



**INNOVATE**

WORKFORCE DEVELOPMENT

**June 18, 2019**

**1:30 p.m.**

Little Rock Workforce Center  
5401 South University  
Little Rock, Arkansas

# Arkansas Workforce Development Board

## Strategic Planning Committee



# AGENDA

June 18, 2019

## ARKANSAS WORKFORCE DEVELOPMENT BOARD STRATEGIC PLANNING COMMITTEE MEETING

1:30 P.M.

Call to Order ..... Karen Breashears, Committee Chair

Chairman’s Comments..... Karen Breashears, Committee Chair

### Agenda Item 1: ACTION

Approval of Minutes of the April 9, 2019 meeting..... Karen Breashears, Committee Chair

### Agenda Item 2: INFORMATIONAL

Committee Action Plan Update ..... Arnell Willis, Workforce Development Board Director  
Arkansas Department of Workforce Services

### Agenda Item 3: INFORMATIONAL

WIOA State Plan Timeline ..... Kris Jones, Assistant Director  
Arkansas Department of Workforce Services

### Agenda Item 4: INFORMATIONAL

WIOA Dashboard Update ..... Kris Jones, Assistant Director  
Arkansas Department of Workforce Services

### Agenda Item 5: INFORMATIONAL

Salesforce Implementation Update..... Mark McManus, Assistant Director  
Arkansas Department of Workforce Services

Announcements

Adjournment

**For Consideration of the  
Arkansas Workforce Development Board  
Strategic Planning Committee**

June 18, 2019

**AGENDA ITEM 1 – ACTION:** Minutes of the April 9, 2019 Strategic Planning Committee Meeting.

**RECOMMENDATION:** It is recommended that the Strategic Planning Committee approve the minutes of the April 9, 2019 meeting.

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

## UNOFFICIAL MINUTES

### ARKANSAS WORKFORCE DEVELOPMENT BOARD Strategic Planning Committee April 9, 2019

The Arkansas Workforce Development Board Strategic Planning Committee conducted a teleconference on April 9, 2019. Accommodations were set-up for in-person attendance at the Arkansas Workforce Center, 5401 South University, Little Rock, Arkansas. Chair Karen Breashears presided over the meeting in-person with the following members voicing their presence, via telephone: Dr. Charisse Childers by proxy Dr. Trenia Miles, Ms. Cassandra Williams-Stokes by proxy Ms. Rhonda Garmin, Mr. Paul Rivera, and Dr. Julie Roberson. Other members in attendance were Vice-Chair Mr. Scott Bull and Chair Mr. Tom Anderson.

Ms. Melissa Hanesworth, Mr. Randy Henderson, Mr. Mike Preston, Mr. Mike Rogers were unable to attend.

Hearing a quorum, Chair Karen Breashears called the meeting to order at 1:35 p.m.

Chairperson Comments: Chair Karen Breashears reminded members that due to the meeting being conducted via teleconference, members would need to identify themselves by stating their names when making a comment, making a motion, or providing a second to a motion after roll call.

**Agenda Item 1 – ACTION – Minutes of the January 10, 2019 Meeting:** Chair Karen Breashears asked committee members to review the minutes of the January 10, 2019, meeting for any revisions or corrections.

**A motion to approve the minutes of the January 10, 2019 meeting as presented with no additional revisions was made by Dr. Julie Roberson, seconded by Mr. Paul Rivera. The motion carried unanimously after each committee member voiced approval of the minutes with none opposed.**

**Agenda Item 2 – INFORMATIONAL:** Committee Chair Karen Breashears recognized Arkansas Workforce Development Board Director Mr. Arnell Willis to provide an update of the Committee Action Plan with a review of activities that have occurred during the past quarter.

Committee Action Plan Update: Director Willis provided six updated activities to committee members. Chair Breashears requested to have the action plan updated with the specific dates of completion for the goals at the next meeting.

Chair Breashears thanked Director Willis for the Committee Action Plan update.

Using the Arkansas Workforce Development System: Chair Breashears informed committee members Board Member Mr. Mike Rogers was scheduled to present; however, he was unable to attend.

One-Stop Certification Process: Chair Breashears inquired if committee members had the opportunity to visit a workforce center as instructed in the previous meeting. Hearing members had not visited a workforce center; she provided an overview of why it was important to visit the centers. Chair Breashears then recognized Board Staff Mr. Kris Jones to provide information to committee members on the One-Stop Certification process.

**Agenda Item 3 – INFORMATIONAL - Strategic Sections of the WIOA State Plan:** Chair Breashears recognized Board Staff Kris Jones to provide an overview of the WIOA State Plan before requesting volunteers in order to direct staff in updating sections of the plan. Volunteers will provide updates to the Full Board and Strategic Planning Committee meetings. Chair Breashears received no response from committee members to volunteer. She stated if there were no volunteers, then assignments would need to be made in order to carry out the duties of the committee.

**Announcements:** Chair Breashears thanked committee members for their participation and attendance. She announced the upcoming Full Board meeting is scheduled for April 23, 2019 at 10:00 a.m. in Little Rock at Embassy Suites. Lunch will be provided immediately following the meeting.

The next Strategic Planning Committee will be June 18, 2019, via teleconference. The logistics of the meeting will be determined at a later date.

**Adjourn:** Chair Karen Breashears adjourned the meeting at 1:55 p.m. with **a motion from Mr. Paul Rivera to adjourn, and seconded by Dr. Julie Roberson.**

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Ms. Karen Breashears, Chair  
Strategic Planning Committee

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Arnell Willis, Director Workforce Investment  
Arkansas Department of Workforce Services

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

**For Consideration of the  
Arkansas Workforce Development Board  
Strategic Planning Committee**

**June 18, 2019**

**AGENDA ITEM 2 - INFORMATIONAL:** Strategic Planning Committee Action Plan – June 2019 Update

**INFORMATION/RATIONALE:** The Strategic Planning Committee developed an Action Plan during the initial Workforce Innovation and Opportunity Act (WIOA) program implementation. This Action Plan provides the roadmap for the activities undertaken by this committee.

Attached is the June 2019 updated Action Plan that will provide Committee Members with the status of each of these original strategic goals.

# Strategic Planning Committee Action Plan



**Board Mission:** To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
<b>Board Vision:</b> Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.	<b>Board Bylaws:</b> Develop the State Plan.	1.1 Develop the state plan.	1.1 Submit the PY 2016 – PY 2019 state plan to the federal agencies on April 1, 2016.	1.1 COMPLETED
		1.2 Modify the state plan.	1.2 Modify the state plan every two years. Next modification due by June 30, 2018.	1.2 CURRENT
	<b>Board Bylaws:</b> Review of Statewide Policies	1.1 Review statewide policies, of statewide programs, and recommend actions that should be taken by the state to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system in the state.	1.1 Review statewide policies as they are needed and developed.	1.1 COMPLETED
		1.2 Guidance for the allocation of one-stop center infrastructure funds to include the appropriate roles and contributions of entities carrying out one-stop partner programs with the	1.2 Must be developed and implemented no later than June 30, 2017.	1.2 COMPLETED

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		workforce center system.		
	<b>Board Bylaws:</b> Continuous Improvement of the State's Workforce System	1.1. Identify barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system.		<p>1.1 ONGOING- Reference Staff Report on Targeted Population Outreach, WIOA Roundtable Executive Committee updates, and Business Services activities. A barrier facing coordination is the lack of consolidated data and processes.</p> <p>January 2019 Update- The WIOA Roundtable Executive Committee is leading the development of a business-services driven CRM, Salesforce, which is expected to be completed by September 2019.</p> <p>April 2019 Update – Work continued on the VOCAL system, which will allow for common-registration, referrals, and reporting. This was approved by the Legislature and is expected to be completed in September 2019.</p>
		1.2 The development of strategies to support the use of career pathways for the purpose of	1.2 Sector Strategies guidance draft will be provided for consideration by the	1.2 ONGOING

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		<p>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;</p>	<p>SPC committee at the January 2017 meeting.</p>	<p>January 2019 Update- 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 Annually.</p>
		<p>1.3 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;</p>		<p>1.3 ONGOING</p> <p>Reference Staff Reports for Targeted Population Outreach and Business Services.</p> <p>January 2019 Update- A Business Service Forum was held on November 15 during National Apprenticeship Week, at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance.</p> <p>Staff is currently planning on duplicating the forum in Northwest Arkansas.</p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
				<p><b>April 2019 Update -</b>  <i>The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will included Employer Panelists, the USDOL State Director of Apprenticeship, a National Advanced Automation Consultant, and the State Program Coordinator from the Office of Apprenticeship.</i></p> <p><b>June 2019 Update-</b>  <i>The Spring 2019 WIOA Partners Meeting included an Employer Panel as one of the highlighted Plenary Sessions. Representatives from CVS Pharmacy, Tyson Foods, Stark Manufacturing, and Next Day Telecommunications participated in this event.</i></p>
		<p>1.4 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;</p>		<p><b>1.4 ONGOING</b></p> <p><b>January 2019 Update-</b>  <i>Strategy- Sector and Regional Planning funds have been made available to Local Workforce Development Areas. Technical Assistance from the Business Services lead will be provided to ensure the strategies are effective.</i></p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		1.5 The identification of regions, including planning regions, after consultation with local boards and chief elected officials;		1.5 COMPLETED
	<b>Board Bylaws:</b> Develop strategies to support staff training and awareness across programs supported under the workforce development system.	1.1 Increase opportunities for sharing of information between partner programs.  1.2 Develop a strategy for staff training across programs.		1.1 ONGOING. WIOA Roundtable Exec. Comm. quarterly newsletter.  1.2 Strategy for business services COMPLETE- Identify functional leads to represent business services for each partner and program. Leverage the WIOA Roundtable to establish this group of subject matter experts responsible for: 1) COMPLETE- Assisting in the development and maintenance of a business focused menu of services across partner programs and 2) UNDER DEVELOPMENT- provide cross-training regarding services.  April 2019 Update – The next bi-annual WIOA Partners Meeting has been scheduled for May 14-15, 2019 in Hot Springs, Arkansas.

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
				<p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included the completion of a SWOT Analysis for each of the ten (10) Local Workforce Areas. Local Area Attendees worked collaboratively and to share information across programs in order to complete a group SWOT analysis for their respective local workforce area.</p>
	<p><b>Board Bylaws:</b> Develop strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the workforce center system.</p>	<p>1.1 Enhance digital literacy skills.</p>		<p>1.1 UNDER DEVELOPMENT</p> <p>The referral processes in the VOCAL system, which will allow for common-registration, referrals, and reporting, and will be complete in September 2019, will improve accessibility to digital literacy skill development services provided within the Arkansas Workforce System. Additionally, ADWS has requested permission to purchase additional RVs that provide services remotely.</p>
		<p>1.2 Accelerate the acquisition of skills and recognized postsecondary credentials by participants.</p>		<p>1.2 ONGOING</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included a Career Readiness Certificate (CRC) session which was designed to assist WIOA partners in better utilizing this available tool to accelerate the</p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
				acquisition of skills by participants.
		1.3 Strengthen the professional development of providers and workforce professionals.		<p>1.3 ONGOING</p> <p>ADWS coordinates semiannual cross- training. WIOA Partners Meetings and provides Technical Assistance and training as needed to workforce professionals funded under Title I.</p> <p>June 2019 Update- The Spring 2019 WIOA Partners Meeting included several training sessions designed to expose WIOA Partner staff to other programs. This included the Adult Education, Human Services, Career &amp; Technical Education and WIOA Title I Programs.</p>
		1.4 Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas.		<p>1.4 ONGOING</p> <p>Workforce Center Certification processes have been developed to ensure accessibility.</p> <p>April 2019 Update – The One-Stop Center Certification process has been added to the April 9, 2019 Strategic Planning Committee meeting agenda for review.</p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
	<p><b>Board Bylaws:</b> 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.</p>	<p>1.1 Review annually the funding distribution policy for WIOA Title I.</p>	<p>1.1 No later than the first full board meeting of each year, as necessary.</p>	<p>1.1 ONGOING</p>
		<p>1.2 Seek input from chief elected officials regarding the formula.</p>	<p>1.2 No later than December 31 of each year.</p>	<p>1.2 ONGOING</p>
	<p><b>Strategic Goal:</b> Develop an efficient partnership with employers, the educational system, workforce development partners, and community-based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.</p>	<p>1.1 Expand employer partnerships through the support of industry engagement.</p>		<p>1.1 ONGOING</p> <p>Strategy- COMPLETE- Work-based learning funds have been established on the state-level to support business engagement on the local level.</p> <p>COMPLETE- Sector strategy funds will be provided annually to LWDBs to support the engagement of employers.</p> <p>UNDER DEVELOPMENT</p> <p>Additionally, the deployment of Salesforce will enable partners to coordinate services while engaging employers.</p>
		<p>1.2 Expand partnership with economic development to refine sector strategies.</p>		<p>1.2 ONGOING</p>
		<p>1.3 Increase the utilization of Registered Apprenticeship programs</p>		<p>1.3 ONGOING</p> <p>January 2019 Update-</p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		<p>as viable talent development opportunities.</p>		<p>A Business Service Forum was held on November 15 during National Apprenticeship Week, at the Arkansas Regional Innovation Hub. Dozens of employers and Workforce Partners were in attendance. Staff are currently planning on duplicating the forum in Northwest Arkansas.</p> <p><b>April 2019 Update -</b>  <i>The Employers Growing Talent Through Apprenticeship event in Northwest Arkansas is scheduled for April 25, 2019. This event will included Employer Panelists, the USDOL State Director of Apprenticeship, a National Advanced Automation Consultant, and the State Program Coordinator from the Office of Apprenticeship.</i></p>
		<p>1.4 Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.</p>		<p>1.4 ONGOING</p>
		<p>1.5 Partner with K-12 education, higher education, career and technical education, and</p>		<p>1.5 ONGOING</p>

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.		
		1.6 Expand small business participation.		1.6 ONGOING See 1.1
	<b>Strategic Goal:</b> Enhance service delivery to employers and jobseekers.	1.1 Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.		<p>1.1 UNDER DEVELOPMENT</p> <p>Deployment of VOCAL a job-seeker focused case management coordination system will provide a common registration process.</p> <p>COMPLETE- Common Intake forms are provided in the Title IB policies approved by the AWDB.</p> <p>UNDER DEVELOPMENT</p> <p>Deployment of Salesforce, a business-services focused CRM, will provide coordinated service delivery across partners.</p> <p>June 2019 Update – An update regarding the ongoing SALESFORCE deployment is included on today’s committee meeting agenda.</p>
		1.2 Promote training that leads to industry recognized credentials		1.2 UNDER DEVELOPMENT

d, a n d w	GOALS	STRATEGIES/INITIATIVES	BENCHMARKS	STATUS
		and certification.		
		1.3 Support transportable skill sets for transportable careers.		1.3 UNDER DEVELOPMENT
		1.4 Support career pathways development and sector strategy initiatives as a way to meet business and industry needs.		1.4 COMPLETE
		1.5 Expand service delivery access points by the use of virtual services.		1.5 UNDER DEVELOPMENT
		1.6 Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.		1.6 ONGOING
	Strategic Goal: Address Skills Gaps	1.1 Conduct a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.		1.1 UNDER DEVELOPMENT ADWS has requested a Technical Assistance grant from USDOL which will facilitate this project.
		1.2 Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.		1.2 ONGOING

NOTE: The “STATUS” Column, Column Four, Is Used To Denote:

- A. COMPLETED** – These are activities that were primarily a “one-time” occurrence or a WIOA implementation activity and does not require an ongoing update.
- B. ONGOING** – These are activities for which progress and/or efforts are still being taken to complete.
- C. UNDER DEVELOPMENT** – These are activities that either a) require more planning or staff to implement or b) have not been implemented due to their dependence upon the completion of other strategic goals first.

**For Consideration of the  
Arkansas Workforce Development Board  
Strategic Planning Committee**

**June 18, 2019**

**AGENDA ITEM 3: INFORMATIONAL: WIOA State Plan Timeline**

**INFORMATION/RATIONALE:** One of the functions of the Arkansas Workforce Development Board, under Arkansas Annotated 15-4-3706(1), is to assist the Governor in *“the development, implementation, and modification of the state workforce development plan.”*

WIOA State Plans are separated into strategic and operational elements to facilitate cross-program strategic planning. The strategic elements include economic conditions, workforce characteristics, and workforce development activities. These elements drive the required vision and goals for the State’s workforce development system and alignment strategies for workforce development programs to support economic growth.

At the previous quarterly committee meeting, the Committee Chair requested committee members who will direct staff in updating and revising the following strategic elements of the Plan:

- Vision and Mission
- Goals (Strategic Plan)
- Assessment Process
- Apprenticeship

Each committee member was asked to provide updates and/or progress reports at subsequent meetings of both the Strategic Committee and the Board.

**For Consideration of the  
Arkansas Workforce Development Board  
Strategic Planning Committee**

June 18, 2019

**AGENDA ITEM 4 – INFORMATIONAL:** WIOA Dashboard Update

**INFORMATION/RATIONALE:** One of the functions of the Arkansas Workforce Development Board, under Arkansas Annotated 15-4-3706 (3), is to assist the Governor in ***“the development and continuous improvement of the state workforce development system.”*** This function has been assigned to the Program and Performance Evaluation Committee.

However, due to the fact that the information included in the WIOA Dashboard may be used for strategic planning purposes, it is being presented to this Committee as well.

Dashboard Services Crosswalk

Program	Service	Service Group	Service Definition
ES	AR Works - Currently Meeting SNAP Work Requirements	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Currently Participating in DWS Job Assistance Activities	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Education	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Job Search /Job Search Training	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Job Training (WIOA, refugee, etc.)	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Volunteer	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Work - 80 Hours/Month	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Assessment - Employability Planning	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Assessment - Testing	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Assessment - TORQ	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Assessment Counseling	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Assessment Interview - ICS	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Career Center Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
ES	Career Guidance	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Case Management Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.

Program	Service	Service Group	Service Definition
ES	Communication Skills - I	Workforce Preparation	WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
ES	Comprehensive and Specialized Assessments - ICS	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Comprehensive Assessments - I	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Development of an Individual Employment Plan - ICS	Individual Employment Plan Development	The Individual Employment Plan/Individual Service Strategy is an ongoing strategy jointly developed by the participant and the career coach that identifies the participant's employment and educational goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment and/or educational goals.
ES	Follow-up Services	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
ES	Follow-up SS Supportive Services	Supportive Services	Supportive services.--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
ES	Individual Counseling/Career Planning - I	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Individual Employment Plan Development	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Information on Filing Unemployment Claims	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs

Program	Service	Service Group	Service Definition
ES	Initial Assessment	Assessment	<p>Service Definition</p> <p>Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)</p>
ES	Job Development Activities	Career Planning	<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
ES	Job Readiness	Workforce Preparation	<p>WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.</p>
ES	Job Referrals	Job Referrals	<p>Job Referrals made directly to an employer.</p>
ES	Job Search Planning	Career Planning	<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
ES	Job Search Resume Preparation Assistance	Career Planning	<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
ES	Job Search Spec Labor Market Assistance	Career Planning	<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>

Program	Service	Service Group	Service Definition
			CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
ES	Job Search Workshop	Career Planning	(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
			CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
ES	Job Service Rapid Response Activities	Career Planning	(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
			CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
ES	Job Services	Career Planning	(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Placed in Training	Training Placement	Placement into training that is not recorded in another category.
			WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
ES	Professional Conduct - I	Workforce Preparation	
ES	Refer to Homeless Veterans Program	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to Educational Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to Partner Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to Supportive Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to Training	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to Unemployment Insurance Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referral to WIOA Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Referred to DVOP Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Short Term Pre-Vocational Services - I	Work Readiness/ Pre-Employment	Training or experiences that focus on skills and behaviors that are necessary for any job.
			Supportive services.--The term ``supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
ES	Supportive Services	Supportive Services	
ES	TAP - Attended Workshop	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
			Providing information regarding Labor Market Information and the Workforce System
ES	Workforce Information Services	Labor Market Information	
ES	ATAA Relocation Assistance	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	AR Works - Vocational Training	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs

Program	Service	Service Group	Service Definition
			Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Assessment Orientation	Assessment	
ES	Federal Bonding Assistance	Federal bonding Assistance	Federal Bonding provided to Employer
ES	GED Instructional Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	General Intensive Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
ES	Information on In-Demand Occupations	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
ES	Information on Non-Traditional Employment	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
ES	Job Search Workshops for Incarcerated Veterans	Job Search	Job Search Assistance
ES	Job Shadowing	Work Experience	Work Experience work-based learning- A work experience or internship is a planned, structured learning experience that takes place in a workplace for a limited period of time.
ES	Recruitment/Referral to Specialized Business Services	Job Search	Job Search Assistance
ES	Referral to Federal Training	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Relocation Assistance	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	RR Resume Writing/Interviewing	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Tax Credit Eligibility Determination	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Testing Other	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
ES	Eligible for WOTC	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Microsoft IT Academy Certification – WORD	Training Placement	Placement into training that is not recorded in another category. CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
ES	Individual Career Counseling - EUC	Career Planning	
ES	Job Search Job Finding Club	Job Search	Job Search Assistance

Dashboard Services Crosswalk

Program	Service	Service Group	Service Definition
			<p>Service Definition</p> <p>WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.</p>
ES	Learning Skills - I	Workforce Preparation	
ES	First RESEA Activity	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
ES	Microsoft IT Academy Certification – EXCEL	Training Placement	Placement into training that is not recorded in another category.
ES	Microsoft IT Academy Certification – POWERPOINT	Training Placement	Placement into training that is not recorded in another category.
			<p>WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.</p>
ES	Personal Maintenance Skills - I	Workforce Preparation	
WIOA	Case Management Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Follow-up Services	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
			<p>The Individual Employment Plan/Individual Service Strategy is an ongoing strategy jointly developed by the participant and the career coach that identifies the participant's employment and educational goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment and/or educational goals.</p>
WIOA	Individual Employment Plan Development	Individual Employment Plan Development	
			<p>Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)</p>
WIOA	Initial Assessment	Assessment	
			<p>Supportive services.--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.</p>
WIOA	Supportive Services Transportation	Supportive Services	
WIOA	Training Occupational Skills	Training Placement	Placement into training that is not recorded in another category.
WIOA	Workforce Information Services	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
			<p>Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)</p>
WIOA	Comprehensive Assessments - I	Assessment	
WIOA	Eligibility Determination	Eligibility determination	Self-Explanatory
WIOA	Information on In-Demand Occupations	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
WIOA	Job Search and Placement Assistance	Job Search	Job Search Assistance
WIOA	Job Referrals	Job Search	Job Search Assistance
WIOA	General Core Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.

Program	Service	Service Group	Service Definition
			Supportive services.--The term ``supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Information on Available Supportive Services	Supportive Services	
WIOA	Job Development	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Performance and Cost Info on Program Providers	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Supportive Services	Supportive Services	Supportive services.--The term ``supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Training Job Readiness Combination w/Training	Training Placement	Placement into training that is not recorded in another category.
WIOA	Tutoring Educational	Training Placement	Placement into training that is not recorded in another category.
WIOA	Workforce Preparation Activities	Workforce Preparation	WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
WIOA	Individual Counseling/Career Planning - I	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Out of Area Job Search Assistance	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
WIOA	Outreach, Intake and Orientation	Job Search	Job Search Assistance
WIOA	Work Experience	Work Experience	Work Experience work-based learning- A work experience or internship is a planned, structured learning experience that takes place in a workplace for a limited period of time.

Program	Service	Service Group	Service Definition
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Career Guidance	Career Planning	
WIOA	Financial Literacy Education	Financial Literacy	Education meant to increase knowledge and skills needed to achieve long-term financial stability, including budgeting, saving, credit, financial services, and other topics related to personal finance.
WIOA	Instruction Leading to Secondary School Completion	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Referral to Partner Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Career Exploration Services	Career Planning	
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Individual Counseling	Career Planning	
WIOA	Provision of Labor Market Information	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
			Supportive services.--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Child Care	Supportive Services	
WIOA	Information on Non-Traditional Employment	Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
			On-Job-Training work-based learning- OJT provides reimbursements to employers to help compensate for the costs associated with skills upgrade training for newly hired employees and the lost production of current employees providing the training (including management staff).
WIOA	Training On-the-Job (OJT)	On-Job-Training OJT	
WIOA	Adult Education & Literacy in Combination w/Training	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
			Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
WIOA	Testing Other	Assessment	Training or experiences that focus on skills and behaviors that are necessary for any job.
WIOA	Short Term Pre-Vocational Services - I	Work Readiness/ Pre-Employment	
WIOA	Referral to Educational Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs

Dashboard Services Crosswalk

Program	Service	Service Group	Service Definition
			Supportive services--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Other	Supportive Services	
WIOA	Training Registered Apprenticeship	Registered Apprenticeship	Registered Apprenticeship program. CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
			(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Establishing Financial Aid Eligibility Assist	Career Planning	
WIOA	Job Club/Workshops	Job Search	Job Search Assistance
WIOA	General Intensive Services	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Local Area Performance Information	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Training for Nontraditional Employment	Training Placement	Placement into training that is not recorded in another category.
WIOA	Pre Apprenticeship	Pre Apprenticeship	Pre-apprenticeship Training
WIOA	Scheduled Gap	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Occupational Skills Training	Training Placement	Placement into training that is not recorded in another category.
WIOA	Rapid Response Participation	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs Work Experience work-based learning- A work experience or internship is a planned, structured learning experience that takes place in a workplace for a limited period of time.
WIOA	Internships	Work Experience	WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
WIOA	General Training	Workforce Preparation	
WIOA	Training Skill Upgrade/Retraining	Training Placement	Placement into training that is not recorded in another category.
WIOA	Follow-up Adult Mentoring	Mentoring	Self-Explanatory CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
			(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Guidance and Counseling	Career Planning	
			The Individual Employment Plan/Individual Service Strategy is an ongoing strategy jointly developed by the participant and the career coach that identifies the participant's employment and educational goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment and/or educational goals.
WIOA	Individual Service Strategy (ISS)	Individual Employment Plan Development	

Program	Service	Service Group	Service Definition
			CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
WIOA	Job Placement Services	Career Planning	(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Job Readiness	Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
			(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Objective Assessment	Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
WIOA	Summer Employment Opportunities	Work Experience	Work Experience work-based learning- A work experience or internship is a planned, structured learning experience that takes place in a workplace for a limited period of time.
WIOA	Follow-up Contact with Employer	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education. Providing information regarding Labor Market Information and the Workforce System
WIOA	Information on In-Demand Occupations (youth)	Labor Market Information	
WIOA	Adult Education and Literacy Activities	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
			WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual’s preparation for the workforce.
WIOA	Leadership Development Opportunity	Workforce Preparation	
WIOA	Work Readiness/Pre-Employment Skills	Work Readiness/ Pre-Employment	Training or experiences that focus on skills and behaviors that are necessary for any job.
			Supportive services.--The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services (youth)	Supportive Services	Supportive services.--The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Transportation (youth)	Supportive Services	
WIOA	Tutoring Non Educational	Training Placement	Placement into training that is not recorded in another category.
WIOA	Job Corps	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
WIOA	Community & Service Learning Projects	Training Placement	Placement into training that is not recorded in another category.

Program	Service	Service Group	Service Definition
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Educational Achievement Services	Career Planning	
WIOA	Follow-up SS Educational Testing	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Fees/Tests/Certifications	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Housing Assistance	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Linkages to Community Services	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Supportive Services	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Transportation	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Referrals to Counseling	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
			Supportive services.--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Housing Assistance (Youth)	Supportive Services	
WIOA	Transition Services	Transition Services	Services provided to assist a participant in transitioning phases such as pre-employment to employment.
WIOA	YouthBuild	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
WIOA	Exposure to Postsecondary Educational Opportunity	Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
WIOA	Follow-up Labor Market Information	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up Postsecondary Preparation	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Comprehensive Guidance & Counseling	Career Planning	
WIOA	Dropout Prevention Services	Dropout Prevention	Self-Explanatory
WIOA	Post Exit Post Sec Trng Leading to Credential		
			<p>CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-</p> <p>(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and</p> <p>(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.</p>
WIOA	Career Development Assistance	Career Planning	

Dashboard Services Crosswalk

Program	Service	Service Group	Service Definition
			Supportive services.--The term ``supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Child Care (youth)	Supportive Services	
WIOA	Adult Mentoring	Mentoring	Self-Explanatory
			WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
WIOA	Training in Decision Making	Workforce Preparation	
WIOA	Follow-up Financial Literacy Education	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
			WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual's preparation for the workforce.
WIOA	Life Skills Workshop	Workforce Preparation	
WIOA	Training Entrepreneurial	Training Placement	Placement into training that is not recorded in another category.
			CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed-
			(A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
			(B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
WIOA	Group Counseling - I	Career Planning	
			Supportive services.--The term ``supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
WIOA	Supportive Services Dependent Care (youth)	Supportive Services	
WIOA	Alternative Secondary School Services	Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
WIOA	Follow-up SS Child Care Assistance	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
WIOA	Follow-up SS Work Clothing, Equipment, Tools	Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.

DRAFT- Glossary of Terms- AWDB Dashboards

Summary Level Service	Service Definition
Referrals and Partner Coordination	Referred to other programs or information gathered for partner programs
Assessment	Assessment is defined as an assessment of the academic levels, skill levels, and service needs of each participant, which assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs)
Career Services	Services which may consist of Basic, Individualized, or Follow-Up Services.
Career Planning	CAREER PLANNING (WIOA sec. 3(8)) – means the provision of a client-centered approach in the delivery of services, designed- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) To provide job, education, and career counseling, as appropriate during program participation and after job placement.
Workforce Preparation	WORKFORCE PREPARATION ACTIVITIES (34 CFR 463.34) – include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in: (A) Utilizing resources; (B) Using information; (C) Working with others; (D) Understanding systems; (E) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and (F) Other employability skills that increase an individual’s preparation for the workforce.
Individual Employment Plan Development	The Individual Employment Plan/Individual Service Strategy is an ongoing strategy jointly developed by the participant and the career coach that identifies the participant's employment and educational goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment and/or educational goals.
Follow-Up Services	Follow-up services are services provided after a participant has exited the program, but are needed to ensure success in employment and/or training and education.
Supportive Services	Supportive services.--The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under a program.
Job Referrals	Job Referrals made directly to an employer.
Training Placement	Placement into training that is not recorded in another category.
Work Readiness/ Pre-Employment	Training or experiences that focus on skills and behaviors that are necessary for any job.
Labor Market Information	Providing information regarding Labor Market Information and the Workforce System
Federal bonding Assistance	Federal Bonding provided to Employer
Job Search	Job Search Assistance
Work Experience	Work Experience work-based learning- A work experience or internship is a planned, structured learning experience that takes place in a workplace for a limited period of time.
Eligibility determination	Self-Explanatory
Financial Literacy	Education meant to increase knowledge and skills needed to achieve long-term financial stability, including budgeting, saving, credit, financial services, and other topics related to personal finance.
On-Job-Training OJT	On-Job-Training work-based learning- OJT provides reimbursements to employers to help compensate for the costs associated with skills upgrade training for newly hired employees and the lost production of current employees providing the training (including management staff).
Registered Apprenticeship	Registered Apprenticeship program.
Pre Apprenticeship	Pre-apprenticeship Training
Mentoring	Self-Explanatory
Transition Services	Services provided to assist a participant in transitioning phases such as pre-employment to employment.
Dropout Prevention	Self-Explanatory

### **AWDB Dashboard- Report Adjustments**

Changes for WIOA Reports- Service Groups represent categories of services on a summary level, added data elements, and removed services at 5% or less.

**Excluded- Less than 5%**

Dropout Prevention

Financial Literacy

Individual Employment Plan Development

Job Referrals

Job Search

Workforce Preparation

On-Job-Training OJT

Pre Apprenticeship

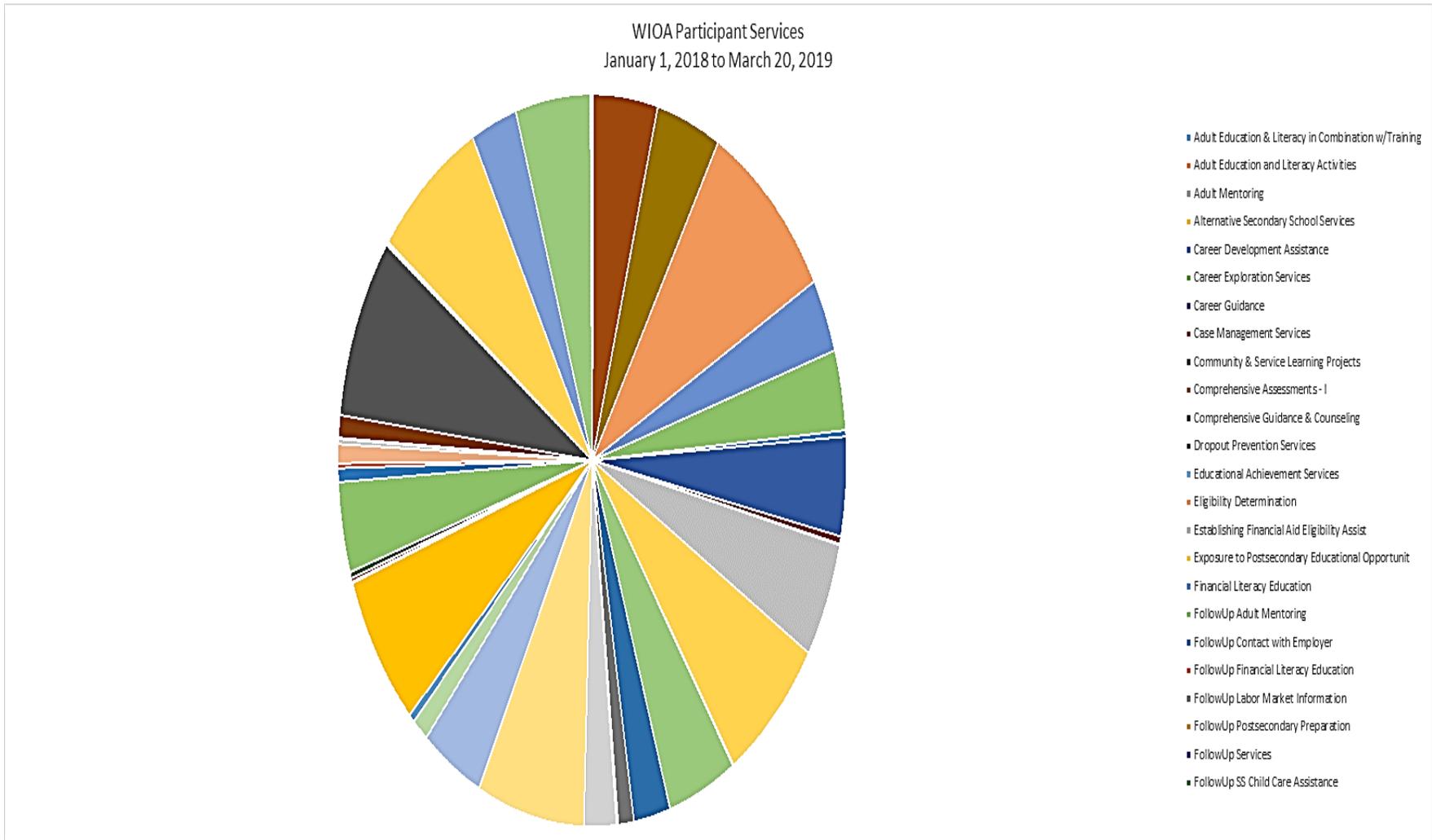
Referrals and Partner Coordination

Registered Apprenticeship

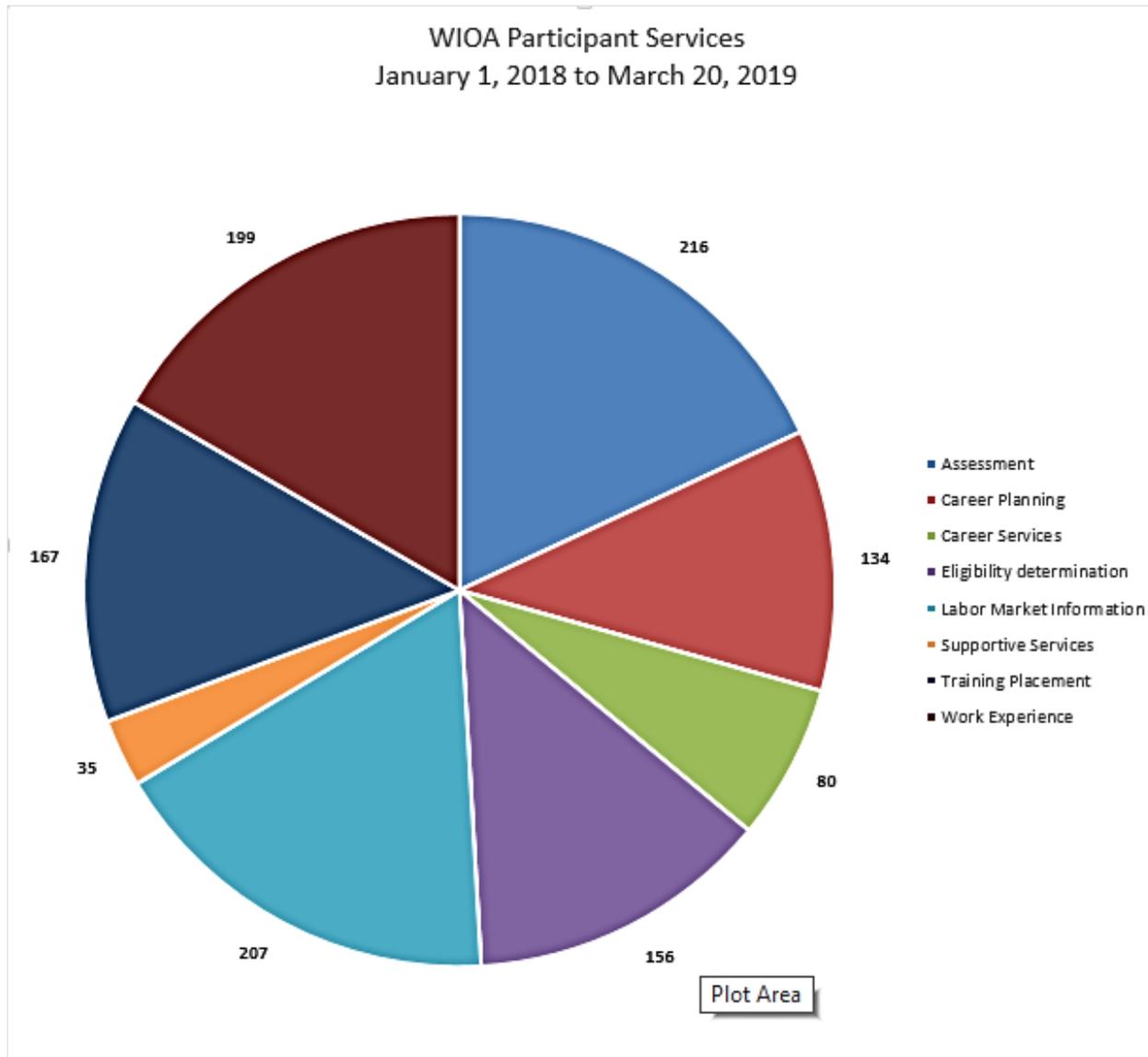
Transition Services

Work Readiness/ Pre-Employment

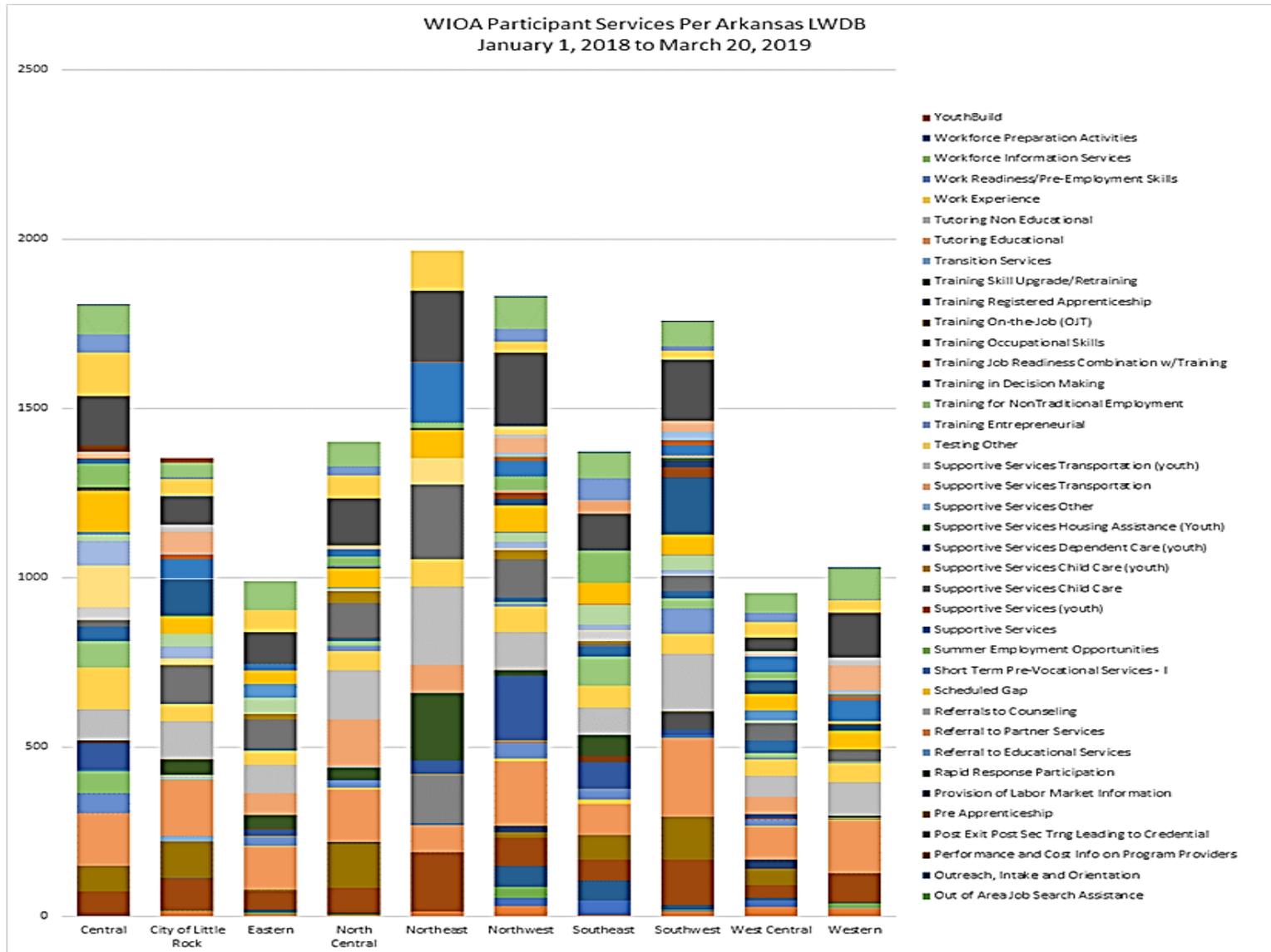
Previous Version-



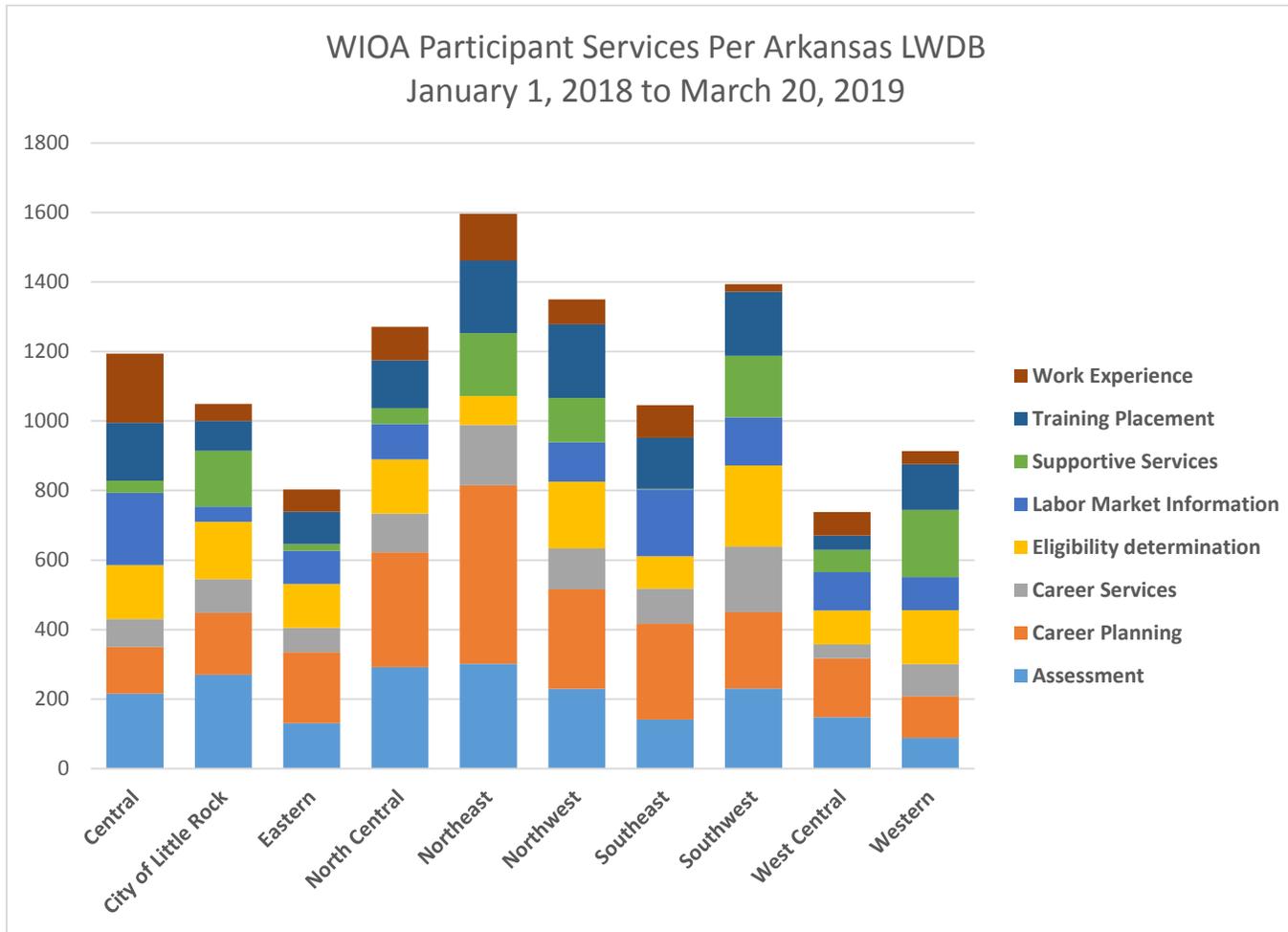
Modified Report-



Previous Version-



Modified Report-

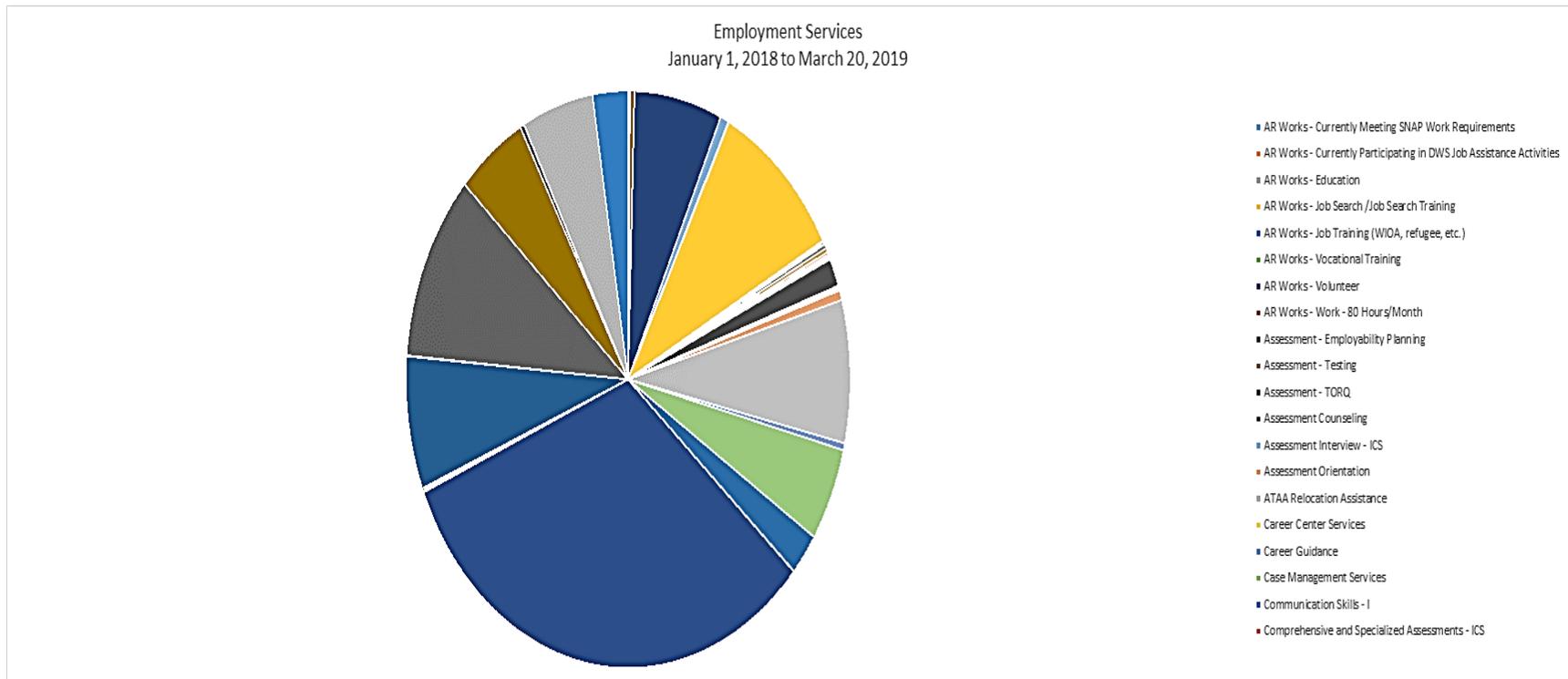


Changes for ES Reports- Service Groups represent categories of services on a summary level, added data elements, and removed services that represented 5% or less.

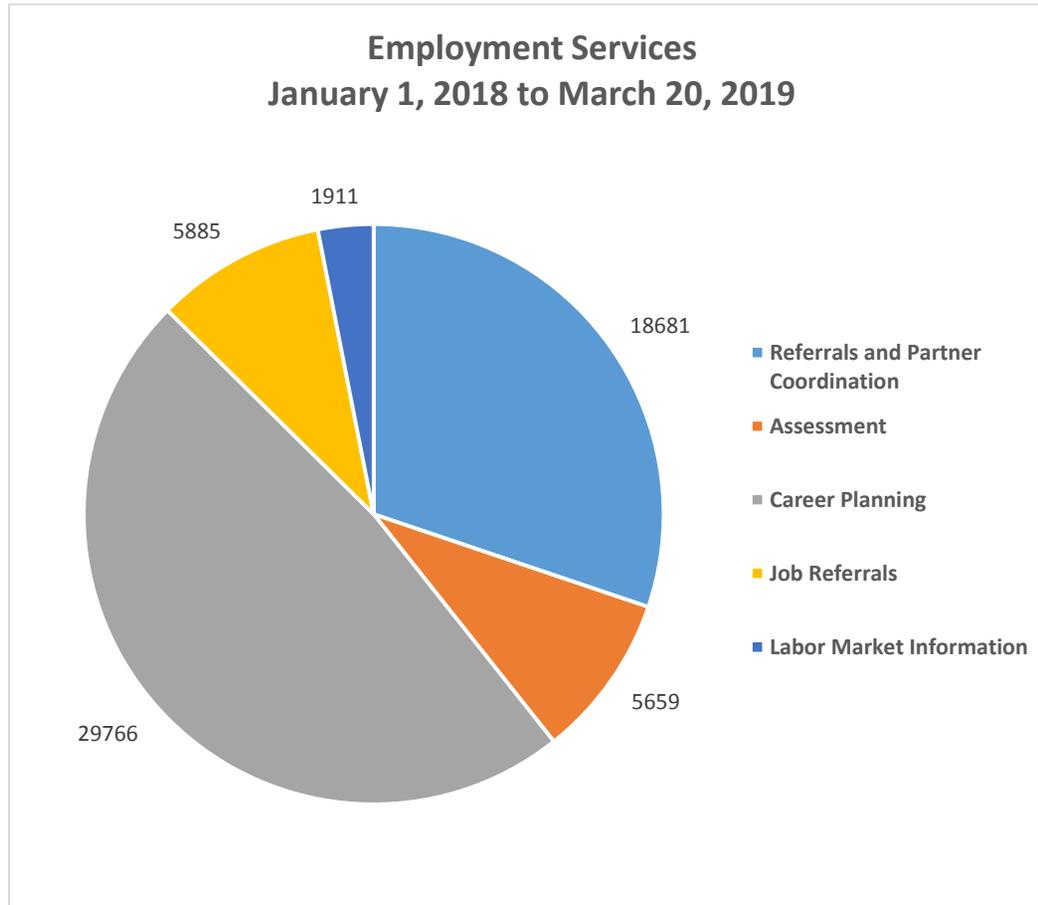
**Excluded- Less than 5%**

- |  |                                |
|--|--------------------------------|
| Career Services                        | Supportive Services            |
| Workforce Preparation                  | Federal bonding Assistance     |
| Individual Employment Plan Development | Work Readiness/ Pre-Employment |
| Follow-Up Services                     | Job Search                     |
| Training Placement                     | Work Experience                |

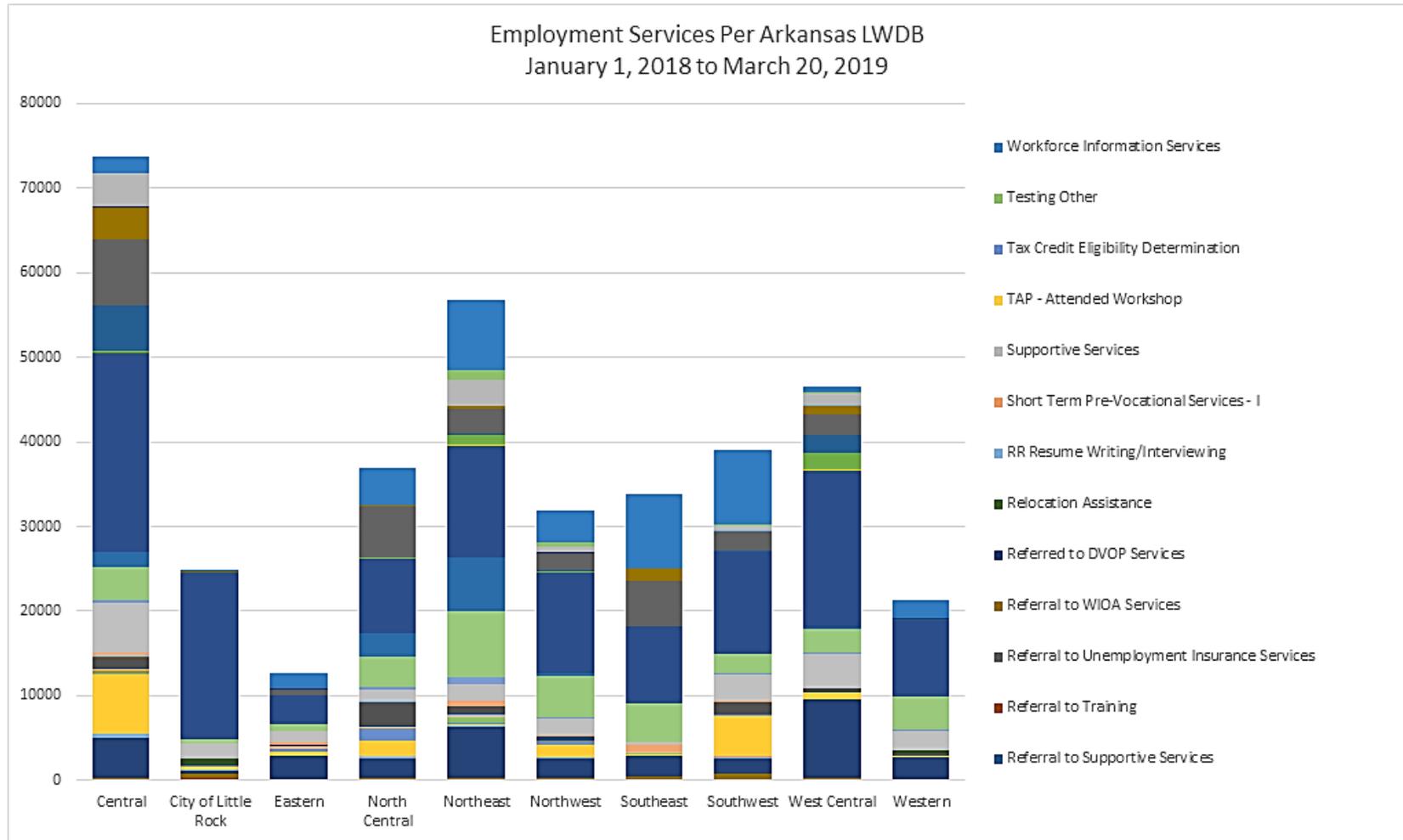
**Previous Version-**



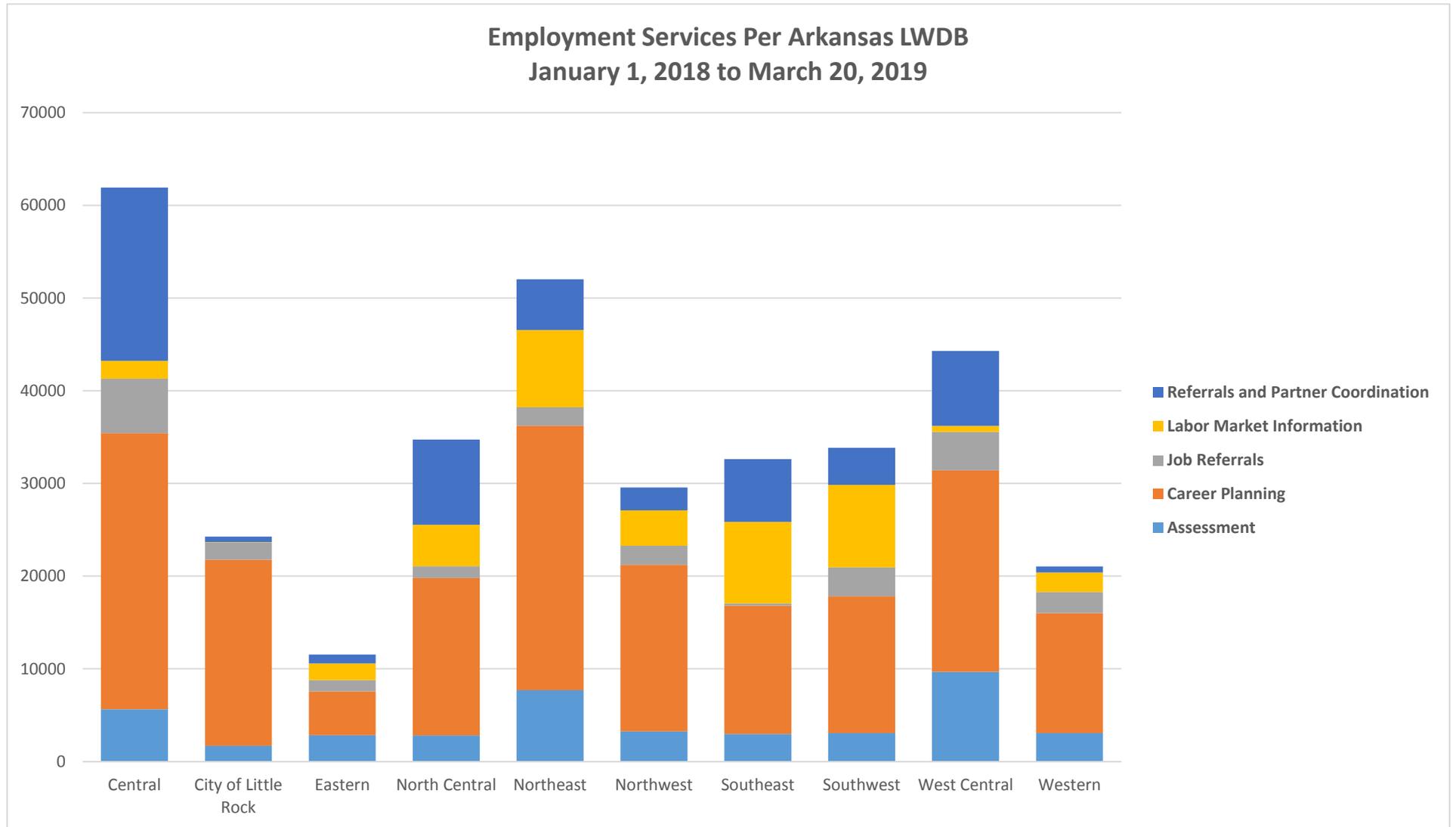
Modified Report-



Previous Version-

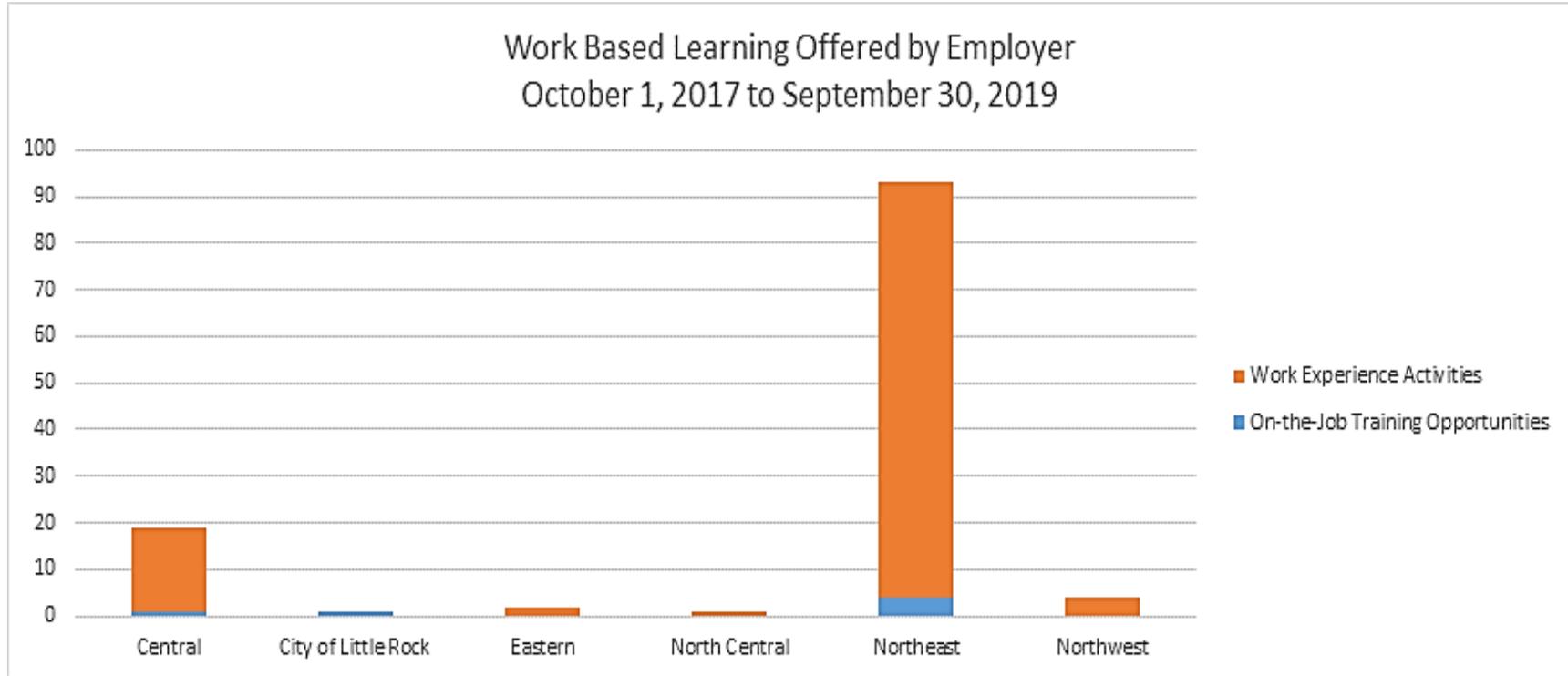


**Modified Report-**

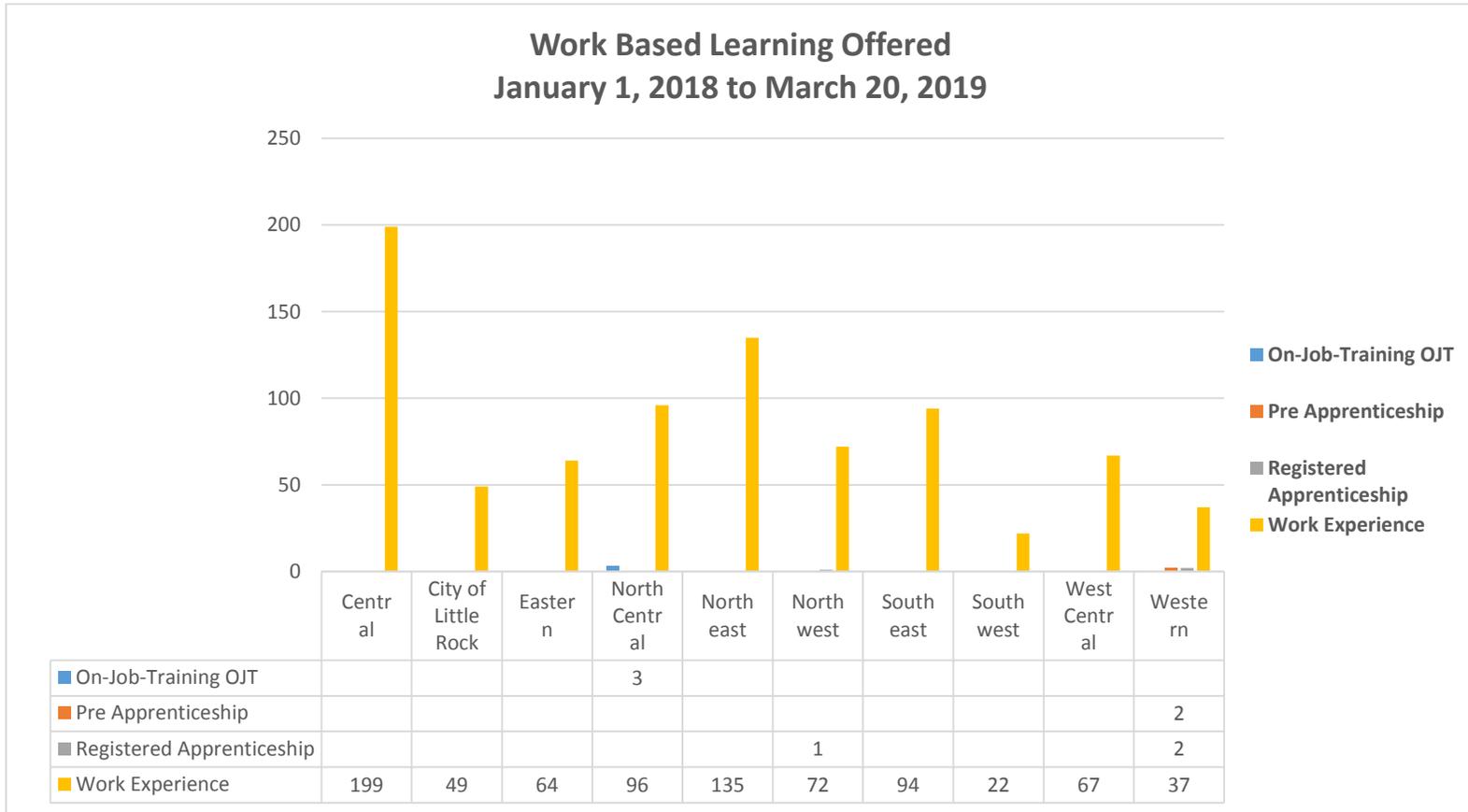


Changes for Business Service Reports- Based WBL on participant-level data to present more complete data and remove services at 5% or less.

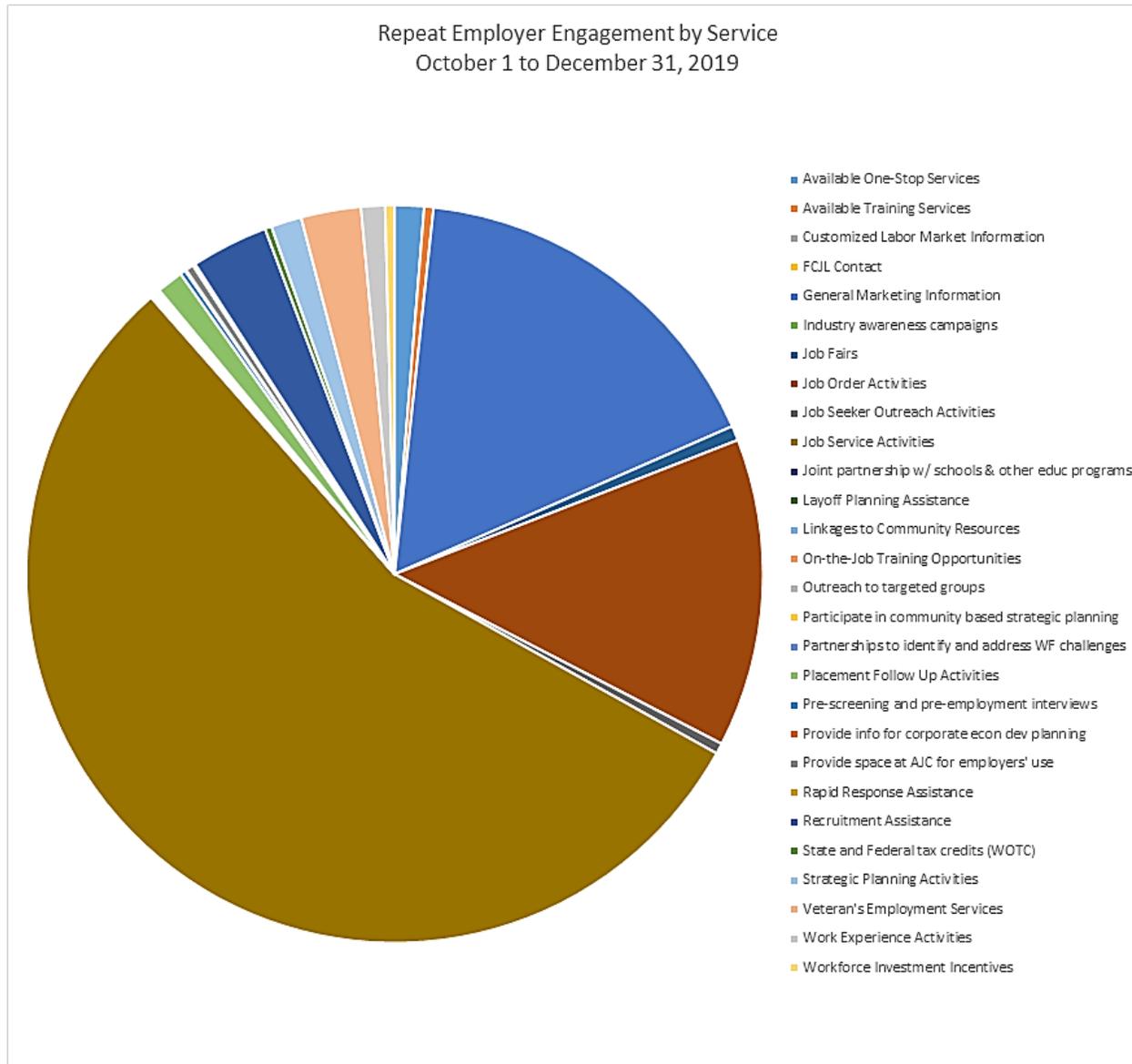
**Previous Version-**



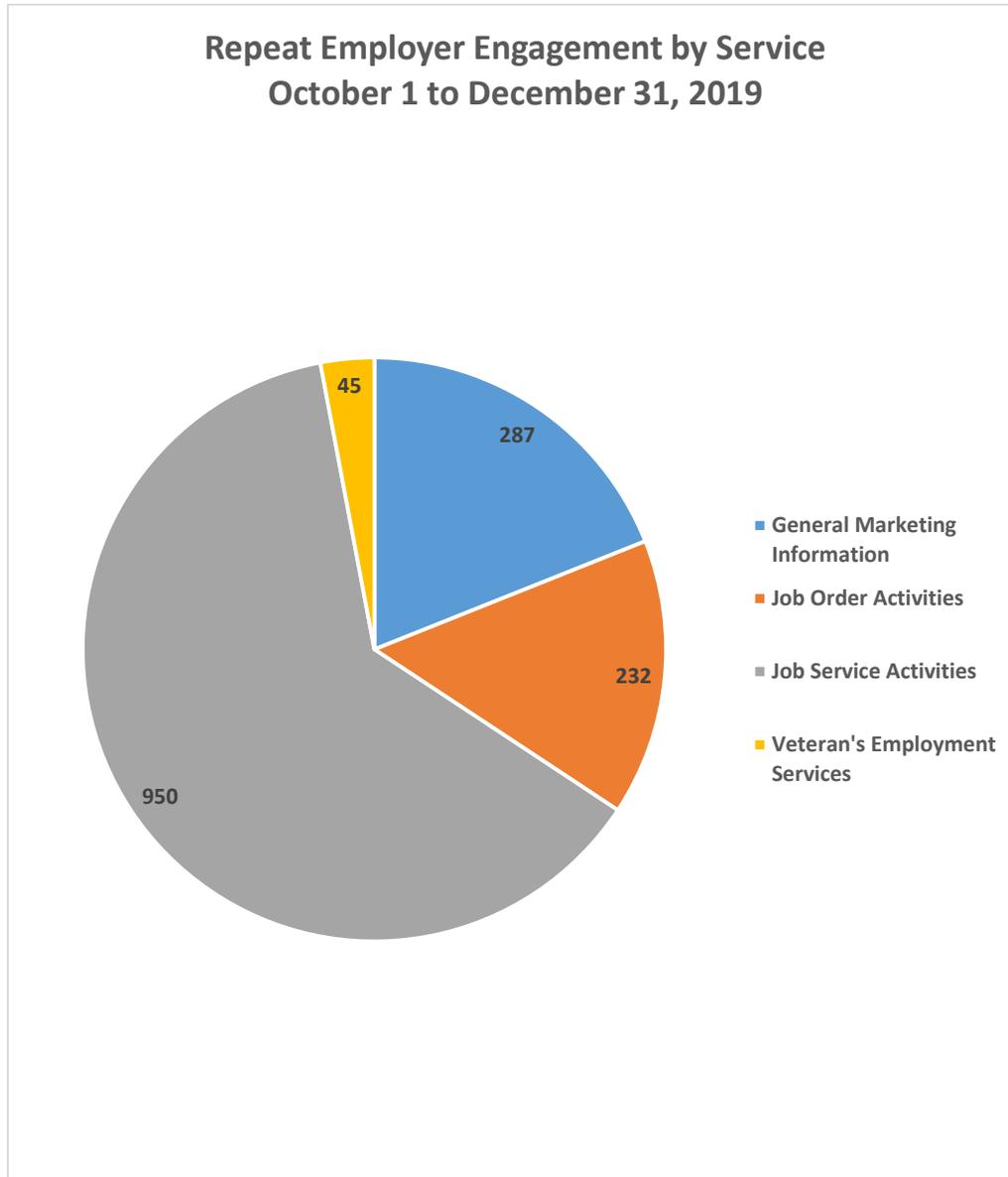
**Modified Report- Note that the participant data is only for one month, where the previous version had an entire year of data.**



Previous Version-

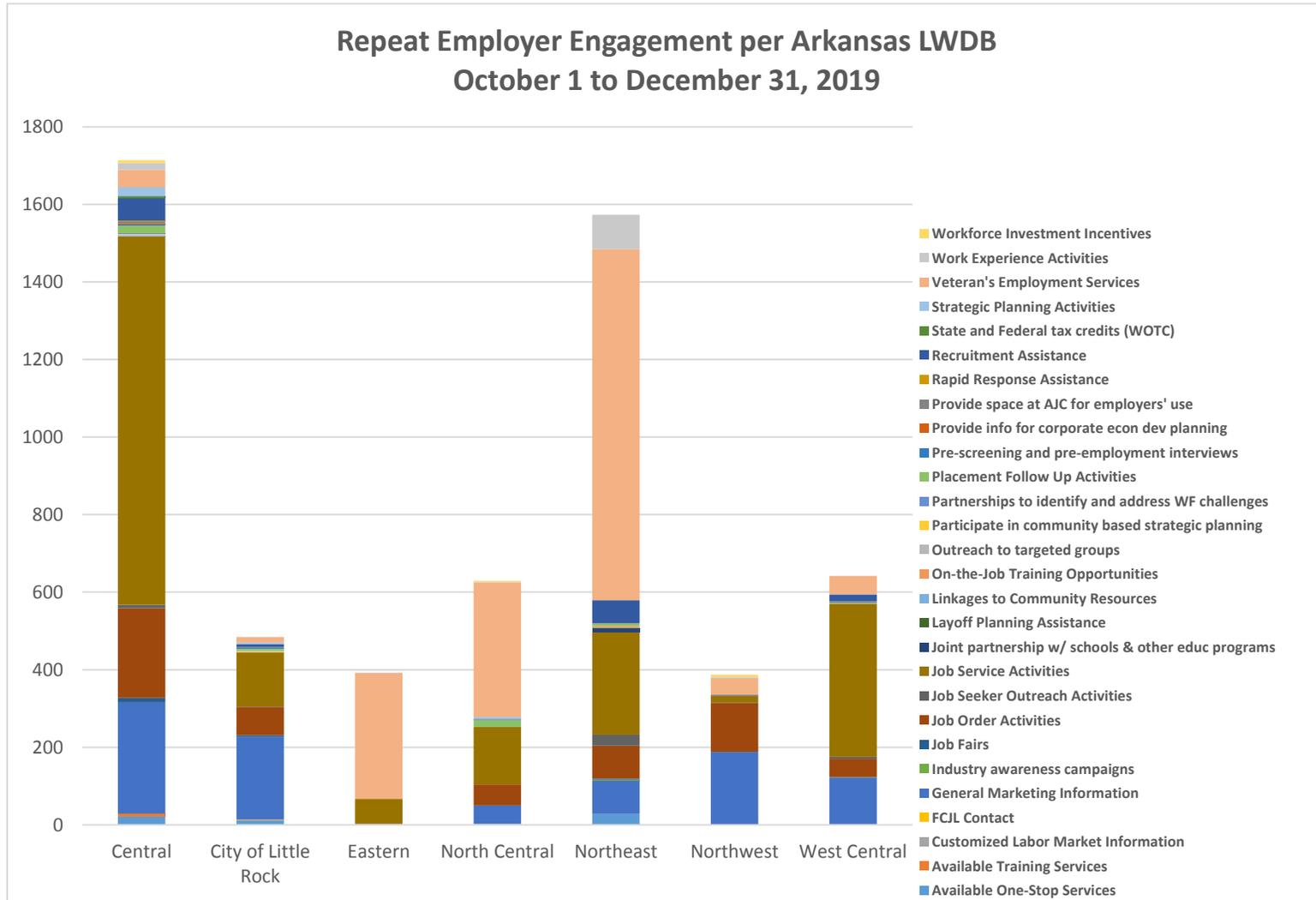


**Modified Report-**





Modified Report-



**For Consideration of the  
Arkansas Workforce Development Board  
Strategic Planning Committee**

June 18, 2019

**AGENDA ITEM 5 – INFORMATIONAL:** *SALESFORCE* Implementation Update

**INFORMATION/RATIONALE:** Salesforce is a customer relations management tool that will assist business services teams to track and report business engagement activities across partner programs.

An update regarding the ongoing implementation of this tool will be provided by staff.

# **Salesforce Update**

## **Arkansas State Workforce Development Board – Committee(s) Meeting**

### **Introduction**

Salesforce is a customer relations management tool that will assist business services teams to track and report business engagement activities across partner programs.

ADWS has been working with the vendor and a Salesforce User Acceptance Team (UAT) representing WIOA core partners to develop, test, and customize the tool to meet partner needs.

### **Current Status**

The development, testing, and customization of Salesforce consist of the following four phases or sprints:

- Sprint 1 – Business Leads and Account Management (**completed**)
- Sprint 2 – Training Application (**completed**)
- Sprint 3 – Reports and Dashboards (requires final UAT review)
- Sprint 4 – Needs Assessment and Skills Gap Analysis (requires final UAT review)

Note: Sprint 4 has been added as an optional deliverable under the existing vendor agreement.

A Final UAT review of the Sprint 3 and 4 configurations is anticipated to occur during the weeks of June 17<sup>th</sup> and/or June 24<sup>th</sup>.

### **Training Plan**

ADWS is working with the vendor in the development of the Salesforce implementation training plan that will be inclusive of business services team members across partner programs. The training plan will likely include a combination of webinar(s) and on-site workshops.

### **Sprint 4 - Needs Assessment and Skills Gap Analysis** (additional information)

The primary purpose of the needs assessment component is to assist business services team members with collecting data from employers to analyze service needs. AEDC's Manufacturing Solutions Group's "discovery" data collection process has been used as a basis for development of the needs assessment.

The primary purpose of the skills gap analysis component is to assess at the occupational level, where skills gaps may exist using standardized data from O\*Net detailing the knowledge, skills, technology skills, and tasks requirements for a given occupation.