



INNOVATE

WORKFORCE DEVELOPMENT

June 18, 2019

10:30 a.m.

Little Rock Workforce Center
5401 South University
Little Rock, Arkansas

Arkansas Workforce Development Board

Program and Performance Evaluation Committee



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.

UNOFFICIAL

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
Program & Performance Evaluation Committee
April 9, 2019

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*

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

June 18, 2019

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

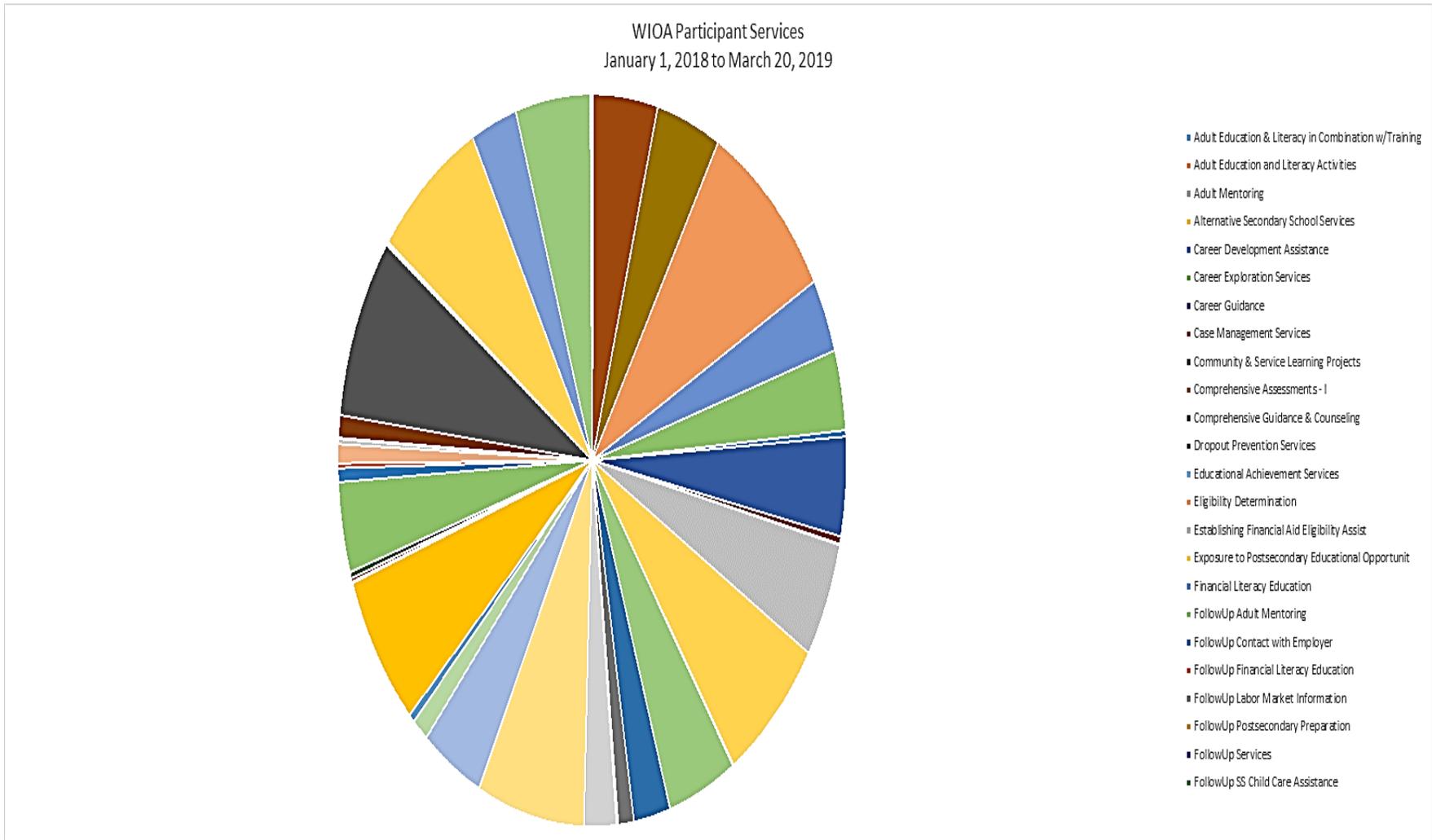
Referrals and Partner Coordination

Registered Apprenticeship

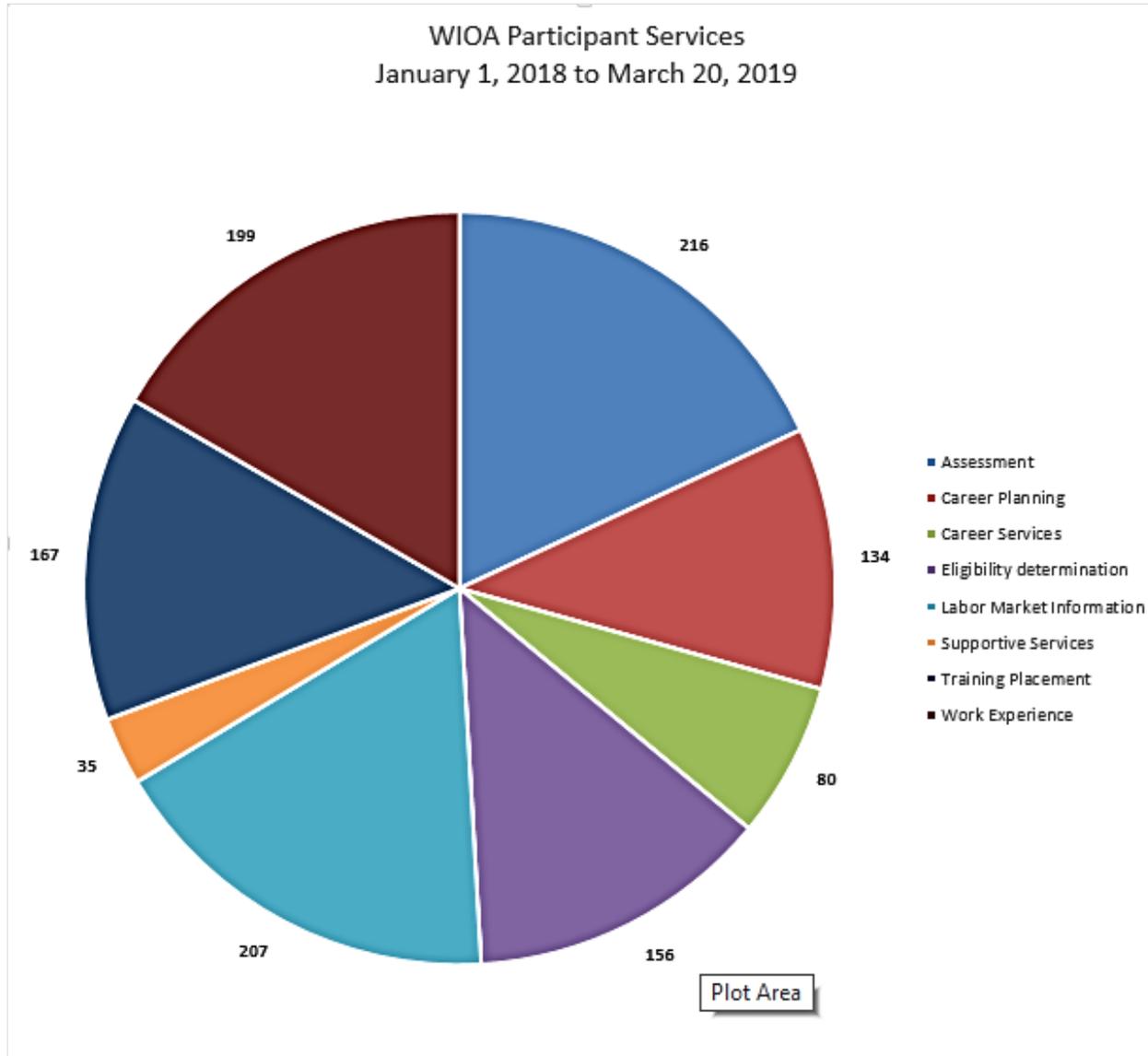
Transition Services

Work Readiness/ Pre-Employment

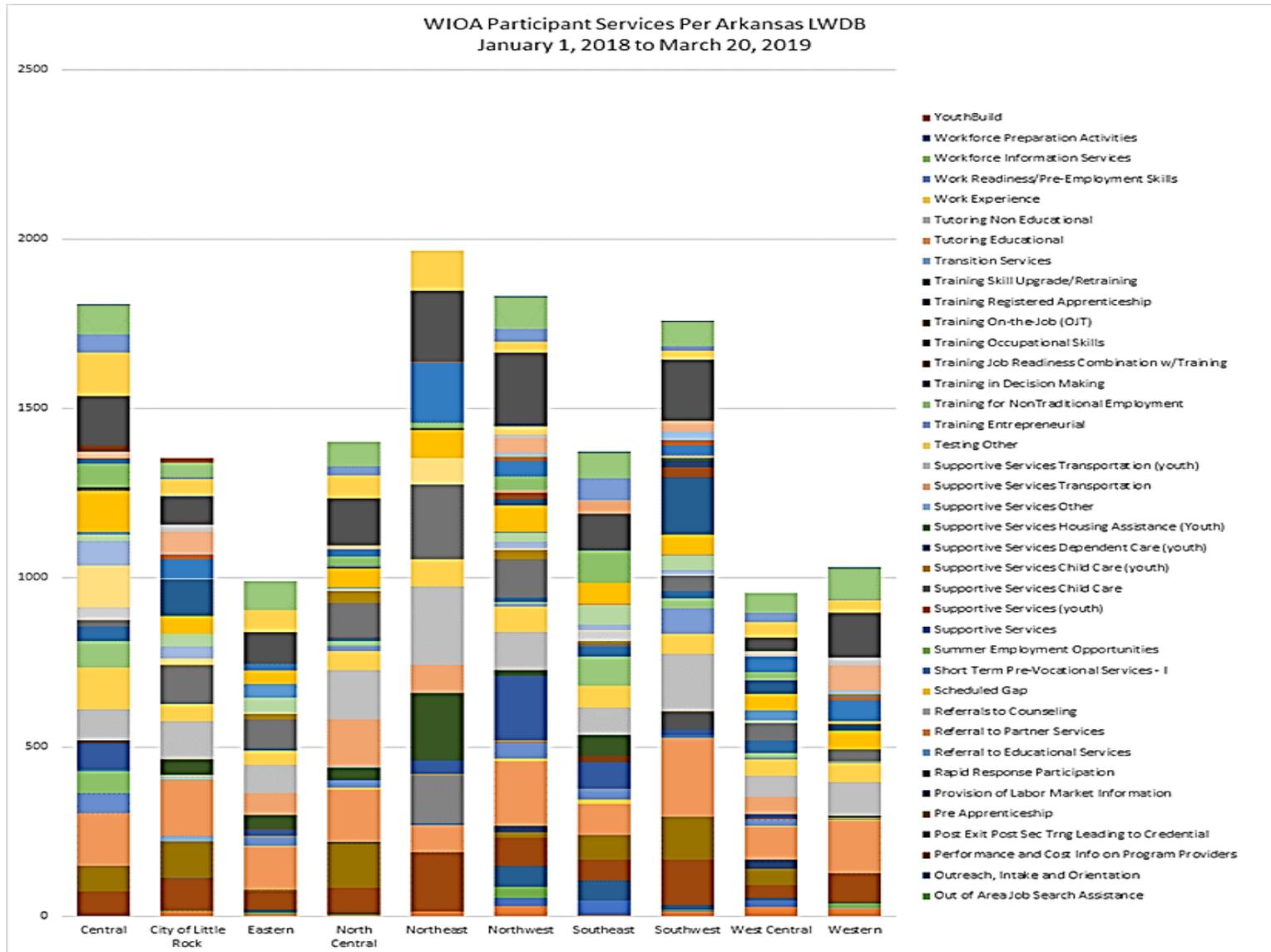
Previous Version-



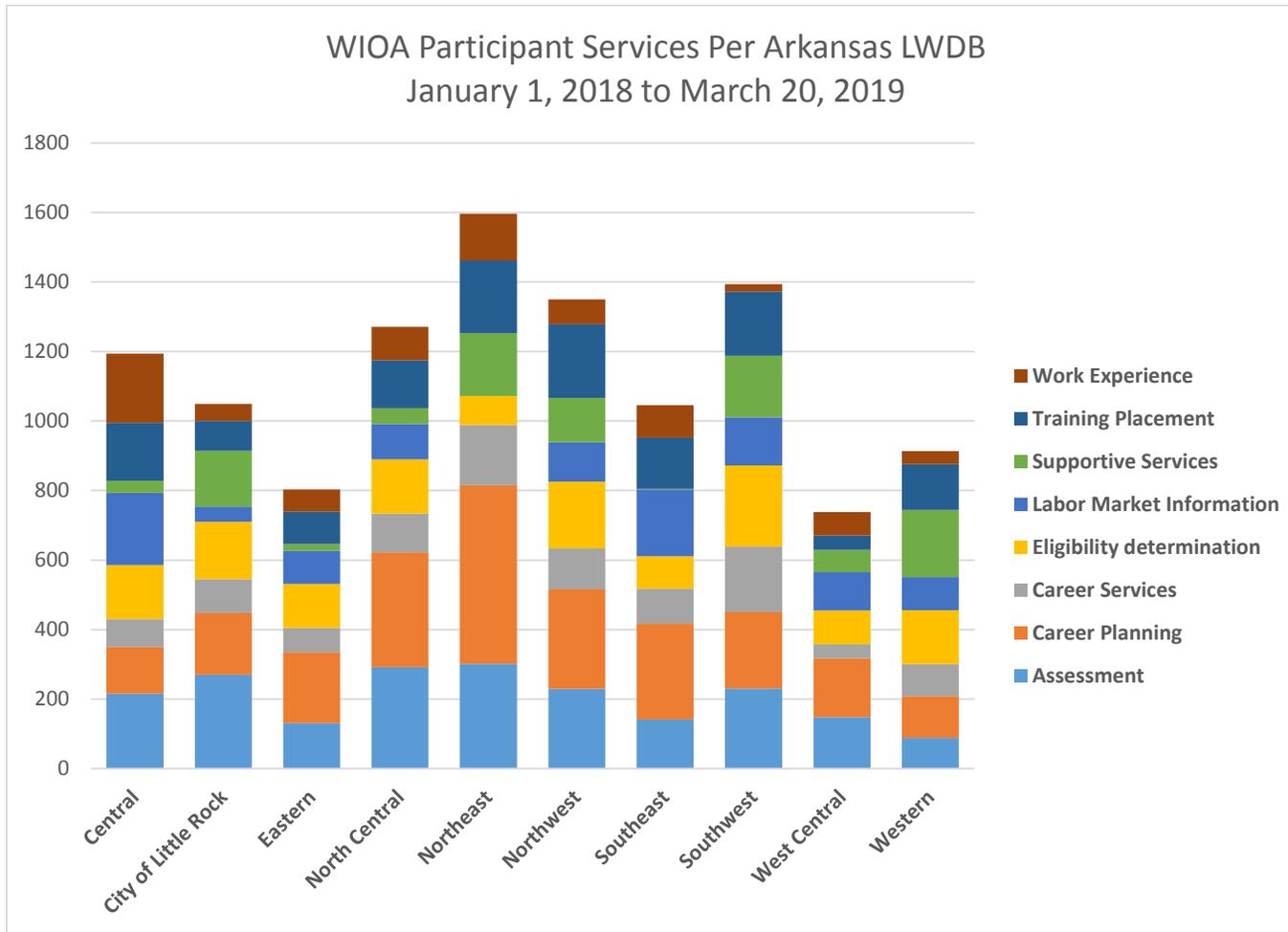
Modified Report-



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Modified Report-

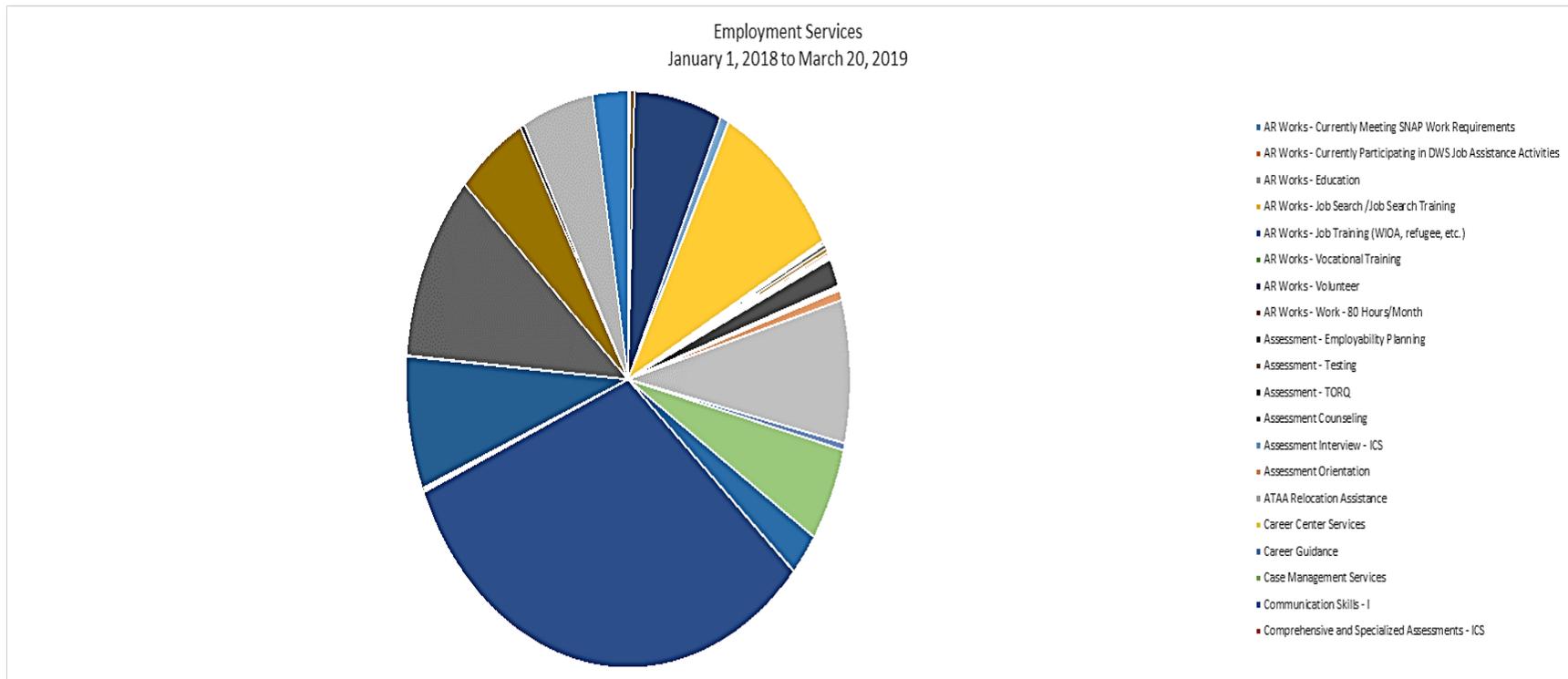


Changes for ES Reports- Service Groups represent categories of services on a summary level, added data elements, and removed services that represented 5% or less.

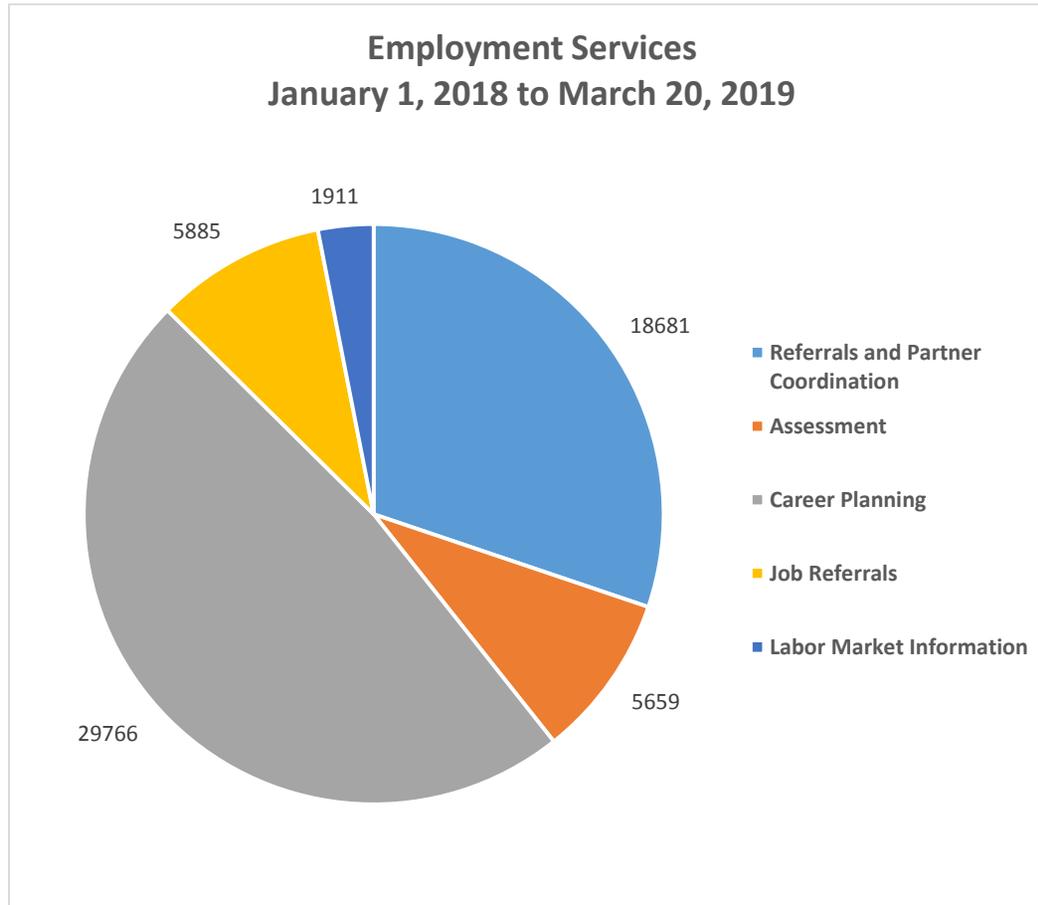
Excluded- Less than 5%

- | | |
|--|--------------------------------|
| 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 |

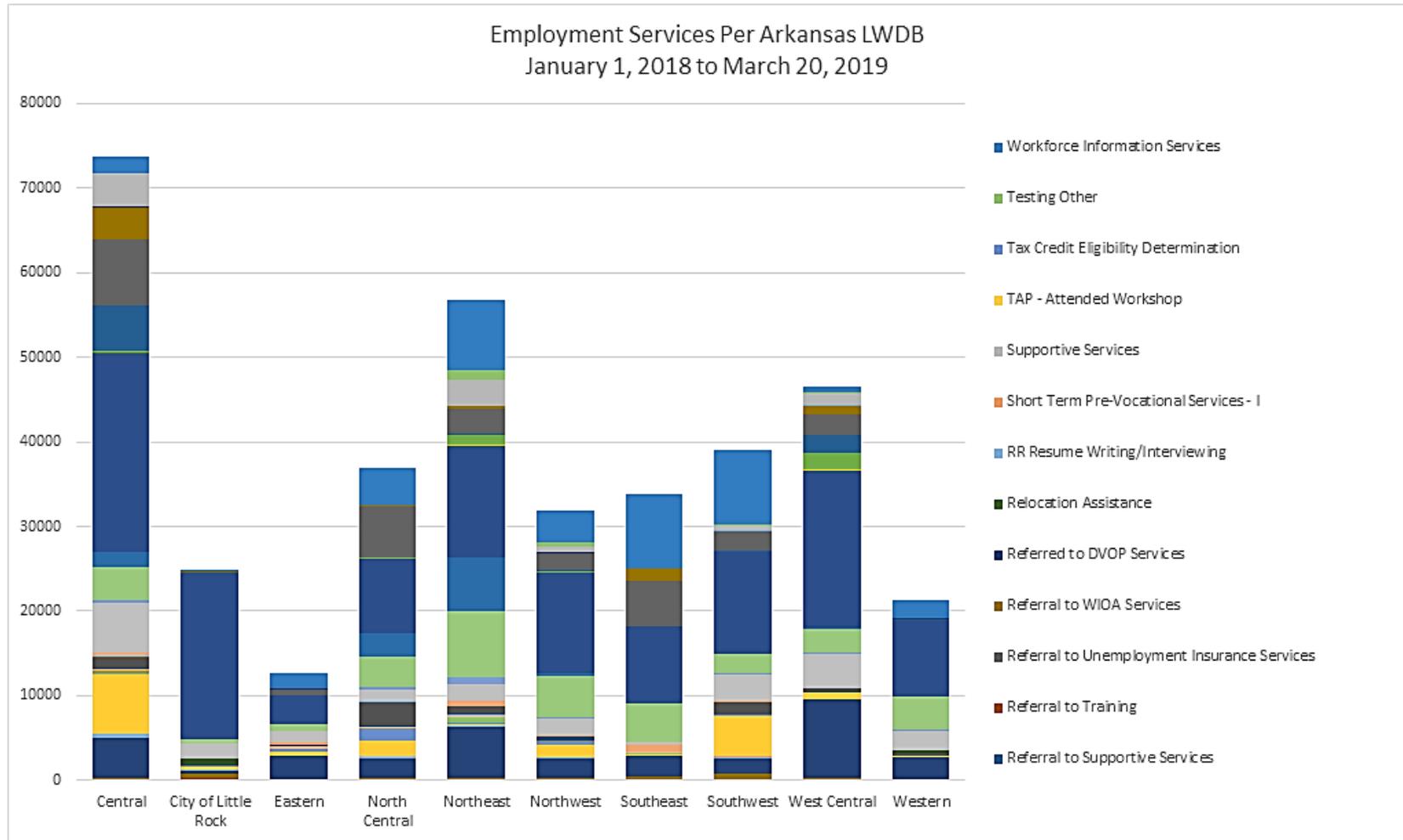
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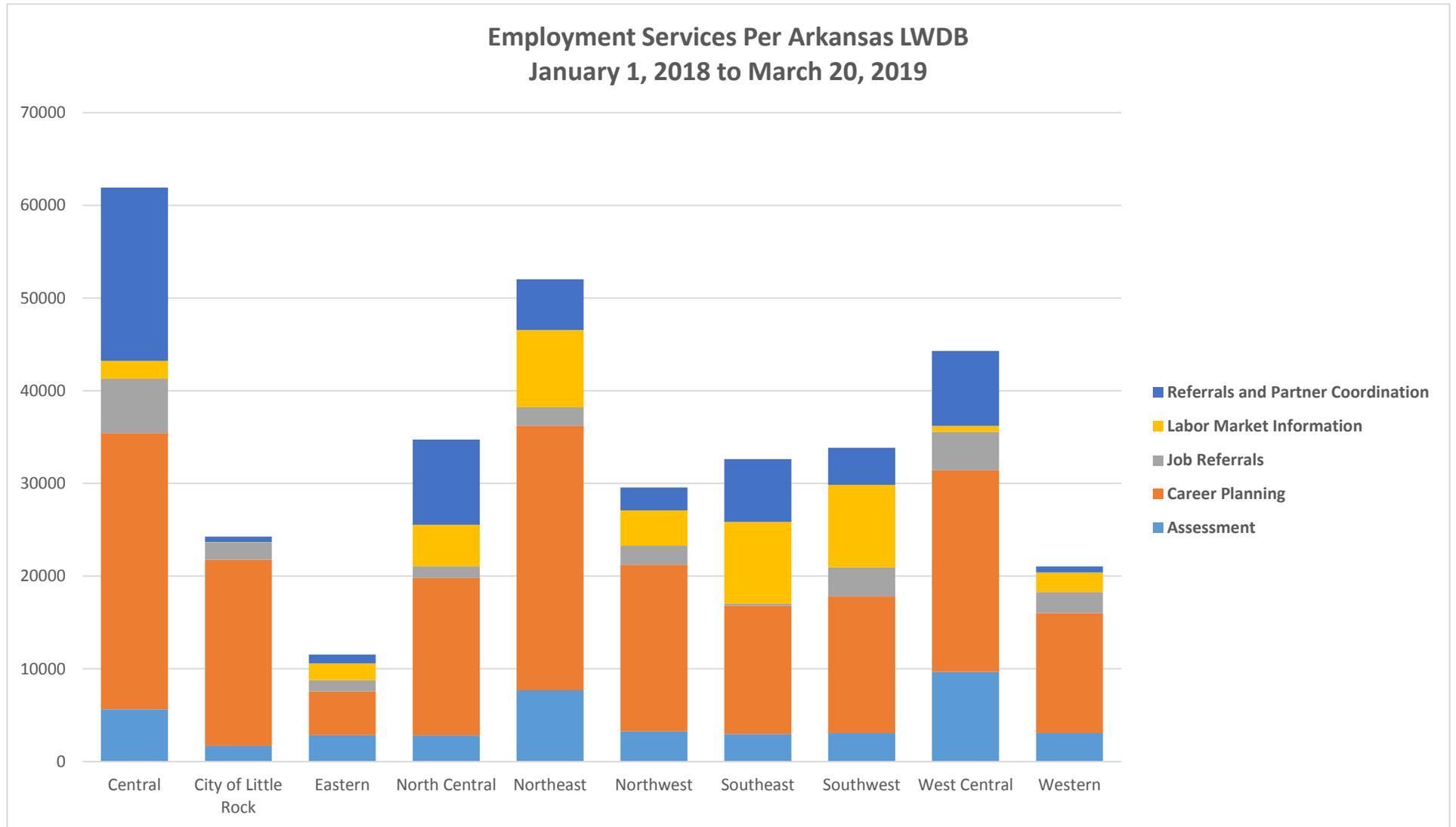
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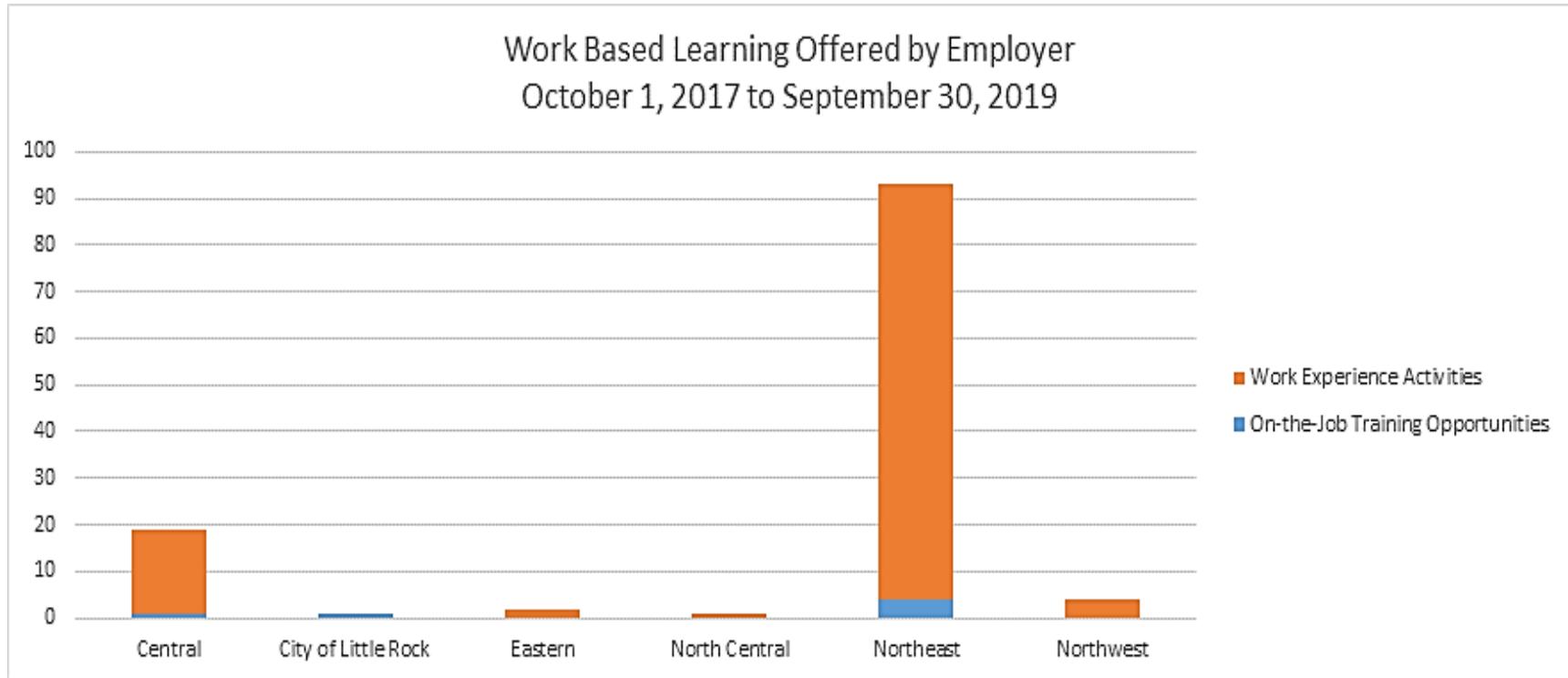


Modified Report-

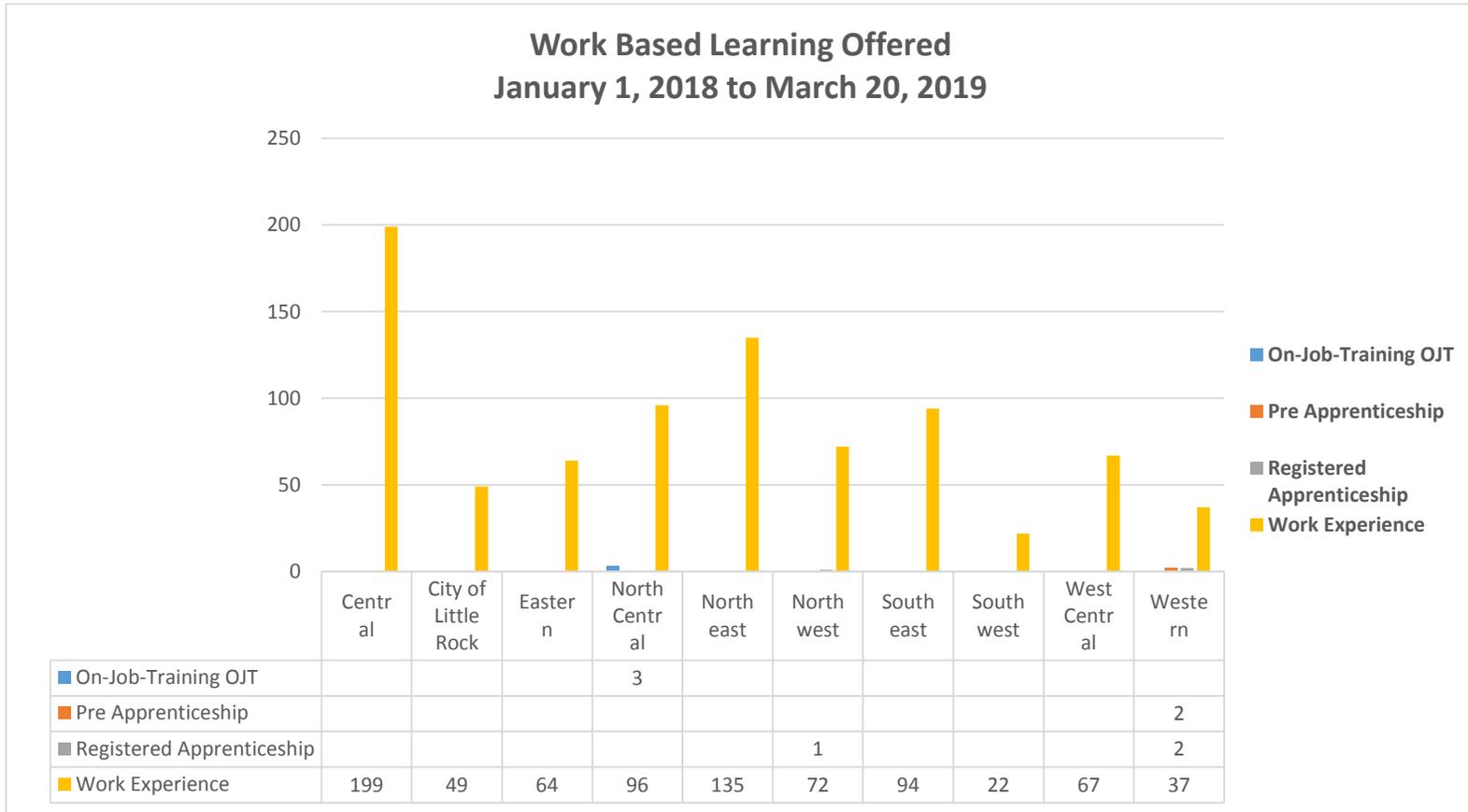


Changes for Business Service Reports- Based WBL on participant-level data to present more complete data and remove services at 5% or less.

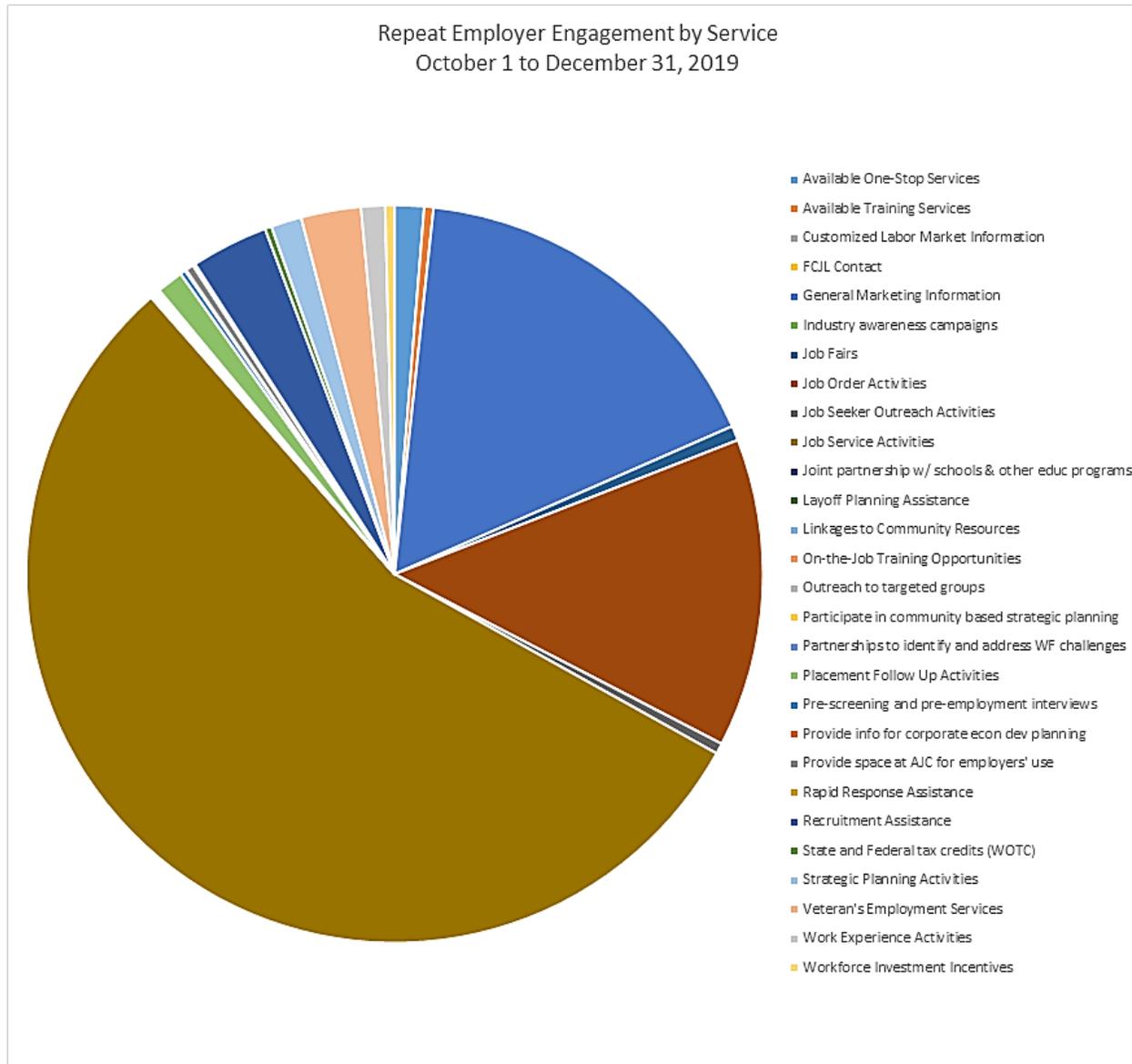
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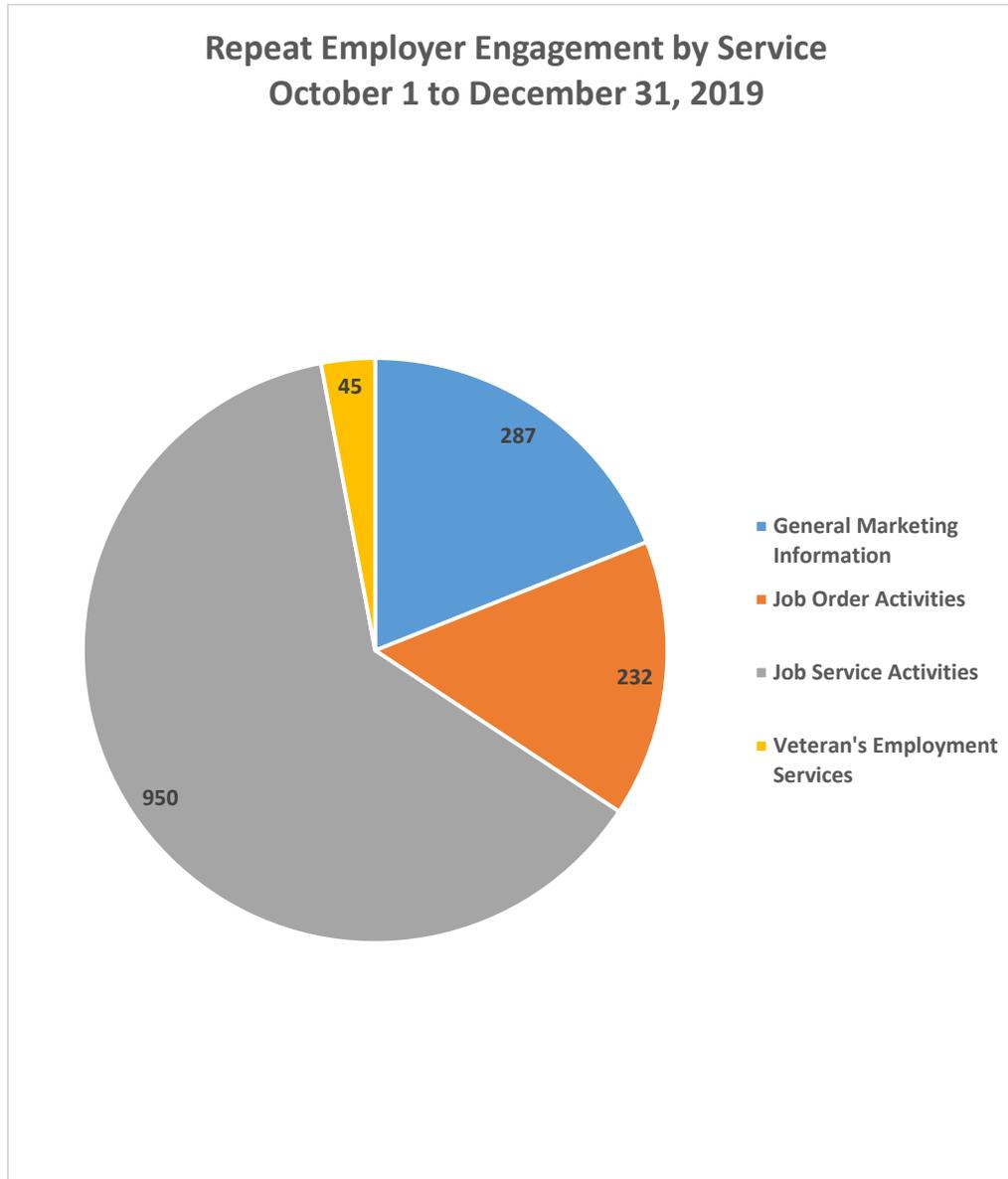
Modified Report- Note that the participant data is only for one month, where the previous version had an entire year of data.



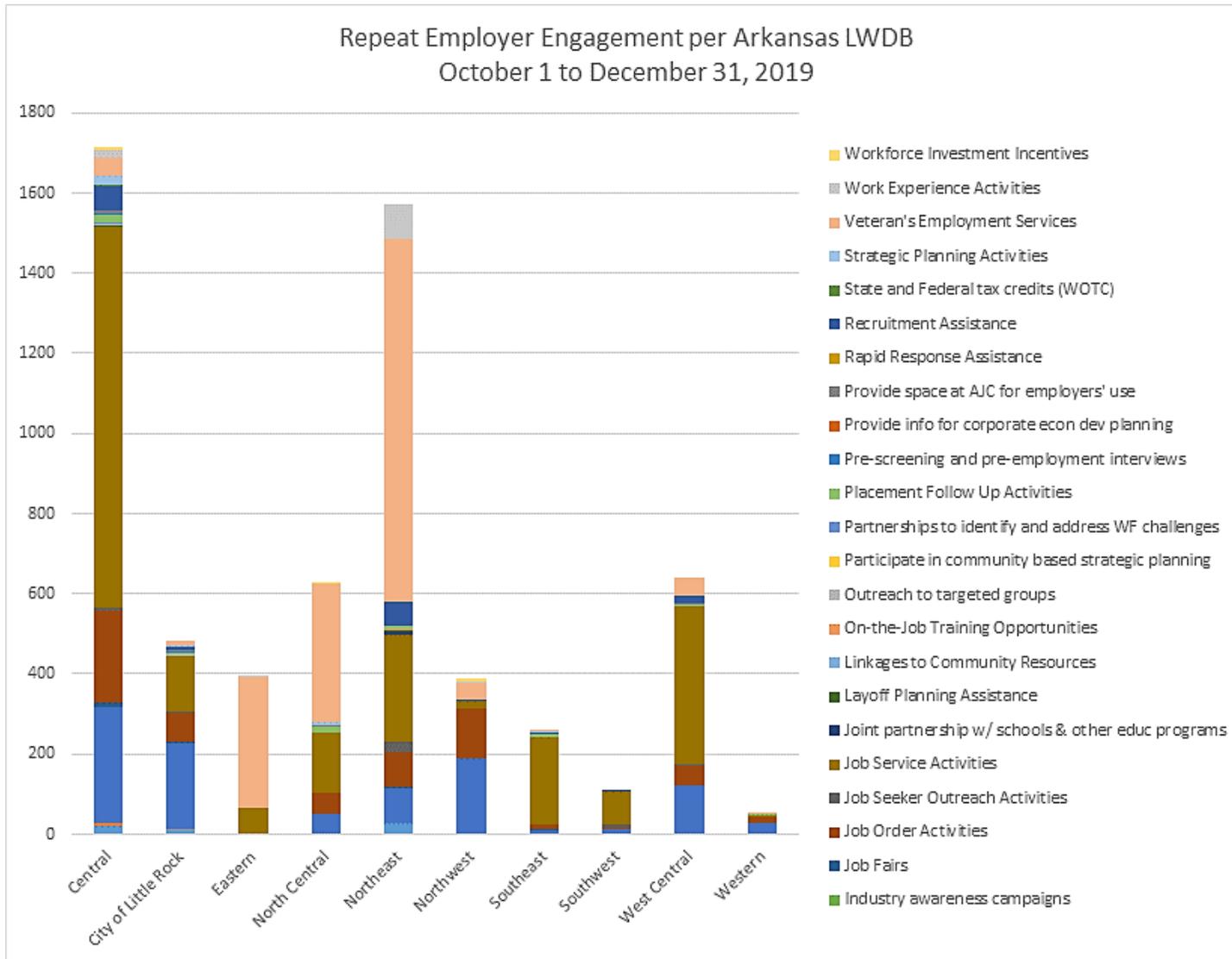
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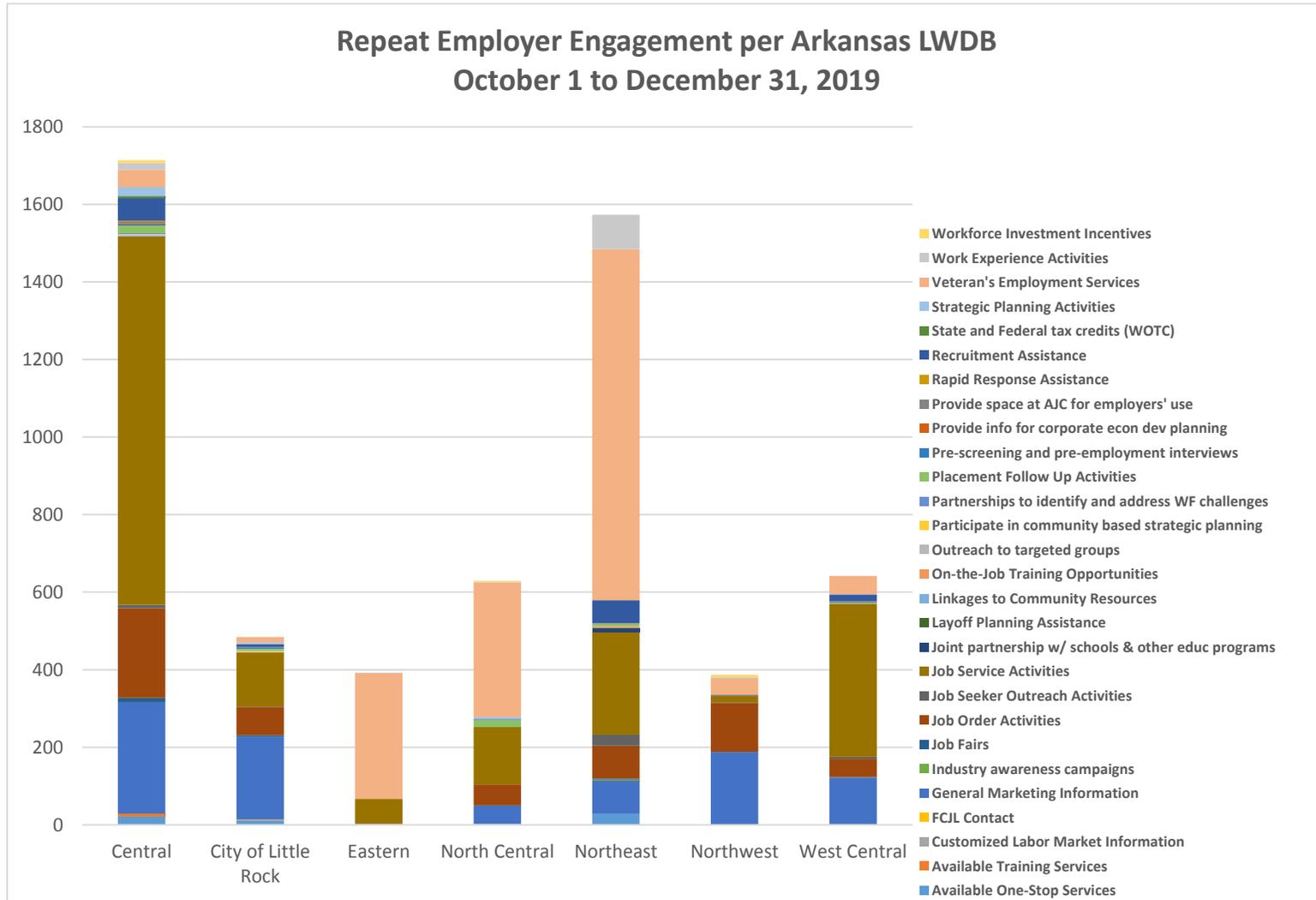
Modified Report-



Previous Version-



Modified Report-



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

June 18, 2019

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.

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 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.