



INNOVATE

WORKFORCE DEVELOPMENT

September 25, 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

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

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

September 25, 2019

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.

UNOFFICIAL

MINUTES
ARKANSAS WORKFORCE DEVELOPMENT BOARD
Program & Performance Evaluation Committee
June 18, 2019

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

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

*Minutes recorded by Rebecca Edwards and Shenaye Johns
Department of Workforce Services Staff*

**For Consideration of the
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September, 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.

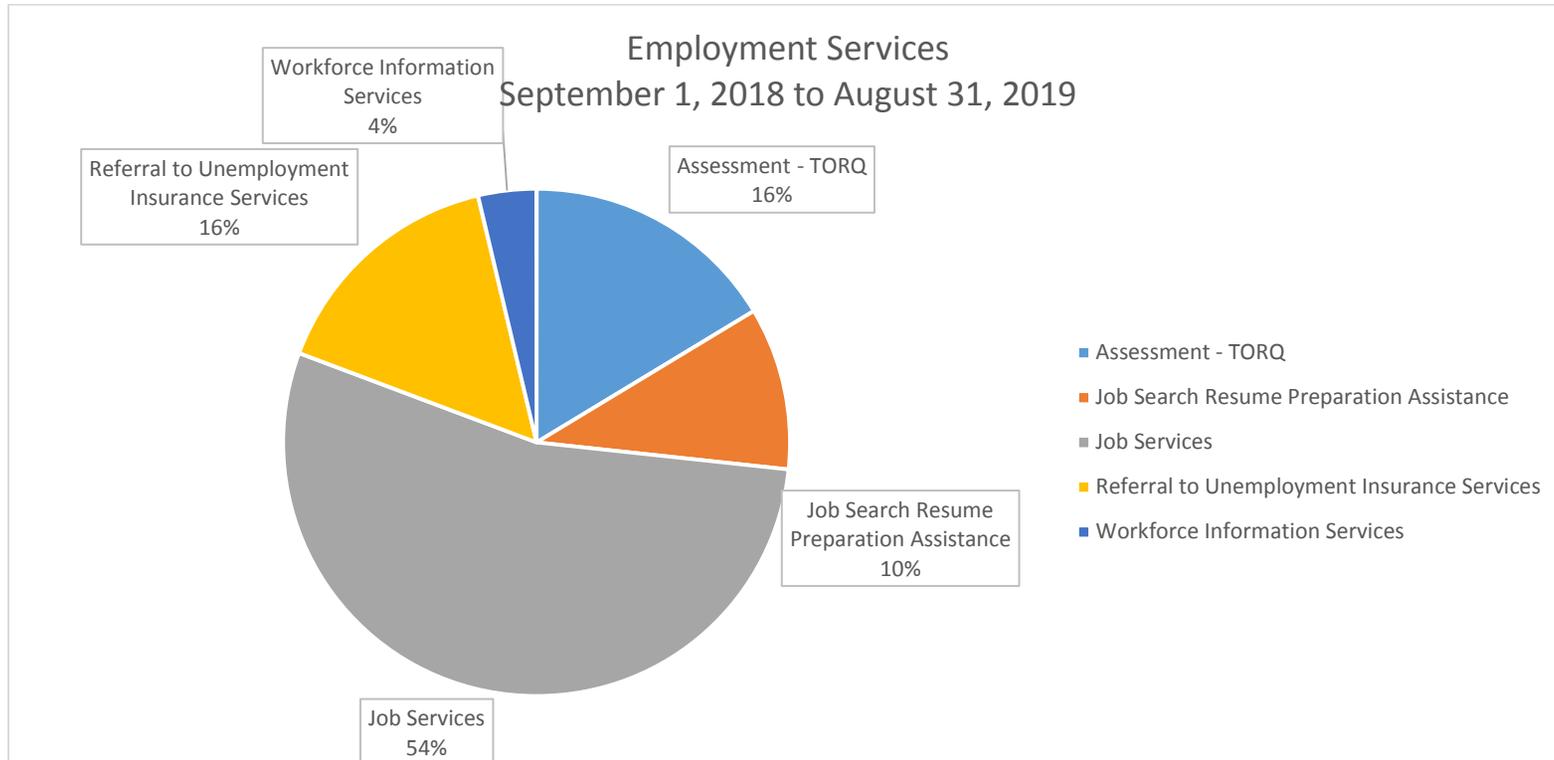
At its last quarterly meeting, this Committee reviewed, recommended revisions and approved the WIOA Dashboard.

Staff will provide an updated version for the Committee’s review.

AWDB Dashboards

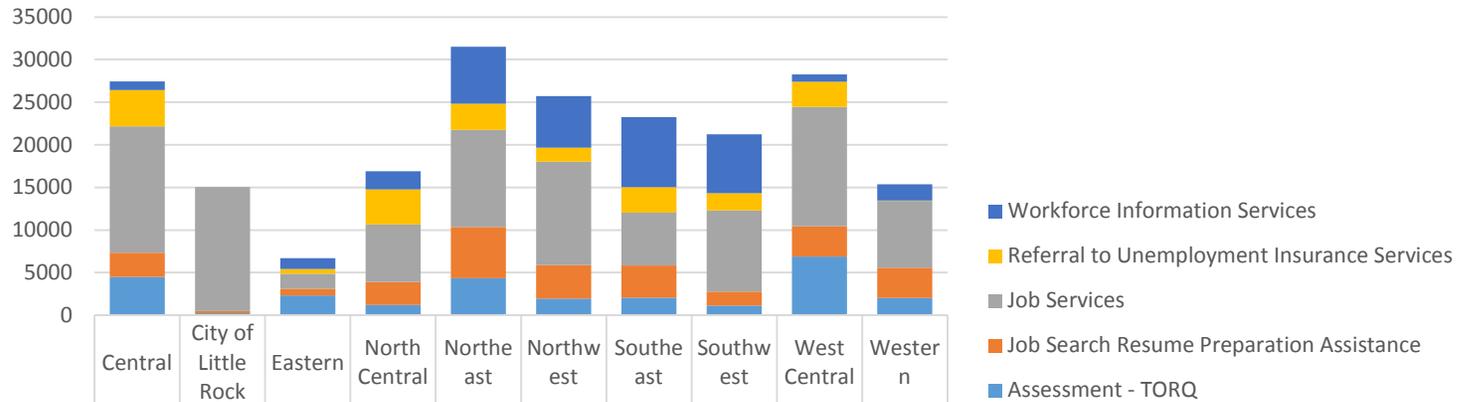
Participant Services and Service Mix

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”.

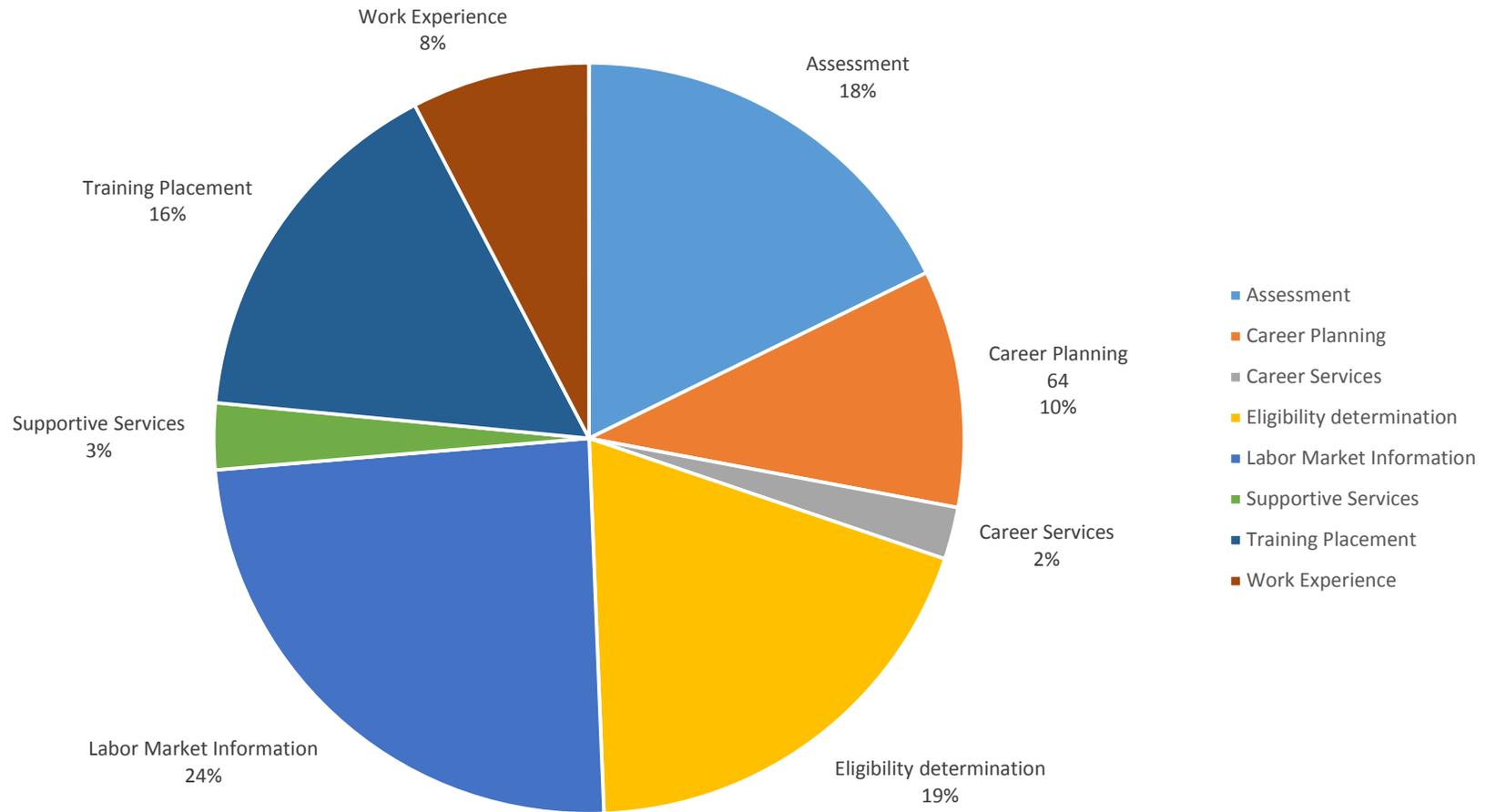
Employment Services Per Arkansas LWDB September 1, 2018 to August 31, 2019



	Central	City of Little Rock	Eastern	North Central	Northeast	Northwest	Southeast	Southwest	West Central	Western
Workforce Information Services	1020	44	1275	2126	6689	6032	8224	6901	850	1898
Referral to Unemployment Insurance Services	4272	27	576	4112	3078	1671	2987	1999	2945	50
Job Services	14824	14453	1728	6765	11369	12123	6201	9543	14004	7845
Job Search Resume Preparation Assistance	2843	258	793	2667	6029	3918	3767	1643	3546	3554
Assessment - TORQ	4487	247	2327	1222	4338	1963	2059	1133	6897	2022

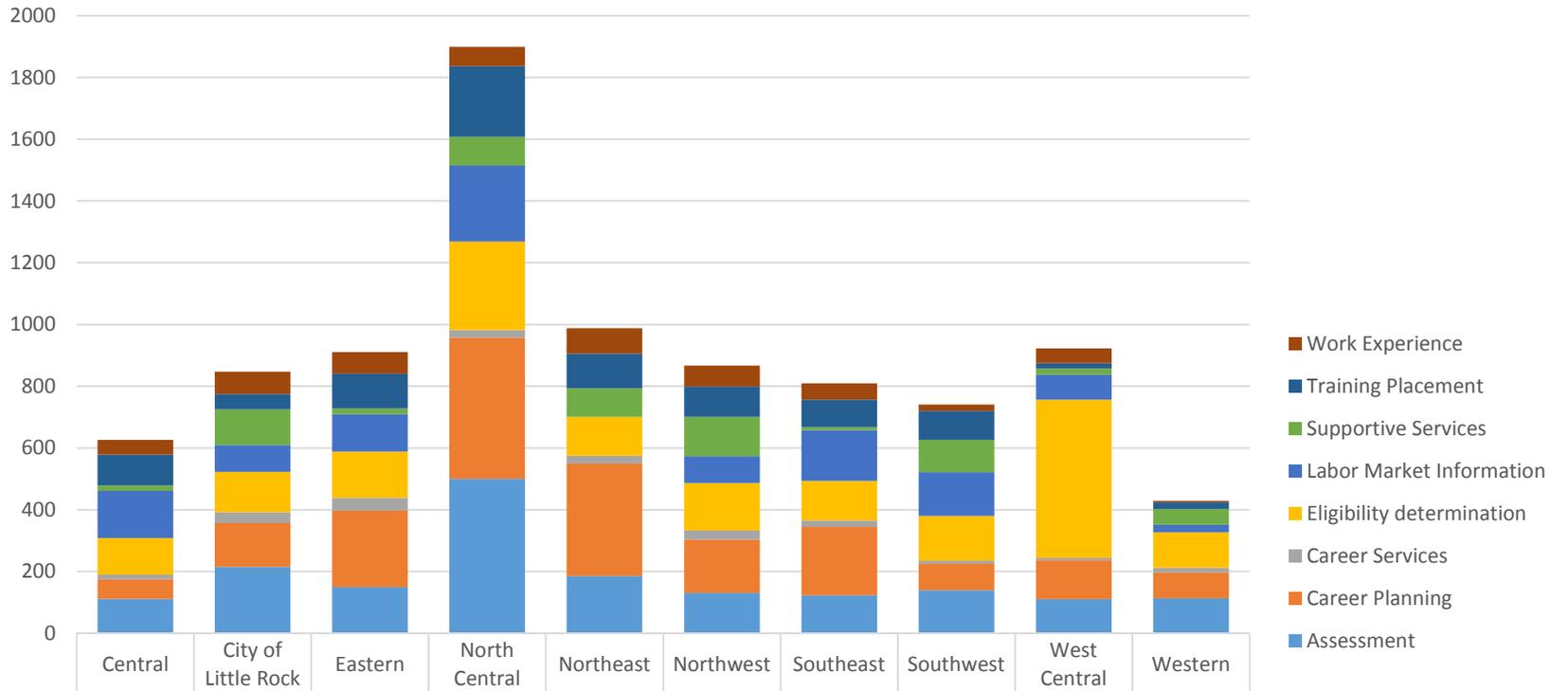
Staff Administrators consider this service mix to be consistent with expectations. Please note that Supportive Services may not be keyed when covered through referrals.

WIOA Participant Services September 1, 2018 to August 31, 2019



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.

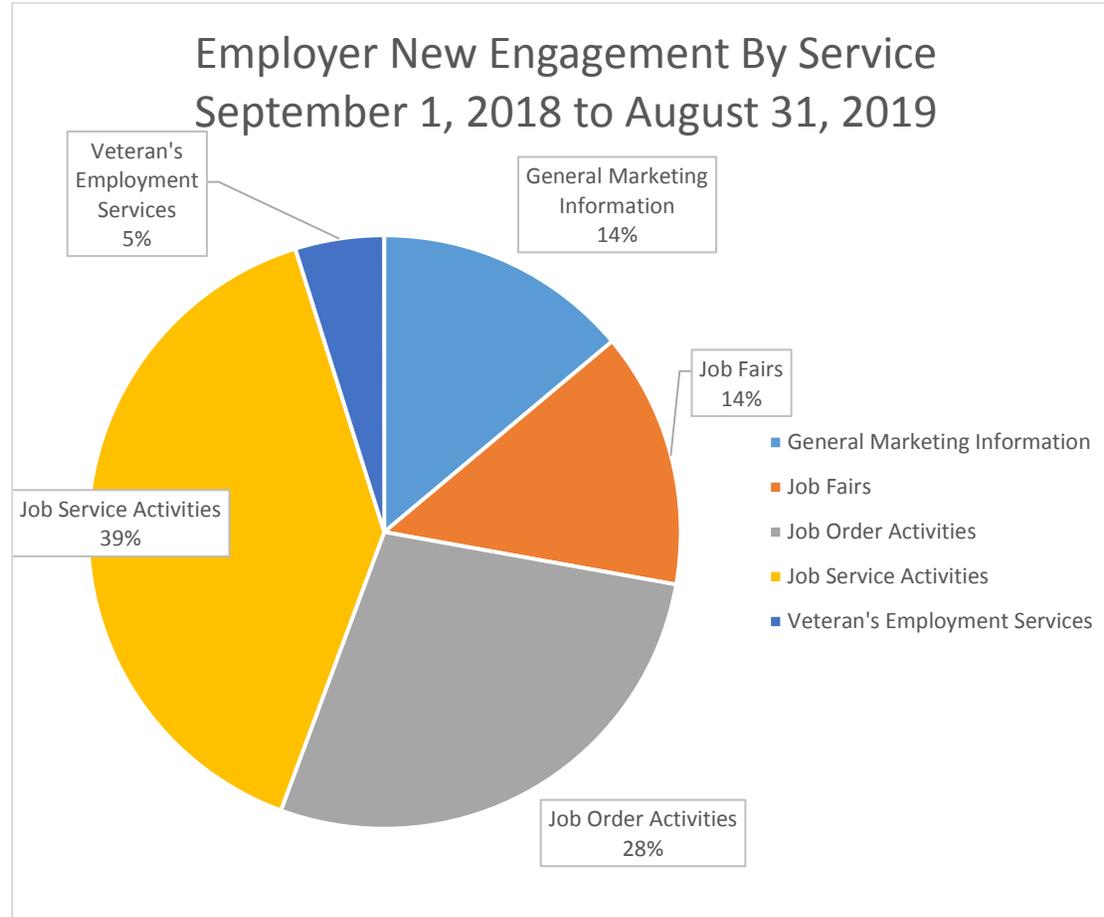
WIOA Participant Services Per Arkansas LWDB September 1, 2018 to August 31, 2019



Work Experience	48	72	71	63	82	68	53	21	47	5
Training Placement	99	50	112	228	113	98	89	94	18	21
Supportive Services	18	115	19	93	92	127	9	104	20	51
Labor Market Information	152	87	121	247		87	165	142	81	25
Eligibility determination	120	131	149	286	126	154	128	145	512	115
Career Services	14	34	41	24	25	29	20	9	7	15
Career Planning	64	143	249	458	364	173	222	86	127	84
Assessment	111	215	149	500	186	131	123	140	110	113

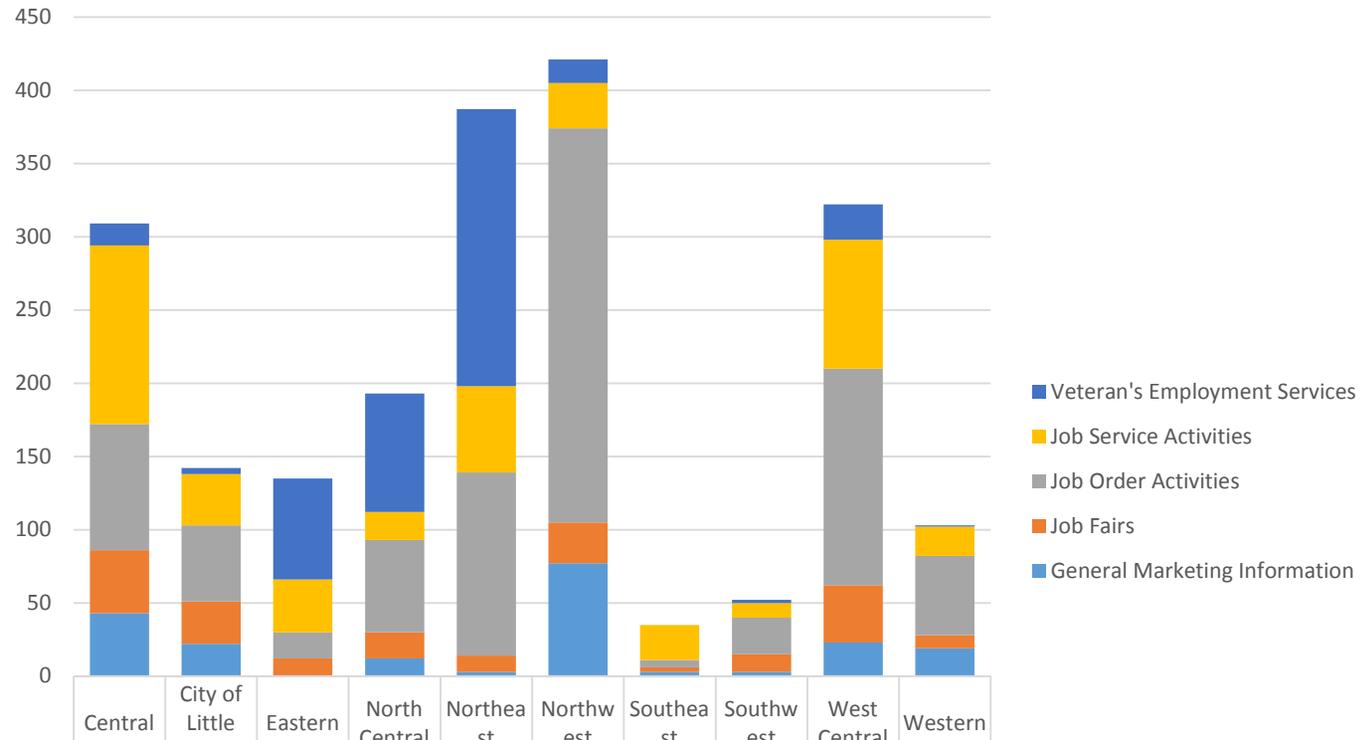
Business Services and Service Mix

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.

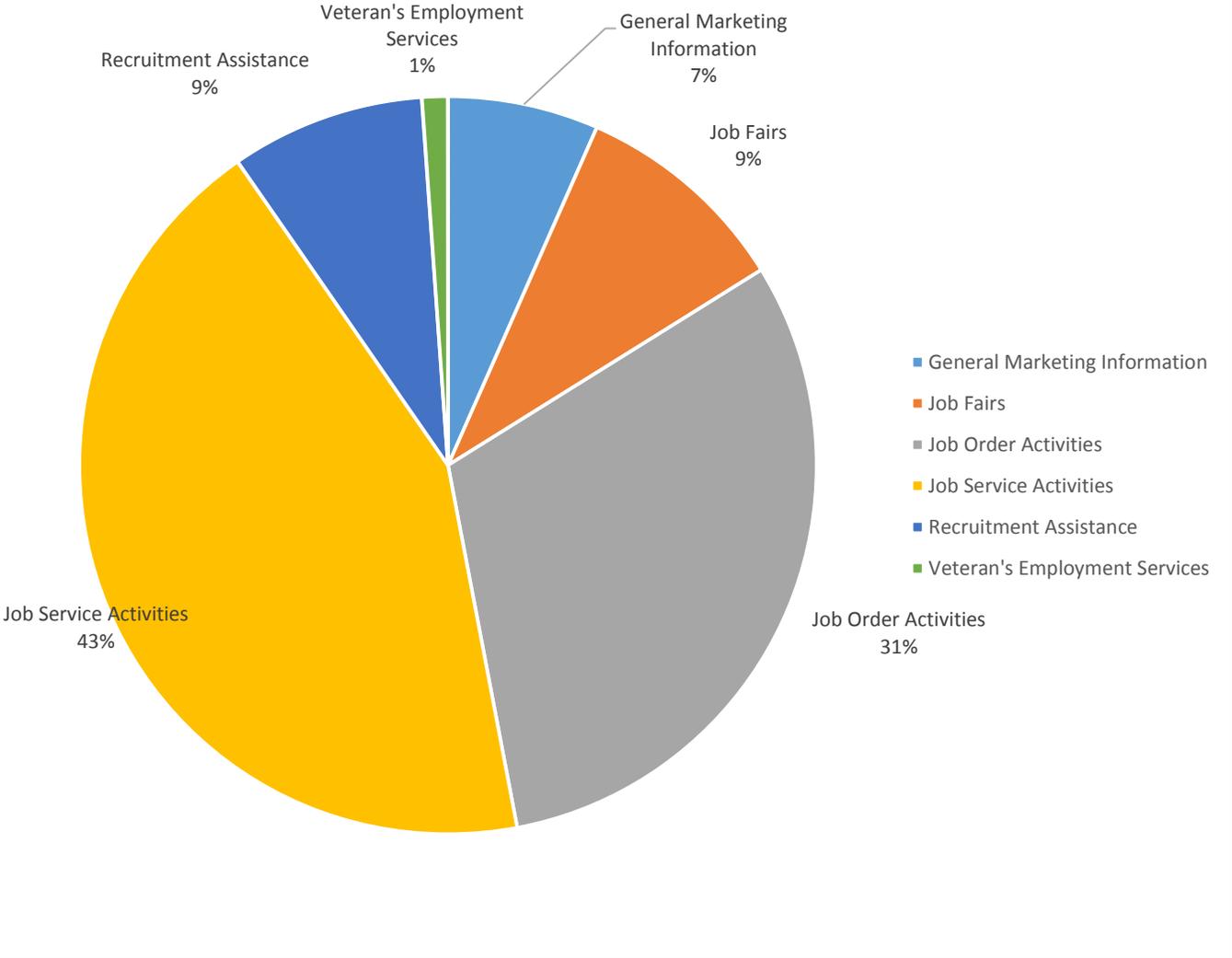
Employer New Engagement Per Arkansas LWDB September 1, 2018 to August 31, 2019



	Central	City of Little Rock	Eastern	North Central	Northeast	Northwest	Southeast	Southwest	West Central	Western
■ Veteran's Employment Services	15	4	69	81	189	16		2	24	1
■ Job Service Activities	122	35	36	19	59	31	24	10	88	20
■ Job Order Activities	86	52	18	63	125	269	5	25	148	54
■ Job Fairs	43	29	12	18	11	28	3	12	39	9
■ General Marketing Information	43	22		12	3	77	3	3	23	19

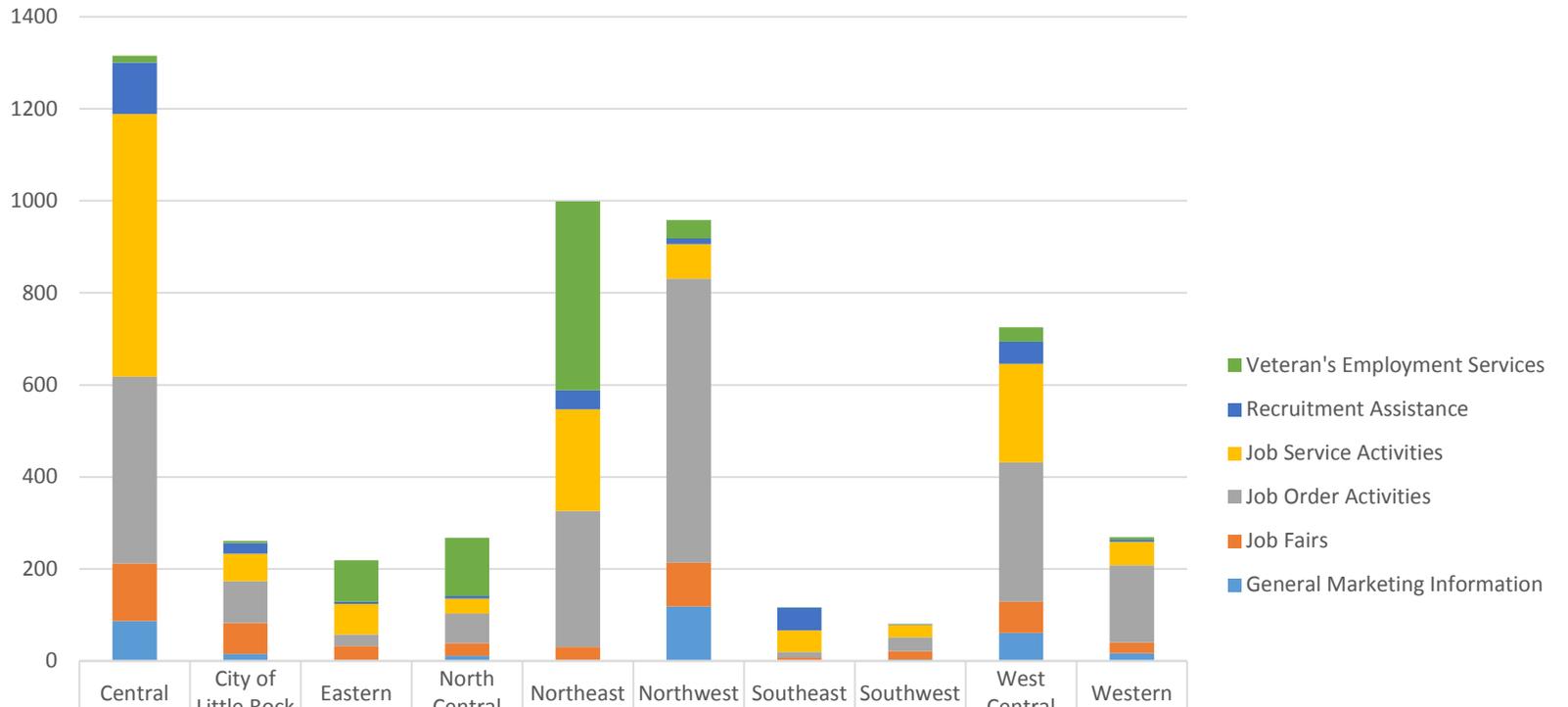
Staff Administrators consider this service mix to be consistent with expectations.

Repeat Employer Engagement by Service 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.

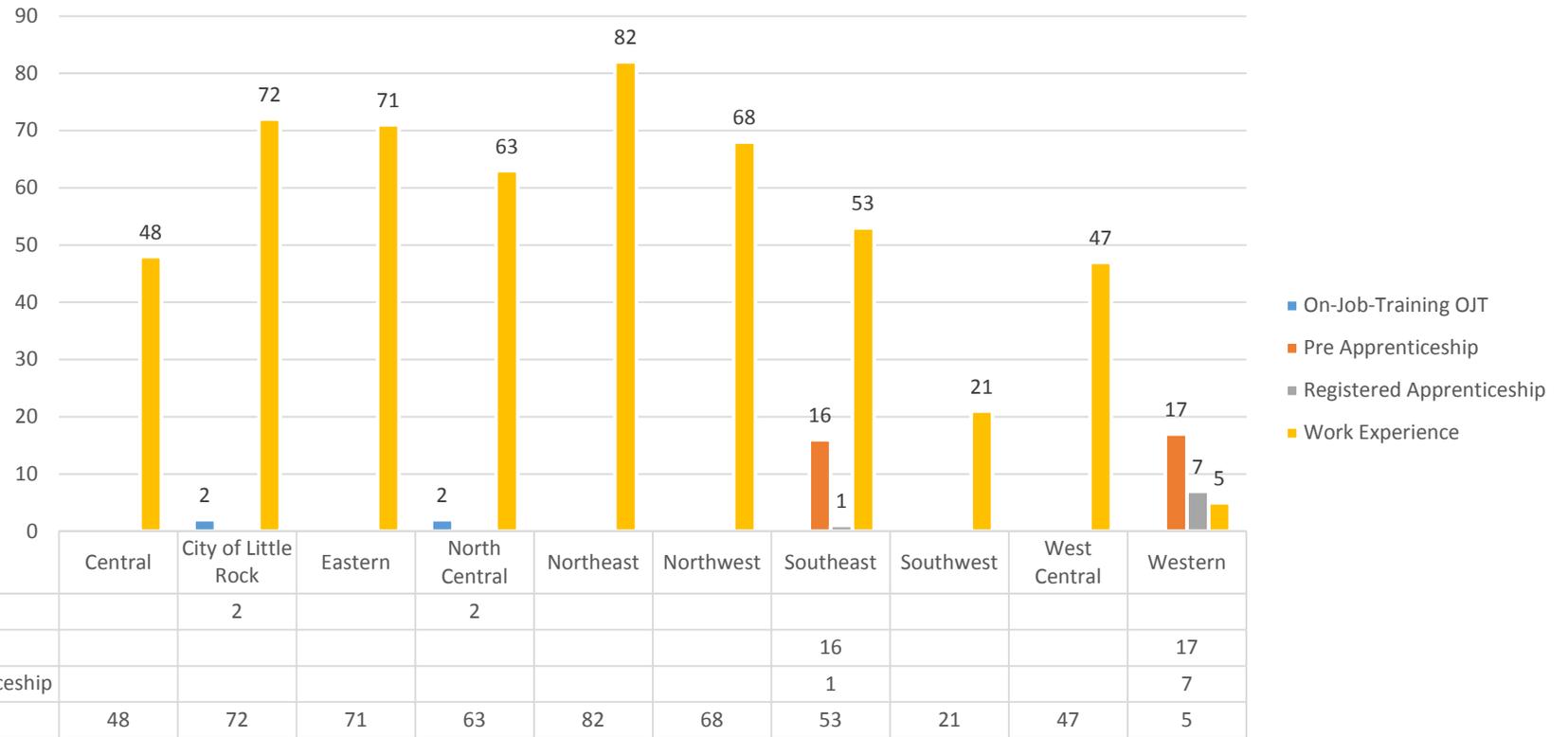
Repeat Employer Engagement per Arkansas LWDB September 1, 2018 to August 31, 2019



	Central	City of Little Rock	Eastern	North Central	Northeast	Northwest	Southeast	Southwest	West Central	Western
Veteran's Employment Services	15	5	90	127	411	40	1	1	31	5
Recruitment Assistance	112	23	5	5	41	12	49	1	48	5
Job Service Activities	570	59	66	33	221	75	47	27	214	51
Job Order Activities	406	91	25	64	295	617	12	31	303	168
Job Fairs	125	67	31	27	29	95	6	17	68	23
General Marketing Information	87	16	2	12	2	119	2	4	61	17

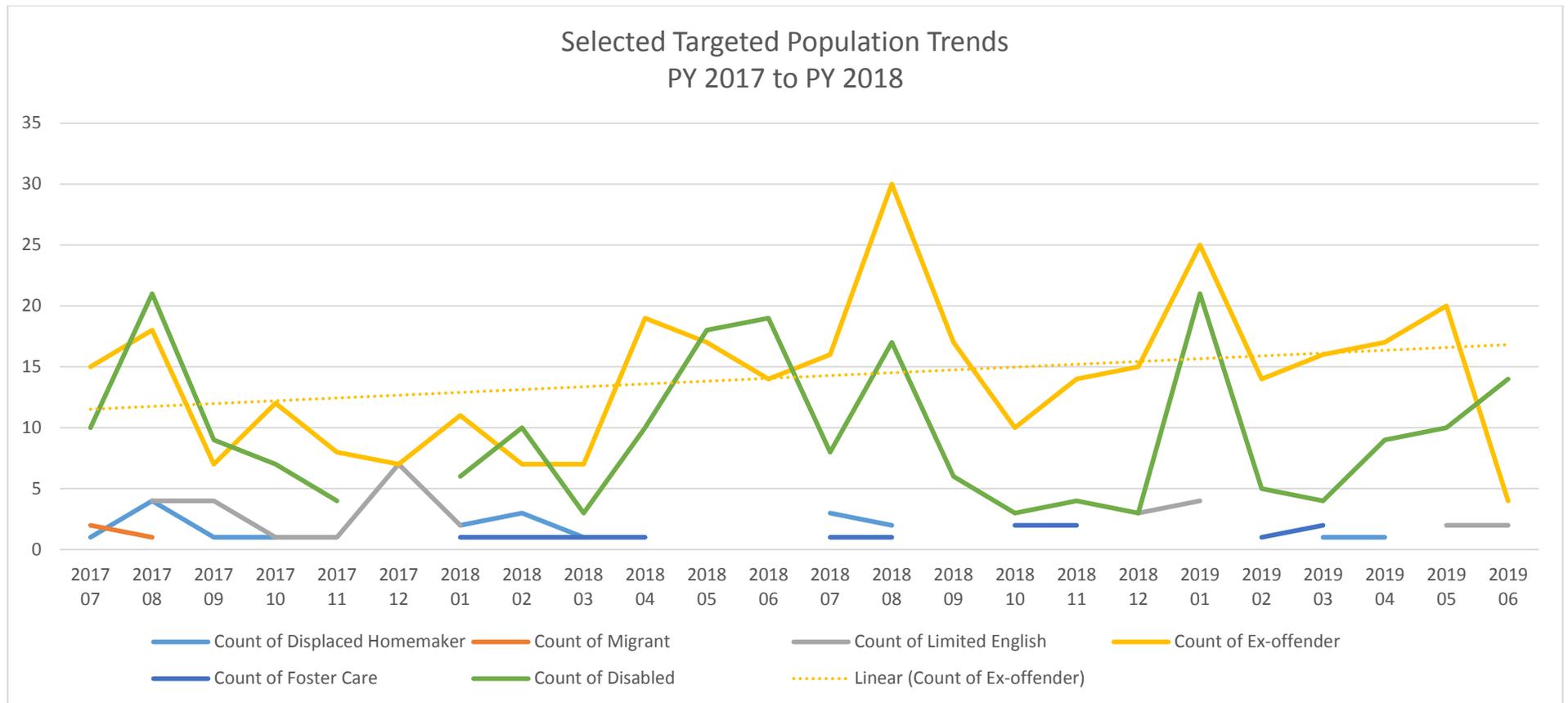
Staff note: The state's Work Based Learning funds and apprenticeship grants may help improve these figures over time. There are now 2 WBL programs.

Work Based Learning September 1, 2019 to August 31, 2019



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%	On-Job-Training OJT
Dropout Prevention	Pre Apprenticeship
Financial Literacy	Referrals and Partner Coordination
Individual Employment Plan Development	Registered Apprenticeship
Job Referrals	Transition Services
Job Search	Work Readiness/ Pre-Employment
Workforce Preparation	

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

Excluded- Less than 5%	Supportive Services
Career Services	Federal bonding Assistance
Workforce Preparation	Work Readiness/ Pre-Employment
Individual Employment Plan Development	Job Search
Follow-Up Services	Work Experience
Training Placement	

**For Consideration of the
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September 25, 2019

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

DISLOCATED WORKER	Negotiated Goal	Actual Performance	90% of Negotiated
Employment Rate 2nd Quarter After Exit	91.0%	87.69%	81.90%
Employment Rate 4 th Quarter After Exit	85.5%	89.12%	N/A
Median Earnings	\$7,000	\$6,396.00	\$6,300.00
Credential Attainment Rate	76.1%	78.84%	N/A

YOUTH	Negotiated Goal	Actual Performance	90% of Negotiated
Educ./Train./Employ. 2 nd Qtr.	75.0%	79.93%	N/A
Educ./Train./Employ. 4 th Qtr.	78.1%	80.41%	N/A
Credential Attainment Rate	75.0%	68.27%	67.50%

WAGNER-PEYSER	Negotiated Goal	Actual Performance	90% of Negotiated
Employment Rate 2nd Quarter After Exit	73.4%	72.31%	66.06%
Employment Rate 4 th Quarter After Exit	74.5%	71.92%	67.05%
Median Earnings	\$4,750	\$5,136.93	N/A

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.

**For Consideration of the
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September 25, 2019

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.