INNOVATE
WORKFORCE DEVELOPMENT

# Arkansas Workforce Development Board

## Full Board Meeting

**October 20, 2020**
**10:00 a.m. – 12:00 p.m.**

Arkansas Division of Workforce Services

*VIA Zoom (Webinar/Teleconference)*
*SOCIAL DISTANCING – COVID-19*

ARKANSAS WORKFORCE DEVELOPMENT BOARD

# AGENDA

## October 20, 2020

## ARKANSAS WORKFORCE DEVELOPMENT BOARD
## FULL BOARD MEETING

10:00 a.m.

***Estimated Time: 2 hours***

Call to Order (3min) ..... Tom Anderson, Chair

Report of Board Director (2 mins) ..... Arnell Willis, Board Director

**Agenda Item 1: ACTION**

Minutes of July 21, 2020 Full Board Meeting (2 min)..... Tom Anderson, Chair

Minutes of August 20, 2020 Executive Committee Meeting (2 min) ..... Tom Anderson, Chair

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

Report of Director (5 mins) ..... Dr. Charisse Childers, Director
Arkansas Division of Workforce Services

Report of Staff (5 mins)..... Kris Jones, Employment Assistance - Assistant Director
Arkansas Division of Workforce Services

**Agenda Item 2: INFORMATIONAL**

2019 Annual Report (30 mins) ..... Kris Jones, Employment Assistance
Arkansas Division of Workforce Services

Dr. Trenia Miles, Director
Adult Education Section – Arkansas Division of Workforce Services

Arkansas Division of Workforce Services
VIA Zoom (Webinar/Teleconference)
*Statewide Social Distancing – COVID-19*

ARKANSAS WORKFORCE DEVELOPMENT BOARD

Christy Lamas, Deputy Commissioner
Arkansas Rehabilitation Services– Arkansas Division of Workforce Services

Cassondra Williams-Stokes, Director
Arkansas State Services for the Blind – Arkansas Division of Workforce Services

**Agenda Item 3: INFORMATIONAL**
Administrative Forms – New Year (5 mins) ..... Rebecca Edwards, Regional Advisor
Arkansas Division of Workforce Services

**Agenda Item 4: INFORMATIONAL**
Reimagine Arkansas Workforce (RAW)
Grant (30 mins) ..... Mike Harris, Coordinator of Entrepreneurial Studies Program
Shorter College
Tara J. Dryer, Director of Training - Corporate Development & Academic
University of Arkansas

**Agenda Item 5: INFORMATIONAL**
Western Arkansas Workforce
Development Board (10 mins) ..... Dennis Williamson, Executive Director
Western Arkansas Planning & Development District

**Agenda Item 6: INFORMATIONAL**
Southeast Arkansas Workforce
Development Board (10 mins) ..... Eddie Thomas, Workforce Development Director
Southeast Arkansas Economic Development District

Board Open Discussion (10 mins)

Public Opportunity to Address the Board (3 mins)

Announcements (3 mins)

Adjournment

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

## October 20, 2020

**AGENDA ITEM 1 – ACTION:** Minutes of the July 21, 2020 Arkansas Workforce Development Board meeting and the minutes of the August 20, 2020 Executive Meeting.

**RECOMMENDATION:** It is recommended that the Arkansas Workforce Development Board approve the minutes of the July 21, 2020, Arkansas Workforce Development Board meeting and the minutes of the August 20, 2020 Executive Committee meeting.

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

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**MINUTES**
**ARKANSAS WORKFORCE DEVELOPMENT BOARD**
**July 21, 2020**

The Arkansas Workforce Development Board convened the first Full Board meeting through electronic means on July 21, 2020, beginning at 10:06 a.m. The meeting was conducted remotely utilizing Zoom and teleconference. Chair Tom Anderson presided with the following members voicing their presence: Mr. Len Blaylock III, Ms. Karen Breashears, Mr. Scott Bull, Dr. Charisse Childers, Judge Brandon Ellison, Mr. Randy Finegan, Mr. Jeff Griffin, Mr. Randy Henderson, Ms. Abby Houseworth, Mr. Alan Hughes, Ms. Rebecca Ives, Mr. Johnny Key, Ms. Holley Little, Dr. Maria Markham by proxy Ms. Alisha Lewis, Mr. Alan McClain by proxy Mr. Joe Baxter, Dr. Trenia Miles, Mr. George Nunnally, Dr. Julie Roberson, Mayor James Sanders, Mr. Kelley Sharp, Dr. Cassondra Williams-Stokes by proxy Mr. Jim Pearson, and Mr. Robert Thorne.

Mr. Lindsay Brown, Ms. Chanda Chacon, Ms. Melissa Hanesworth, Mr. Brian Marsh, Secretary Mike Preston, Mr. Mike Rogers, and Dr. Diana Wright were unable to attend.

Chair Anderson called the meeting to order at 10:06 a.m. upon seeing a quorum.

Report of Board Director: Chair Tom Anderson recognized the Arkansas Workforce Development Board Director, Arnell Willis. Mr. Willis provided an update to Board Members and attendees on Governor Asa Hutchison's "Executive Order No. 20-10 of March 26, 2020, Amending Executive Order No.20-03 Regarding the Public Health Emergency Concerning COVID-19 for the Purpose of Restricting Gatherings to prevent the Spread of COVID-19." This executive order was replaced with "Executive Order 20-37, To Renew the Disaster and Public Health Emergency to Mitigate the Spread and Impact of COVID-19 (June 18, 2020)" that is set to expire August 17, 2020.

He acknowledged the Local Workforce Development Boards who followed the lead of the State Board by convening their meetings through electronic means in order to continue their efforts in serving Arkansans through innovative means under the guidance of the governor.

**Agenda Item 1 – ACTION – Minutes of the April 21, 2020, Full Board Meeting and the minutes of the June 16, 2020, Executive Committee Meeting:** Chair Tom Anderson asked if there were any additional corrections or revisions to the April 21, 2020, Full Board meeting minutes.

**Hearing none, a motion to accept the April 21, 2020, Full Board meeting minutes with no corrections or revisions was made by Mr. George Nunnally and Mr. Alan Hughes. The motion carried unanimously with none opposed.**

The following votes recorded and voiced by Board Members on a roll vote to Approve, Disaprove, or Abstain for no vote: Mr. Len Blaylock III – Approve, Ms. Karen Breashears – No Vote Voiced, Mr. Lindsay Brown – Absent, Mr. Scott Bull – Approve, Dr. Charisse Childers – Approve, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Approve, Ms. Melissa

Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth – Approve, Mr. Alan Hughes – Approve, Ms. Rebecca Ives – Approve, Mr. Johnny Key – Approve, Ms. Holley Little – Approve, Dr. Maria Markham by proxy Alisha Lewis – Approve, Mr. Brian Marsh – Absent, Mr. Alan McClain by proxy Mr. Joe Baxter – Approve, Dr. Trenia Miles – Approve, Mr. George Nunnally – Approve, Secretary Mike Preston – Absent, Dr. Julie Roberson – Approve, Mr. Mike Rogers, - Absent, Mayor James Sanders – Approve, Mr. Kelley Sharp – Approve, Dr. Cassondra Williams-Stokes - No vote voiced, Mr. Robert Thorne – Approve, and Dr. Diana Wright - Absent.

Next, Chair Anderson asked for any corrections or revisions to the June 16, 2020, Executive Committee meeting before ratification by the Full Board.

**Hearing none, a motion to accept the June 16, 2020, Executive Committee meeting minutes with no corrections or revisions for ratification by the Full Board was made by Mr. Robert Thorne and seconded by Ms. Karen Breashears. The motion carried unanimously with none opposed.**

The following votes recorded and voiced by Board Members on a roll vote to Approve, Disapprove, or Abstain for no vote: Mr. Len Blaylock III – Approve, Ms. Karen Breashears – No vote voiced, Mr. Lindsay Brown – Absent, Mr. Scott Bull – Approve, Ms. Chanda Chacon – Absent, Dr. Charisse Childers – Approve, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Approve, Ms. Melissa Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth - Approve, Mr. Alan Hughes – Approve, Ms. Rebecca Ives – Approve, Mr. Johnny Key – Approve, Ms. Holley Little - Approve, Dr. Maria Markham by proxy Ms. Alisha Lewis – Approve, Mr. Brian Marsh – Absent, Mr. Alan McClain by proxy Mr. Joe Baxter – Approve, Dr. Trenia Miles – Approve, Mr. George Nunnally – Approve, Secretary Mike Preston – Absent, Dr. Julie Roberson – Approve, Mr. Mike Rogers – Absent, Mayor James Sanders – Approve, Mr. Kelly Sharp – Approve, Dr. Cassondra Williams-Stokes – No Vote Voiced, Mr. Robert Thorne – Approve, and Dr. Diana Wright - Absent.

Report of Chairperson: Chair Anderson informed Board Members that he has been monitoring the Local Workforce Development Boards across the state. Most of the meetings have been remote with the Eastern Local Workforce Development Board being the exception. Chair Anderson proceeded with informing Board Members about information distributed by the National Governors Association (NGA). The information provides Board Chairs the various approaches and initiatives each state has regarding the unemployment rate, creativity with jobs, and the continuation of business on a remote basis. Chair Anderson noted for the record the One-Stop Certification document was tabled in April and will be tabled again with the hope of revisiting in the October meeting.

Report of Director: Chair Tom Anderson recognized Board Member and Director of Arkansas Division of Workforce Services (ADWS) Dr. Charisse Childers to address the Full Board. Dr. Childers encouraged Board Members and guests to visit the ADWS website for the news release on unemployment before she provided a brief overview. Dr. Childers stated the unemployment rate jumped to 8% in June 2020 from the 6% rate of May 2020. The Arkansas Workforce Centers across the state have long lines of people in response to the quarter changes and individuals with fraudulent UI claims due to COVID-19 pandemic. The quarter changes require individuals on

Unemployment Insurance (UI) to file new forms, whereas those individuals with fraudulent claims must provide staff proper identification. ADWS has received approximately 26,986 unemployment calls a week for unemployment with the same number of calls for Pandemic Unemployment Assistance (PUA), operated through the Arkansas Department of Finance and Administration (DFA). There have been a little more than 120,000 PUA claims, as previously projected. Approximately 25 percent of PUA claims are fraudulent, according to a national update. Since the pandemic began, approximately 300,000 claims have been filed the week ending mid-March. In comparison, last year at the same time 1,757 claims were made in a week. ADWS received 15,335 UI claims for the week ending July 17, 2020. Dr. Childers provided some examples of fraud and directed Board Members and guests to contact ADWS for questions and concerns, or to report fraud. She encouraged Board Members to visit their local offices and offer encouragement to workers processing claims a quickly as possible.

Report of Staff: Chair Anderson recognized Board Staff Mr. Kris Jones. Mr. Jones reviewed workforce development responsibilities in assisting the Governor with development and implementation of the four-year State Plan, continuous improvement, strategies to support Career Pathways, effective operations of One-Stop Centers through the certification policy, technology improvement, and labor market information improvement. Additionally, he reported the data-driven decision and data-sharing team mocked up the longitudinal database and drafted a duplicate annual Economic Security Report. For the One-Stop Centers certification process, the Board has approved the standard. Centers were given an extension due not being able to fully reopen because of COVID-19, and the standards must be reviewed on-site. Lastly, he informed Board Members and guests the Local Director Technical Assistance meetings were changed from weekly to bi-weekly. Mr. Jones closed his report with an update on the Business Service center in Eastern providing a curbside job fair that was highly effective as an example of best practices that are shared in the bi-weekly meetings.

Report of Committees:
The meetings of the Strategic Planning, TANF Oversight, and Program and Performance Evaluation committees of the Arkansas Workforce Development Board have been canceled indefinitely. Committee meetings have not convened since the first quarter of 2020 due to COVID-19 pandemic.

**Agenda Item 2 – INFORMATIONAL – June 16, 2020 Executive Committee Meeting Update:** Chair Anderson recognized Board Staff Kris Jones to provide an overview of the Executive Committee meeting on June 16, 2020. Mr. Jones highlighted the State Funding Mechanism, ETP Initial Certification Procedure, and the WIOA State Plan 2020-2023 for efficiency. The WIOA State Plan 2020-2023 had to be approved by the Board before submitting to the U.S. Department of Labor (USDOL). Prior to submission, USDOL recommended some clarification and revisions to the State Funding Mechanism and the ETP Initial Certification Procedure in the plan.

**Agenda Item 3 – Informational – Eastern Arkansas Local Workforce Area Curbside Job Fair:** Chair Anderson recognized the Workforce Development Board of Eastern Arkansas (WDBEA) Executive Director Mr. Dave Brady to present on their innovative approach in bringing services to their local communities while remaining in compliance with the Governor's Executive Order for public health and safety. The WDBEA provided a "curbside" job fair that provided a safe

environment for employers to reach out to those seeking employment within the Eastern Arkansas Local Workforce Development Area. The first "curbside" job fair was on June 30, 2020, on the Arkansas State University Mid-South campus with more than 200 applicants attending the in-person social distancing and required-mask event. Employers included Hino Motors Manufacturing, Staffmark, Langston Bag, ACSI, West Memphis Steel, and KPower. The Eastern Arkansas Local Workforce Development Area has Arkansas Workforce Centers located in West Memphis, Forrest City, and in West Helena.

**Agenda Item 4 – Informational – WIOA Title II & IV Performance Update:** Chair Anderson recognized Dr. Trenia Miles of Adult Education and Ms. Christy Lamas of Arkansas Rehabilitation Services to provide an update to the Full Board on WIOA Title II & IV Performance. Dr. Cassondra Williams-Stokes of the Arkansas Division of Services for the Blind was unable to attend; however, updates were provided in the agenda book. Some updates included statistical information on the Measurable Skills Gains (MSG), MSGs by Barrier to Employment; individuals with disabilities being served who are in-service vs. those who are employed, types of services being provided, performance in the measures of employment rate/retention/median earning, and expenses per service.

**Agenda Item 5 – Informational – Source 360 Virtual Job Fair:** Chair Anderson recognized Board Staff Kris Jones for insight on how businesses can provide job fairs for potential job seekers while maintaining social distancing, wearing masks, and reducing the risk of contracting COVID-19. Like traditional job fairs, online job fairs are live, fully interactive, and held at specific times. The virtual job fair will allow employers and job seekers to meet and discuss employment opportunities by way of the website created using our platform.

**Agenda Item 6 – Informational – Work-Based Learning, Employer Engagement, and Apprenticeships Project Report:** Chair Anderson welcomed Ms. Nithya Pramekumar and Ms. Brenda Vogley of Thomas P. Miller & Associates to present the results from the research and analysis conducted on the formation and expansion of certain workforce initiatives. Thomas P Miller has been working with State and Local Workforce representatives on other initiatives such as Work-Based Learning, Business Services, and Apprenticeship.

**Agenda Item 7 – Informational – Statewide Arkansas Employer Survey Results:** Chair Anderson welcomed the Executive Director of the Arkansas Community Colleges, Ms. Andrea Henderson. Ms. Henderson presented the results of a statewide Employer Survey conducted by the Two-Year Colleges in partnership with the Arkansas State Chamber pertaining to workforce development needs of the State.

Board Open Discussion: Chair Anderson asked board members for any additional items for discussion. Hearing none, Chair Anderson opened the floor to allow the public the opportunity to speak before the Full Board.

Public Speaking Opportunity: Chair Anderson addressed members of the public attending the meeting through electronic means and extended the opportunity to speak before the Full Board. After opening the floor for the public and a brief silence with the telephone lines unmuted, Chair Anderson moved into the announcements.

**Announcements:** Chair Anderson announced the committee meetings of the Arkansas Workforce Development Board will convene "as needed" due to the COVID-19 pandemic and out of respect of Board Member's schedules. He added the next Full Board meeting is set for October 20, 2020. Board Staff will keep everyone aware of any changes to the schedule and any changes to the type of meeting, whether virtual or in-person, as the State progresses through COVID-19 under the guidance of Governor Asa Hutchinson.

**Adjourn:** Chair Tom Anderson adjourned the meeting at 12:11 p.m., **on a motion made by Ms. Karen Breashears, seconded by Mr. Robert Thorne, and carried unanimously with none opposed**.

The following votes recorded and voiced by Board Members on a roll vote to Approve, Disapprove, or Abstain for no vote: Mr. Len Blaylock III – Approve, Ms. Karen Breashears – Approve, Mr. Lindsay Brown – Absent, Mr. Scott Bull – Approve, Ms. Chanda Chacon – Absent, Dr. Charisse Childers – No Vote Voiced, Judge Brandon Ellison – Approve, Mr. Randy Finegan – Approve, Mr. Jeff Griffin – Approve, Ms. Melissa Hanesworth – Absent, Mr. Randy Henderson – Approve, Ms. Abby Houseworth – Approve, Mr. Alan Hughes – No Vote Voiced, Ms. Rebecca Ives – Approve, Mr. Johnny Key – No Vote Voiced, Ms. Holley Little - Approve, Dr. Maria Markham by proxy Ms. Alisha Lewis – Approve, Mr. Brian Marsh – Absent, Mr. Alan McClain by proxy Mr. Joe Baxter – Approve, Dr. Trenia Miles – Approve, Mr. George Nunnally – No Vote Voiced, Secretary Mike Preston – Absent, Dr. Julie Roberson – Approve, Mr. Mike Rogers – Absent, Mayor James Sanders – Approve, Mr. Kelley Sharp – Approve, Dr. Cassondra Williams-Stoke – No Vote Voice, Mr. Robert Thorne – Approve, and Dr. Diana Wright - Absent.

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Tom Anderson, Board Chair
Arkansas Workforce Development Board

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Arnell Willis, Director Workforce Development
Arkansas Division of Workforce Services

*Minutes recorded by Monica Humphrey and Rebecca Edwards*
*Arkansas Division of Workforce Services Staff*

**UNOFFICIAL**

**MINUTES**
**ARKANSAS WORKFORCE DEVELOPMENT BOARD**
**Executive Committee**
**August 20, 2020**

The Arkansas Workforce Development Board (AWDB) Executive Committee convened on August 20, 2020, at 10:00 a.m., utilizing electronic methods of Zoom and teleconference. Chairman Tom Anderson presided with the following Executive Committee members confirming attendance through roll call: Ms. Karen Breashears, Judge Brandon Ellison, Mr. Jeff Griffin, Ms. Abby Houseworth, Mr. Alan Hughes, Dr. Julie Roberson, and Mr. Robert Thorne.

Executive Committee member Mr. Scott Bull was unable to attend.

Recognizing the presence of a quorum, Chair Anderson called the meeting to order at 10:02 a.m.

**Agenda Item 1 – ACTION - Reimagine Workforce Preparation Grant**: Chair Tom Anderson recognized Board Staff Kris Jones to provide an overview of the funding opportunity available to states through their State Workforce Development Board. The committee heard from Shorter College President Jerome Greene and Coordinator of Entrepreneurial Studies Program Michael Harris. For the University of Arkansas Global Campus, the committee heard from Vice Provost of Distance Education Cheryl Ann Murphy and Director of Training-Corporate Development and Academic Outreach Tara Dryer. After hearing both proposals and discussion, the committee requested the two collegiate institutions to collaborate and submit one proposal for the state.

**Hearing no additional discussion, a motion was made for the Arkansas Workforce Development Board to apply for the Reimagine Workforce Preparation Grant, was voiced by Mr. Alan Hughes, with a voiced second made by Robert Thorne. The motion carried unanimously with none opposed and no revisions.**

The following voiced votes were recorded for Executive Committee Members by a roll call vote to Approve, Disapprove, or Abstain: Ms. Karen Breashears--Approve, Mr. Scott Bull--Absent, Judge Brandon Ellison--Approve, Mr. Jeff Griffin--Approve, Ms. Abby Houseworth--Approve, Mr. Alan Hughes--Approve, Dr. Julie Roberson--Approve, and Mr. Robert Thorne--Approve.

**Announcements:** The Full Board of the Arkansas Workforce Development Board will convene on October 20, 2020, at 10:00 a.m. Board Staff will provide additional information at a later date.

**Adjournment:** The meeting was adjourned by Chair Tom Anderson at 11:17 a.m. after a roll call vote to adjourn.

**A motion to adjourn was voiced by Mr. Alan Hughes, with a voiced second by Ms. Abby Houseworth. Each board member voiced his or her individual vote in favor to adjourn.**

The following voiced votes were recorded for Executive Committee Members by a roll call vote to Approve, Disapprove, or Abstain: Ms. Karen Breashears--Approve, Mr. Scott Bull--Absent, Judge Brandon Ellison--Approve, Mr. Jeff Griffin--Approve, Ms. Abby Houseworth--Approve, Mr. Alan Hughes--Approve, Dr. Julie Roberson--Approve, and Mr. Robert Thorne--Approve.

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Tom Anderson, Committee Chair

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Arnell Willis, Director, Workforce Investment
Division of Workforce Services

*Minutes by Rebecca Edwards*
*Division of Workforce Services*

# For Consideration of the
# Arkansas Workforce Development Board

**October 20, 2020**

**AGENDA ITEM 2 - INFORMATIONAL:** Arkansas WIOA Annual Report 2019

**INFORMATION/RATIONALE**: One of the functions of the Arkansas Workforce Development Board, under 20 CFR § 679.130, is to assist the Governor with Preparation of the annual reports described in paragraphs (1) and (2) of WIOA sec. 116(d).

The WIOA Roundtable members, representing the WIOA Core Programs, will provide updates regarding activities began or completed during PY2019.

This information will be included in the final WIOA Program Year 2019 Annual Report, which is due for submission to the United States Department of Labor in December 2020.

We have included some of the required components of this report herein.

Arkansas' workforce development system is a coordinated and collaborative network of services, programs and investments with a shared goal of improving the skills of the state's workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, organized labor and community leaders to foster economic development and high-growth opportunities in regional economies. This network further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment.

The strategic foundation of the Arkansas Workforce Development System is comprised of the Workforce Innovation and Opportunity Act (WIOA) Roundtable, with representatives from the Division of Workforce Services, the Division of Rehabilitation Services, Division of Services for the Blind, and Adult Education Services.

This WIOA Annual Statewide Performance Report Narrative provides an opportunity for states to describe progress towards meeting their strategic vision and goals for the workforce system. As required by federal regulations, the WIOA Roundtable is working in a coordinated effort to develop this narrative report.

Some of the major components of this narrative report includes:

- Identification of waivers that the state has in place, including progress towards achieving the goals and performance outcomes associated with the waivers.
- Results of the federally required state-level research and evaluation projects.
- A description of the state's approach to customer satisfaction and an analysis of the results of any completed surveying efforts.
- The State's approach to data validation and ensuring data.
- The State's efforts on serving special populations, in particular the priority of services policy that is a focus of the state's service delivery design.
- The progress made in achieving the state's strategic vision and goals, as described in the state's Unified or Combined Stat
- The progress made in implementing sector strategies and career pathway.
- The state's performance accountability system, including the actual performance results for the program year.
- Any activities provided with the funds reserved by the governor, which can be up to 15% of the state's allotment.
- Rapid response activities and layoff aversion strategies.
- Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs.
- Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects.

# ARKANSAS WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) TITLE I AND TITLE III ANNUAL STATEWIDE PERFORMANCE REPORT PROGRAM YEAR 2019

ARKANSAS DIVISION OF WORKFORCE SERVICES

**From the Director**

As the Director of the Arkansas Division of Workforce Services (ADWS), I have the honor of presenting our Program Year 2019 annual report. It is designed to give readers a closer look at our programs, highlight the year's accomplishments, and demonstrate two of the agency's core values: transparency and results.

The focus of the Arkansas Division of Workforce Services is to provide individuals the tools they need to enhance and sustain their employability. And, through the education and skills training offered to jobseekers, employers are reducing hidden costs associated with lost production time and turnover rates by hiring qualified workers.

Arkansas, with leadership from the Governor and the State Workforce Board, is motivated to build strong partnerships among the state's workforce system stakeholders, job seekers and employers. This involves creating meaningful linkages between the education and workforce systems, aligning data so that metrics can be better defined and more easily measured; and helping people of all backgrounds gain employment and prosper in a rapidly changing economy.

Education and workforce development opportunities are critical to a strong economy. To aid in meeting these demands, ADWS will continue to collaborate with its partners and work closely with employers and job seekers to develop initiatives and offer effective programs and services to enrich the economic growth of Arkansas.

Together we are preparing today's workforce for tomorrow's careers.

Sincerely,

Charisse Childers Ph.D
Director

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## I. Introduction

Last year, 107,706 Arkansas residents accessed the state's workforce system for assistance in acquiring or retaining employment. They came from a wide array of demographics, characteristics, backgrounds and experiences: low-income, single parents, migrant and seasonal workers, single parents struggling to support themselves, workers displaced by a changing economy and veterans returning from active duty. Many needed assistance in connecting to unemployment benefits and assistance in determining next career steps. Others needed more basic, individualized or training services to overcome barriers to meaningful employment.

Two of the primary funding sources for these basic, individualized services is the federal Workforce Innovation and Opportunity Act (WIOA) Title I and Wagner-Peyser Title III programs. This report provides an in-depth look at the impact those funds have had in Arkansas in Program Year 2019, July 1, 2019 to June 30, 2020.

## II. Overview of Arkansas' Workforce Development System

Arkansas' workforce development system is a coordinated and collaborative network of services, programs and investments with a shared goal of improving the skills of the state's workforce. In order to meet the challenge of the 21st century global economy, the public workforce system works in partnership with businesses, educators, organized labor and community leaders to foster economic development and high-growth opportunities in regional economies. This network further helps potential job candidates, particularly low-income youth, adults and displaced workers, overcome obstacles to successful employment. These services are coordinated through Arkansas Workforce Centers, the state's one-stop delivery system. Primary funding for Arkansas Workforce Center operations and many of the basic and individualized services is provided by the Workforce Innovation and Opportunity Act Title I and the Wagner-Peyser Act of 1933. Other formula-based and competitive federal, state and local resources and services that support our workforce system include Temporary Assistance for Needy Families (TANF), veteran services, USDOL National Dislocated Worker Grant (NDWG), Trade Adjustment Assistance, Migrant and Seasonal Farmworker Assistance and other partner program funds.

At the heart of the public workforce system, these Arkansas Workforce Centers are made up of one-stop career centers, affiliate, and connection sites. Arkansas Workforce Centers are the primary access point to qualified workers, as well as to a multitude of resources for businesses and job seekers. These Centers serve thousands of individuals who are seeking employment, changing jobs, reentering the workforce or learning new skills. This makes them the ideal venue for workforce solutions for job seekers and businesses alike.

At our Workforce Centers throughout the state, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion, and employee retention.

## III. The Arkansas Division of Workforce Services

The Arkansas Division of Workforce Services began its legacy around 1940 as the Arkansas Employment Security Division of the state Department of Labor. In 1941, Act 391 created a

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network of public employment offices. With that, a fund for the disbursement of benefits to be paid out during periods of unemployment was put in place, as well as a board of review to hear claims and appeals for unemployment benefits. The division underwent no great changes until Act 100 of 1991. This raised it to a department-level agency and made it the Arkansas Employment Security Department.

In 2007, Act 551 created the Department of Workforce Services Training Trust Fund for the operating expenses of the Unemployment Insurance program. Thus, the name of the agency was changed to the Arkansas Department of Workforce Services. Throughout its history, the agency's mission remained essentially the same: to provide employment related services that enhance the economic stability of Arkansas.

In 2019, Arkansas Governor Asa Hutchinson signed the Transformation and Efficiencies Act of 2019 into law, cutting the number of cabinet-level agencies from 42 to 15. This piece of state legislation went into effect on July 1, 2019 and reflects a reorganization of the workforce partner agencies in Arkansas. Specifically, the Arkansas Department of Workforce Services became the Division of Workforce Services and incorporated the former Arkansas Rehabilitation Services, Division of Services for the Blind, and Adult Education Services. This report incorporates these changes and includes the following new acronyms:

- ADWS – Arkansas Division of Workforce Services
- DSB – Division of Services for the Blind
- ARS – Arkansas Division of Workforce Services – Arkansas Rehabilitation Services
- AES – Arkansas Division of Workforce Services – Adult Education Services

Since ADWS is a state agency, it does not earn a profit and does not measure success by business growth and expansion. The size of the agency's budget and the staffing levels are adapted to best meet the needs of the state and its customers while balancing the requirements of stakeholders. The agency is unique from other state agencies in that it is 99 percent federally funded with taxpayer dollars. Even though the agency is almost entirely funded with federal money, the Arkansas Legislature appropriates the agency's funds and has the authority to pass legislation affecting agency programs and services on a state level. As a result, ADWS must adhere to both state and federal laws and regulations.

Our success is measured by our ability to cushion the impact of economic downturns and bring economic stability to the state by meeting the needs of employers and job seekers. As a proud partner of the American Job Centers, ADWS and the Arkansas Workforce Centers offer a variety of services to assist both groups.

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## IV. State and Local Roles

The Arkansas Workforce Development Board (State Board) assists the Governor in overseeing the state's workforce development system. The core business of the State Board is to coordinating state policy and state strategic planning for the workforce development system, evaluating results and facilitating demonstration projects that test innovations and ideas. ADWS serves as the state's WIOA Title I grant recipient. These WIOA responsibilities include stewardship of the funds, oversight and monitoring activities, issuing statewide policy, management of grant s and contracts and allocation of the WIOA Title I funds to the local area Workforce Development Boards (Local Boards) for the delivery of services within an integrated service delivery system. ADWS also fulfills an operational role within the workforce system through providing services funded under the Wagner-Peyser, Trade Adjustment Assistance, Jobs for Veterans Services Grants, and Temporary Assistance for Needy Family (TANF) programs.

The Local Boards are the local conveners and managers of the workforce system through which WIOA programs are accessed. They are the strategic visionaries for local implementation of WIOA funds. There are ten (10) Local Boards in Arkansas and each is private industry led and locally focused. Local Board members are appointed by Chief Elected Officials (CEOs) and certified by the Governor. CEOs are the local area WIOA Title I grant recipients. CEOs direct their Local Boards' staff to administer the funds and oversee the area's Workforce Centers to most effectively respond to the local economy and needs of local citizens. Local Boards convene with regional partners and stakeholders to assess skill gaps, identify emerging and future employment possibilities and collaborate with economic developers and other partners to develop the region's workforce development plan.

## V. WIOA Title I and Title III Programs

***WIOA Title I Youth Program***

**Who is served:** Youth must be between 14 and 24 years old, low income (WIOA allows for a 5% exclusion) and meet other criteria described in the WIOA, such as a need for additional assistance to complete an educational program or to secure and hold employment.

**Participation:** Approximately 1,000 young people were served by the Workforce Innovation and Opportunity Act Youth Program between July 1, 2018 and June 30, 2019.

**Program description:** The program prepares low-income youth ages 14 through 24 for success in school and the world of work. Eligible youth may receive counseling, tutoring, job training, mentoring or work experience. Other service options include summer employment, study skills training and instruction in obtaining a GED or equivalent.

***WIOA Title I Adult Program***

**Who is served:** Specific eligibility guidelines are described in the WIOA. Basic services are available to all adults with minimal eligibility requirements. Basic, individualized or training services are authorized for unemployed individuals un able to find jobs. In some cases, these services are available to employed workers who need more help to reach self-sufficiency.

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**Participation:** Approximately 1,400 participants received career services and 1,200 participants received training services by the WIOA Adult Training Services Program between July 1, 2018 and June 30, 2019.

**Program description:** The program prepares individuals 18 years and older for participation in the labor force by providing basic services and access to job training and other services. Services are coordinated through the state's workforce center system. Basic services include skill assessment, labor market information; consumer reports on training programs and job search and placement assistance. Individualized and training include more intensive assessments, work experiences and occupational skills training. Priority is given to veterans and eligible spouses as well as those individuals with barriers to employment.

***WIOA Title I Dislocated Worker Program***

**Who is served:** Specific eligibility guidelines are described in the Workforce Innovation and Opportunity Act (WIOA). Dislocated workers are people who lost jobs due to plant closures, company downsizing or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations because those jobs are no longer economically viable, and they must be eligible for (or have exhausted) unemployment compensation. Other conditions can lead to eligibility for services, such as separating military service members and eligible spouses of military service members, being self-employed but not working as a result of general economic conditions or being a displaced home maker.

**Participation:** Approximately 330 participants received career services and 250 received training services through the WIOA Dislocated Worker Career Program between July 1, 2018 and June 30, 2019.

**Program description:** The program tailors employment and training services to meet dislocated workers' needs, establishes early intervention for workers and firms facing substantial layoffs and fosters labor, management and community partnerships with government to address worker dislocation. Dislocated workers are also eligible for basic services including skill assessment, labor market information, training program consumer reports and job search and placement assistance. Individualized and training include more intensive assessments, work experiences and occupational skills training.

***WIOA Title III Wagner-Peyser Program***

**Who is served:** Specific eligibility guidelines are described in the WIOA. Career services are available to anyone who is legally entitled to work in the United States no matter one's age or employment status. Through Title III, basic and individualized career services are offered. A veteran or his or her eligible spouse has a priority to receive such services.

**Participation:** 85,500 participants were served under Wagner-Peyser between July 1, 2018 and June 30, 2019.

**Program description:** The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices, known as the Employment Service. The Employment Service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. The Wagner-Peyser Act was amended in 1998 to make the Employment Service part of the one-stop delivery system under the Workforce

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Investment Act. In 2014, the Wagner-Peyser Act was amended again under Title III of the Workforce Innovation and Opportunity Act.

The Employment Service under the Workforce Innovation and Opportunity Act builds upon the previous workforce reforms, requires colocation of the Employment Service offices into the nearly 2,500 American Job Centers nationwide, and aligns performance accountability indicators with other federal workforce programs. Basic services include skill assessment, labor market information; consumer reports on training programs and job search and placement assistance. Individualized services include career and vocational counseling.

## VI. Arkansas Workforce Centers

*The Arkansas Workforce Centers are the gateways to job services and workforce development programs in our state.*
With 33 Arkansas Workforce Centers located strategically throughout the state, representatives are available to help employers and job seekers find the best resources and services to meet their needs.

The Arkansas Workforce Centers represent Arkansas' version of the American Job Centers. They are designed to provide universal access to an integrated array of services so that workers, job seekers, and businesses can find the services they need in one stop, and frequently under one roof.

All Arkansas Workforce Centers offer a consistent line of resources for employers and job seekers. However, the full menu of services may vary from center to center, as each site can tailor the additional services it offers to meet the specific needs of employers and job seekers in their community.

At the Arkansas Workforce Centers, customers receive services on three levels:

1. Self-service in the resource rooms
2. Intensive services and career counseling
3. Training and skill-building for those who qualify

Customers can search and apply for jobs online in the AWC resource rooms. These rooms are equipped with computer stations, Internet, printers, copiers, fax machines, phones, and staff to assist as needed. With an Arkansas JobLink account, job seekers can search for employment opportunities, apply for jobs, and post their resume, skills, and other credentials to a profile viewable by employers.

**In PY2018, there were 108,114 staff-assisted participant registrations in the Arkansas JobLink system.**

Workforce specialists assist individuals who require or request personal assistance and intensive services. In one-on-one meetings, staff interview and assess clients to determine specific needs and eligibility for programs. Workforce specialists also provide career counseling and work with job seekers to develop customized employment plans

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based on their current skill sets, professional experience, employment history, cost of living, and personal goals.

**In PY2018, there were 50,918 referrals made by Workforce Center staff in the Arkansas JobLink System.**

## VII. WIOA Discretionary Grants

**Discretionary Grants**

**Since 2010, ADWS has been awarded a total of over $40 million in discretionary grants funding.**

Discretionary grants provide economic support for workforce development initiatives and relief funds for temporary employment, clean-up efforts, and infrastructure repairs when natural disasters strike.

During the Program Year, efforts have been focused on building partnerships with stakeholders and employers across the state to expand and diversify registered apprenticeship programs (and the number of apprentices) in Arkansas. As an example, ADWS has initiated the launching of a series of *Employers Growing Talent Through Apprenticeship – Employer Forums* to increase awareness and interest of the proven registered apprenticeship model as a workforce development solution. These collective efforts have contributed to unprecedented growth in both the number of apprentices and registered apprenticeship programs over the last year. This expansion has been facilitated through the following grants: ApprenticeshipUSA State Accelerator, Arkansas Apprenticeship Pathway Initiative (AAPI), and Arkansas Expands Apprenticeship (AREA).

**ApprenticeshipUSA State Accelerator Grant**

The ApprenticeshipUSA State Accelerator grant has a period of performance that started on June 1st, 2016 and concluded on November 30, 2018. The Accelerator grant is a planning grant intended to provide support for governors and their states as they build upon existing strategies to expand and diversify registered apprenticeship. These strategies include convening key industry representatives, state agency leaders, community college representatives and other stakeholders to form strategic partnerships, and elevate apprenticeship as a workforce solution in both traditional apprenticeship industries (i.e., construction trades) and non-traditional apprenticeship industries (i.e., information technology, healthcare, advanced manufacturing, business services, transportation, etc.).

The final deliverable of the Accelerator grant resulted in the development of the *State Plan for Registered Apprenticeship Expansion and Diversification* (https://www.dws.arkansas.gov/news-info/apprenticeship-news/). The State Plan includes a series of recommendations that together offer a strategic alignment of resources and communications efforts to maximize registered apprenticeship expansion efforts within the state.

**Arkansas Apprenticeship Pathway Initiative**

Registered apprenticeship offers a career pathway for job seekers to learn a skill and earn good wages while earning a marketable credential from the U.S. Department of Labor. Apprentices are considered employees from day one of the program; they receive paid training and progressive increases in wage as they demonstrate skills gain.

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The AAPI grant is expanding registered apprenticeship opportunities in the traditional registered apprenticeship construction trades, as well as in the non-traditional registered apprenticeship industry sectors, such as information technology and advanced manufacturing.

Collaborative work efforts under the AAPI grant has pioneered non-traditional (i.e., outside the construction trades) registered apprenticeship programs in Arkansas, introducing software developer and cybersecurity apprenticeships working with the Arkansas Center for Data Sciences and partnering employers as well as industrial maintenance, culinary, and nursing related apprenticeships. The AAPI grant is scheduled to end September 30, 2020.

**Arkansas Expands Apprenticeship**

The AREA grant was the last of the three USDOL ApprenticeshipUSA Initiative Grants awarded to ADWS, This grant award is offering the opportunity to leverage funding to expand Arkansas' capacity to collaborate with employers and start new apprenticeship programs across diverse industries and communities. AREA registered apprenticeship training programs are available across all industry sectors where employer demand drives the expansion of existing programs or the development of new programs. The AREA grant is scheduled to end on October 31, 2020.

**Re-Employment Systems Integration**

Arkansas strives to promote and support a talent development system that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity. This project's purpose is to build on the relationship between the ADWS and its WIOA Partners in the design & development of a secure, integrated common intake & case management system that is a citizen-focused service delivery model that enhances the access to programs & services for all of our customers.

ADWS and our WIOA partners have implemented a Business Service Teams Solution in Arkansas's workforce centers, that will enable us to coordinate, manage, and record the services being provided to business' to meet the spirit of the WIOA law, to avoid multiple contacts to business by leveraging the communication tools available in Salesforce, and to establish additional data for reporting the new business metrics.

**Disaster National Dislocated Worker Grant– AR-29**
**(Storms occurring between July 1, 2018 and June 30, 2019)**

In June of 2017, the U.S. Federal Emergency Management Agency declared storm impacted counties within the northwest and north central regions as federal disaster areas. ADWS received a total award of $2,060,000 to fund temporary employment and recovery assistance for storm debris removal and repairs. Disaster NDWG AR-29 has an end date of June 30, 2019.

**Arkansas PROMISE**

Arkansas PROMISE is part of a program sponsored by the U.S. Department of Education and the Social Security Administration to help youth receiving disability benefits, and their families, improve their educational and employment outcomes. This project is being implemented in 11 states. In Arkansas, the program is administered by the Department of Education and the University of Arkansas, in partnership with several other state agencies and private organizations. PROMISE provides services to youth and their families, including intensive case management, two paid competitive work experiences, education and employment training, and support for youth and families, benefits counseling, and health and wellness training. Arkansas PROMISE has an end date of September 30, 2018.

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## VIII. Arkansas Labor Market

The 2019 Arkansas Labor Market and Economic Report, released in Summer 2019, projected information for industry and occupational trends covering the years 2018 to 2020.

Arkansas increased in population in 2018 by 10,828 from 2017; and added a total of 46,099 new residents from 2014 to 2018. Of Arkansas's 10 Local Workforce Development Areas (LWDAs), Northwest Arkansas continues to see the largest increase in population, adding 36,160 in 2018. The Eastern, North Central, Southeast, and Southwest Arkansas LWDAs continued to see decreasing populations in 2018.

Between 2017 and 2018 the state's labor force decreased by 2,769 and employment decreased by 2,975. Labor force and employment were mixed across LWDAs. The State's unemployment rate remained at 3.7% in 2018, but that is a drop of two and three-tenths percentage points since 2014. The unemployment rate dropped in 2018, ending the month of July at 3.4%. The unemployment rate decreased across all LWDAs in 2018 and through July 2019. The Northwest Arkansas LWDA unemployment rate fell below state levels through July 2019.

Short-term employment projections for 2018-2020 continue to see an increase in the Arkansas job market with 38,742 jobs, equivalent to a 2.75% rise in employment. Good-producing Industries are estimated to see a net gain of 9,066 jobs; while the Services-Producing Industries are forecast to increase employment by 26,480. Arkansas's self-employed ranks are estimated to experience a net gain of 2,823, an increase of 2.25%.

Jobs requiring a high school diploma or equivalent are estimated to add more jobs than any other education level with 15,511 jobs between 2018 and 2020. Occupations requiring a Bachelor's degree are expected to grow by 7,851.

## IX. State's Strategic Vision and Goals Progress

In Arkansas, the Arkansas Workforce Development Board is responsible for ensuring that the vision and goals for the state's workforce development system are being met. Consequently, the Board has assigned this duty to its Strategic Planning Committee. Upon its inception, the Strategic Planning Committee developed a Strategic Action Plan grid that contained the ongoing strategic goals for the State, complete with milestones and completion dates.
At each of its quarterly meetings, the Strategic Planning Committee reviews an updated Action Plan that provides a "report card" towards achieving these goals. Some of this Committee's strategic goals and progress made towards achieving them are listed below:

**Strategic Planning Committee Action Plan Results**

- The development, implementation, and modification of the state workforce development plan. *PY2016-2019 Completed. PY2020-2023 Ongoing.*
- The review of statewide policies, of statewide programs, and of recommendations on actions that should be taken by the state to align workforce development programs in the state in a manner that supports a comprehensive and streamlined workforce

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development system in the state, including the review and provision of comments on the state plan, if applicable, for programs and activities of one-stop partners that are not core programs. *Continuous.*

- The development and continuous improvement of the workforce development system in the state, including the identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system. *Continuous and Update provided at each Committee Meeting.*
- The development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment. *Continuous and Update provided at each Committee Meeting.*
- The development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system. *Continuous and Update provided at each Committee Meeting.*
- The development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations. *Continuous and updates provided at each Committee Meeting.*
- The identification of regions, including planning regions, after consultation with local boards and chief elected officials. *Completed.*
- The development of strategies to support staff training and awareness across programs supported under the workforce development system. *Continuous via bi-annual Statewide WIOA Partner Meeting;*
- The development and review of statewide policies affecting the coordinated provision of services through the state's one-stop delivery system. *Initial policy manual developed, but ongoing review and identification of new policy needs ongoing.*
- The development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system. *Initial project approved and ongoing, with quarterly progress reports.*
- Strengthen the professional development of providers and workforce professionals; and Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas. *Ongoing.*
- The development of allocation formulas for the distribution of funds for employment and training activities for adults, and youth workforce investment activities, to local areas. *Approved, but reviewed annually.*

## X. Sector Strategies and Career Pathways

Under the Workforce Innovation and Opportunity Act (WIOA), economic development entities are partners in the workforce system. While economic development efforts are centered on recruiting new businesses and helping existing ones expand in a region, workforce development partners assist with the expansion and retention activities of existing businesses.

This entails sector strategies for training, skill upgrading, work-based learning (including apprenticeship), on-the-job training, work experience, incumbent worker training, and customized training.

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**Sector Strategies and Industry Initiatives**
Industry focus groups and sector initiatives (also called sector partnerships or sector strategies) are regional, employer-driven partnerships of industry leaders, education and training consortia, and other stakeholders that focus on the workforce needs of key industries in a regional labor market.

ADWS has previously released guidance and funding availability opportunities to Local Workforce Development Boards to encourage the development and implementation of sector strategies planning efforts on a regional basis. To date, these previous efforts have achieved limited successes. Therefore, ADWS is currently evaluating "best practice" models (e.g., Colorado), technical assistance resources, and various other strategies to incentivize broad-based adoption of sector strategies planning efforts on an ongoing basis across all Local Workforce Development Boards.

**Career Pathway Strategies**

ADWS, in collaboration with Arkansas Research Center, has developed a Career Pathways report to demonstrate demand within occupations based on Job Posting data (source- EMSI) to wages based on LMI. The reports are grouped by the Career Cluster and Career Pathway associated with each occupation, and presented per Local Area. This information will be provided to Local Areas and updated at least annually.

## XI. Business Engagement

During the Program Year, Arkansas continued its efforts in expanding the services available to the State's businesses through the Workforce Center System. These efforts included further solidifying the roles and responsibilities of Local Workforce Development Area Business Services Teams as well as engagement with WIOA core partners. Several of the LWDA's are in the early stages of their business services development, implementation and outreach efforts. ADWS has taken the lead in establishing and convening the WIOA Roundtable – Business Engagement Committee that includes representation across partner programs. This Committee has conducted a statewide business services workshop to communicate the menu of services that are offered through the various partner programs. This workshop provided attendees with an overall awareness of available programs in order to better serve clients.

Additionally, the committee members (including a broader group of WIOA core partner representatives) have been active in the development and implementation of Salesforce. Salesforce is a customer relations management tool that will assist business services teams to track and report business engagement activities across partner programs. The Salesforce system will allow business services staff to begin recording actual business engagement activity leading to improved tracking and reporting. A long- term goal for Salesforce is to integrate the sharing and usage of data within the system with economic development and other state agency partners.

## XII. Waivers

The State of Arkansas has not requested any waivers.

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## XIII. Evaluations

While Arkansas has not yet completed an evaluation, efforts in PY2018 to enter into a contract with the University of Arkansas – Fayetteville to complete a workforce system evaluation. This evaluation will employ the most rigorous analytical and statistical methods that are reasonably feasible, such as the use of control groups (20 CFR § 682.220) as appropriate, and includes:

A. Local Integration Study- Sample Workforce Innovation and Opportunity Act Title I or Title III participants for 3 Local Workforce Development Areas. This part of the evaluation will focus on two primary areas: 1. Co-enrollment and Co-funding of REQUIRED WIOA Partners and 2. Leveraging of Local Resources available in the Local Workforce Development Area.

1. Sample Workforce Innovation and Opportunity Act Title I and Title III participants for 3 Local Workforce Development Areas-to determine if, based on the participants information in the Case File, the participant might have been eligible to receive services under the required partners listed in 20 CFR § 678.400.

2. For each local area selected, interview leadership to identify partner programs and non-profits that collaborate with the Workforce Centers beyond the list of required partners above. For all partners, required in number 1 and other partners identified in 2, report whether there exists:

    - Memorandums of Understanding between the programs/entities
    - Referral Procedures
    - Training for partners regarding the services provided or alternative print materials to assist in collaboration OR
    - An alternative method to refer clients between the partners effectively

3. Identify and report entities in the selected local areas that provide services to the following targeted populations:

    - Displaced Homemaker
    - Low Income
    - Limited English Proficiency
    - Migrant Worker
    - Disabled
    - Veteran
    - Older Worker
    - Out of School Youth
    - Foster Youth
    - Basic Skill Deficient
    - Ex-Offender
    - Single Parent
    - TANF Recipient
    - SNAP Recipient
    - SSDI Recipient
    - UI Claimant
    - Long-Term Unemployed

4. For all programs and services identified in steps 1, 2, and 3, report whether sampled participants were: referred to or co-enrolled in other programs or services.

B. In the Comprehensive Centers for the 3 Local Areas selected for sampling, report case studies on effectiveness of identifying and closing Skill-Gaps

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Interview staff for examples of:

i. Skills-gap identification on either the occupation level, based on demand, or the skill-level based on interaction with an employer.
ii. Determine the services that were provided to address the skills-gap
iii. Provide an assessment of the effectiveness of the services provided in closing the skills-gap, if possible.

C. Review a sample of Arkansas Workforce Centers against the State's certification policy and applicable laws/regulations for four comprehensive centers and two affiliate centers. Each of the six centers selected should be located in different Local Workforce Development Areas and may be selected from Local Workforce Development Areas that overlap the 3 selected above

D. Conduct a statewide customer service survey for business customers of WIOA Title I and Title III receiving services over the most recent 12 months available.

E. Provide evaluation status reports on a monthly basis on overall project goals. These reports will be issued at the end of February, March, April, May, June, and July of 2020.

F. Provide a preliminary evaluation report by August 15, 2020.

G. Provide a final evaluation, with results, best practices, and recommendations by September 30, 2020.

## XIV. Customer Satisfaction

While Arkansas has not implemented a customer satisfaction survey process for WIOA participants, we intend to collect and utilize customer feedback to assist in improving services to better meet the needs of job seeker. The feedback received from customers will be summarized in annual performance report narratives and utilized in the One-Stop certification process.

In addition to the customer service surveys included in our Evaluation Contract that is described above, we will also initiate the following for upcoming years.

*DATA COLLECTION*
To collect feedback, Arkansas will develop a customer satisfaction survey for job seekers through SurveyMonkey or QUIA. A link to each survey will be emailed to Arkansas Job Link customer accounts accordingly. Initially, this job seeker survey will be sent to WIOA Title I and Title III (Wagner-Peyser) exiters each quarter of the Program Year during the months of July, October, January, and April.

The job seeker survey will be sent from the WIOA@arkansas.gov account and will include the corresponding SurveyMonkey or QUIA survey link.

*RESULTS*
In addition to annual performance reports and One-Stop certification, results data will be used throughout the program year to improve services to better meet the needs of businesses and

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job seekers. Responses and data will be exported from SurveyMonkey or QUIA by the ADWS on a quarterly basis.

The summary data for the survey will be filtered by date to show the proper reporting periods, exported as a customized read-only link, and sent to the ADWS Senior Leadership.

Overall results filtered by date and Arkansas Workforce Center location will be exported as read-only links and sent all applicable Arkansas Workforce Center Managers.

Managers will share the information with their entire staff and use it to improve service delivery performance.

Both summary data and individual Workforce Center data will be presented to the Arkansas Workforce Development Board.

## XV. WIOA Title II – Adult Education and Family Literacy Act Program

The Arkansas Division of Workforce Services - Adult Education Section provides Adult Basic Education (ABE), Adult Secondary Education (ASE), and English Second Language (ESL) services to all eligible adult education and literacy programs in Arkansas. Using the thirteen considerations, subawarees were determined eligible ~~programs will be~~ for funding in the 2020-2024 Request for Proposal ~~funded~~ as stated in "Distribution of Funds for Core Programs" using the previously stated competitive processes. Eligible provider's activities include reading, writing, speaking, mathematics, and English language acquisition instruction delivered by the eligible provider, and ~~will be~~are based on the best practices derived from the most rigorous research available and appropriate, including scientifically valid research and effective educational practice. In addition, adult education and literacy providers work collaboratively with other agencies to enhance services.

For example, Arkansas Rehabilitation Services use federal funding to provide services to Adult Education participants ~~individuals~~ with disabilities. The Arkansas Division of Workforce Services provide funds to those individuals seeking to enter or retain employment or receive specialized training after completing basic skills acquisition through Arkansas Adult Education.

All providers receiving state and/or federal funding from the Arkansas Division of Workforce Services, Adult Education Section will be required to provide the ~~following services~~adult education and literacy services in year one~~: adult education and literacy activities~~ which include, English language acquisition, integrated English literacy and civics education, workplace education, workforce preparation activities or integrated education and training. Details of these activities are ~~will be~~ provided in each program's proposal.

## XVI. WIOA Title IV – Vocational Rehabilitation Program

The Designated State Agency for General Vocational Rehabilitation in Arkansas is the Arkansas Division of Workforce Services - Arkansas Rehabilitation Services (ARS). Title IV of the Federal Rehabilitation Act of 1973.

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Similarly, the Division of Services for the Blind is the designated State Agency to provide services for rehabilitation and social services to blind and severely visually impaired persons age 14 and above in Arkansas.

ARS

The Arkansas Division of Workforce Services - Arkansas Rehabilitation Services provides vocational rehabilitation services to people with disabilities. Currently, there are significant barriers for people with disabilities in relation to attaining employment. A 2008 study (StatsRRTC[1]) indicated the employment rate for people with disabilities was 33.9 percent when compared to 79.1 percent for people without disabilities.

The Arkansas State Rehabilitation Council (SRC) is a key partner with Arkansas Rehabilitation Services (ARS) in the administration of the State's Vocational Rehabilitation (VR) Program. The Arkansas SRC is a citizen advisory council, appointed by the Governor, to provide guidance to ARS to help individuals with disabilities, including individuals with the most significant disabilities, to obtain, maintain and regain competitive integrated employment, promote full inclusion and integration into society, and to maximize independence and economic self-sufficiency. Its membership helps ARS to develop and operationalize the VR State Plan, develop and operationalize ARS' state goals and priorities, shape and review policy, engage in strategic planning, evaluate the effectiveness of the VR Program, analyze consumer satisfaction and provide guidance, including development and review of cooperative agreements.

DSB

Historically, there are significant barriers to the inclusion of people with disabilities into the overall strategy for economic development in Arkansas. ARS in partnership with the Division of Services for the Blind (DSB) are leading the charge for providing targeted training and education for people with disabilities in order for them to develop the skills and abilities needed to attain competitive integrated employment in Arkansas.

The DSB Director and the senior leadership of DSB provide oversight and coordination within the constraints of state and federal laws to fulfill its mission through the following goals:

Please note that under the Governor's Transition Plan, the yet to be appointed Secretary of Commerce will have transitional authority regarding the state director of the Arkansas vocational rehabilitation program as well as the Commissioner of Arkansas Rehabilitation

- Employment - To assist Arkansans who are blind or visually impaired to secure or maintain employment and consistent with their skills, abilities, and interests.
- Rehabilitation - To assist Arkansans who are blind or visually impaired to live as independently as possible through the development of skills, accommodations, or adaptations that are necessary to perform all activities of daily living.
- Prevention of Blindness - To assist in preventing blindness stabilizing vision, and, where possible, restoring vision.

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- Field Services personnel provide the local level coordination and facilitation of all general vocational rehabilitation services for individuals with blind or visual impairment issues. This includes, but is not limited to, vocational rehabilitation counseling, vocational case management, eligibility determination, individual employment plan development, transition services, and job placement.

- Business and Technology personnel provide assistance to educate consumers to develop management and business ownership within the Vending Facility Program (VFP). The Vending Facility Program Services are available to eligible blind persons who are interested in and have the necessary skills to manage snack bars

Through the Governor's Executive Order 10-17, DSB coordinates with other state agencies to increase employment of Arkansans with disabilities. The order also aims to focus consumer services first toward the goal of self-sufficiency through employment.

## XVII. Statewide Activities

### National Apprenticeship Week Starts November 12

Gov. Asa Hutchinson along with leaders of Registered Apprenticeship, Department of Labor, Department of Workforce Services, and Department of Career Education to proclaim Nov. 12-16 Apprenticeship Week in Arkansas.

The week-long event highlights the benefits of apprenticeship in preparing a highly-skilled workforce to meet the talent needs of employers across diverse industries.

## XVIII. Statewide Performance Report Results

***Table Narrative***

The following data tables make up the final portion of Arkansas's *WIOA Title I and Title III Annual Report*. A few notes may help with interpretation. Federal deadlines and the need for prompt reporting mean that the year-long periods used for some measures are not the same year-long periods used for others. Finally, since these are outcome measures, they concentrate on participants who have left WIOA programs and do not include those who are still participating.

Federal employment rates second quarter after exit and median earnings measures are calculated for participants who exited between July 2017 and June 2018. Federal employment rates four quarters after exit are calculated for participants who exited between July 2017 and

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December 2017. Median earnings second quarter after exit are calculated for participants who exited between July 2017 and June 2018.

As the charts below indicate, Arkansas met or exceeded the 90% threshold in all performance measures.

Moreover, Arkansas experienced increases in services provided to the WIOA-defined *Populations with Barriers to Employment.* Between Program Year 2017 and Program Year 2018, Arkansas the following increases:

- Exhausting TANF within 2 years - increased from 123 to 1,338
- Ex-Offenders – increased from 1,202 to 1,573
- Homeless – increased from 537 to 693
- Low-Income – increased from 11,816 to 18,971
- Individuals with Disabilities (incl. Youth) – increased from 1,657 to 2,846
- Youth in foster care or aged out of system – increased from 25 to 73

The Employment Rate Q4 experienced increases as well, including:

- Individuals with Disabilities – increased from 50.74% to 56.97%
- Youth in foster care or aged out of system – increased from 75.00% to 81.82%
- Ex-Offenders – increased from 60.78% to 63.86%

Finally, Median Earnings increased for the following populations:

- Displaced Homemakers - $3,338.29 to $4,187.37
- English Language Learners - $4,173.42 to $4,491.00
- Migrant/Seasonal Farmworkers - $4,026.97 to $5,323.37
- Individuals with Disabilities - $3,646.19 to $4,942.62
- Youth in foster care or aged out of system - $2,997.15 to $3.592.26

The actual performance tables for WIOA Titles I & III are listed on the next page.

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| ADULTS | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Participants Served (Cohort Period: 07/01/2018 - 06/30/2019) | Total Participants Exited (Cohort Period: 04/01/2018 - 03/31/2019) | | | Employment Rate (Q2) (Cohort Period: 07/01/2017 - 06/30/2018) | | Employment Rate (Q4) (Cohort Period: 01/01/2017 - 12/31/2017) | | Median Earnings (Cohort Period: 07/01/2017 - 06/30/2018) | Credential Rate (Cohort Period: 01/01/2017 - 12/31/2017) | | Measurable Skill Gains (Cohort Period: 07/01/2018 - 06/30/2019) | |
| | | | | | | Rate | | Rate | Earnings | | Rate | | Rate |
| Total Statewide | | | Target | | | 91.10% | | 85.80% | $6,281.00 | | 74.20% | | NA |
| | | | Actual | Num. | 724 | | 775 | | | 661 | | 801 | |
| | 1365 | 834 | | Denom. | 854 | 84.78% | 922 | 84.06% | $6,161.65 | 818 | 80.81% | 1020 | 78.53% |

| DISLOCATED WORKERS | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Participants Served (Cohort Period: 07/01/2018 - 06/30/2019) | Total Participants Exited (Cohort Period: 04/01/2018 - 03/31/2019) | | | Employment Rate (Q2) (Cohort Period: 07/01/2017 - 06/30/2018) | | Employment Rate (Q4) (Cohort Period: 01/01/2017 - 12/31/2017) | | Median Earnings (Cohort Period: 07/01/2017 - 06/30/2018) | Credential Rate (Cohort Period: 01/01/2017 - 12/31/2017) | | Measurable Skill Gains (Cohort Period: 07/01/2018 - 06/30/2019) | |
| | | | | | | Rate | | Rate | Earnings | | Rate | | Rate |
| Total Statewide | | | Target | | | 91.00% | | 85.50% | $7,000.00 | | 76.10% | | NA |
| | | | Actual | Numerator | 237 | | 214 | | | 149 | | 173 | |
| | 327 | 226 | | Denominator | 268 | 88.43% | 239 | 89.54% | $6,396.00 | 189 | 78.84% | 212 | 81.60% |

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| YOUTH | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Participants Served (Cohort Period: 07/01/2018 - 06/30/2019) | Total Participants Exited (Cohort Period: 04/01/2018 - 03/31/2019) | | | Placement Rate (Q2) (Cohort Period: 07/01/2017 - 06/30/2018) | | Placement Rate (Q4) (Cohort Period: 01/01/2017 - 12/31/2017) | | Median Earnings (Cohort Period: 07/01/2017 - 06/30/2018) | Credential Rate (Cohort Period: 01/01/2017 - 12/31/2017) | | Measurable Skill Gains (Cohort Period: 07/01/2018 - 06/30/2019) | |
| | | | | | | Rate | | Rate | Earnings | | Rate | | Rate |
| Total Statewide | | | Target | | | 75.00% | | 78.10% | NA | | 75.00% | | NA |
| | | | Actual | Numerator | 438 | | 476 | | | 256 | | 318 | |
| | 998 | 593 | | Denominator | 548 | 79.93% | 592 | 80.41% | $3,127.68 | 375 | 68.27% | 466 | 68.24% |

| WAGNER-PEYSER | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Participants Served (Cohort Period: 07/01/2018 - 06/30/2019) | Total Participants Exited (Cohort Period: 04/01/2018 - 03/31/2019) | | | Employment Rate (Q2) (Cohort Period: 07/01/2017 - 06/30/2018) | | Employment Rate (Q4) (Cohort Period: 01/01/2017 - 12/31/2017) | | Median Earnings (Cohort Period: 07/01/2017 - 06/30/2018) | Credential Rate (Cohort Period: 01/01/2017 - 12/31/2017) | | Measurable Skill Gains (Cohort Period: 07/01/2018 - 06/30/2019) | |
| | | | | | | Rate | | Rate | Earnings | | Rate | | Rate |
| Total Statewide | | | Target | | | 73.40% | | 74.50% | $4,750.00 | | NA | | NA |
| | | | | Numerator | 75,723 | | 73,505 | | | NA | | NA | |
| | 105,016 | 102,234 | Actual | Denominator | 104,727 | 72.31% | 102,206 | 71.92% | $5,136.93 | NA | NA | NA | NA |

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## XIX. Statewide Performance Report - Effectiveness in Serving Employers

WIOA implemented a pilot performance measure to determine the effectiveness in serving employers. States were requested to select two of the three DOL pilot measures and could include additional state-defined employer measures. The state of Arkansas has chosen for the pilot period to report on the following for the *Effectiveness in Serving Employer* performance indicator:

- Retention with the Same Employer
- Employer Penetration.

The first chart details the specific services provider to Employers, by service type, during the program year.

| **Effectiveness in Serving Employers** | |
|---|---|
| **Employer Services** | **Establishment Count Cohort Period: 7/1/2018-6/30/2019** |
| **Employer Information and Support Services** | **2,809** |
| **Workforce Recruitment Assistance** | **5,521** |
| **Engaged in Strategic Planning/Economic Development** | **69** |
| **Accessing Untapped Labor Pools** | **119** |
| **Training Services** | **22** |
| **Incumbent Work Training Services** | **6** |
| **Rapid Response/Business Downsizing Assistance** | **65** |
| **Planning Layoff Response** | **27** |

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The chart below details the actual achieved performance for the two pilot measures, Retention with the Same Employer and Employer Penetration, during the program year.

| Pilot Measures | Numerator/Denominator* | Rate<br><br>Cohort Period:<br><br>7/1/2018-6/30/2019 |
|---|---|---|
| **Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate** | **44.014/66,539** | **66.1%** |
| **Employer Penetration Rate** | **6,932/104,832** | **6.6%** |
| **Repeat Business Customers Rate** | **N/A** | **N/A** |
| **State Established Measure** | **N/A** | **N/A** |

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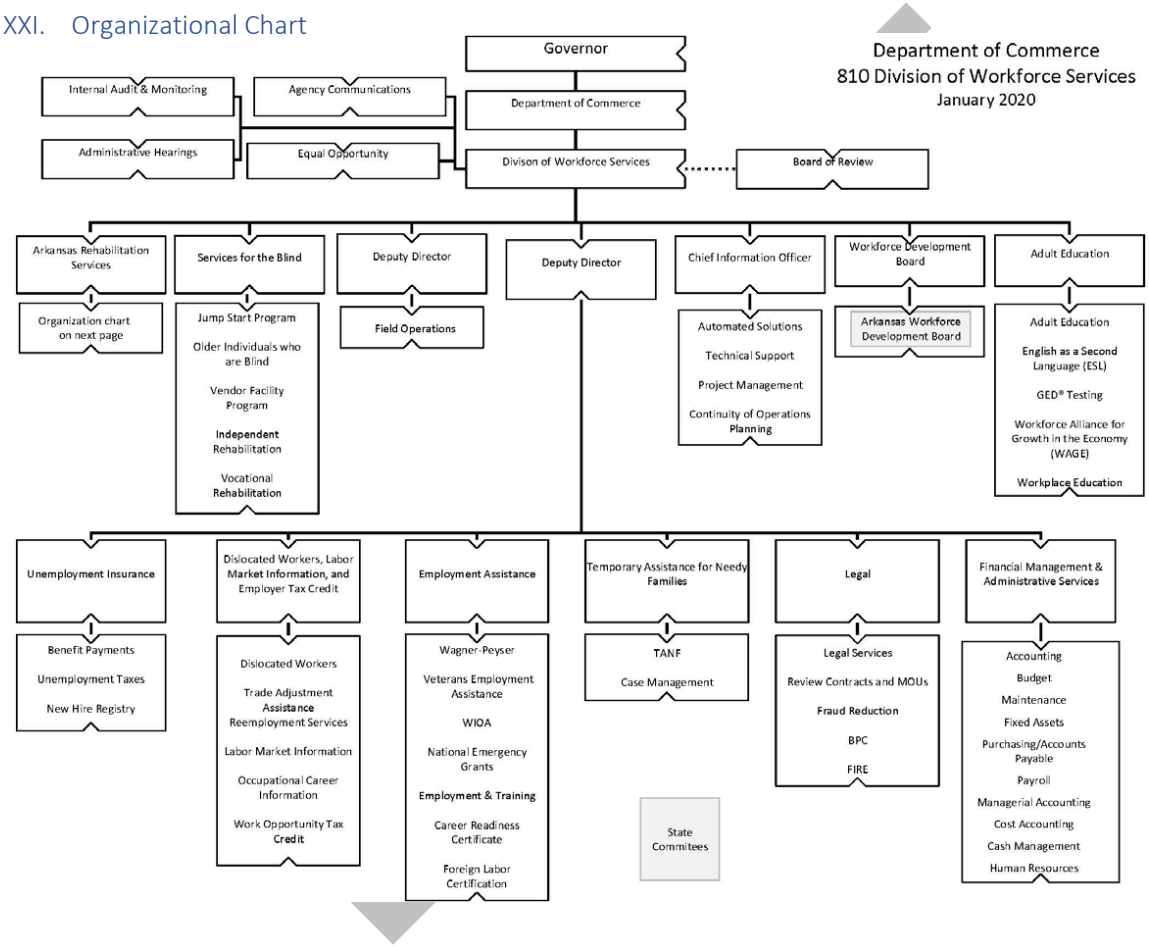
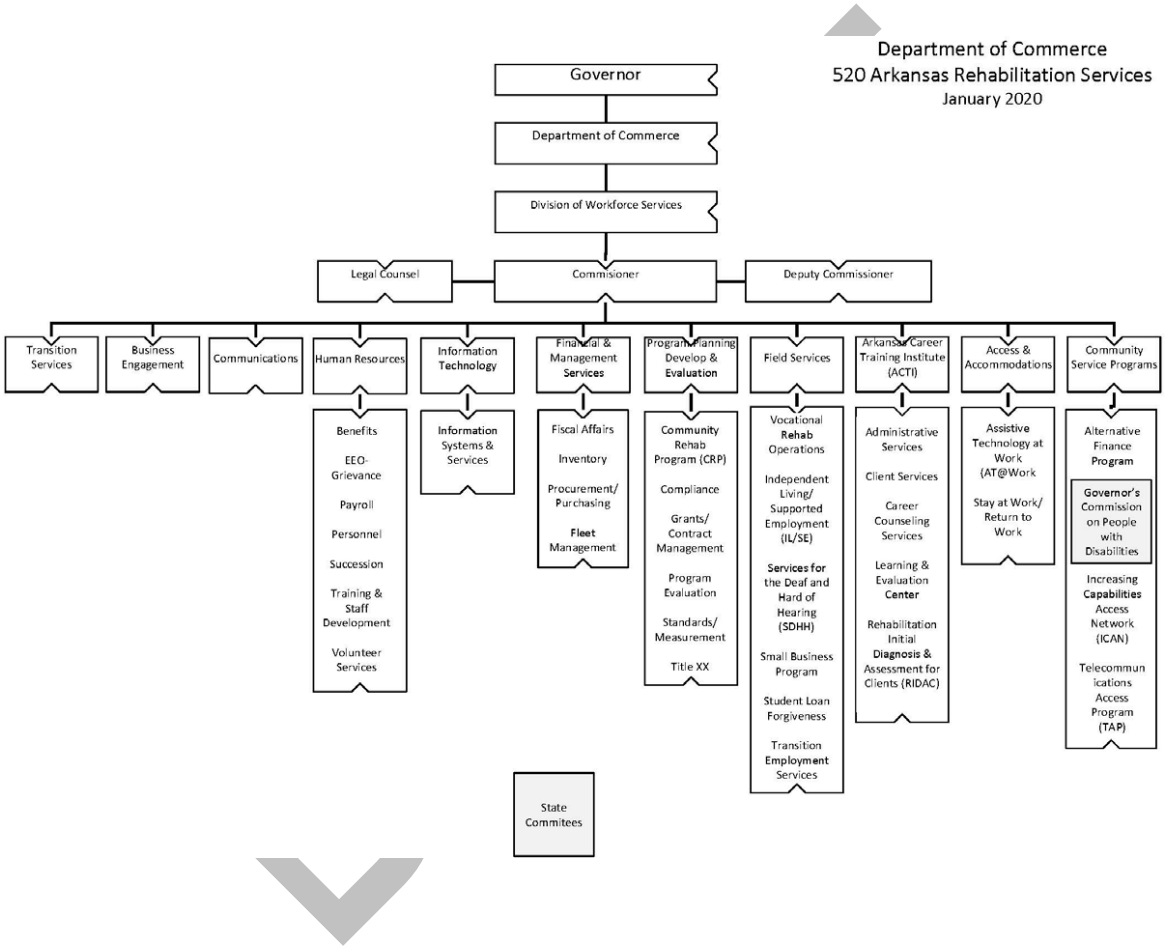
## XXI. Organizational Chart




Department of Commerce
520 Arkansas Rehabilitation Services
January 2020
Governor
Department of Commerce
Division of Workforce Services
Legal Counsel
Commisioner
Deputy Commissioner
Transition Services
Business Engagement
Communications
Human Resources
Information Technology
Financial & Management Services
Program Planning Develop & Evaluation
Field Services
Arkansas Career Training Institute (ACTI)
Access & Accommodations
Community Service Programs
Benefits
EEO-Grievance
Payroll
Personnel
Succession
Training & Staff Development
Volunteer Services
Information Systems & Services
Fiscal Affairs
Inventory
Procurement/ Purchasing
Fleet Management
Community Rehab Program (CRP)
Compliance
Grants/ Contract Management
Program Evaluation
Standards/ Measurement
Title XX
Vocational Rehab Operations
Independent Living/ Supported Employment (IL/SE)
Services for the Deaf and Hard of Hearing (SDHH)
Small Business Program
Student Loan Forgiveness
Transition Employment Services
Administrative Services
Client Services
Career Counseling Services
Learning & Evaluation Center
Rehabilitation Initial Diagnosis & Assessment for Clients (RIDAC)
Assistive Technology at Work (AT@Work
Stay at Work/ Return to Work
Alternative Finance Program
Governor's Commission on People with Disabilities
Increasing Capabilities Access Network (ICAN)
Telecommunications Access Program (TAP)
State Commitees

**Appendix I**
**WIOA Title II and IV Performance**
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**Title II Adult Education PY18-19 Performance**

***20198-1920 Performance***

***Measurable Skill Gains***

| Entering Educational Functioning Level | Total Number of Participants* | Percentage of Measurable Skill Gains Target | Percentage of Measurable Skill Gains Achieved |
|---|---|---|---|
| **ABE Level 1** | ~~490~~326 | ~~51~~53% | ~~38.10~~43.4% |
| **ABE Level 2** | ~~3,010~~2,431 | ~~46~~48% | ~~40.18~~39.6% |
| **ABE Level 3** | ~~3,437~~2,908 | ~~45~~47% | ~~46.87~~45.9% |
| **ABE Level 4** | ~~1,904~~1,662 | ~~46~~48% | ~~58.19~~56.6% |
| **ABE Level 5** | ~~505~~400 | ~~50~~52% | 56.~~64~~4% |
| **ABE Level 6** | ~~69~~47 | N/A | ~~52.17~~40.4% |
| **ESL Level 1** | ~~1,238~~1,261 | ~~34~~36% | ~~46.85~~43.1% |
| **ESL Level 2** | ~~972~~633 | ~~41~~43% | 52~~.28~~% |
| **ESL Level 3** | ~~497~~428 | ~~48~~50% | ~~59.56~~54.1% |
| **ESL Level 4** | ~~177~~238 | ~~50~~52% | ~~56.11~~53.9% |
| **ESL Level 5** | ~~111~~134 | ~~41~~43% | ~~53.50~~50.4% |
| **ESL Level 6** | ~~23~~26 | ~~22~~24% | ~~41.66~~38.5% |
| **Grand Total** | **~~12433~~** | **~~45~~47%** | **~~48.17~~47%** |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

| | | | |
|---|---|---|---|
| | 10494 | | |

**Participant in Adult Education between July 1, 20198- June 30, 202019*

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

***Measurable Skill Gains by Barriers to Employment***

| | Measurable Skill Gains (07/01/198 - 06/30/2019) | |
|---|---|---|
| **Displaced Homemakers** | 5765 | 47.00%39.39% |
| **English Language Learners, Low Levels of Literacy, Cultural Barriers** | 4,9826,084 | 47.00%48.20% |
| **Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)** | 56 | 25.00%25.00% |
| **Ex-offenders** | 880764 | 48.10%39.39% |
| **Homeless Individuals / runaway youth** | 10497 | 38.00%40.80% |
| **Long-term Unemployed (27 or more consecutive weeks)** | 292274 | 46.90%47.90% |
| **Low-Income Individuals** | 1,5771,568 | 43.40%47.30% |
| **Migrant and Seasonal Farmworkers** | 1318 | 38.20%50.00% |
| **Individuals with Disabilities (incl. youth)** | 237260 | 39.40%44.10% |
| **Single Parents (Incl. single pregnant women)** | 292403 | 35.90%42.60% |
| **Youth in foster care or aged out of system** | 1920 | 47.50%37.00% |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY19~~18~~-20~~19~~**

***Follow-up Measures***

| Primary Indicators of Performance | Number of Participants who Exited | Total POPs | Total Number of POPs Participants Achieved Outcome or Median Earnings Value for All POPs | Percentage of Participants in All POPs Achieving Outcome Target | Percentage of Participants in All POPs Achieving Outcome Achieved |
|---|---|---|---|---|---|
| **Employment Second Quarter after exit* *(All Exited Participants excluding Corrections)*** | 9,879 | 9,967 | 4,241 | N/A | 42.55% |
| **Employment Fourth Quarter after exit** *(All Exited Participants excluding Corrections)*** | 4,057 | 4,059 | 1,902 | N/A | 46.85% |
| **Median Earnings Second Quarter after exit*** | 4,241 | 4,241 | $3,955.71 | N/A | ------ |
| **Attained a Secondary School Diploma/Equivalent and Enrolled in Postsecondary Education or Training within one year of exit** *(Entry at ASE)*** | 1,662 | 1,663 | 198 | N/A | 11.90% |
| **Attained a Secondary School Diploma/Equivalent and Employed within one year of exit** *(Entry at ASE)*** | 1,662 | 1,663 | 633 | N/A | 38.06% |
| **Attained a Postsecondary Credential while enrolled or within one year of exit** *(Dual Enrollment)*** | 4 | 4 | 0 | N/A | 0.00% |
| **Attained any credential (unduplicated)**** | 1,665 | 1,666 | 804 | N/A | 48.25% |

**Exited 07/01/2018~~7~~ - 06/30/2019~~8~~*
*** Exited 01/01/2018~~7~~ - 12/31/208~~1~~7*

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

***Follow-up Measures by Barriers to Employment***

| | Employment Rate (Q2) (07/01/17 - 06/30/18) | | Employment Rate (Q4) (01/01/17 - 12/31/17) | | Median Earnings (07/01/17 - 06/30/18) | Credential Rate (01/01/17 - 12/31/17) | |
|---|---|---|---|---|---|---|---|
| **Displaced Homemakers** | 48 | 44.43% | 22 | 46.79% | $2,597.00 | 81 | 4.87% |
| **English Language Learners, Low Levels of Literacy, Cultural Barriers** | 4,241 | 42.55% | 1,902 | 46.85% | $3,955.71 | 804 | 48.36% |
| **Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)** | 0 | 0.00% | 2 | 40.00% | $0.00 | 2 | 0.24% |
| **Ex-offenders** | 626 | 45.49% | 279 | 46.89% | $4,208.00 | 123 | 7.40% |
| **Homeless Individuals / runaway youth** | 76 | 44.70% | 34 | 46.57% | $4,575.00 | 15 | 0.90% |
| **Long-term Unemployed (27 or more consecutive weeks)** | 160 | 47.05% | 69 | 46.93% | $1,640.00 | 36 | 2.16% |
| **Low-Income Individuals** | 1,046 | 45.15% | 469 | 46.85% | $3,101.00 | 210 | 12.63% |
| **Migrant and Seasonal Farmworkers** | 14 | 45.15% | 6 | 46.14% | $1,684.00 | 2 | 0.12% |
| **Individuals with Disabilities (incl. youth)** | 168 | 45.15% | 75 | 46.58% | $2,114.00 | 37 | 2.22% |
| **Single Parents (Incl. single pregnant women)** | 366 | 45.18% | 164 | 46.85% | $4,339.00 | 60 | 3.61% |
| **Youth in foster care or aged out of system** | 19 | 44.17% | 8 | 42.10% | $3,191.00 | 5 | 0.30% |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

**20189-2019 Table 4**

| Entering Educational Functioning Level | Total Number of Participants | Total Attendance Hours for all participants | Total number of POPs in which Participants achieved at least one EFL gain | Total number of POPs in which a SSD was attained | Percentage of POPs with Measurable Skill Gains |
|---|---|---|---|---|---|
| **ABE Level 1** | 326490 | 26,870.0341,705 | 1421<br>85 | 04 | 43.4%3<br>8.10% |
| **ABE Level 2** | 2,4313,010 | 190,128.33241,959 | 8871,<br>086 | 82142 | 39.6%4<br>0.18% |
| **ABE Level 3** | 2,9083,437 | 197,777.85245,007 | 7749<br>37 | 569704 | 45.9%4<br>6.87% |
| **ABE Level 4** | 1,6621,904 | 99,895.13119,134 | 3313<br>56 | 611766 | 56.6%5<br>8.19% |
| **ABE Level 5** | 400505 | 22,001.6527,780 | 8480 | 143210 | 56.4%5<br>6.64% |
| **ABE Level 6** | 47<br>69 | 3,117<br>5,005 | 716 | 12<br>20 | 40.4%5<br>2.17% |
| **ABE Total** | 7,7749,415 | 539,789.99680,589 | 2,225<br>2,660 | 1,4171,846 | 46.6%4<br>7.12% |
| **ESL Level 1** | 1,2611,238 | 88,484.7397,355 | 5475<br>85 | 14 | 43.1%4<br>6.85% |
| **ESL Level 2** | 633972 | 56,481.5492,474 | 3295<br>13 | 32 | 52%52.<br>28% |
| **ESL Level 3** | 428497 | 41,658.2956,370 | 2332<br>99 | 23 | 54.1%5<br>9.56% |
| **ESL Level 4** | 238177 | 22,839.419,235 | 1299<br>9 | 22 | 53.9%5<br>6.11% |
| **ESL Level 5** | 134111 | 13,617.512,585 | 6760 | 21 | 50.4%5<br>3.50% |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

| | | | | | |
|---|---|---|---|---|---|
| **ESL Level 6** | 26<br>23 | 2,696<br>3,935 | 1010 | 00 | 38.5%4<br>1.66% |
| **ESL Total** | 2,7203018 | 225,777.46281953<br>.3 | 1,315<br>1566 | 10<br>12 | 48.2%5<br>1.45% |
| **Grand Total** | 10,49412433 | 765,567.45962542<br>.5 | 3,540<br>4226 | 1,4271858 | 47%48.<br>17% |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY1918-2019**

**2019~~8~~-2019 Table 5**

| Primary Indicators of Performance | Number of Participants who Exited | Number of Participants who Exited Achieving Outcome or Median Earnings Value | Percentage of Participants Achieving Outcome | Total Periods of Participation | Total Number of Periods of Participation in which Participants Achieved Outcome or Median Earnings Value for All Periods of Participation | Percentage of Participants in All Periods of Participation Achieving Outcome |
|---|---|---|---|---|---|---|
| **Employment Second Quarter after exit*** | 9,879 | 4,241 | 42.92% | 9,967 | 4,241 | 42.55% |
| **Employment Fourth Quarter after exit**** | 4,057 | 1,902 | 46.88% | 4,059 | 1,902 | 46.85% |
| **Median Earnings Second Quarter after exit** | 4,241 | $3,955.71 | N/A | 4,241 | $3,955.71 | N/A |
| **Attained a Secondary School Diploma/Equivalent and Enrolled in Postsecondary Education or Training within one year of exit**** | 1,662 | 198 | 11.91% | 1,663 | 198 | 11.90% |
| **Attained a Secondary School Diploma/Equivalent and Employed within one year of exit**** | 1,662 | 633 | 38.08% | 1,663 | 633 | 38.06% |
| **Attained a Postsecondary Credential while enrolled or within one year of Exit**** | 4 | 0 | 0.00% | 4 | 0 | 0.00% |
| **Attained any credential (unduplicated)**** | 1,665 | 804 | 48.28% | 1,666 | 804 | 48.25% |

**Exited 07/01/2018 - 06/30/2019*
*** Exited 01/01/2018 - 12/31/2018*

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**Appendix I**
**WIOA Title II and IV Performance**
**PY19~~18~~-20~~19~~**

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**Appendix I**
**WIOA Title II and IV Performance**
**PY19~~18~~-20~~19~~**

**Follow-up Measures for Barriers to Employment (in progress)**

| | Total Participants (07/01/18 - 06/30/19) | Total Participants Exited (04/01/18-03/31/19) | Employment Rate (Q2) (07/01/17 - 06/30/18) | | Employment Rate (Q4) (01/01/17 - 12/31/17) | | Median Earnings (07/01/17 - 06/30/18) | Credential Rate (01/01/17 - 12/31/17) | | Measurable Skill Gains (07/01/18 - 06/30/19) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Displaced Homemakers** | 165 | 108 | 48 | 44.43% | 22 | 46.79% | $2,597.00 | 81 | 4.87% | 65 | 39.39 % |
| **English Language Learners, Low Levels of Literacy, Cultural Barriers** | 12,629 | 9,383 | 4,241 | 42.55% | 1,902 | 46.85% | $3,955.71 | 804 | 48.36% | 6,084 | 48.20 % |
| **Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)** | 24 | 13 | 0 | 0.00% | 2 | 40.00% | $0.00 | 2 | 0.24% | 6 | 25.00 % |
| **Ex-offenders** | 1,937 | 1,376 | 626 | 45.49% | 279 | 46.89% | $4,208.00 | 123 | 7.40% | 764 | 39.39 % |
| **Homeless Individuals / runaway youth** | 238 | 170 | 76 | 44.70% | 34 | 46.57% | $4,575.00 | 15 | 0.90% | 97 | 40.80 % |
| **Long-term Unemployed (27 or more consecutive weeks)** | 572 | 340 | 160 | 47.05% | 69 | 46.93% | $1,640.00 | 36 | 2.16% | 274 | 47.90 % |
| **Low-Income Individuals** | 3,312 | 2,316 | 1,046 | 45.15% | 469 | 46.85% | $3,101.00 | 210 | 12.63% | 1,568 | 47.30 % |
| **Migrant and Seasonal Farmworkers** | 36 | 31 | 14 | 45.15% | 6 | 46.14% | $1,684.00 | 2 | 0.12% | 18 | 50.00 % |
| **Individuals with Disabilities (incl. youth)** | 589 | 372 | 168 | 45.15% | 75 | 46.58% | $2,114.00 | 37 | 2.22% | 260 | 44.10 % |
| **Single Parents (Incl. single pregnant women)** | 946 | 810 | 366 | 45.18% | 164 | 46.85% | $4,339.00 | 60 | 3.61% | 403 | 42.60 % |
| **Youth in foster care or aged out of system** | 54 | 43 | 19 | 44.17% | 8 | 42.10% | $3,191.00 | 5 | 0.30% | 20 | 37.00 % |

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**Appendix I**
**WIOA Title II and IV Performance**
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**Reporting Time Frames**

| **Program Year 2018 (PY18) Annual Report July 1, 2019 -Jun 30, 2020** |
|---|

| *Report Due Date* | *October 1, 2020* |
|---|---|
| Number Served (Participant) | 7/01/19 to 6/30/2020 |
| Number Exited (Participant) | 4/1/19 to 3/31/2020 |
| Employment Rate Second Quarter After Exit | 7/01/18 to 6/30/19 |
| Employment Rate Fourth Quarter After Exit | 1/01/18 to 12/31/17 |
| Median Earnings Second Quarter After Exit | 7/01/18 to 6/30/19 |
| Credential Attainment Rate | 1/01/18 to 12/31/18 |
| Measurable Skill Gains | 7/01/19 to 6/30/2020 |

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**Appendix I**
**WIOA Title II and IV Performance**
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**Title IV Total Performance Measures (Rehabilitation Services including Services for the Blind)**

## Program and Summary Information

| | Career Services | Training Services |
|---|---|---|
| Participants Served | 12378 | 6750 |
| Participants Exited | 3883 | 1806 |
| Funds Expended | 5878522 | 14514987 |
| Cost Per Participant Served | 475 | 2150 |

## Other Summary Information

| | |
|---|---|
| Percent Admin Expended | N/A |
| Percent enrolled in more than one core program | 0.0 |
| Percent training-related employment | N/A |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY198-2019**

## By Participant Characteristics

### Total Statewide

| | |
|---|---|
| Total Participants Served | 13674 |
| Total Participants Exited | 3958 |

| | Target | Actual |
|---|---|---|
| Employment (Q2) Number | | 1860 |
| Employment (Q2) Rate | | 56.3 |
| Employment (Q4) Number | | |
| Employment (Q4) Rate | | |
| Median Earnings | | 5240.93 |
| Credential Number | | |
| Credential Rate | | |
| Measurable Skill Gains Number | | 772 |
| Measurable Skill Gains Rate | | 25.2 |

### By Sex

| | Female | Male |
|---|---|---|
| Total Participants Served | 7607 | 6064 |
| Total Participants Exited | 2118 | 1838 |
| Employment (Q2) Number | 1004 | 856 |
| Employment (Q2) Rate | 57.1 | 55.3 |
| Employment (Q4) Number | | |
| Employment (Q4) Rate | | |
| Median Earnings | 4929.26 | 5511.33 |
| Credential Number | | |
| Credential Rate | | |
| Measurable Skill Gains number | 448 | 324 |
| Measurable Skill Gains Rate | 25.2 | 25.3 |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY198-2019**

## By Age

| | Younger than 16 | 16 to 18 | 19 to 24 | 25 to 44 | 45 to 54 | 55 to 59 | 60 and Older |
|---|---|---|---|---|---|---|---|
| Total Participants Served | 55 | 4103 | 3237 | 3364 | 1401 | 656 | 858 |
| Total Participants Exited | 5 | 830 | 840 | 1085 | 495 | 275 | 428 |
| Employment (Q2) Number | 3 | 444 | 388 | 487 | 229 | 124 | 185 |
| Employment (Q2) Rate | 33.3 | 63.2 | 56.2 | 54.8 | 55.2 | 53.4 | 50.4 |
| Employment (Q4) Number | | | | | | | |
| Employment (Q4) Rate | | | | | | | |
| Median Earnings | 3351.30 | 5496.40 | 4661.84 | 5097.70 | 5618.70 | 6345.21 | 4956.42 |
| Credential Number | | | | | | | |
| Credential Rate | | | | | | | |
| Measurable Skill Gains number | 22 | 475 | 172 | 79 | 19 | 4 | 1 |
| Measurable Skill Gains Rate | 71.0 | 30.0 | 21.3 | 16.7 | 15.8 | 11.4 | 6.3 |

## By Ethnicity

| | American Indian/ Alaskan Native | Asian | Black/ African American | Hispanic/ Latino | Native Hawaiian/ Pacific Islander | White | More than One Race |
|---|---|---|---|---|---|---|---|
| Total Participants Served | 226 | 132 | 4865 | 550 | 83 | 8529 | 649 |
| Total Participants Exited | 71 | 41 | 1201 | 184 | 32 | 2668 | 204 |
| Employment (Q2) Number | 29 | 17 | 506 | 62 | 10 | 1329 | 88 |
| Employment (Q2) Rate | 50.0 | 56.7 | 52.1 | 47.3 | 50.0 | 58.4 | 51.8 |
| Employment (Q4) Number | | | | | | | |
| Employment (Q4) Rate | 5550.90 | 3000.00 | 4677.74 | 5052.28 | 3000.00 | 5563.47 | 4805.26 |
| Median Earnings | | | | | | | |
| Credential Number | | | | | | | |
| Credential Rate | | | | | | | |
| Measurable Skill Gains Number | 19 | 10 | 174 | 38 | 3 | 577 | 50 |
| Measurable Skill Gains Rate | 31.1 | 25.6 | 19.0 | 29.7 | 20.0 | 27.6 | 28.2 |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY198-2019**

## By Employment Barrier

| | Displaced Homemakers | English Language Learners | Exhausting TANF within 2 years | Ex-offenders | Homeless Individuals/ Runaway Youth | Long-termed Unemployed |
|---|---|---|---|---|---|---|
| Total Participants Served | 151 | 686 | 81 | 359 | 211 | 6716 |
| Total Participants Exited | 48 | 2328 | 21 | 118 | 52 | 1686 |
| Employment (Q2) Number | 51 | 218 | 4 | 25 | 24 | 487 |
| Employment (Q2) Rate | 0.0 | 48.9 | 20.0 | 37.3 | 48.0 | 46.5 |
| Employment (Q4) Number | | | | | | |
| Employment (Q4) Rate | | | | | | |
| Median Earnings | 5489.86 | 3678.25 | 2449.41 | 2738.36 | 5575.18 | 4544.92 |
| Credential Number | | | | | | |
| Credential Rate | | | | | | |
| Measurable Skill Gains Number | 4 | 97 | 1 | 4 | 9 | 368 |
| Measurable Skill Gains Rate | 20.0 | 28.5 | 4.8 | 14.8 | 22.0 | 21.1 |

## By Employment Barrier (*continued)*

| | Low-Income Individuals | Migrant and Seasonal Farmworkers | Individuals with Disabilities | Single Parents | Youth in foster care or aged out of system |
|---|---|---|---|---|---|
| Total Participants Served | 5105 | 19 | 13674 | 931 | 205 |
| Total Participants Exited | 1466 | 9 | 3958 | 267 | 66 |
| Employment (Q2) Number | 486 | 2 | 1860 | 105 | 23 |
| Employment (Q2) Rate | 49.1 | 100.0 | 56.3 | 57.4 | 43.4 |
| Employment (Q4) Number | | | | | |
| Employment (Q4) Rate | | | | | |
| Median Earnings | 3517.11 | 4516.52 | 5240.93 | 5295.82 | 5859.39 |
| Credential Number | | | | | |
| Credential Rate | | | | | |
| Measurable Skill Gains Number | 180 | 0 | 772 | 33 | 6 |
| Measurable Skill Gains Rate | 19.4 | 0.0 | 25.2 | 22.1 | 16.2 |

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**Appendix I**
**WIOA Title II and IV Performance**
**PY198-2019**

**Measurable Skill Gains**

| | Educational Functioning Level Gain | Secondary School Diploma or Recognized Equivalent | Secondary/ Postsecondary Transcript | Training Milestones | Skills Progression |
|---|---|---|---|---|---|
| Total Skills Gain | 2 | 63 | 678 | 24 | 34 |
| Total Opportunities for Skills Gains | 2000 | 3000 | 3068 | 3000 | 3091 |
| Measurable Skills Gains Success Rate | 0.10 | 2.10 | 22.10 | 0.80 | 1.10 |

**Title IV- Services for the Blind (*only*)**

1. Measurable Skill Gains
    a. State Rate for VR 25.2%
    b. DSB Rate 54.7%
2. Median Earnings 2nd Quarter After Exit
    a. State VR Rate $5240.93
    b. DSB Rate $6623.43
3. Employment Rate 2Q After Exit
    a. State Rate 56.3%
    b. DSB Rate 33%
4. Employment Rate 4Q After Exit
    a. We have not reported on this data yet.
5. Retention with Same Employer
    a. DSB Rate 35%

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**WIOA STATEWIDE AND LOCAL PREFORMANCE REPORT TEMPLATE**
**June 2017**

OMB Control Number 1205-0526
Expiration Date: 03-31-2021

ETA-9169

# Statewide Performance Report PY 2019

| PROGRAM | | TITLE (select one): | | | |
|---|---|---|---|---|---|
| **STATE: Arkansas** | Arkansas Rehabilitation Services (General) | Title I Adult | ☐ | Title II Adult Education | ☐ |
| **REPORTING PERIOD COVERED** | | Title I Dislocated Worker | ☐ | Title III Wagner-Peyser | ☐ |
| From ( 07/01/2019 ) | To ( 06/30/2020) | Title I Youth | ☐ | Title IV Vocational Rehabilitation | ☒ |
| | | Title I and Title III combined | ☐ | | |

## SUMMARY INFORMATION

| Service | Participants Served (Cohort Period: 07/01/2019 - 06/30/2020) | Participants Exited (Cohort Period:07/01/2019 - 06/30/2020) | Funds Expended (Cohort Period:07/01/2019 - 06/30/2020 | Cost Per Participant Served (Cohort Period:07/01/2019 - 06/30/2020 |
|---|---|---|---|---|
| Career Services | 10,889 | 3,478 | 1,934,714 | 177.88 |
| Training Services | 6,450 | 1,841 | 9,191,897 | 1,542 |

## BY PARTICIPANT CHARACTERISTICS

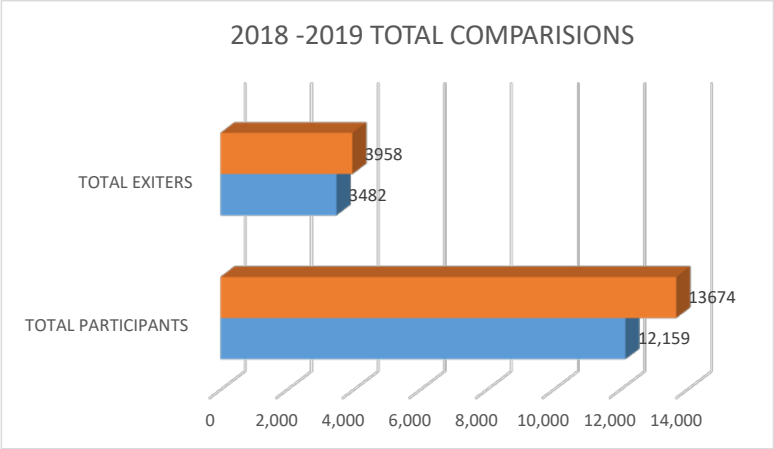
| | | Total Participants Served | Total Participants Exited | | Employment Rate (Q2)[2] (Cohort Period: 07/01/2018-6/30/2019) | | Employment Rate (Q4)[2] (Cohort Period: 1/1/2018-12/31/2018) | | Median Earnings (Cohort Period: 7/1/2018-6/30/2019) | Credential Rate[3] (Cohort Period: 1/01/2018-12/31/2018) | | Measurable Skill Gains[3] (Cohort Period: 7/01/2019-6/30/2020) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Num | Rate | Num | Rate | Earnings | Num | Rate | Num | Rate |
| **Total Statewide** | | 12,159 | 3,482 | Negotiated Target | | | | | | | | | |
| | | | | Actual | 2,037 | 57.60% | 1429 | 39.40% | 4835.57 | 5 | 0.70% | 2,431 | 45.50% |
| Sex | Female | 6847 | 1877 | | 1,115 | 58% | 756 | 39.20% | 4,620 | 3 | 0.50% | 1,500 | 46.80% |
| | Male | 5310 | 1605 | | 921 | 57.20% | 673 | 39.07% | 5168.05 | 2 | 0.40% | 931 | 43.50% |
| Age | < 16 | 6 | 0 | | | | | | | | | 1 | 100% |
| | 16 - 18 | 3964 | 797 | | 494 | 62.50% | 356 | 45.80% | 4,963.44 | 3 | 1.10% | 272 | 49.50% |
| | 19 - 24 | 3098 | 873 | | 464 | 56.90% | 316 | 38.60% | 4347.23 | 1 | 0.50% | 594 | 42.50% |
| | 25 - 44 | 2957 | 951 | | 542 | 55.50% | 381 | 36.80% | 4777.025 | | | 417 | 41.20% |
| | 45 - 54 | 1149 | 403 | | 223 | 55.10% | 163 | 36.90% | 5761.42 | 1 | 2.20% | 101 | 39.60% |
| | 55 - 59 | 441 | 175 | | 111 | 52.40% | 70 | 31.40% | 5942.31 | | | 26 | 37.70% |
| | 60+ | 544 | 283 | | 203 | 60.20% | 143 | 43.20% | 4675.3 | | | 20 | 50% |
| Ethnicity/Race | American Indian / Alaska Native | 195 | 66 | | 30 | 46.20% | 19 | 30.60% | 3394.75 | | | 48 | 44.40% |
| | Asian | 95 | 34 | | 23 | 59% | 13 | 33.30% | 5058.62 | | | 21 | 42.90% |
| | Black / African American | 4541 | 1054 | | 614 | 56.10% | 404 | 34.30% | 4483.145 | 2 | 1% | 806 | 44.70% |
| | Hispanic / Latino | 435 | 145 | | 101 | 62.30% | 66 | 41.50% | 4135.87 | 2 | 7.70% | 94 | 46.80% |
| | Native Hawaiian / Pacific Islander | 47 | 17 | | 13 | 54.20% | 9 | 33.30% | 2972.295 | | | 7 | 35% |
| | White | 7400 | 2356 | | 1380 | 58.20% | 996 | 42% | 4957.88 | 1 | 0.20% | 1574 | 45.60% |
| | More Than One Race | 280 | 88 | | 42 | 46.20% | 29 | 33.70% | 4095 | | | 59 | 39.30% |

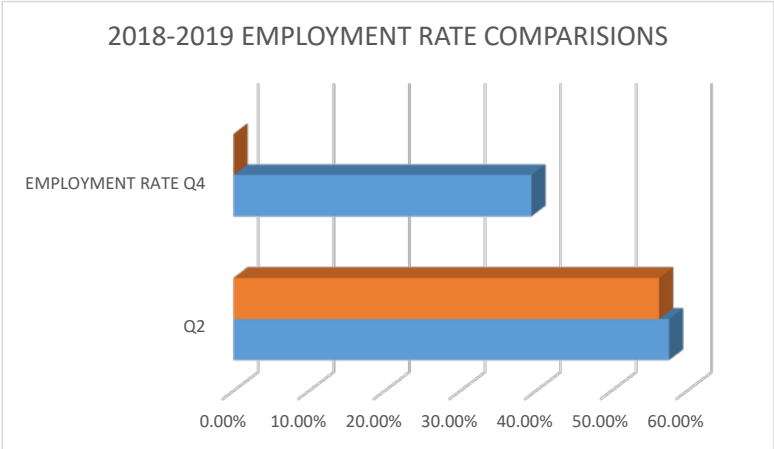
**WIOA STATEWIDE AND LOCAL PREFORMANCE REPORT TEMPLATE**
**June 2017**

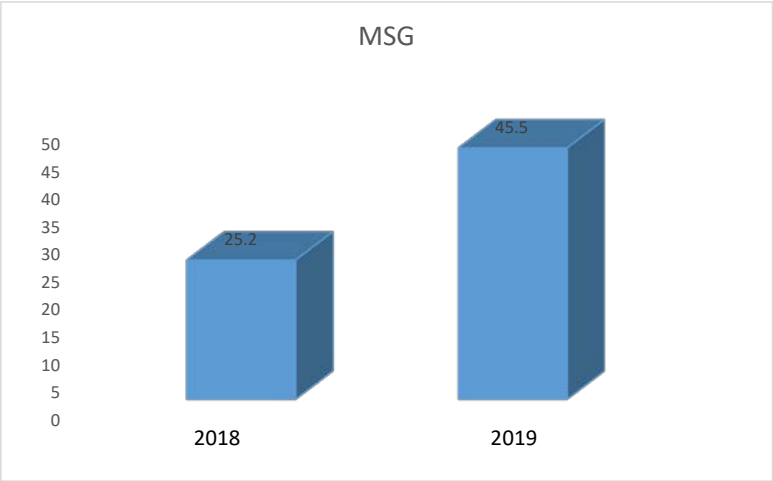
| BY EMPLOYMENT BARRIER[4] | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total Participants Served | Total Participants Exited | | Employment Rate (Q2)[2] | | Employment Rate (Q4)[2] | | Median Earnings | Credential Rate[3] | | Measurable Skill Gains[3] | |
| | | | | Num | Rate | Num | Rate | Earnings | Num | Rate | Num | Rate |
| **Total Statewide** | 12,159 | 3,482 | Negotiated Target | | | | | | | | | |
| | | | Actual | | | | | | | | | |
| Displaced Homemakers | 137 | 51 | | 26 | 54.20% | 18 | 34% | 5422.835 | | | 18 | 42.90% |
| English Language Learners, Low Levels of Literacy, Cultural Barriers | 2225 | 659 | | 354 | 54% | 212 | 33% | 3278.355 | | | 226 | 38% |
| Exhausting TANF within 2 years (Part A Title IV of the Social Security Act) | 61 | 18 | | 11 | 57.90% | 11 | 45.80% | 3976 | | | 8 | 32% |
| Ex-offenders | 350 | 110 | | 46 | 39.70% | 33 | 26.80% | 3936.41 | 1 | 9.10% | 41 | 45.10% |
| Homeless Individuals / runaway youth | 196 | 66 | | 24 | 46.20% | 20 | 35.10% | 7186.89 | | | 30 | 44.10% |
| Long-term Unemployed (27 or more consecutive weeks) | 6367 | 1605 | | 789 | 49.40% | 533 | 33.30% | 4124.19 | | | 1288 | 43.90% |
| Low-Income Individuals | 4780 | 1425 | | 687 | 51.20% | 413 | 31.90% | 3540.83 | 1 | 0.50% | 727 | 42.30% |
| Migrant and Seasonal Farmworkers | 12 | 5 | | 4 | 50% | 2 | 28.60% | 235.32 | | | 1 | 33.30% |
| Individuals with Disabilities (incl. youth) | 12159 | 3482 | | 2037 | 57.60% | 1429 | 39.40% | 4835.565 | 5 | 0.70% | 2431 | 45.50% |
| Single Parents (Incl. single pregnant women) | 901 | 291 | | 156 | 62.90% | 91 | 40.60% | 5150.275 | | | 156 | 43.30% |
| Youth in foster care or aged out of system | 103 | 30 | | 13 | 48.10% | 10 | 30.30% | 2914.22 | | | 18 | 47.40% |

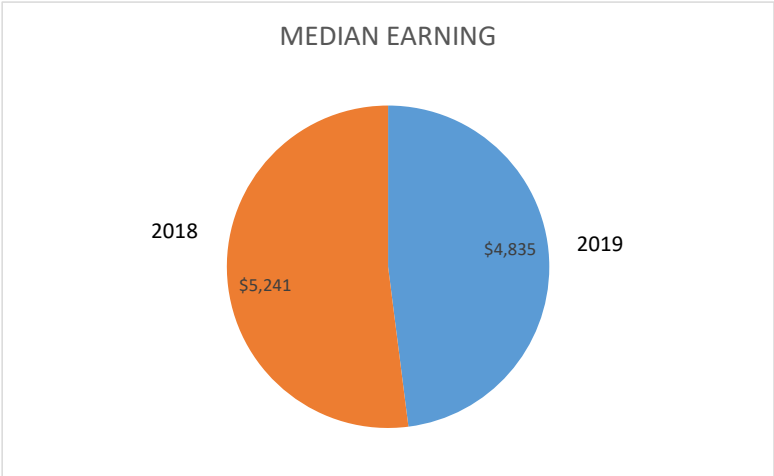
[2]This indicator also includes those who entered into a training or education program for the Youth program.
[3]Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.
[4]Barriers to Employment are determined at the point of entry into the program.

**Public Burden Statement** (1205-0526)
Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is required to obtain or retain benefits (Workforce Innovation and Opportunity Act, Section 185(a)(2)). Public reporting burden for this collection of information is estimated to range between 240 and 360 minutes which averages 300 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research ● U.S. Department of Labor ● Room N-5641 ● 200 Constitution Ave., NW, ● Washington, DC ● 20210. Do NOT send the completed 9169 application to this address.




| TOTAL PARTICIPANTS | TOTAL EXITERS | Q2 | EMPLOYMENT RATE Q4 | MSG | MEDIAN EARNING |
|---|---|---|---|---|---|
| 12,159 | 3482 | 57.60% | 39.40% | 25.2 | $4,835 |
| 13674 | 3958 | 56.30% | 0 | 45.5 | $5,241 |

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

**October 20, 2020**

**AGENDA ITEM 4 - INFORMATIONAL:** Reimagine Arkansas Workforce (RAW) Grant

**INFORMATION/RATIONALE**: The Department of Education Issued a Notice Inviting Applications (NIA) for the FY 2020 Education Stabilization Fund – *Reimagine Workforce Preparation Grants* program under the CARES Act, making available $127.5 million. The Arkansas Workforce Development Board was one of eight State Workforce Boards awarded this funding opportunity open to all states, Puerto Rico, and the District of Columbia.

This new higher education discretionary grant program is designed to provide students the opportunity to develop new skills, provide innovators and inventors the resources to expand existing businesses or build new ones, and encourage institutions of higher education to foster business development and innovation as America begins to recover from COVID-19-related disruptions to education and the economy.

The Reimagine Arkansas Workforce (RAW) Grant will address the creation, implementation, and replication of short-term educational programs and training courses to help displaced workers return to gainful employment and help new workers enter jobs within in-demand industry sectors or occupations. Training programs will be delivered online in order to cover the entire state.

Partnerships include, but are not limited to: Arkansas Workforce Development Board, Arkansas Division of Workforce Services, University of Arkansas Global Campus, Shorter College and iDatafy LLC.

# Arkansas COVID-19 Economy Recovery Project


## Abstract

Arkansas COVID-19 Economic Recovery Project address Absolute Priority 1(a) of the Notice Inviting Applications: creating, developing, implementing, and replicating short-term educational programs and training courses to help displaced workers return to gainful employment and help new workers enter jobs within in-demand industry sectors or occupations. The project also addresses Competitive Preference Priority 1, Distance Education, as all of the training programs will be delivered online in order to cover the entire state.

The Arkansas Department of Workforce Services, University of Arkansas Global Campus, Shorter College and iDatafy LLC will partner to 1) recruit unemployed, underrepresented, recent or currently incarcerated and rural individuals from across the state to enroll in existing online short-term training programs; 2) work with industry partners to develop new online training programs targeting in-demand occupations; and 3) remove barriers to participation by supporting students with financial assistance, career counseling, and job placement assistance, thereby increasing remote learning options and ensuring a quick return to work for displaced workers and an earlier start for those entering the workforce**.** The majority of the grant funds will be used to provide tuition support for participants—dislocated workers, workers entering the workforce, those in rural areas of the state, incarcerated and those from traditionally marginalized communities. Most of the remaining funds will be used for personnel to develop and deliver the short-term training which will enable workers to quickly return to the workforce.

### *A. Highest Coronavirus Burden*

In the Percentile Calculation of Coronavirus Burden by State table included in the Federal Register notice inviting applications and the application instruction packet, Arkansas is identified as having an above average Coronavirus burden compared to other states (81st to 100th percentile). Since those notices were published in late June, the number of active cases in the state has continued to rise. According to the COVID-19 Burden Index by Torch Insight, Arkansas is seeing approximately 660 new cases a day and has 9,543 active cases as of August 17, 2020. The COVID-19 impact on Arkansas has made national news. The Los Angeles Times reported that hundreds of workers tested positive at Tyson Foods plants in Arkansas. Tyson is headquartered in the state and employs thousands of people in both rural and minority populated areas. The LA Times also posted an article how Coronavirus is devastating the Marshall Island communities in the U.S., including the large population of Marshallese in Northwest Arkansas, where 3% of the population identify as Marshallese.

In an already depressed state, the COVID impact has been devastating. The hub of business and industry in the state with everything from local mom and pop businesses to international retail giants, Northwest Arkansas has been hit exceptionally hard. According to research by the University of Arkansas Sam M. Walton College of Business's Mervin Jebaraj:

1. The sales from the leisure and hospitality, recreation, and personal care services industries in the four main cities in Northwest Arkansas (Bentonville, Fayetteville, Rogers and Springdale) are estimated to decline by 19.3 percent in 2020 as a

result of COVID-19 measures when compared to what might have been a year where sales were similar to 2019.

2. 2020 sales from these industries are expected to decline by $202.2 million in the four cities and sales tax collections from these industries are expected to decline by $4.0 million.
3. Restaurant and food service sales account for 74.4 percent of the decline in sales or about $150.5 million. Fayetteville accounts for $54.6 million of the lost sales from the restaurant sector, followed by Rogers with $43.7 million.
4. Hotels and other traveler accommodations account for 18.1 percent of the overall lost sales or $36.5 million in the four cities in Northwest Arkansas. The losses in the hotel sector total $10.1 million in Bentonville, $10.5 million in Fayetteville, and nearly $10.9 million in Rogers.
5. Sales at gyms and other recreation services are expected to decline by $9.4 million in 2020.
6. Bar and club sales are expected to decline by $4.0 million across the four cities with nearly half the loss accounted for by bars and clubs in Fayetteville.
7. Personal care services can expect to see a decline of $1.7 million in sales.

The Arkansas Workforce has been drastically impacted by COVID-19. As of June 2020, the state unemployment numbers are 105,338. According to Opportunity Insights Economic Tracker, employment rates among low-income workers decreased by 32.4%. Additionally, earning among low-income workers has decreased by 29.5% since January 2020. The decrease has come across all sectors including manufacturing, retail, transportation, health and social assistance and restaurants and hotels. This

significant decrease in employment rates and earning has drastically affected the economy and workforce in an already depressed state. Furthermore, the unemployment claims rate and unemployment claims count continue to be high, with 15,300 new claims the week ending July 25, 2020.

With the start of school approaching, attention of state government has been focused on the best way to keep elementary, secondary and post-secondary students, teachers, and other employees in schools. Re-training for unemployed workers and short-term training for those entering the workforce at this inopportune time is not a priority.

## Analysis of State Assets and Collaborative Efforts

The resources currently available for unemployed workers fall under one of two programs, the Worker Adjustment and Retraining Notification Act and the Dislocated Workers Program. The Worker Adjustment and Retraining Notification Act (WARN) protects workers, their families and communities by requiring most employers with 50 or more employees to provide notification sixty (60) calendar days in advance of plant closings and mass workforce reductions. This does not include employees who have worked less than six months in the last 12 months and those who work an average of less than 20 hours a week. Employees entitled to notice under WARN include managers and supervisors, as well as hourly and salaried workers. Advance notice gives workers and their families some transition time to adjust to the prospective loss of employment, to seek and obtain other jobs, file for unemployment insurance and/or other benefits, and, if necessary, to enter skill training or retraining that will allow these workers to compete successfully in the job market. The Dislocated Workers Programs are available to eligible individuals through the Arkansas Department of Workforce

Services. A number of events, including a permanent layoff, business closure, and natural or man-made disaster, may qualify an applicant for the program. A no-cost online short-term training is available to Dislocated Workers, but a number of qualifications in addition to unemployment have to be met in order to qualify.

Various federal programs, while not directly related to COVID-19, can also assist individuals who may be unemployed if they qualify and fit in pre-designated categories, such as veterans. For most of these programs, applicants need to meet additional qualifying factors besides unemployment. Many unemployed individuals affected by COVID-19 are not eligible, even though they are struggling and have been displaced by the pandemic.

While some businesses and community organizations have taken steps to provide needed supplies and services in their local communities, there are no statewide efforts targeting those who are unemployed due to COVID-19 closures.

## Description of Steps State is Currently Taking

The Governor's Economic Recovery Task Force has noted the need to provide training for those out of work and has recommended that investments in workforce training continue to be a priority. The Task Force even identified community colleges as being well-positioned to provide training directly related to the public health crisis, including educating contact tracers; providing training for businesses on safety protocols, disinfecting procedures, and other infection control practices; and expanding allied health programs. Again, to our knowledge, there have been no coordinated efforts to coordinate such training, though some individual institutions have applied for funding to conduct their own initiatives.

A partnership between state government, higher education, and private industry is needed to coordinate a targeted effort to expand short-term education, training and mentorship opportunities that help citizens return to work, begin employment in high-demand occupations or start their own business. **The Arkansas Department of Workforce Services, University of Arkansas Global Campus, Shorter College and iDatafy LLC will work together to recruit unemployed, underrepresented, incarcerated, individuals currently participating in parole or probations programs, and rural locations from across the state to enroll in existing online short-term training programs; work with industry partners to develop new online training programs targeting in-demand occupations; and support participants with financial assistance, career counseling, and job placement assistance.**

### *B. Quality of Project Services and Quality of the Project Design*

#### Strategies for ensuring access for underrepresented groups

Partners in the Arkansas COVID-19 Economic Recovery Project already have networks and processes in place for informing Arkansans about training opportunities and recruiting participants to enroll. The University of Arkansas (UA) Global Campus has a Recruitment and Outreach Team that identifies target populations and determines the best ways to reach those prospective students. The team schedules recruiting trips throughout the year to community colleges, businesses and other locations to connect with prospective students, share information about online programs, and help them through the application process. The Global Campus Communications Team assists with social media ads and campaigns, radio ads, fliers, websites/landing pages and other marketing efforts. Recruitment visits and media campaigns will target the entire

state, particularly areas dealing with high unemployment due to business and manufacturing closures related to COVID-19. Nurturing students through the enrollment process is essential to increasing enrollment and providing a positive experience for students. UA Global Campus Student Liaisons track prospective students from the time they first show an interest and follow them through graduation, providing help when needed. The Global Campus has access to UA staff experienced in connecting with students of diverse backgrounds and traditionally marginalized communities who can help with recruitment efforts.

The Arkansas Division of Workforce Services (ADWS) recently worked with the University of Arkansas to provide no-cost online Dislocated Worker Programs. ADWS will use their network of employers to identify businesses that have had recent layoffs and provide information on the new short-term no-cost opportunities to workers seeking new employment opportunities.

Shorter College has coordinated networks to provide training opportunities for TANF recipients and those who are TANF eligible. Currently, Shorter College has training in designated Opportunity Zones, economically distressed communities, and recruits a large population of low-income, dislocated workers, and individuals in the re-entry population. Shorter College is one of two Arkansas institutions and one of three HBCU's participating in the Second Chance Pell Pilot Program for incarcerated students as provided under former President Barack Obama's direction and is serving 268 students at five Arkansas Correctional facilities through Arkansas Community Correction (ACC) and the Arkansas Department of Correction. At two ACC facilities, incarcerated students begin training that they can continue post release. Shorter College also has a wide pool

of instructors to teach to this demographic and in close proximity to the Correction Centers. Over 40% of the students that attend Shorter College have been formerly incarcerated and can only receive a job by starting their own business. Entrepreneurial Studies and an acquired partnership with Apple Inc. in Computer Science are two strong programs helping underserved populations currently in the State of Arkansas. The efforts of Shorter College follows the Executive Order 13779- White House Initiative to promote excellence and innovation at Historically Black Colleges and Universities. Through strong networks, prior connections, and a history of serving underserved populations, Shorter College is able to effectively demonstrate how to provide training to these demographics.

Arkansas COVID-19 Economic Recovery Project has developed an **exceptional approach and detailed plan to address Absolute Priority 1(a)** of the Notice Inviting Applications: creating, developing, implementing, and replicating short-term educational programs and training courses to help displaced workers return to gainful employment and help new workers enter jobs within in-demand industry sectors or occupations. The project also addresses Competitive Preference Priority 1, Distance Education, as all of the training programs will be delivered online in order to cover the entire state.

Grant funds will be used to pay tuition and fees for up to 3000 participants in short-term training programs. The project will leverage already existing UA Global Campus and Shorter College programs, enrolling participants for whom cost is a barrier due to the economic impact of the public health crisis. The table below shows the Global Campus programs currently available in the basic skills category, moderate skills category and high skills category as well as number of openings and median salary of 2020-2021

Demand Occupations identified by the Arkansas Division of Workforce Services as currently in need of workers.

| 2020-2021 Arkansas Demand Occupations | | |
|---|---|---|
| High Skill | Moderate Skill | Basic Skill |
| Software Developers, Applications (390, $86,100) | Medical and Dental Assistants (926, $33,175) | Laborers and Freight, Stock and Material Movers (3,290, $27,480) |
| Human Resources Specialists (413, $57,740) | Computer User Support Specialists (406, $43,470) | Secretaries and Administrative Assistants (1,898, $31,180) |
| Management Analysts (829, $68,070) | Certified Nursing Assistants (2,267, $25,950) | Agricultural Managers (5,252, $64,490) |
| | Bookkeeping (1,618, $36,780) | Personal Care Aide (3,047, $22,520) |
| | Paralegal (239, $40,820) | Customer Service Representatives (2,309, $33,330) |
| | | Office Clerks (3,536, $31,450) |

Grant funds will also be used to create new online short-term training courses targeting high demand industry sectors for which there is no short-term training currently

available. Based on a survey of industry need, online program priority will include the following sectors:

- Transportation and material moving
- Manufacturing
- Maintenance and Repair
- Entrepreneurship
- Construction
- Production
- Tourism and Hospitality

UA Global Campus, Shorter College, Arkansas Department of Workforce Services (ADWS) and iDatafy— partners in the Arkansas COVID-19 Economic Recovery Project — have identified the following **goals, objectives, performance measures, and reporting processes as a guideline.**

**Goal 1**: Create and expand short-term education and training opportunities that help citizens return to work, enter a job or start a business within in-demand industry sectors and occupations.

**Objective 1.1**: Enroll up to 2000 of participants state-wide in existing UA Global Campus online short-term training programs.

**Objective 1.2**: With Arkansas Department of Workforce Services and industry partners, develop at least 10 additional online short-term training programs for quick entry into high demand occupations.

**Objective 1.3**: Enroll up to 1000 participants in new online courses.

Performance measures: Up to 2,000 participants enrolled in existing courses; Up to 1000 enroll in new courses; 70% of total students enrolled complete the program; 70% of those completing the program identify as having a diverse background, recent high school graduate, unemployed, incarcerated, on probation/parole or underemployed. Reporting: Data on demographics, educational background, employment status, number of applicants, number of completers, industry surveys, new online program courses, curricula and credentialing.

**Goal 2**: Remove barriers to training and ensure a quick return/start to employment or business creation by providing job assistance to participants.

**Objective 2.1**: Provide up to 1,000 scholarships each year to participants who are eligible for public benefits as described in section 431 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (8 U.S.C. 1611).

**Objective 2.2**: Provide participants with support services which may include resume writing, and career guidance. (Childcare or transportation vouchers for Shorter College participants).

**Objective 2.4** Provide student stipends for training opportunities including work-based learning, pre-apprenticeship, apprenticeship, adult education and/or literacy.

**Objective 2.3**: iDatafy will work with all participants to develop a certified Smart Resume to be added to the easily searched database of in-market talent which employers can search and hire from.

**Performance Measures**: Performance measures are based on the goals/objectives. Up to 80% of those applying will receive tuition assistance; 80% of individuals will be employed in the second quarter after completing the training program; 80% of

individuals will be employed full-time in an occupation that is directly related to the program of study in the second quarter after completing the program; 100% of students will receive support services that meet individual needs; 100% of those employed will earn a wage above the poverty line; 80% will successfully develop a business plan and launch a business; 70% of connections/hires made through iDatafy

**Reporting**: Number of individuals obtaining employment upon completion of training, number of individuals who gained employment in the field they received training, and median earnings. Data on student placement will be collected on an ongoing basis. Aggregated data on SmartResume activations, connections and successful hires will be collected on an ongoing basis through employers and participants via exit survey and interview.

Number of students enrolled into programming is based on average cost of training being approximately $2,000 per participant; maximum number of students served based on average training cost is reflected in goals and objectives. If training costs are lower, a larger number of potential individuals can be served; if programs have higher costs, fewer number will be able to be served. New training programs will be identified through needs assessment upon funding.

Outlined below is the **timeline for key grant activities**:

- **Month 1-6**: Needs assessment, develop marketing plan and recruitment strategy, build website that includes information on how to access resources, distribute information to Arkansas companies on how to access training for new employees, create application, create agreements and MOU's, conduct needs

assessment on additional high demand training fields that need curriculum development, onboard personnel, partner with companies across the state.

- **Month 6-12**: Begin development of curriculum, begin enrolling individuals in existing programming, continue assessing needs in Arkansas, begin collecting and analyzing data.
- **Month 12-18**: Continue development of curriculum, continue enrolling individuals in existing programming, continue assessing needs in Arkansas and proposing new curriculum development, begin enrolling students in new programming, continue collecting and analyzing data.
- **Month 18-24**: Continue development of new curriculum, revise and update curriculum as needed based on feedback from students and employers, continue enrolling individuals in existing and new programming, continue collecting and analyzing data
- **Month 24-30**: Continue development of curriculum, continue enrolling individuals in existing and new programming, continue assessing needs in Arkansas and proposing new curriculum development, continue collecting and analyzing data, begin sustainability planning.
- **Month 30-36**: Continue development of curriculum, continue enrolling individuals in existing and new programming, connect participants with ADWS and iDatafy for career counseling, continue collecting and analyzing data, begin to implement sustainability plan to continue training.

The UA Global Campus has demonstrated expertise and effectiveness in creating effective industry-led training. Examples include working with Asphalt Emulsion

Manufacturers Association (AEMA) to develop and provide training on the application of asphalt emulsions; developing and delivering a knife safety training course for the U.S. Poultry Association, which is now available to all chicken processing companies across the country; building a mobile friendly Financial Literacy Course for ESL front line employees at Tyson Foods.

In order to create effective online learning, UA Global Campus instructional designers use the following evidence-based concepts and principles identified in research as sound practice in both workforce development and online learning:

- *Research-based Instructional Design: Performance-based Learning and Situated Cognition* - There are several characteristics of adult learners in the workforce that distinguish them. Adults appreciate practical skills and information that they can immediately put to use. Therefore, the applied learning approach, in which the adult learner actually completes the task that is the objective of the learning, is often the ideal format. Instructional designers try to replicate the same types of cognitive processes in learning activities and assessments that the learner will be expected to master and demonstrate in the final performance. It stands to reason that the best possible learning activity promotes the knowledge and skills the learner will need in the real-world performance of the task. The analogy of the airplane pilot beautifully illustrates this—would you rather have, a pilot who knows all about flying but has never flown, or a pilot who learned to fly by *flying*? This is the logic of applied learning or learning by doing. Further, when the applied learning activity is situated in a real-world context, we know learning and motivation to learn are enhanced. These are the most important learning

principles that underlay the course and the mechanism for providing practical, immediate-value skills to our adult learners. Working with the subject matter expert, the Global Campus team is able to help determine the best ways to teach practical application in a variety of ways and in every industry.

- *Self-directed Learning in Online Learning* - Adults prefer a high degree of control over their learning, as well, so when they start and stop, how long they engage with the course, whether they can move around or break and return to the same place in the course, and the amount of time they spend on a particular topic are all important to adults. Computer-based courseware provides adult learners with maximum control, allows individuals to learn from anywhere at anytime. Therefore, through this grant, Global Campus will be able to create learning that will have the capacity to impact the entire State of Arkansas. If online learning is not suitable for the learning situation, Global Campus with work with subject matter experts to build curriculum for face-to-face learning.
- *Knowledge Construction* - Something that is often overlooked in adult education, and especially in workforce training, is the importance of practice for learners. After information is provided and the desired performance is demonstrated, it is important to provide practice, at first with guidance, and then with the learner acting independently.
- *A Word about Motivation* - Motivational design in the development of education is as important as all the other types of thought around design combined. If a learner does not accept that the learning is necessary and important to their personal development, or is too difficult or impossible to implement, they simply

will not engage, and very little actual learning will occur. Learner motivation and practical application play an important role as new high demand training is built.

*Delivery Modes: Face-to-Face and Online* - Training is only successful when learners are engaged. Simply lecturing or placing lectures onto a website has been shown to be ineffective as a teaching tool. Rather, the engagement that an enthusiastic and talented instructor can add to a face-to-face class must also be recreated within the imitations of an online course. Evidence-based research has identified best practices in face-to-face learning and online learning.

A potential barrier to participation in the short-term training opportunities offered by the Arkansas COVID-19 Economic Recovery Project is the lack of internet access in some areas of the state. On August 14, 2020, Governor Hutchinson announced the state is investing $100 million of CARES Act funding to expand internet access to rural regions to assist with distance learning and telemedicine among other needs.

With the expansion of internet access, the Arkansas COVID-19 Economic Recovery Project will be able to reach workers needing training in all areas of the state, **increasing remote learning options and leading to a quicker return to work for displaced workers and an earlier start for those entering the workforce.**

### *C. Quality of the Management Plan and Adequacy of Resources*

The project management team has spent years developing the coursework necessary to upskill students as well as building a community of employer partners in Arkansas that want to see this project succeed. ADWS and the University of Arkansas have worked together previously on a similar project providing training to dislocated workers. Solid project management processes and procedures are well established within our

team in order **achieve the objectives of the proposed project on time and within budget, including clearly defined responsibilities, timelines and milestones for accomplishing project tasks**. Effective communication processes have already been established and defined.

### Role of Arkansas Workforce Development Board and ADWS

The Arkansas Workforce Development Board oversees the Division of Workforce Services. As the primary applicant and grantee, the Workforce Development Board and ADWS will have primary responsibility for project management and reporting. ADWS will contribute to the achievement of the project goals and objectives by helping to recruit participants, facilitating communications with industry partners in order to develop new online courses, and providing career counseling and other Workforce services participants, as applicable.

### Role of University of Arkansas Global Campus

ADWS will contract with UA Global Campus to develop and deliver short-term online training programs. The University of Arkansas Global Campus has a nationally known and widely admired Workforce and Professional Development and Instructional Design and Support Services (IDSS) unit. As noted earlier, the Global Campus has demonstrated expertise and experience in developing programs to meet Arkansas industry needs. The role of the instructional designer is crucial in building out new online programming as they are a key communicator with the subject matter expert. The Global Campus team works together to make sure objectives and outcomes align and that activities throughout training are engaging to the learner. Once the content is built

the Global Campus team will take the lead in registration and enrollment of students all the way through the completion of the program and awarding of certificates.

### Role of Shorter College

**Shorter College** is an institution of Higher Learning and a Historically Black College (HBCU) that has continually provided education and assisted the underserved community by providing programs in Entrepreneurial Studies, Christian Leadership, Computer Science, Early Childhood, and Criminal Justice. Shorter College is nationally known for its work in Re-entry and working with the Second Chance Pell Program. Shorter College will partner with the University of Arkansas to ensure Arkansans will be able to receive resources, training, and programs. Shorter College is invested to ensuring its students will be able to utilize distance education as a key component to continuing their education at the University of Arkansas and assist in all endeavors to assist those TANF eligible, Re-entry population, and dislocated workers.

### Role of iDatafy

iDatafy LLC builds world-class data consortiums that help solve tough problems for their clients. iDatafy will provide participants with their SmartResume®, an interoperable and certified resume that will attest to their earned workforce skills developed through the project programs. The SmartResume® product has separately been certified by IMS Global for meeting their Open Badges 2.0 Issuer guidelines. This independent third-party validation demonstrates that SmartResume® can issue unique academic and job skill award information from multiple partners to one individual SmartResume® learner. To date, iDatafy has recruited twenty award certifying partners to their SmartResume® job talent ecosystem. iDatafy will provides a SAS platform to participants so they can

not only customize their SmartResume® with additional resume sections, but they can also apply for jobs with employer partners. When a UA Global Campus learner decides to use their SmartResume® they become part of the talent registry that allows employers to find them based on job skill matching. iDatafy has begun onboarding Arkansas employers ranging from small companies to the world's largest corporations to help them identify, verify and hire new job talent. This community is critical to placing project participants with hiring employers. iDatafy will not charge any fees to employer partners to hire participants for the duration of the three-year project.

The priority of the Arkansas COVID-19 Economic Recovery Project—getting workers back into the workforce—is reflected in the budget. The majority of the grant funds will be used to provide tuition support for participants—dislocated workers, workers entering the workforce, those in rural areas of the state, and those from traditionally marginalized communities. Most of the remaining funds will be used for personnel to develop and deliver the short-term training which will enable workers to quickly return to the workforce. All costs are reasonable in relation to the design, objectives and significance of project, and the proposed services and assistance are consistent with allowable uses of the grant funds.

### *Open Licensing Requirements*

The Arkansas COVID-19 Economic Recovery Project is committed to meeting the open licensing requirements in the Notice Inviting Applications and will make information on all credentials (including badges, certificates, certifications, licenses, and degrees of all levels and types) and competencies (knowledge, skills and abilities) achieved as a result of funding under this program publicly accessible to businesses in Arkansas

through the use of linked open data formats that support full transparency and interoperability. Such information must include the industry sector for or by which the credential was developed, the entities involved in the development of the credential, the competencies or skills assessed in awarding the credential, the form of assessment used to verify an individual's eligibility to be awarded the credential, and the body engaged in overseeing the awarding of such credentials.

***Evaluation Information***

Arkansas Department of Workforce Services, UA Global Campus, Shorter College and iDatafy provide assurances that the applicants will provide information to the Secretary, as requested, for evaluations that the Secretary may carry out.

***References***


Arkansas's Economic Recovery Task Force. (2020, May29). Interim Report. https://arkansasready.com/site/assets/files/1518/arkansass_economic_recovery_task_force_interim_report.pdf

Associated Press. (2020, June 22). Hundreds test positive at Tyson Foods plant in Arkansas as China suspends imports. https://www.latimes.com/world-nation/story/2020-06-22/hundreds-test-positive-coronavirus-tyson-foods-plant-arkansas

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Torch Insight. (2020, August 10). COVID-19 Burden Index. https://covid19.torchinsight.com/dashboard.html?type=state

**REIMAGINE ARKANSAS WORKFORCE**
**BUDGET AND BUDGET NARRATIVE**

| | Year 1 | Year 2 | Year 3 | Total |
|---|---|---|---|---|
| **Personnel (Administrative and Program (PS)** | | | | |
| Program: | | | | |
| Program Monitor (.50 FTE) | 20,170 | 20,573 | 20,984 | 61,727 |
| Regional Advisor (.25 FTE) Functional Project Lead | 13,199 | 13,463 | 13,732 | 40,394 |
| Total Program | 33,369 | 34,036 | 34,716 | 102,121 |
| | | | | |
| Administrative: | | | | |
| Fiscal Staff (.25 FTE) | 20,170 | 20,573 | 20,984 | 61,727 |
| Fiscal Monitor (.50 FTE) | 9,039 | 9,220 | 9,404 | 27,663 |
| Total Administrative | 29,209 | 29,793 | 30,388 | 89,390 |
| | | | | |
| **Total Program and Administrative** | **62,578** | **63,829** | **65,104** | **191,511** |
| | | | | |
| **Fringe Benefits (34.61%) (PB)** | | | | |
| Program | 11,549 | 11,780 | 12,016 | 35,345 |
| Administrative | 10,109 | 10,311 | 10,518 | 30,938 |
| **Total Program and Admin Fringe Benefits** | **21,658** | **22,091** | **22,534** | **66,283** |
| | | | | |
| **Total PS&PB** | **84,236** | **85,920** | **87,638** | **257,794** |
| | | | | |
| **NPS** | | | | |
| **Total NPS** | 8,424 | 8,592 | 8,763 | 25,779 |

| | | | | |
|---|---|---|---|---|
| **Total Direct Costs** | **92,660** | **94,512** | **96,401** | **283,573** |
| **Indirect Costs** | 13,899 | 14,177 | 14,460 | 42,536 |
| **TOTAL Costs W/O Contractual** | **106,559** | **108,689** | **110,861** | **326,109** |
| **TOTAL Contract Costs** | | | | |
| University of Arkansas | 3,710,510 | 3,743,484 | 3,754,888 | 11,208,882 |
| Shorter College | 2,522,612 | 1,208,516 | 1,268,872 | 5,000,000 |
| **Total Contract Costs** | 6,233,122 | 4,952,000 | 5,023,760 | 16,208,882 |
| **TOTAL GRANT COSTS** | **6,339,681** | **5,060,689** | **5,134,621** | **16,534,991** |

## BUDGET JUSTIFICATION

**Personnel- $191,511**

**ADWS Program Staff.** This is a statewide project where ADWS is working with two Institute of Higher Educations (IHEs). The coordination required to connect this project to the existing workforce development infrastructure. The **Regional Advisor (RA)**, Eddie Lemm, who will be a functional project lead, primarily focused on connecting this project to the workforce system, including business network, provide additional program Technical Assistance, as needed, communicating with the Department of Education regarding the grant, and accumulating the reporting data provided by the grant operators, University of Arkansas and Shorter College. The RA, acting as a functional project lead, will focus on Technical Assistance to ensure compliance with grant guidelines but also with use of the data tracking system. The RA position is budgeted at one-quarter of a current ADWS Regional Advisor will be allocated to fulfill this role at $40,394.

The **Program Monitor** performs program monitoring of sub award recipients to review their performance under the grant and to ensure their compliance with federal and state laws and regulations. The Program Monitor travels to the site of the sub grantee and spends several days reviewing both program and financial documentation, if possible, but may use virtual processes. For Years 1 through 3 of the grant, a total of $61,727 is budgeted for the Program Monitor.

The Program Monitor and Regional Advisor will all be employees of the ADWS.

**ADWS Administrative Staff.** The **Fiscal Staff** will provide financial services to Shorter College or the University of Arkansas, including drafting the sub award contracts, tracking the grant budget, allocating costs, reviewing requests for payment, reconciling expenditures, reviewing and processing purchase orders and other financial duties. Based on time and personnel spent on previous DOL grants, a total of $61,727 for Years 1 through 3 of the grant is requested for the Accounting Staff.

**ADWS' Auditor** monitor program and administrative procedures for financial compliance with state and federal laws and regulations. The Auditors monitor each subgrantee annually as well as conduct an internal audit of DWS annually. The Auditors also perform risk assessments for agency activities including grants. For Years 1 through 3 of the grant, DWS is requesting $83,093 for the Auditor.

(All ADWS personnel cost calculations include an estimated 2% annual merit lump sum payment)

**Fringe Benefits- $66,283**

Fringe benefits are calculated at 34.61% of salary and total $66,283 over the three-year grant period.

**Travel- $0**

No Travel funds are requested from ADWS to support travel of the Program Staff and the Monitoring Staff over the three-year grant period. Monitoring Staff will conduct Desk Reviews and Virtual Technical Assistance will be provided as needed.

**Supplies- $0**

No Supply funds are requested from ADWS to support this grant.

**Contractual $16,208,882- See subaward budgets below**

**Shorter College Subaward- $5,000,000**

**Salaries & Fringe - $1,306,470**

The director oversees the business hub and the annual salary is 45,000. Administrative Assistant - managing and distributing information within an office with an annual salary of 34,320. This generally includes answering phones, taking memos and maintaining files. Tutors - help students help themselves, or to assist or guide them to the point at which they become an independent learner with an annual salary of 78,000 at $25 per hour. Counselors - talking therapy that involves a trained therapist listening to you and helping you find ways to deal with emotional issues with a salary of 45,000.

**Infrastructure/ Administrative - $1,255,345**

**Building Renovation – $993,250** total remodel including, plumbing, electrical & HVAC

**Repairs/Maintenance - $54,294** estimated monthly ongoing cost

**Insurance - $56,745** includes, hazard, fire and business continuation

**Parking lot - $45,000** creation of parking lot for staff and patrons

**Utilities - $26,796** the monthly utility cost

**Professional fees** $23,644 = Cost of outside account/auditor

**Membership Dues** $7,724 = Membership cost for Chamber of Commerce and other professional organizations

**Fence** $5,500 = Perimeter fence to secure property

**Payroll Processing Fees** $29,152 Cost of outsourced payroll processing

**Telephone / Internet** $13,241 = Monthly telephone and internet cost

**Furniture and Equipment** $219,500

**Software** $125,000 = software needed for learning management system, Microsoft Office Suit, credential software

**Classroom Equipment** $45,000 = equipment includes computers and printers

**Classroom Furniture** $18,750 = classroom furniture for 45 total students

**Office equipment** $12,250 = computers, printers, and copiers for the office

**Office Furniture** $4,500 = basic desk, chairs, and file cabinets

**Other Common Areas** $3,500 = refrigerator, tables, and chairs

**Total Program costs** $1,764,139

**Childcare** vouch (25 @ $125/ week for 52 weeks) 25 vouchers to cover childcare for participants attending the hub

**Scholarships** $157,625 – college scholarships ranging from 3,000 to 6,000 for participants

**Consultants** $472,875 – retired professionals, specialist assisting participants with business plans, resumes, business startup resources

**Printing/copier expense** $208,065 – monthly printing and copier costs for lease, toner and maintenance contract

**Advertising/marketing** $110,338 = monthly advertising and marketing costs

**Meetings/conferences** $88,270 = includes registration, travel and hotel cost for staff training (4 conferences)

**Academic and support Services** $78,813 – provide literacy skills training, adult education services

**Training** $56,745 – cost of in-service training for the staff.

**Books and subscriptions** $50,755 = Book, periodicals, magazines containing the latest information in the world of marketing, entrepreneurship

**Total Indirect costs** $4,545,454

**Indirect Cost** (10%) - $454,545

**Total Budget Shorter College** $5,000,000

**University of Arkansas Subaward- $11,208,882**

**Budget Justification**

**Director of Training, Corporate Development and Academic Outreach ($66,142 for 3 years):** For this grant the Director will manages all facets of the training programs, communicates with academic technologists, instructional designers, media production, all stakeholders, and subject matter experts on design and delivery of training program, and works with partners to identify eligible companies and individuals who qualify for funding. This dollar amount is only a portion (25%) of the Director's full salary including fringe.

**Instructional Designers ($352,362 for 2 positions for 3 years):** Collaborates with the subject matter experts, visual designers, academic technologists and media production team to create enhanced learning experiences utilizing evidence-based instructional models supported by current technologies. Provides expertise in the systematic design and development of instructional content, learning support, and delivery methods to ensure instructional integrity. Facilitates the application of established best practices in areas such as outcome assessment, accessibility, and copyright issues. To develop new online training programs for this grant, the University of Arkansas will need to hire two instructional design positions.

**Program Coordinator ($234,908 for 3 years):** A program coordinator for this grant will be required to fulfill responsibilities for delivery of the program obligations, under the direction of the current Director of Training, grant guidelines, DWS and other stakeholders. Responsibilities of the Coordinator will include:

- Coordinate the delivery of training programs throughout the State once identified

- Register and enroll students
- Track students throughout process
- Provide certificates of completion
- Communicate with instructional designers to make sure that training delivered meets industry needs
- Develop a program evaluation framework to assess the programs
- Engage program partners and activities for ensuring fulfillment of program success
- Send reports to DWS
- Screen students or companies for admittance

**Fringe ($173,350):** The fringe rate at the University of Arkansas is approximately 26.53%.

**Travel ($60,000):** The travel budget will support a variety of programming functions. It will cover employee costs associated with meeting expenses and mileage reimbursements as working with companies, individuals, and other stakeholders across the state. Travel would begin in either Fayetteville, AR or Little Rock, AR and go throughout the state. Travel would also include conference travel to conferences related to workforce development and include costs such as airfare, hotel, transportation, parking fees, and meals. The travel budget may be used to cover expenses for any personnel related to the grant programming, or to cover costs for guest lecturers or speakers who may be invited to present.

**Equipment ($60,000):** Depending on training needs identified once grant is funded, there will be varying equipment needed in order to effectively deliver training. If training is built for CDL, a tractor trailer may need to be purchased. This is a general estimate based on past supplies needed for training courses. Year one is less since programs are already established. Cost increases as new programming is identified. Equipment may be used by faculty and students.

**Supplies ($17,500):** Depending on training needs identified once grant is funded, there will be varying supplies needed in order to effectively deliver training. If training is in a factory or warehouse, PPE may be required. If training needed is CAD related, software purchases may be required. This is a general estimate based on past supplies needed for training courses. Again, costs are lower in year one for established programs.)

**Contractual ($2,100,000):** Once training needs are identified, the University of Arkansas will need to hire subject matter experts to help build out the course content and/or hire instructors to teach the courses ($600,000 total). Depending on location/online and industry, training rates are variable. If the course developed is an online course, other hourly employees may need to be hired such as voice over or actors. This is an estimate based on past training needs. We will also have a contractual agreement with our partner iDatafy LLC regarding their SmartResume services. iDatafy comprises $1,500,000 (total over three years) of the Contractual line on our budget. If Arkansas is awarded this grant opportunity, iDatafy will contractually agree to:

Provide further customization as needed to their SmartResume platform to allow UA Global Campus and other training institutions across the State to attest to all approved short-term learning programs

Provide approved Arkansas employers with free access to the UA Global Campus certified student talent so that they can easily find and hire new employees at no cost for the duration of the grant project.

Provide the Arkansas Department of Workforce Services and UA Global Campus with data insights relating to employer demonstrated needs and successful hires (employer and student information anonymized)

**Other ($6,375,000):** In order to effectively spread the word throughout the state about this training, a marketing campaign will need to be developed and pushed out via social media, billboards, radio and other ($100,000). Additionally, depending on training needed, space rental for training and/or curriculum development may also need to be funded ($100,000). These estimates are based on past training needs. The bulk of the funds for this project will go directly to students and companies that need training as scholarships ($6,175,000). This estimate is based on making the largest impact in the state.

**Indirect Costs ($1,369, 620)** University of Arkansas indirect cost agreement rate is 38%.

**Total Budget $11,208,882**

**Indirect Costs- $42,536**

ADWS estimates that $42,536 will be charged to this award under the agencies Public Assistance Cost Allocation Plan.

**Leveraged Resources- $0**

ADWS will not leverage any resources for this grant.

# WORKSPACE FORM

1-800-518-4726
SUPPORT@GRANTS.GOV

This Workspace form is one of the forms you need to complete prior to submitting your Application Package. This form can be completed in its entirety offline using Adobe Reader. You can save your form by clicking the "Save" button and see any errors by clicking the “Check For Errors” button. In-progress and completed forms can be uploaded at any time to Grants.gov using the Workspace feature.

When you open a form, required fields are highlighted in yellow with a red border. Optional fields and completed fields are displayed in white. If you enter invalid or incomplete information in a field, you will receive an error message. Additional instructions and FAQs about the Application Package can be found in the Grants.gov Applicants tab.

## OPPORTUNITY & PACKAGE DETAILS:

| | |
|---|---|
| Opportunity Number: | ED-GRANTS-062320-001 |
| Opportunity Title: | Office of Career, Technical, and Adult Education (OCTAE): FY 2020 Education Stabilization Fund: Reimagine Workforce Preparation (ESF-RWP) Grants Program CFDA Number 84.425G |
| Opportunity Package ID: | PKG00262274 |
| CFDA Number: | 84.425 |
| CFDA Description: | Education Stabilization Fund |
| Competition ID: | 84-425G-2020-1 |
| Competition Title: | FY 2020 Education Stabilization Fund: Reimagine Workforce Preparation (ESF-RWP) Grants Program (84.425G) |
| Opening Date: | 06/23/2020 |
| Closing Date: | 08/24/2020 |
| Agency: | Department of Education |
| Contact Information: | Erin Berg<br>Office of Career, Technical and Adult Education<br>E-mail: Erin.Berg@ed.gov<br>Phone: 202.245.6792 |

## APPLICANT & WORKSPACE DETAILS:

| | |
|---|---|
| Workspace ID: | WS00564590 |
| Application Filing Name: | Arkansas Division of Workforce Services |
| DUNS: | 0019000130000 |
| Organization: | WORKFORCE SERVICES, ARKANSAS DIVISION OF |
| Form Name: | Application for Federal Assistance (SF-424) |
| Form Version: | 3.0 |
| Requirement: | Mandatory |
| Download Date/Time: | Aug 24, 2020 02:12:58 PM EDT |
| Form State: | No Errors |

## FORM ACTIONS:

OMB Number: 4040-0004
Expiration Date: 12/31/2022

## Application for Federal Assistance SF-424

* 1. Type of Submission:
- [ ] Preapplication
- [x] Application
- [ ] Changed/Corrected Application

* 2. Type of Application:
- [x] New
- [ ] Continuation
- [ ] Revision

* If Revision, select appropriate letter(s):

* Other (Specify):

* 3. Date Received:
Completed by Grants.gov upon submission.

4. Applicant Identifier:

5a. Federal Entity Identifier:

5b. Federal Award Identifier:

**State Use Only:**

6. Date Received by State:

7. State Application Identifier:

**8. APPLICANT INFORMATION:**

* a. Legal Name: Arkansas Division of Workforce Services

* b. Employer/Taxpayer Identification Number (EIN/TIN): 71-6006690

* c. Organizational DUNS: 0019000130000

**d. Address:**

* Street1: #2 Capitol Mall
Street2:
* City: Little Rock
County/Parish: Pulaski
* State: AR: Arkansas
Province:
* Country: USA: UNITED STATES
* Zip / Postal Code: 72201-1013

**e. Organizational Unit:**

Department Name: Department of Commerce

Division Name: AR Div of Workforce Services

**f. Name and contact information of person to be contacted on matters involving this application:**

Prefix: Mr.
* First Name: Kristopher
Middle Name:
* Last Name: Jones
Suffix:

Title: Assistant Director

Organizational Affiliation:
Employment Services

* Telephone Number: (501) 371-1028
Fax Number:

* Email: kris.jones@akrkansas.gov

## Application for Federal Assistance SF-424

*** 9. Type of Applicant 1: Select Applicant Type:**

A: State Government

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

*** 10. Name of Federal Agency:**

Department of Education

**11. Catalog of Federal Domestic Assistance Number:**

84.425

CFDA Title:

Education Stabilization Fund

*** 12. Funding Opportunity Number:**

ED-GRANTS-062320-001

* Title:

Office of Career, Technical, and Adult Education (OCTAE): FY 2020 Education Stabilization Fund: Reimagine Workforce Preparation (ESF-RWP) Grants Program CFDA Number 84.425G

**13. Competition Identification Number:**

84-425G-2020-1

Title:

FY 2020 Education Stabilization Fund: Reimagine Workforce Preparation (ESF-RWP) Grants Program (84.425G)

**14. Areas Affected by Project (Cities, Counties, States, etc.):**

Add Attachment | Delete Attachment | View Attachment

*** 15. Descriptive Title of Applicant's Project:**

Reimagine Arkansas Workforce

Attach supporting documents as specified in agency instructions.

Add Attachments | Delete Attachments | View Attachments

## Application for Federal Assistance SF-424

**16. Congressional Districts Of:**

* a. Applicant: AR-002

* b. Program/Project: AR-ALL

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment | Delete Attachment | View Attachment

**17. Proposed Project:**

* a. Start Date: 01/01/2021

* b. End Date: 12/31/2024

**18. Estimated Funding ($):**

| | |
|---|---|
| * a. Federal | 16,534,991.00 |
| * b. Applicant | 0.00 |
| * c. State | 0.00 |
| * d. Local | 0.00 |
| * e. Other | 0.00 |
| * f. Program Income | 0.00 |
| * g. TOTAL | 16,534,991.00 |

*** 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

☐ a. This application was made available to the State under the Executive Order 12372 Process for review on _____.

☒ b. Program is subject to E.O. 12372 but has not been selected by the State for review.

☐ c. Program is not covered by E.O. 12372.

*** 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)**

☐ Yes ☒ No

If "Yes", provide explanation and attach

Add Attachment | Delete Attachment | View Attachment

**21. *By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

☒ ** I AGREE

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

**Authorized Representative:**

Prefix: Dr.

* First Name: Charisse

Middle Name:

* Last Name: Childers

Suffix:

* Title: Director

* Telephone Number: (501) 682-3394

Fax Number: (501) 682-2373

* Email: charisse.childers@arkansas.gov

* Signature of Authorized Representative: Completed by Grants.gov upon submission.

* Date Signed: Completed by Grants.gov upon submission.

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

**October 20, 2020**

**AGENDA ITEM 5 - INFORMATIONAL:** Western Arkansas Workforce Development Board

**INFORMATION/RATIONALE**: COVID-19 provided additional obstacles not only for the targeted populations served under the Workforce Innovation and Opportunity Act (WIOA), but it provided obstacles for everyone across the nation. Arkansas Local Workforce Development Boards were tasked with searching for innovative ways to reach and assist the members of their communities while remaining under the guidance of Governor Asa Hutchinson's Declaration of a Disaster Emergency under the Arkansas Emergency Services Act of 1973, § 12-75-101 et. Seq., a public entity may assemble, gather, meet, and conduct an open public meeting through electronic means.

Some best practices and innovative methods include, but are not limited to the utilization of Adobe DC for participant paperwork, WebEx to perform orientations and interviews for youth work experience participants, and referral process.

# Western Arkansas Workforce Development Area
# Policies and Procedures

| | |
|---|---|
| **TITLE** | Referrals |
| **NUMBER** | P0005-20 |
| **TYPE** | Policy – Programmatic |
| **APPROVING AUTHORITY** | Western Arkansas Workforce Development Board |
| **EFFECTIVE DATE** | 6/9/2020 |
| **NEW/REPLACED** | New |

## Purpose

To describe and detail regulations and requirements for the local referral process for partners and programs outside the one-stop workforce centers,
References for this policy include Workforce Innovation and Opportunity Act {WIOA) 3(59), 134(c)(2)(A), 20 CFR 678.430(a)(S), 681.570(i), TEGL 10-16 change 1, 21-16.

## Policy

1. All required partner agency employees are expected to know enough about the other programs and services to screen a potential client to determine appropriate referrals.
2. The choice of referral depends on the client's needs.
3. WIOA core partners will:
    a. Establish partner lists of typical characteristics for each program in regard to potential eligibility and suitability for enrollment to assist with targeted referrals.
    b. Utilize the WIOA Partner Referral Ticket approved by the Board or negotiate individual partner referral processes that will be used based on the initial screening findings.
    c. Meet at least quarterly to review referral listings and follow through on referrals.
4. Referrals are to be tracked among core program partners and reported to the one stop operator.
5. If an individual is a WIOA participant case notes must include references to referrals and the purpose of the referrals.
6. When referrals are made that could result in a co-enrollment with a core program partner, the Career Advisor is expected to communicate on an ongoing basis regarding when an individual completes an activity and coordinate exiting from the workforce system with notations in the participants case notes.

Approval Signature:

Cathy Nesbit, Board Chair

# WIOA Partner Referral Ticket

**Congratulations!**
**You are referred to:**

**Partner Organization Name:** _____

**Partner Contact Name:** _____

**Contact Number:** _____

**Partner Address:** _____

**Appointment Date & Time *(If applicable)*:** _____

**For the following services:**

□ Financial Assistance for Training □ Employment Placement □ Educational Advancement
□ Job Readiness Workshops □ Youth Services (14-24 y/o)

**IMPORTANT:**

Job Seeker must complete the following before visit:
Register on www.arjoblink.arkansas.gov AJL# _____
*(registering in advance will expedite orientation/enrollment process)*

**Documents needed for first visit:**

- ✓ Bring 2 valid IDs (e.g., Driver's License, State ID, Social Security card, Passport, CDIB card)
- ✓ Bring current resume, if available
- ✓ Selective Service Registration (Those born on or after 1960) - Will check during visit
- ✓ Veterans bring DD214

| **Client Information (Please Print)** | |
|---|---|
| First Name: | Last Name: |
| Phone Number: | Email: |
| Are you a Veteran? Yes ☐ No ☐ | |

| **Referral Information (Please Print)** | |
|---|---|
| Referred by: | |
| Contact Person: | |
| Phone Number: | Email: |
| Referral Date: | |

**Release of Information:**

I authorize WAWDB to obtain information from and release information to the referring organization listed above as "Referring Organization" as it pertains to my employment and training services. The information released to the referring organization may include all relevant employment information that I have authorized WAWDB to collect about me.

Client Signature: _____ Date: _____

**Office Use Only**: Date of Service ____/____/_____

A proud partner of the americanjobcenter network

TDD 1-800-285-1131 (via ARS)

We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities

*approved ver. 5.14.2020*

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

**October 20, 2020**

**AGENDA ITEM 6 - INFORMATIONAL:** Southeast Arkansas Workforce Development Board

**INFORMATION/RATIONALE**: COVID-19 provided additional obstacles not only for the targeted populations served under the Workforce Innovation and Opportunity Act (WIOA), but it provided obstacles for everyone across the nation. Arkansas Local Workforce Development Boards were tasked with searching for innovative ways to reach and assist the members of their communities while remaining under the guidance of Governor Asa Hutchinson's Declaration of a Disaster Emergency under the Arkansas Emergency Services Act of 1973, § 12-75-101 et. Seq., a public entity may assemble, gather, meet, and conduct an open public meeting through electronic means.

Some of these best practices and innovative methods include, but are not limited to the development of a Resource Guide for local businesses and community leaders, hosted Pop-Up Enrollment Events with Training Providers a for Pre-Apprenticeships and customizes some for local employers, utilized the Certified Teachers to Provide Career Readiness and Basic Skills Training sessions through virtual education platforms, and rejuvenated outreach to Dislocated Workers and other populations by utilizing social media and community events.

ARKANSAS WORKFORCE DEVELOPMENT BOARD

SEAWDB

# COVID-19 Service Delivery Best Practices

## Southeast Arkansas Economic Development District

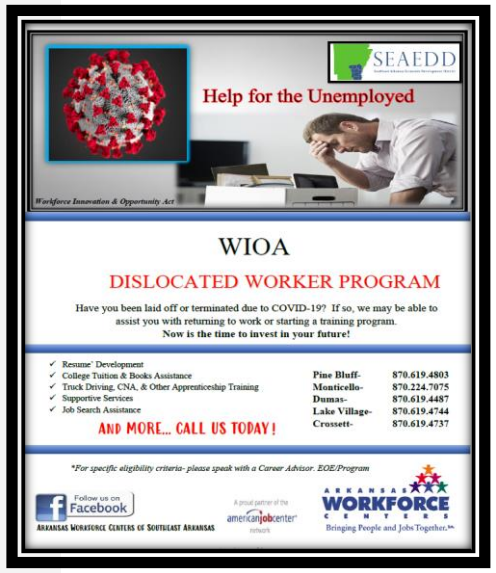
**Eddie L. Thomas, Director of Workforce Development**

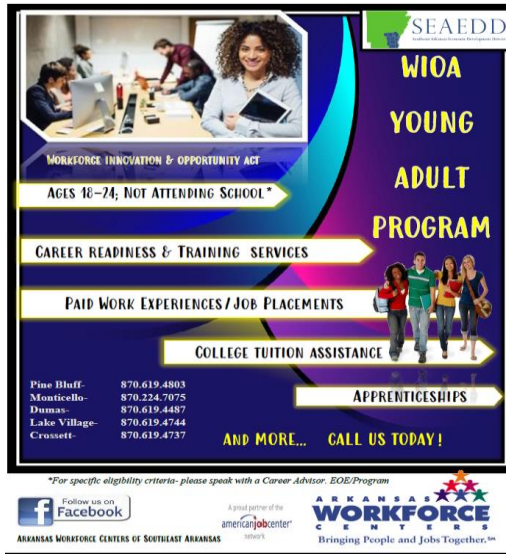
October 20, 2020

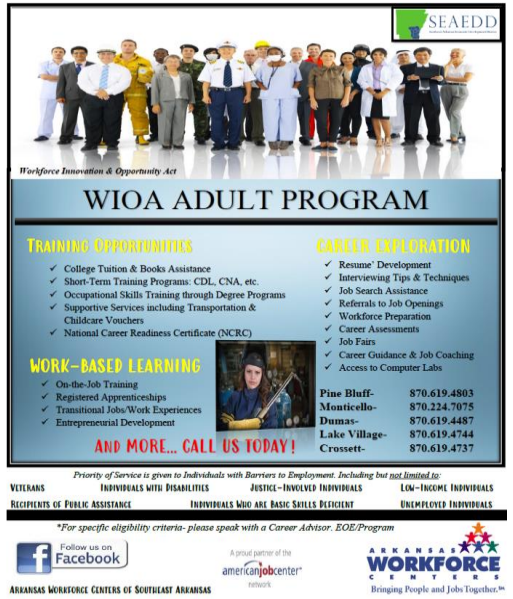
SEAEDD

# Increased Outreach Efforts

## to Dislocated Workers and Targeted Populations Via Social Media & Community Events



SEAEDD

# BEST PRACTICES

## Provided Career Readiness & Basic Skills Training

### Utilizing Certified Teachers & Virtual Education Platforms

Work-Based Learning Plans
Tutoring
Mentoring
Financial Literacy

SEAEDD

## BEST PRACTICES

# Developed a COVID-19 Resource Guide

**for Local Businesses and Community Leaders**

Community Assessments

Technical Assistance

Small Job Fairs

Virtual Meetings

Revolving Loan Funds

SEAEDD

## BEST PRACTICES

# Hosted Pop-Up Enrollment Events

with Training Providers for Pre-Apprenticeships
Customized for Employers

ARKANSAS DEPARTMENT OF HUMAN SERVICES

DYS- Dermott Juvenile Correctional Facility

ARKANSAS WORKFORCE CENTERS
Bringing People and Jobs Together.SM

# Thank You!

## Southeast Arkansas Economic Development District

Website: Southeastarkansas.org
(870) 536-1971

**Eddie L. Thomas, Director of Workforce Development**
Eddie.Thomas@southeastarkansas.org

**Patrecia Hargrove, Executive Director**

SEAEDD