprint 1, Sprint 2 and Sprint 3.
- Basic Org Configuration is prepared for Sprint 1.

### Major Plans This Week

- Finalize Prep Work for Sprint 1 Kickoff
- Confirm timeline/Milestones for Remaining Sprints
- Provide Status Update & Timeline

### Major Plans Next Week

- Review Data Migration Strategy with Arkansas Team



Salesforce Implementation  
Budget Used: 19%

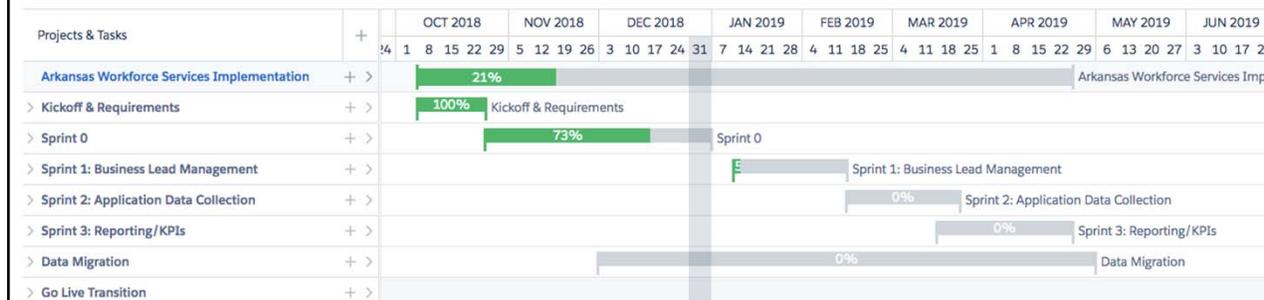
| Financial Summary   | Invoiced Amount To Date Spent | Budget Total |
|---------------------|-------------------------------|--------------|
| Total Project Costs | \$25,946.25                   | \$135,975    |
| Total Project Hours | 140 hrs                       | 735 hrs      |

- **Budget:** Under Budget  
*Total Budget Spent: 19%*
- **Schedule:** On Time  
*Planned Time Elapsed: 40%*
- **Scope:** In Scope  
*(Kicking-off Sprint 1)*

Overall Start Date: 10/1/2018  
 Business Exec. Sponsor: Mark McManus  
 Business Project Lead: Kris Jones  
 CC Project Owner: Erik Dunnigan  
 CC Project Manager: Bethan Flynn

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## Project Timeline



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## Sprint 1 – Business Lead Management

Sprint 1 will focus on configuring Salesforce functionality to Track Business Leads, Accounts, Contacts and related Activity Information. We will focus on functionality such as:

- Enabling the tracking of Business Leads that are not currently receiving services with Arkansas Department of Workforce Services.
- Customizing Account level details for business currently working with Arkansas Department of Workforce Services. Including recording items like industry, employees, leadership team, key contacts, FEIN, NAICS.
- Enabling the ability to relate Contact information associated with these businesses.
- Configuring the tracking of emails, calls, meetings, tasks and follow-ups for these businesses.

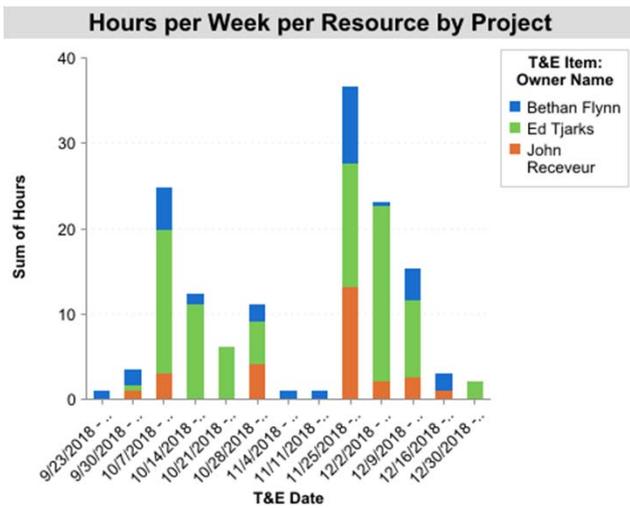
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## Important Milestones for Sprint 1

| DATE       | ATTENDEES         | TOPIC                            |
|------------|-------------------|----------------------------------|
| 1/16       | Coastal, Arkansas | Sprint 1 Planning Review         |
| 2/7        | Coastal, Arkansas | Sprint 1 Demo                    |
| 2/11 -2/15 | Coastal, Arkansas | Sprint 1 User Acceptance Testing |

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## Budget Details – All Time



### Summary

All-Time Budget Used: **19%**  
 Last weeks hours spent: 2 Hours

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