Arkansas Workforce Development Board

Program and Performance Evaluation Committee

June 18, 2019
10:30 a.m.
Little Rock Workforce Center
5401 South University
Little Rock, Arkansas
AGENDA
June 18, 2019

ARKANSAS WORKFORCE DEVELOPMENT BOARD
PROGRAM & PERFORMANCE EVALUATION COMMITTEE MEETING

10:30 A.M.

Call to Order .......................................................... Abby Houseworth, Committee Chair

Chairman’s Comments ............................................ Abby Houseworth, Committee Chair

Agenda Item 1: ACTION
Approval of Minutes of April 9, 2019 Meeting ....................... Abby Houseworth, Committee Chair

Agenda Item 2: INFORMATIONAL
WIOA Dashboard Update .................................................. Kris Jones
Arkansas Department of Workforce Services

Agenda Item 3: INFORMATIONAL
Salesforce Implementation Update ................................... Mark McManus
Arkansas Department of Workforce Services

Announcements

Adjournment
For Consideration of the
Arkansas Workforce Development Board
Program and Performance Evaluation Committee

June 18, 2019

AGENDA ITEM 1 – ACTION: Minutes of the April 9, 2019 Program and Performance Evaluation Committee Meeting.

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee approve the minutes of the April 9, 2019 meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.
A teleconference meeting of the Program & Performance Evaluation Committee was conducted for the Arkansas Workforce Development Board on April 9, 2019. Accommodations were set-up for in-person attendance at the Arkansas Workforce Center, 5401 South University, Little Rock, Arkansas. Chair Abby Houseworth presided, with each of the following members voicing their presence via teleconference: Mr. Scott Bull, Mr. Jeff Griffin, Ms. Becky Ives, Ms. Holley Little, Mr. Alan McClain by proxy in-person Mr. Jo Baxter, Ms. Maria Markham by proxy Ms. Alesha Lewis (11:15 a.m.) and Mr. Kelley Sharp.

Mr. Alan Hughes was unable to attend.

Hearing a quorum present, Chair Abby Houseworth called the meeting to order at 10:31 a.m.

Agenda Item 1 – ACTION - Minutes of the January 10, 2019 Committee Meeting: Chair Houseworth proceeded to Agenda Item 1, asking if there were any additions or corrections to the minutes. Hearing none, a motion to accept the January 10, 2019, minutes as presented was made by Ms. Becky Ives, seconded by Mr. Kelley Sharp. The motion carried unanimously after committee members voiced their approval with none opposed.

Agenda Item 2 – ACTION – Introduction to the WIOA Dashboard: Chair Houseworth recognized Board Staff Mr. Kris Jones to provide an overview of the WIOA Dashboard to committee members. Mr. Jones began by providing background information of Title I and Title III of WIOA to assist members in understanding the reports provided. Committee members discussed the content of the reports, which reports to keep – all or part of designated reports, and how often the reports are produced for recommendation of board utilization moving forward.

A motion to approve the WIOA Dashboard with the following recommendations of adding Glossary of Terms, remove items representing less than 5%, regroup services listed, and summarized information in future reports to look at changes in service mix, per local area, and time overall was made by Mr. Scott Bull, seconded by Ms. Becky Ives. The motion carried unanimously after committee members voiced their approval with none opposed.
Agenda Item 3 – ACTION – Workforce System Evaluation: Chair Houseworth recognized Board Staff Mr. Kris Jones to provide an overview of the requirements for the evaluation of the workforce system in Arkansas and provided some recommendations to the committee.

A motion to approve the recommendation to move forward with the process evaluations of the workforce system that focus on Asset Mapping, Skills-Gap Analysis, and Customer Satisfaction Surveys to the Full Board was made by Mr. Jeff Griffin, seconded by Mr. Scott Bull. The motion carried unanimously after committee members voiced their approval with none opposed.

Hearing no additional questions or comments, Chair Houseworth moved to the next agenda item.

Announcements: Chair Houseworth announced upcoming Full Board meeting was announced April 23, 2019 at 10:00 a.m. at Embassy Suites in Little Rock. Lunch will be provided after the board meeting.

The next regular meeting of the Program and Performance Evaluation Committee will be through teleconference on June 18, 2019.

Adjourn: Chair Houseworth adjourned the meeting at 12:10 p.m. on a motion made by Mr. Scott Bull, and seconded by Mr. Jeff Griffin, and carried unanimously with none opposed.

Ms. Abby Houseworth, Program & Performance Evaluation Committee Chair

Mr. Arnell Willis, Director Workforce Investment Department of Workforce Services

Minutes recorded by Rebecca Edwards
Department of Workforce Services Staff
AGENDA ITEM 2 - ACTION: 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.

At its last quarterly meeting, this Committee reviewed, recommended revisions and approved the WIOA Dashboard.

Staff will provide an updated version for the Committee’s review.
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
WIOA DASHBOARD – JUNE 2019

Previous Version -
WIOA DASHBOARD – JUNE 2019

Modified Report-

WIOA Participant Services Per Arkansas LWDB
January 1, 2018 to March 20, 2019

- Work Experience
- Training Placement
- Supportive Services
- Labor Market Information
- Eligibility determination
- Career Services
- Career Planning
- Assessment
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
- Workforce Preparation
- Individual Employment Plan Development
- Follow-Up Services
- Training Placement
- Supportive Services
- Federal bonding Assistance
- Work Readiness/ Pre-Employment
- Job Search
- Work Experience

**Previous Version**
Modified Report-

Employment Services
January 1, 2018 to March 20, 2019

- Referrals and Partner Coordination: 18681
- Assessment: 5885
- Career Planning: 29766
- Job Referrals: 5659
- Labor Market Information: 1911
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:

![Bar chart showing Work Based Learning Offered by Employer from October 1, 2017 to September 30, 2019. The chart illustrates the number of work experience activities and on-the-job training opportunities by region. The numbers are significantly higher in the Northeast compared to other regions.]
Modified Report- Note that the participant data is only for one month, where the previous version had an entire year of data.
Repeat Employer Engagement by Service
October 1 to December 31, 2019

- Available One-Stop Services
- Available Training Services
- Customized Labor Market Information
- FCIL Contact
- General Marketing Information
- Industry Awareness Campaigns
- Jobs Talks
- Job Order Activities
- Job Seeker Outreach Activities
- Job Service Activities
- Joint Partnership w/ Schools & Other Educ Programs
- Layoff Planning Assistance
- Linkages to Community Resources
- On-the-Job Training Opportunities
- Outreach to Targeted Groups
- Participation in Community-Based Strategic Planning
- Partnerships to Identify & Address IF Challenges
- Placement Follow-Up Activities
- Pre-screening and Pre-employment Interviews
- Provide Info for Corporate Economic Planning
- Provide space at AVC for employers’ use
- Rapid Response Assistance
- Recruitment Assistance
- State and Federal Tax Credits (WOTC)
- Strategic Planning Activities
- Veteran Employment Services
- Work Experience Activities
- Workforce Investment Incentives
Modified Report-

Repeat Employer Engagement by Service
October 1 to December 31, 2019

- General Marketing Information: 287
- Job Order Activities: 232
- Job Service Activities: 950
- Veteran's Employment Services: 45
Repeat Employer Engagement per Arkansas LWDB
October 1 to December 31, 2019

- Workforce Investment Incentives
- Work Experience Activities
- Veteran’s Employment Services
- Strategic Planning Activities
- State and Federal tax credits (WOTC)
- Recruitment Assistance
- Rapid Response Assistance
- Provide space at AUC for employers’ use
- Provide Info for corporate econ dev planning
- Pre-screening and pre-employment interviews
- Placement Follow Up Activities
- Partnerships to identify and address WF challenges
- Participate in community based strategic planning
- Outreach to targeted groups
- On-the-Job Training Opportunities
- Linkages to Community Resources
- Layoff Planning Assistance
- Joint partnerships w/ schools & other edu programs
- Job Service Activities
- Job Seeker Outreach Activities
- Job Order Activities
- Job Fairs
- Industry awareness campaigns
Repeat Employer Engagement per Arkansas LWDB
October 1 to December 31, 2019

Central City of Little Rock
Eastern
North Central
Northeast
Northwest
West Central

- Workforce Investment Incentives
- Work Experience Activities
- Veteran's Employment Services
- Strategic Planning Activities
- State and Federal tax credits (WOTC)
- Recruitment Assistance
- Rapid Response Assistance
- Provide space at AJC for employers' use
- Provide info for corporate econ dev planning
- Pre-screening and pre-employment interviews
- Placement Follow Up Activities
- Partnerships to identify and address WF challenges
- Participate in community based strategic planning
- Outreach to targeted groups
- On-the-Job Training Opportunities
- Linkages to Community Resources
- Layoff Planning Assistance
- Joint partnership w/ schools & other educ programs
- Job Service Activities
- Job Seeker Outreach Activities
- Job Order Activities
- Job Fairs
- Industry awareness campaigns
- General Marketing Information
- FCIL Contact
- Customized Labor Market Information
- Available Training Services
- Available One-Stop Services
AGENDA ITEM 3 – 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.
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 17th and/or June 24th.

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.