Arkansas Workforce Development Board

September 25, 2019
10:30 a.m.
Little Rock Workforce Center
5401 South University
Little Rock, Arkansas

Program and Performance Evaluation Committee
AGENDA

September 25, 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 June 18, 2019 Meeting .............. Abby Houseworth, Committee Chair

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

Agenda Item 3: INFORMATIONAL
PY 18 Performance ........................................ Elroy Willoughby
Arkansas Department of Workforce Services

Agenda Item 4: INFORMATIONAL
Salesforce Implementation Update ......................... Mark McManus
Arkansas Department of Workforce Services

Announcements

Adjournment
AGENDA ITEM 1 – ACTION: Minutes of the June 18, 2019 Program and Performance Evaluation Committee Meeting.

RECOMMENDATION: It is recommended that the Program and Performance Evaluation Committee approve the minutes of the June 18, 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 June 18, 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. Jeff Griffin, Ms. Becky Ives (10:51 a.m.), Ms. Holley Little, Mr. Alan McClain, Ms. Maria Markham by proxy in-person Ms. Ann Clemmer (10:41 a.m.), and Mr. Kelley Sharp.

Mr. Scott Bull and Mr. Alan Hughes were unable to attend.

Hearing a quorum present, Chair Abby Houseworth called the meeting to order at 10:33 a.m.

**Agenda Item 1 – ACTION - Minutes of the April 9, 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 April 9, 2019, minutes as presented was made by Mr. Kelley Sharp, seconded by Mr. Alan McClain. The motion carried unanimously after committee members voiced their approval with none opposed.

**Agenda Item 2 – INFORMATIONAL –WIOA Dashboard Update:** Chair Houseworth recognized Board Staff Mr. Kris Jones to provide an overview of the WIOA Dashboard and updates previously requested by committee members. The reports are broken down by the respective Local Workforce Development Areas. Committee members discussed the content of the reports, a summarization for each chart provided, and a report for the Hard-to-Serve population at the next committee meeting.

**Agenda Item 3 – INFORMATIONAL – Salesforce Implementation Update:** Chair Houseworth recognized Mr. Mark McManus to provide an update on the Salesforce Implementation. Mr. McManus provided background information on Salesforce in addition to the updates. The implementation process involves four “sprints” or “phases” to customize the tool for partner needs. Current implementation of Salesforce is in the fourth “sprint” at this time. The fourth “sprint” includes both the development of a needs assessment component as well as incorporating a skills gap analysis incorporating the use of O’Net data as a basis. The goal with “sprint” four development activities is to capture information in the system that can be leveraged to identify where
matches might occur between employer hiring needs and the occupational skills required to fulfill those needs. As “sprint” four development and testing is completed, the plan going forward is to go “live” with utilizing the system during the week of September 16, 2019.

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

**Announcements:** Chair Houseworth announced upcoming Full Board meeting was announced July 16, 2019 at 10:00 a.m. at Embassy Suites in Little Rock. Lunch will be provided after the board meeting.

The date of the next regular meeting of the Program and Performance Evaluation Committee is to be determined; however, the meeting will be through teleconference.

**Adjourn:** Chair Houseworth adjourned the meeting at 11:13 a.m. on a motion made by Ms. Holley Little, and seconded by Mr. Jeff Griffin, and carried unanimously with none opposed.

Ms. Abby Houseworth, Program & Performance Evaluation Committee Chair

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

*Minutes recorded by Rebecca Edwards and Shenaye Johns  
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.
Staff Administrators consider this service mix to be consistent with expectations.

The deviations in LR “Workforce Information Services” and TORQ assessments are due to keying. Both services are available in the center and may be keyed as “Job Services”.

Page 1 of 11
Employment Services Per Arkansas LWDB
September 1, 2018 to August 31, 2019

Staff Administrators consider this service mix to be consistent with expectations. Please note that Supportive Services may not be keyed when covered through referrals.
The deviation from the state pattern is the absence of Supportive Services in Southeast. However, in response to DOL monitoring, Southeast has implemented a more robust supportive services policy.
### WIOA Participant Services Per Arkansas LWDB
#### September 1, 2018 to August 31, 2019

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Central</th>
<th>City of Little Rock</th>
<th>Eastern</th>
<th>North Central</th>
<th>Northeast</th>
<th>Northwest</th>
<th>Southeast</th>
<th>Southwest</th>
<th>West Central</th>
<th>Western</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Experience</td>
<td>48</td>
<td>72</td>
<td>71</td>
<td>63</td>
<td>82</td>
<td>68</td>
<td>53</td>
<td>21</td>
<td>47</td>
<td>5</td>
</tr>
<tr>
<td>Training Placement</td>
<td>99</td>
<td>50</td>
<td>112</td>
<td>228</td>
<td>113</td>
<td>98</td>
<td>89</td>
<td>94</td>
<td>18</td>
<td>21</td>
</tr>
<tr>
<td>Supportive Services</td>
<td>18</td>
<td>115</td>
<td>19</td>
<td>93</td>
<td>92</td>
<td>127</td>
<td>9</td>
<td>104</td>
<td>20</td>
<td>51</td>
</tr>
<tr>
<td>Labor Market Information</td>
<td>152</td>
<td>87</td>
<td>121</td>
<td>247</td>
<td>87</td>
<td>165</td>
<td>142</td>
<td>81</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Eligibility determination</td>
<td>120</td>
<td>131</td>
<td>149</td>
<td>286</td>
<td>126</td>
<td>154</td>
<td>128</td>
<td>145</td>
<td>512</td>
<td>115</td>
</tr>
<tr>
<td>Career Services</td>
<td>14</td>
<td>34</td>
<td>41</td>
<td>24</td>
<td>25</td>
<td>29</td>
<td>20</td>
<td>9</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>Career Planning</td>
<td>64</td>
<td>143</td>
<td>249</td>
<td>458</td>
<td>364</td>
<td>173</td>
<td>222</td>
<td>86</td>
<td>127</td>
<td>84</td>
</tr>
<tr>
<td>Assessment</td>
<td>111</td>
<td>215</td>
<td>149</td>
<td>500</td>
<td>186</td>
<td>131</td>
<td>123</td>
<td>140</td>
<td>110</td>
<td>113</td>
</tr>
</tbody>
</table>

- **Legend**:
  - Work Experience
  - Training Placement
  - Supportive Services
  - Labor Market Information
  - Eligibility determination
  - Career Services
  - Career Planning
  - Assessment
Staff Administrators consider this service mix to be consistent with expectations.

The greatest deviations are due to variance in Veteran’s Employment Services and are reconcilable with the 5 part-time Local Vet Reps across the state and their locale/coverage.
Staff Administrators consider this service mix to be consistent with expectations.
Repeat Employer Engagement per Arkansas LWDB
September 1, 2018 to August 31, 2019

Staff note: The counts in repeat employer engagement are higher than new employer engagement, suggesting that employers return for a variety of services received.

Staff note: The state’s Work Based Learning funds and apprenticeship grants may help improve these figures over time. There are now 2 WBL programs.
### Work Based Learning
September 1, 2019 to August 31, 2019

<table>
<thead>
<tr>
<th>Region</th>
<th>On-Job-Training OJT</th>
<th>Pre Apprenticeship</th>
<th>Registered Apprenticeship</th>
<th>Work Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>48</td>
<td>72</td>
<td>71</td>
<td>63</td>
</tr>
<tr>
<td>City of Little Rock</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>East Central</td>
<td>2</td>
<td>63</td>
<td>1</td>
<td>68</td>
</tr>
<tr>
<td>Northeast</td>
<td>82</td>
<td>16</td>
<td>1</td>
<td>53</td>
</tr>
<tr>
<td>Southeast</td>
<td>68</td>
<td></td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Southwest</td>
<td>1</td>
<td></td>
<td></td>
<td>47</td>
</tr>
<tr>
<td>West Central</td>
<td>17</td>
<td></td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Western</td>
<td>7</td>
<td></td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>

- **On-Job-Training OJT**: 
- **Pre Apprenticeship**: 
- **Registered Apprenticeship**: 
- **Work Experience**: 

The chart and table above illustrate the distribution of different types of work-based learning programs across various regions from September 1, 2019, to August 31, 2019.
Selected Targeted Populations

Ex-Offender counts have increased over the last two-years. Upward trends in 6 local areas, with the greatest increases in LR, where are the Reentry program may have increased referrals. Will be recalculated for Full Board based on Quarterly Information ending 9/30/19.
WIOA Reports- Service Groups represent categories of services on a summary level; services at 5% or less removed.

**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

ES Reports- Service Groups represent categories of services on a summary level; services at 5% or less removed.

**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
AGENDA ITEM 3 – INFORMATIONAL: PY18 Performance

INFORMATION/RATIONALE: Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system’s six core programs.

These six core programs are the Adult, Dislocated Worker, and Youth programs, authorized under WIOA Title I and administered by DOL; the Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA Title II and administered by ED; the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III and administered by DOL; and the Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973, as amended by WIOA Title IV and administered by ED.

The Program Year 2018 performance outcomes for Titles I and III are included herein.
### Program Year 2018 WIOA Titles I and III

#### ADULTS

<table>
<thead>
<tr>
<th></th>
<th>Negotiated Goal</th>
<th>Actual Performance</th>
<th>90% of Negotiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate 2nd Quarter After Exit</td>
<td>91.1%</td>
<td>84.07%</td>
<td>81.99%</td>
</tr>
<tr>
<td>Employment Rate 4th Quarter After Exit</td>
<td>85.8%</td>
<td>83.51%</td>
<td>77.22%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>$6,281</td>
<td>$6,163.71</td>
<td>$5,652.90</td>
</tr>
<tr>
<td>Credential Attainment Rate</td>
<td>74.2%</td>
<td>80.81%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### DISLOCATED WORKER

<table>
<thead>
<tr>
<th></th>
<th>Negotiated Goal</th>
<th>Actual Performance</th>
<th>90% of Negotiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate 2nd Quarter After Exit</td>
<td>91.0%</td>
<td>87.69%</td>
<td>81.90%</td>
</tr>
<tr>
<td>Employment Rate 4th Quarter After Exit</td>
<td>85.5%</td>
<td>89.12%</td>
<td>N/A</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>$7,000</td>
<td>$6,396.00</td>
<td>$6,300.00</td>
</tr>
<tr>
<td>Credential Attainment Rate</td>
<td>76.1%</td>
<td>78.84%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### YOUTH

<table>
<thead>
<tr>
<th></th>
<th>Negotiated Goal</th>
<th>Actual Performance</th>
<th>90% of Negotiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educ./Train./Employ. 2nd Qtr.</td>
<td>75.0%</td>
<td>79.93%</td>
<td>N/A</td>
</tr>
<tr>
<td>Educ./Train./Employ. 4th Qtr.</td>
<td>78.1%</td>
<td>80.41%</td>
<td>N/A</td>
</tr>
<tr>
<td>Credential Attainment Rate</td>
<td>75.0%</td>
<td>68.27%</td>
<td>67.50%</td>
</tr>
</tbody>
</table>

#### WAGNER-PEYSER

<table>
<thead>
<tr>
<th></th>
<th>Negotiated Goal</th>
<th>Actual Performance</th>
<th>90% of Negotiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate 2nd Quarter After Exit</td>
<td>73.4%</td>
<td>72.31%</td>
<td>66.06%</td>
</tr>
<tr>
<td>Employment Rate 4th Quarter After Exit</td>
<td>74.5%</td>
<td>71.92%</td>
<td>67.05%</td>
</tr>
<tr>
<td>Median Earnings</td>
<td>$4,750</td>
<td>$5,136.93</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Note: States are considered to have met their individual negotiated goals if their actual achieved performance is at least 90% of their previously negotiated goal (Fourth Column).

N/A – denotes those measures which did not rely upon the 90% threshold as State met or exceeded negotiated goal.
AGENDA ITEM 4 – 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

Background/Introduction

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

Current Status

As previously reported, the Salesforce tool has been developing in four phases (or sprints) that include:

- Sprint 1 – Business Leads and Account Management
- Sprint 2 – Training Application
- Sprint 3 – Reports and Dashboards
- Sprint 4 – Needs Assessment and Skills Gap Analysis

The testing, development, and training on the product are complete. Salesforce is “going live” on September 16th to allow for business services staff to begin recording actual business engagement activity in the system. As we are launching using the system, we are establishing a “working group” to assist in developing some ground rules (or protocols) for moving us forward utilizing the tool. The “working group” will also take the lead in working through any issues that may arise using the system and determining their potential solutions.

Next Steps

Currently, evaluating several “next steps” to broaden the base of Salesforce users as well as enhance the system’s value through collaborative efforts and data integration.

Here is a listing of potential next steps:

- Purchasing an additional 20 licenses to broaden the user base among partner programs. This is in addition to the original 35 licenses that have been purchased.

- Assessing/evaluating potential integration with AEDC employer needs assessment data.

- Assessing and evaluating potential opportunities for integration with AJL data.

- Assessing and evaluating the utilization of an external community portal feature within the system that could provide capabilities to interface with employers.

- Evaluating whether to continue administrative support with the Salesforce vendor (Coastal Cloud) under a managed services agreement over the next year.