



INNOVATE

WORKFORCE DEVELOPMENT

September 25, 2019
10:30 a.m.

Little Rock Workforce Center
5401 South University
Little Rock, Arkansas

Arkansas Workforce Development Board

Strategic Planning Committee



AGENDA

September 25, 2019

ARKANSAS WORKFORCE DEVELOPMENT BOARD STRATEGIC PLANNING COMMITTEE MEETING

TIME: **IMMEDIATELY FOLLOWING THE PPE COMMITTEE MEETING**

Call to Order Karen Breashears, Committee Chair

Chairman’s Comments Karen Breashears, Committee Chair

Agenda Item 1: ACTION

Approval of Minutes of the June 18, 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

- Annual Report Narrative

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

Agenda Item 6: INFORMATIONAL

High Concentration of Youth Kris Jones, Assistant Director
Arkansas Department of Workforce Services

Agenda Item 7: INFORMATIONAL

Sector and Regional Planning Policy Kris Jones, Assistant Director
Arkansas Department of Workforce Services

Agenda Item 8: INFORMATIONAL

Workforce System Evaluation (U of A) Kris Jones, Assistant Director
Arkansas Department of Workforce Services

- Asset Mapping
- Career Pathways
- Skills GAP Analysis

Agenda Item 9: ACTION

WIOA Title I Waiver Requests Kris Jones, Assistant Director
Arkansas Department of Workforce Services

Announcements

Adjournment

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

September 25, 2019

AGENDA ITEM 1 – ACTION: Minutes of the June 18, 2019 Strategic Planning Committee Meeting.

RECOMMENDATION: It is recommended that the Strategic Planning Committee approve the minutes of the June 18, 2019 meeting.

INFORMATION/RATIONALE: Minutes of the meetings are attached.

UNOFFICIAL MINUTES

ARKANSAS WORKFORCE DEVELOPMENT BOARD Strategic Planning Committee June 18, 2019

A teleconference of the Arkansas Workforce Development Board Strategic Planning Committee was held on June 18, 2019. Accommodations were setup 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 Ms. Trenia Miles, Mr. Randy Henderson, Mr. Mike Preston by in-person proxy Mr. Steve Sparks, Ms. Cassandra Williams-Stokes by proxy Ms. Angela Thomas, Dr. Julie Roberson and Mr. Mike Rogers. Other board members in attendance were Vice-Chair Mr. Scott Bull and Chair Mr. Tom Anderson.

Ms. Melissa Hanesworth and Mr. Paul Rivera were unable to attend.

Hearing a quorum, Chair Karen Breashears called the meeting to order at 1:30 p.m.

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

Agenda Item 1 – ACTION – Minutes of the April 9, 2019 Meeting: Chair Karen Breashears asked committee members to review the minutes of the April 9, 2019, meeting for any revisions or corrections.

A motion to approve the minutes of the April 9, 2019, meeting as presented with no additional revisions was made by Dr. Julie Roberson, seconded by Ms. Angela Thomas. The motion carried unanimously after each committee member voiced approval of the minutes with none opposed.

Agenda Item 2 – INFORMATIONAL – Committee Action Plan Update: Committee Chair Karen Breashears recognized Arkansas Workforce Development Board Director Mr. Arnell Willis to provide an update of the Committee Action Plan of activities that have occurred during the past quarter. Director Willis provided seven updated activities to committee members reflected in the agenda book.

Chair Breashears requested copies of the Local Workforce Development Areas S.W.O.T. analysis. Board Staff Mr. Kris Jones informed the committee that Board Staff will reach out to the Local Workforce Development Areas. Board Staff has received seven of the ten analyses to date.

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

Agenda Item – 3 – INFORMATIONAL – WIOA State Plan Timeline: Chair Breashears recognized Board Staff Kris Jones to provide an overview of the WIOA State Plan before requesting volunteers 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.

The plans have to be submitted in the portal by March 15, 2020, to receive feedback from the Department of Labor by June 15, 2020. Board Staff would like to have the plan before the Full Board for the January meeting for last-minute adjustments and for public comment. The plans will have feedback from the Full Board and the Executive Committee before submission. Chair Breashears requested a written timeline for committee members.

Chair Breashears requested volunteers for review of the sections for the plan. Dr. Julie Roberson volunteered to review Registered Apprenticeship, and Dr. Trenia Miles offered to review the Vision and Goals of the plan. Chair Breashears requested Board Staff to recommend to the Full Board the committee chairs to work on the Vision and Mission of the WIOA State Plan.

Agenda Item – 4 – INFORMATIONAL – Dashboard Update: Chair Breashears recognized Board Staff Mr. Kris Jones to provide an update on the Dashboard. Mr. Jones trimmed the lowest five percent of the data and noted a change on page 11 to the Work Based Learning Chart. It should read January 1, 2019, not 2018.

Agenda Item – 5 – INFORMATIONAL – Salesforce Implementation: Chair Breashears recognized Mr. Mark McManus to provide an update on the implementation of Salesforce. Salesforce will assist in tracking business engagement and capture data on businesses with the 35 licensures purchased as noted in the attached report.

Announcements: Chair Breashears thanked committee members for their participation and attendance. She announced the upcoming Full Board meeting is scheduled July 16, 2019, at 10:00 a.m. in Little Rock at Embassy Suites. Lunch will be provided immediately following the meeting. The schedule for the next Strategic Planning Committee meeting will be provided by Board Staff at a later date.

Adjourn: Chair Karen Breashears adjourned the meeting at 2:21 p.m. with **a motion from Mr. Steve Sparks to adjourn, and seconded by Dr. Julie Roberson.**

Ms. Karen Breashears, Chair
Strategic Planning Committee

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**

September 25, 2019

AGENDA ITEM 2 - INFORMATIONAL: Strategic Planning Committee Action Plan –
September 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 September 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
Board Vision: 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.	Board Bylaws: 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
	Board Bylaws: 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 ONGOING
		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 workforce center system.	1.2 Must be developed and implemented no later than June 30, 2017.	1.2 COMPLETED

	<p>Board Bylaws: Continuous Improvement of the State’s Workforce System</p>	<p>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>		<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> <p>June 2019 Update- The WIOA Core Partners have compiled common registration or intake questions that will be used to inform vendors for each case management system regarding the data that needs to be shared, vendors were also contacted to begin</p>
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				<p>conversations about the method of sharing data and costs for the enhancements.</p> <p>October 2019 Update- In July, Arkansas' Department of Workforce Services because the Arkansas Division of Workforce Services, which now houses all core partner programs. Several efforts are concurrently being consolidated with a Transformation team that is tasked with removing duplication. The change also consolidates the four Titles (Adult Education, Rehab, Employment Services and Title I Adult, Youth, and Dislocated Workers programs) at a lower-level, which should lead to more effective coordination.</p>
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		<p>1.2 The development of strategies to support the use of career pathways for the purpose of 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>1.2 Sector Strategies guidance draft will be provided for consideration by the SPC committee at the January 2017 meeting.</p>	<p>1.2 ONGOING</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>
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		<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> <p>April 2019 Update - <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>June 2019 Update- <i>The Spring 2019 WIOA Partners Meeting included an Employer</i></p>
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				<p>Panel as one of the highlighted Plenary Sessions. Representatives from CVS Pharmacy, Tyson Foods, Stark Manufacturing, and Next Day Telecommunications participated in this event.</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>1.4 ONGOING</p> <p>January 2019 Update- 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.</p> <p>October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to LWDBs and their partners across the state. Training took place on the week of September 16th, 2019.</p> <p>Additionally, ADWS staff are seeking approval of adjusting the Sector Planning funding requirements to include more reporting and add visibility and support to LWDB Sector Strategies.</p>

		1.5 The identification of regions, including planning regions, after consultation with local boards and chief elected officials;		1.5 COMPLETED
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	<p>Board Bylaws: Develop strategies to support staff training and awareness across programs supported under the workforce development system.</p>	<p>1.1 Increase opportunities for sharing of information between partner programs.</p> <p>1.2 Develop a strategy for staff training across programs.</p>		<p>1.1 ONGOING. WIOA Roundtable Exec. Comm. quarterly newsletter.</p> <p>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.</p> <p>April 2019 Update – The next bi-annual WIOA Partners Meeting has been scheduled for May 14-15, 2019 in Hot Springs, Arkansas.</p> <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</p>
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				<p>order to complete a group SWOT analysis for their respective local workforce area.</p> <p>October 2019 Update- ADWS has contracted with Thomas P. Miller and Associates to provide business services training to LWDBs and their partners across the state. Training took place on the week of September 16th, 2019.</p> <p>Additionally, the Fall WIOA Partners Meeting was held in Little Rock, Arkansas, September 5th- 6th. There were approximately 250 in attendance and included presentations on Local SWOT analysis, Department of Commerce activity, data analytics, LMI, customer-center design and other topics.</p> <p>Finally, ADWS Employment Assistance staff will receive a 3-day training on Project Management between September 18th and 19th.</p>
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	<p>Board Bylaws: 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 acquisition of skills by participants.</p>

		<p>1.3 Strengthen the professional development of providers and workforce professionals.</p>	<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 & Technical Education and WIOA Title I Programs. Additionally, information was shared regarding workforce development professional certifications.</p> <p>October 2019 Update- The Fall WIOA Partners Meeting was held in Little Rock, Arkansas, September 5th- 6th. There were approximately 250 in attendance and included presentations on Local SWOT analysis, Department of Commerce activity, data analytics, LMI, customer-center design and other topics.</p>
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		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>
	<p>Board Bylaws: 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>	1.1 Review annually the funding distribution policy for WIOA Title I.	1.1 No later than the first full board meeting of each year, as necessary.	1.1 ONGOING
		1.2 Seek input from chief elected officials regarding the formula.	1.2 No later than December 31 of each year.	1.2 ONGOING

	<p>Strategic Goal: 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. COMPLETE- Sector strategy funds will be provided annually to LWDBs to support the engagement of employers. UNDER DEVELOPMENT 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 as viable talent development opportunities.</p>		<p>1.3 ONGOING</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. Staff are currently planning on duplicating the forum in Northwest Arkansas.</p> <p>April 2019 Update - <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>June 2019 Update- The scheduled April panel was successfully hosted in April as planned. 120 in attendance with 39 “Next Step” cards completed.</p>
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	1.4 Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.		1.4 ONGOING
	1.5 Partner with K-12 education, higher education, career and technical education, and adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.		1.5 ONGOING
	1.6 Expand small business participation.		1.6 ONGOING See 1.1

	Strategic Goal: 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. Additionally, reference the VOCAL progress noted.</p>
		1.2 Promote training that leads to industry recognized credentials and certification.	1.2 UNDER DEVELOPMENT
		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	1.4 COMPLETE

		to meet business and industry needs.		
		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**

September 25, 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 Unified and Combined State Plans for Program Years 2020-2023 will likely be due March-April 2020, with implementation beginning on July 1, 2020. PY2022 modifications will likely be due in March-April 2022, with implementation beginning on July 1, 2022.

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.

Upon the implementation of WIOA, the Arkansas Workforce Development Board’s Strategic Planning Committee Action Plan was the tool used to gauge progress in meeting the vision and mission of the state’s workforce development system.

Consequently, we believe that this tool will prove invaluable in leading the development of the PY2020-2023 WIOA State Plan.

The specific required strategic elements of the WIOA State Plan are contained herein.

Strategic Elements

- (a) Economic, Workforce, and Workforce Development Activities Analysis. The Unified or Combined State Plan must include an analysis of the economic conditions, economic development strategies, and labor market in which the State's workforce system and programs will operate.
 - i. Economic Analysis – Includes Demand Industry Sectors and Occupations, Emerging Industry Sectors and Occupations, and Employers' Needs.
 - ii. Workforce Analysis – Includes Employment and Unemployment rates, Labor Market Trends, Education/Skill Levels of Workforce, and Skills Gaps.
 - iii. Workforce Development, Education, and Training Activities Analysis – Includes education and training activities of core and non-core programs, provides a SWOT analysis and analyzes the capacity of the workforce development system.
- (b) State Strategic Vision and Goals. The Unified or Combined State Plan must include the State's strategic vision and goals for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.
 - i. Vision – Describe the State's strategic vision for workforce system.
 - ii. Goals – Describe goals for achieving the vision based upon the analysis in (a) above. Also includes goals for preparing an educated and skilled workforce.
 - iii. Performance Goals - Numerical Outcomes Goals Negotiated with USDOL
 - iv. Assessment – Assessing the overall effectiveness of the workforce development system in relation to the vision and goals in (i) and (II).
- (c) State Strategy
 - i. Implementing industry or sector partnerships related to in-demand industry sectors and occupations and career pathways.
 - ii. Aligning core and non-core programs to achieve a fully integrated system. Also includes strategies to address identified system weaknesses.

Arkansas State WIOA Plan Development Timeline:

October 15, 2019	State Workforce Board Volunteers/Sections Determined
November 2019	Drafting of Strategic Elements by State Board and Staff. Drafting of Operations Planning Elements by each respective program
January 10, 2020	Drafts of Strategic Elements and Operational Planning Elements Sections Due
January 7 2020	Drafts of Strategic Elements and Operational Planning Elements Reviewed by Strategic Planning Committee and Recommended to State Workforce Board
January 21, 2020	Drafts of Strategic Elements and Operational Planning Elements Reviewed by State Workforce Board
February 1, 2020	Plan is made available for public comment
March 3, 2020	Plan is submitted to DOL, DOE, ACF

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

September 25, 2019

AGENDA ITEM 4 – INFORMATIONAL: WIOA Dashboard Update

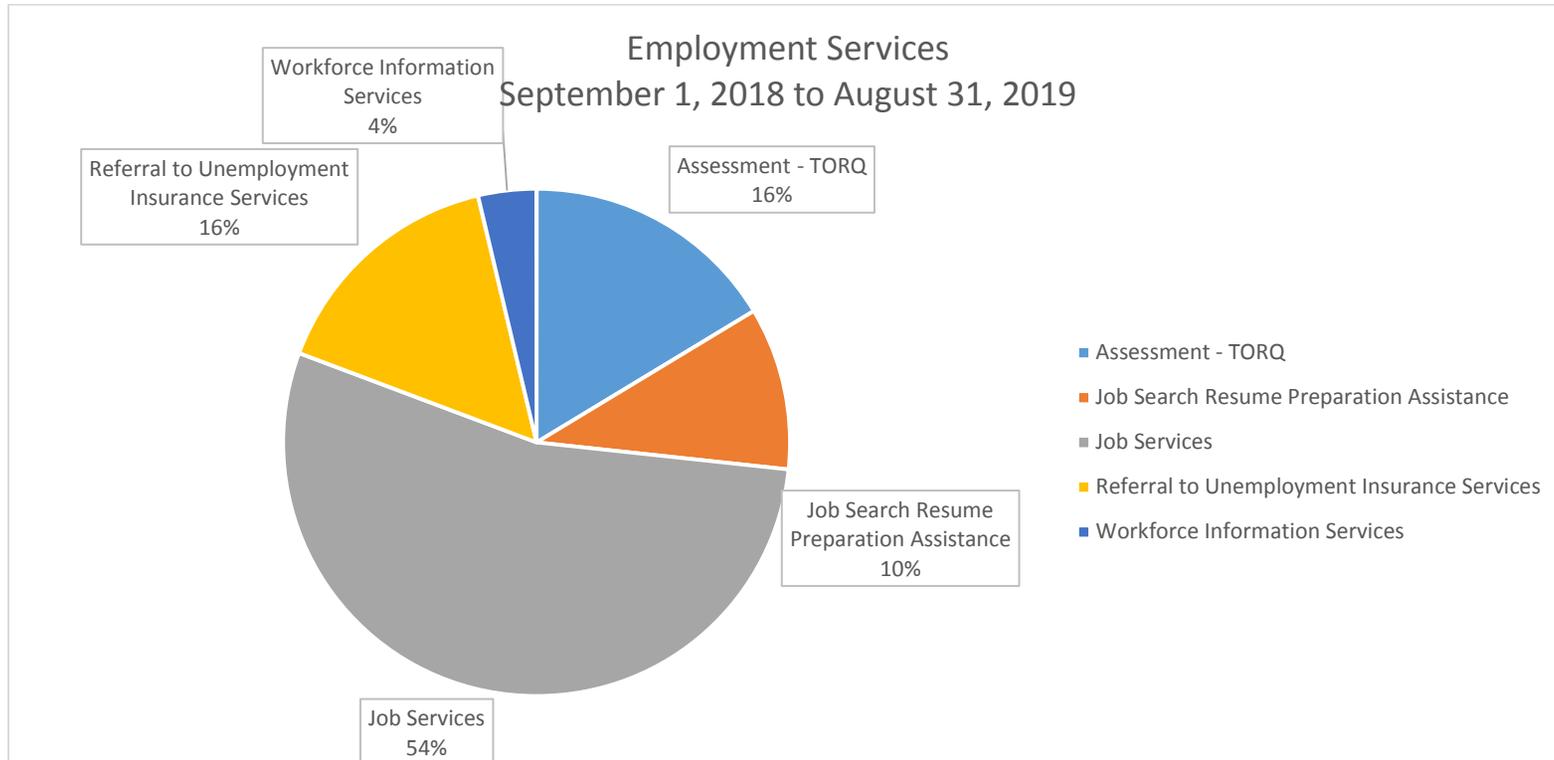
INFORMATION/RATIONALE: One of the functions of the Arkansas Workforce Development Board, under Arkansas Annotated 15-4-3706 (3), is to assist the Governor in ***“the development and continuous improvement of the state workforce development system.”*** This function has been assigned to the Program and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

AWDB Dashboards

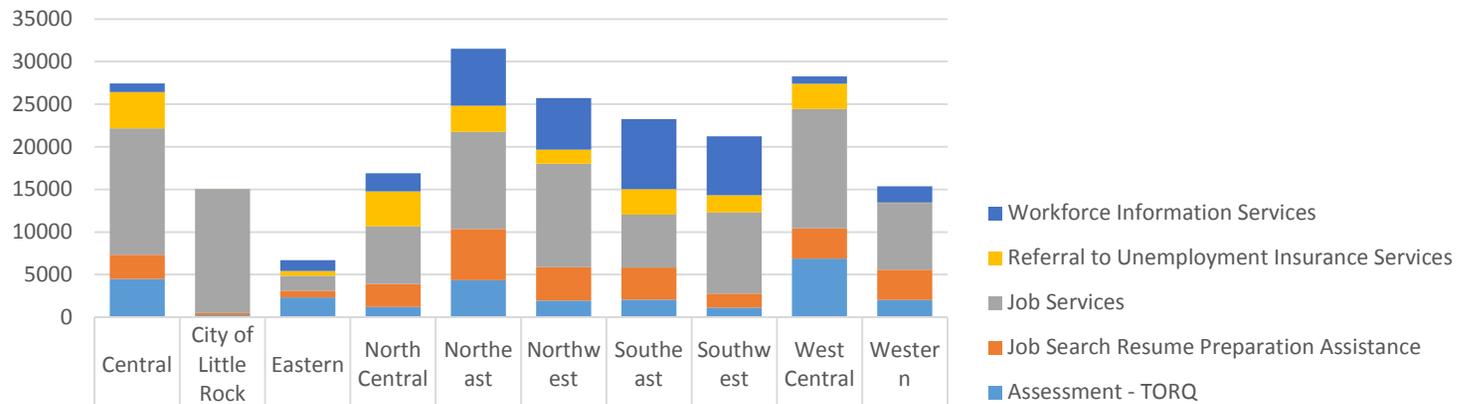
Participant Services and Service Mix

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”.

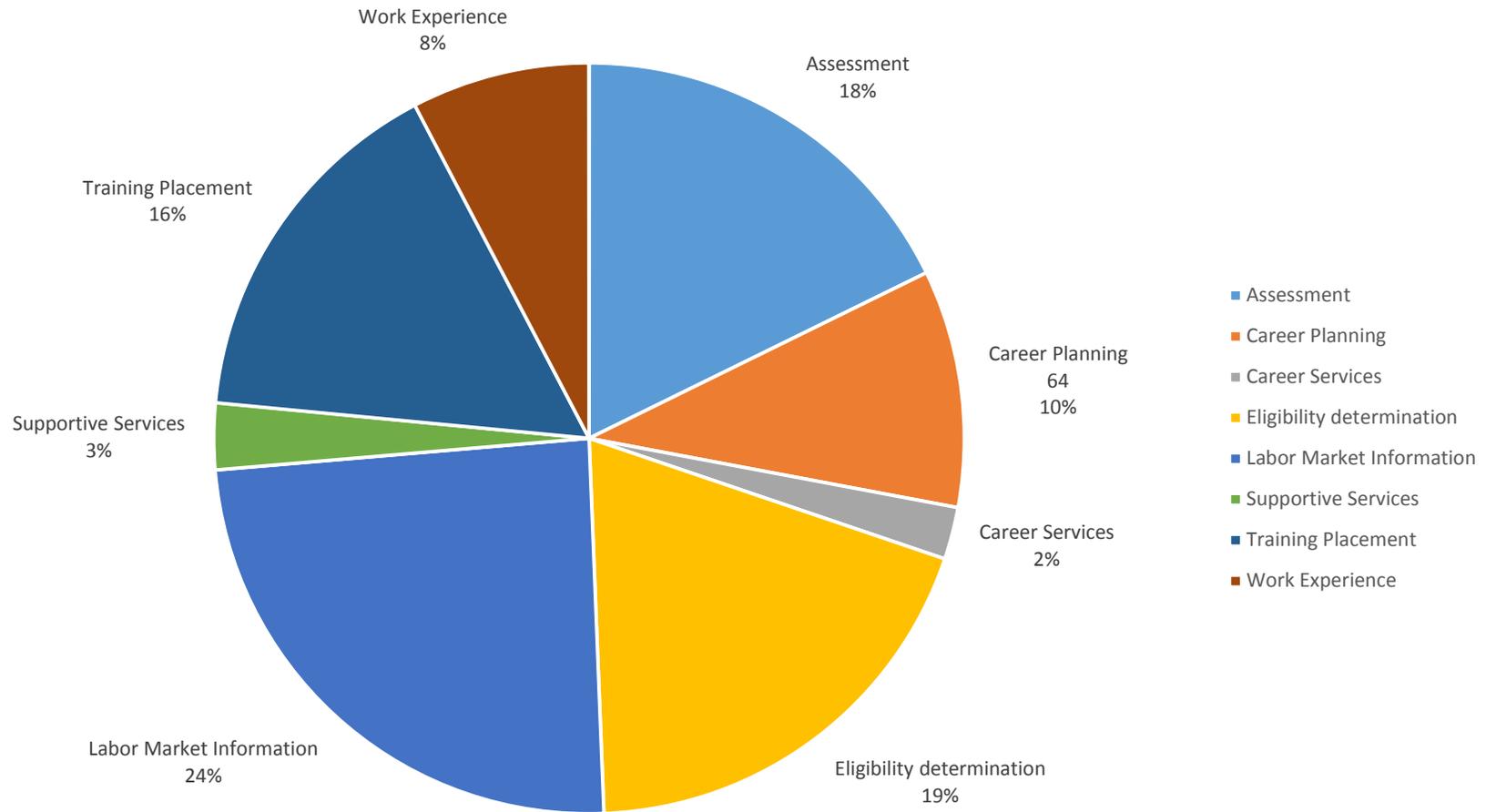
Employment Services Per Arkansas LWDB September 1, 2018 to August 31, 2019



■ 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

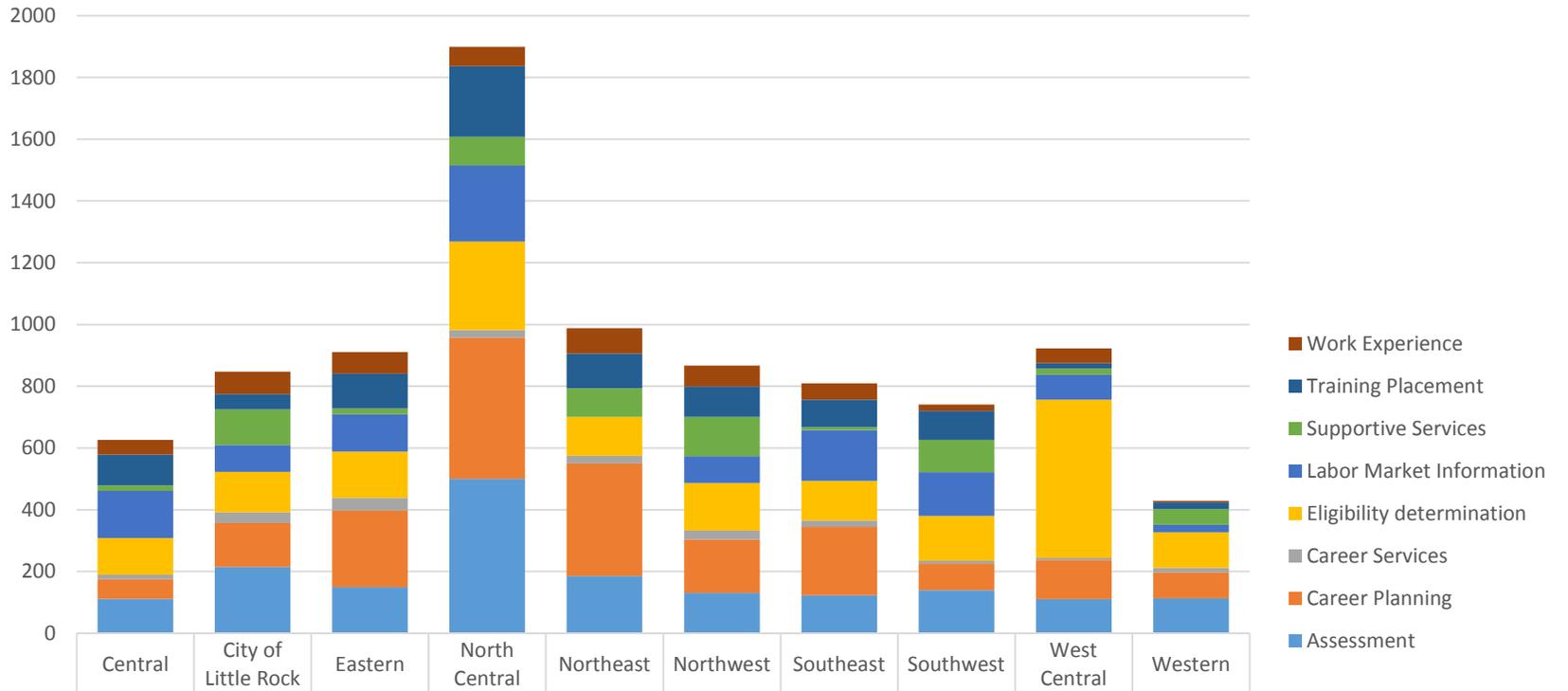
Staff Administrators consider this service mix to be consistent with expectations. Please note that Supportive Services may not be keyed when covered through referrals.

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.

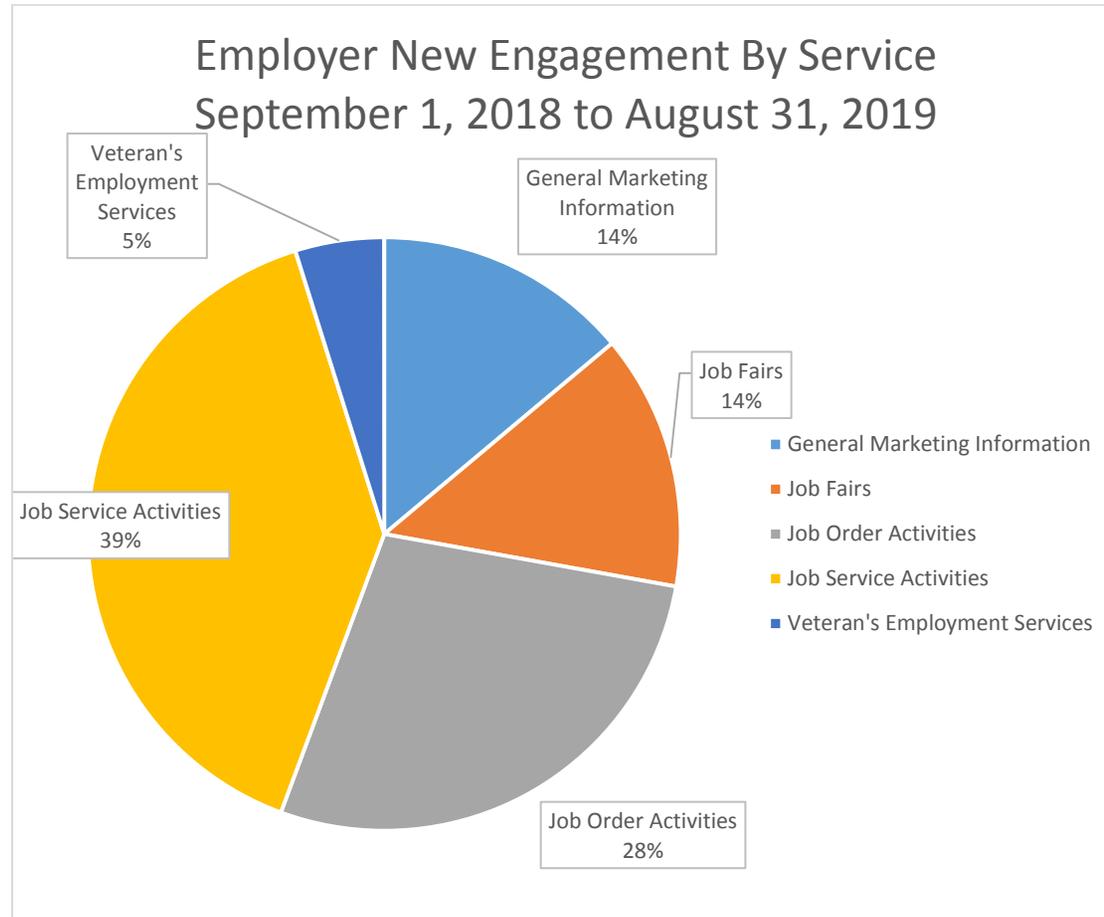
WIOA Participant Services Per Arkansas LWDB September 1, 2018 to August 31, 2019



	Central	City of Little Rock	Eastern	North Central	Northeast	Northwest	Southeast	Southwest	West Central	Western
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

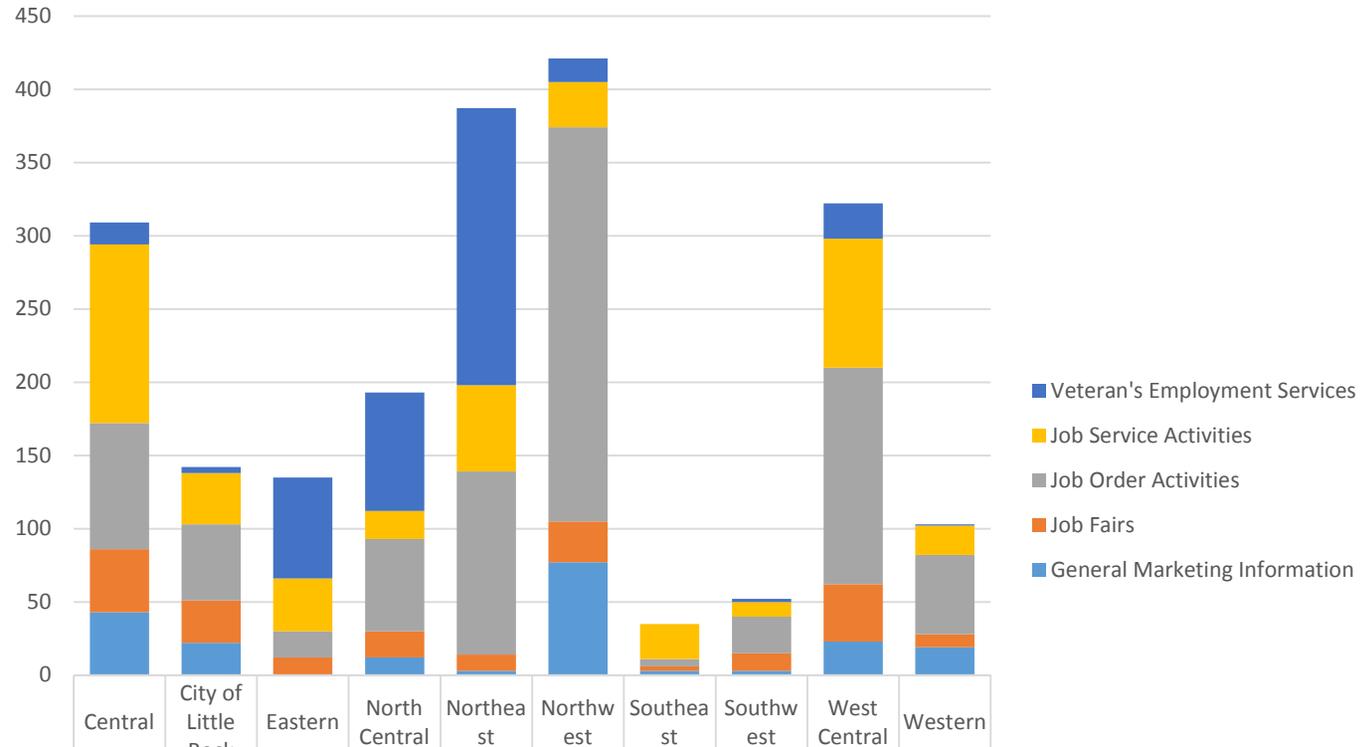
Business Services and Service Mix

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.

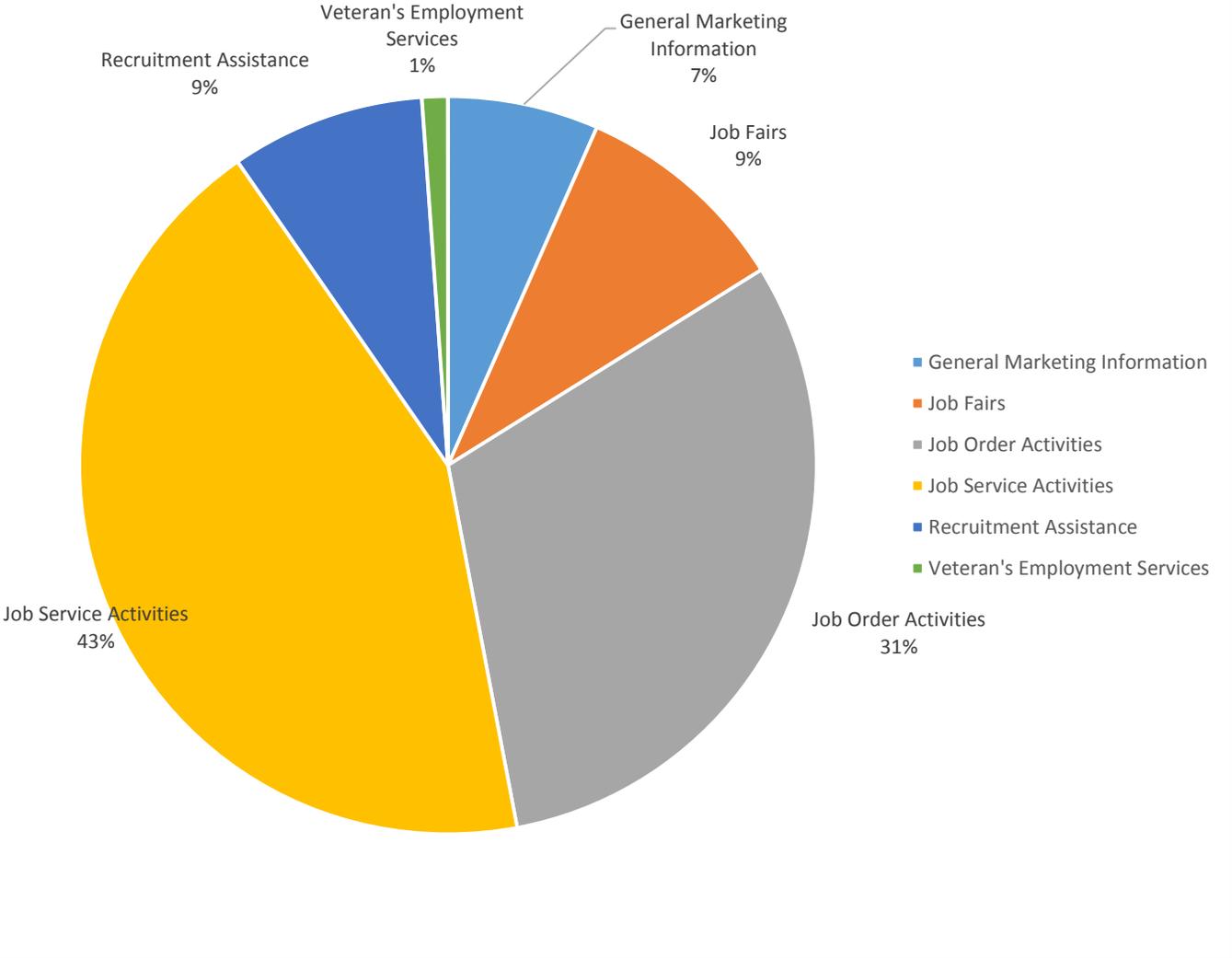
Employer New Engagement Per Arkansas LWDB September 1, 2018 to August 31, 2019



	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

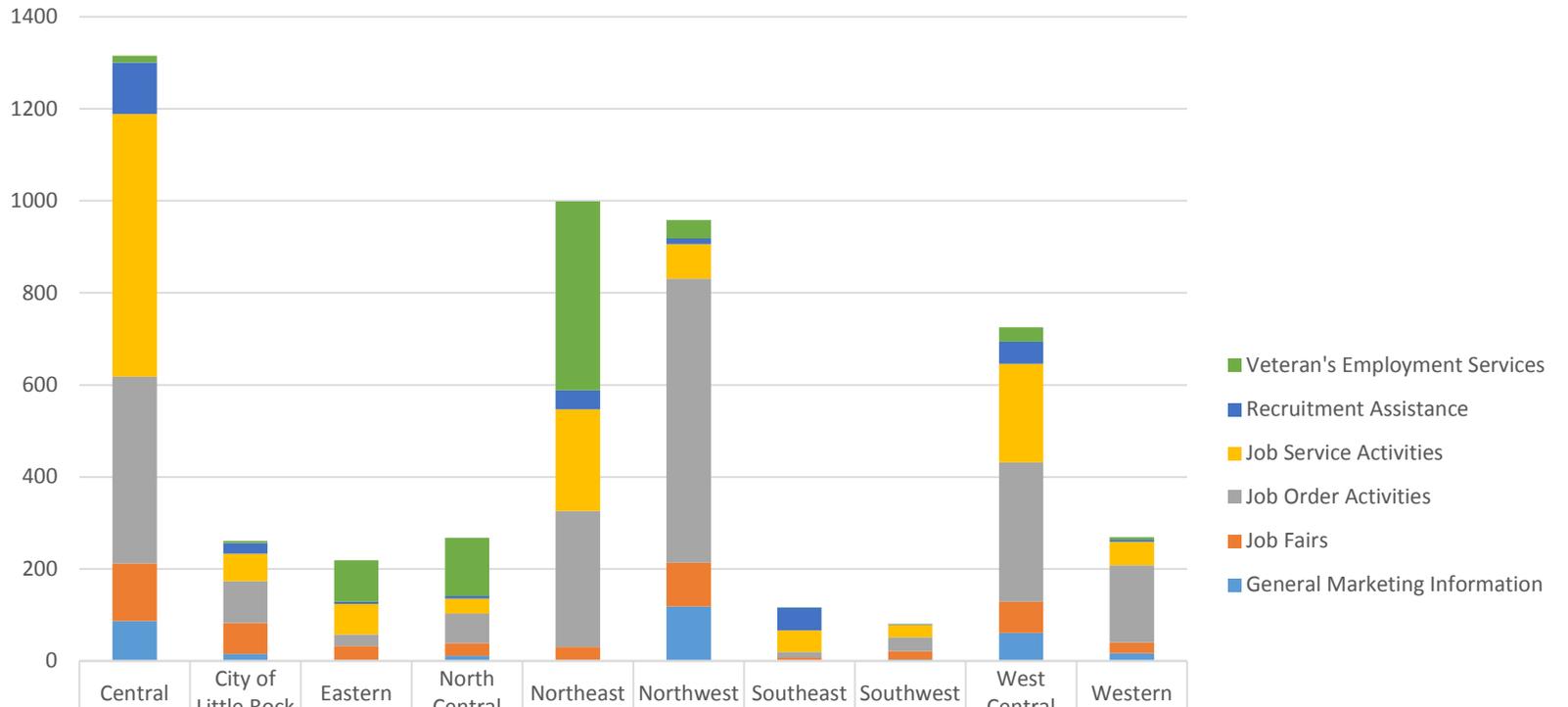
Staff Administrators consider this service mix to be consistent with expectations.

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.

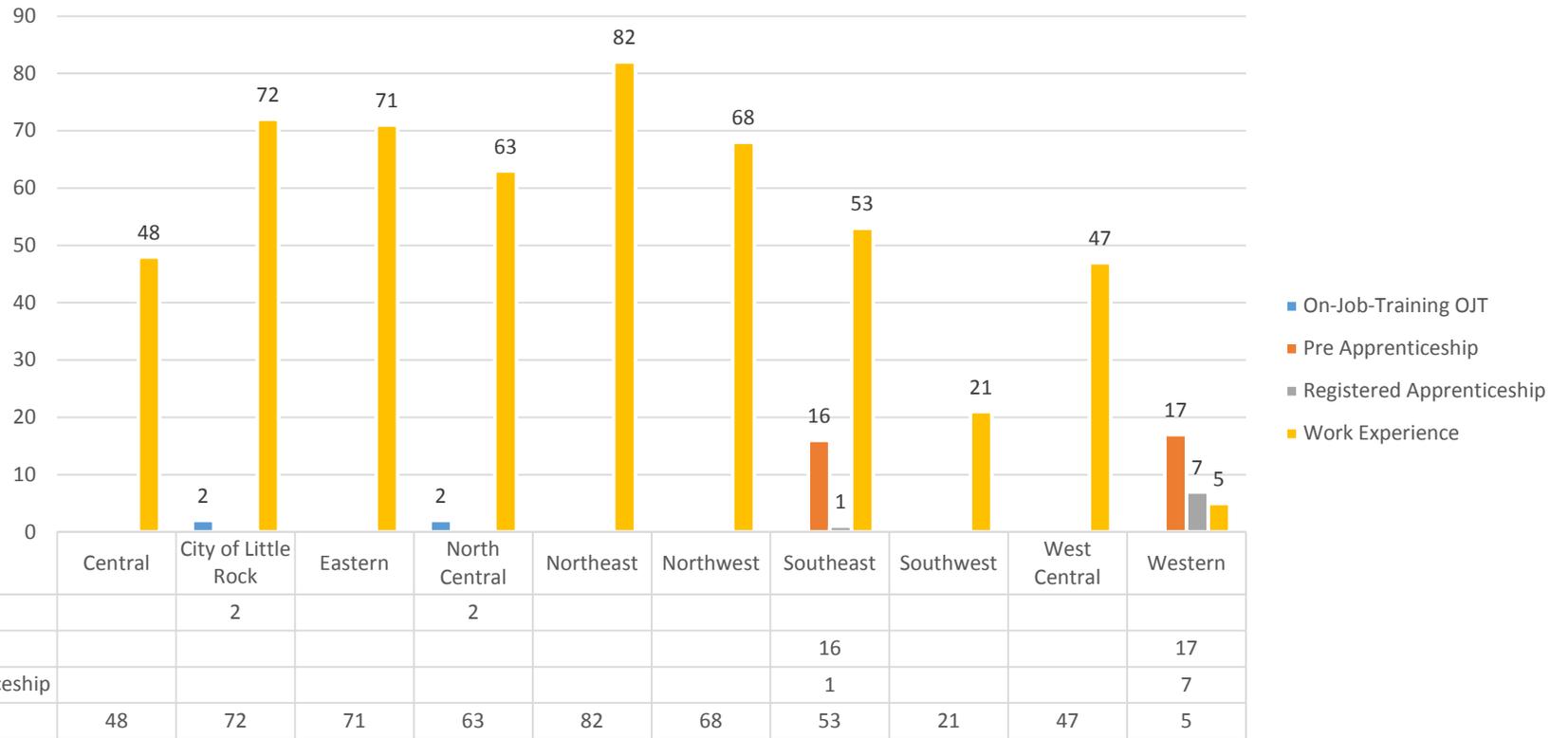
Repeat Employer Engagement per Arkansas LWDB September 1, 2018 to August 31, 2019



	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

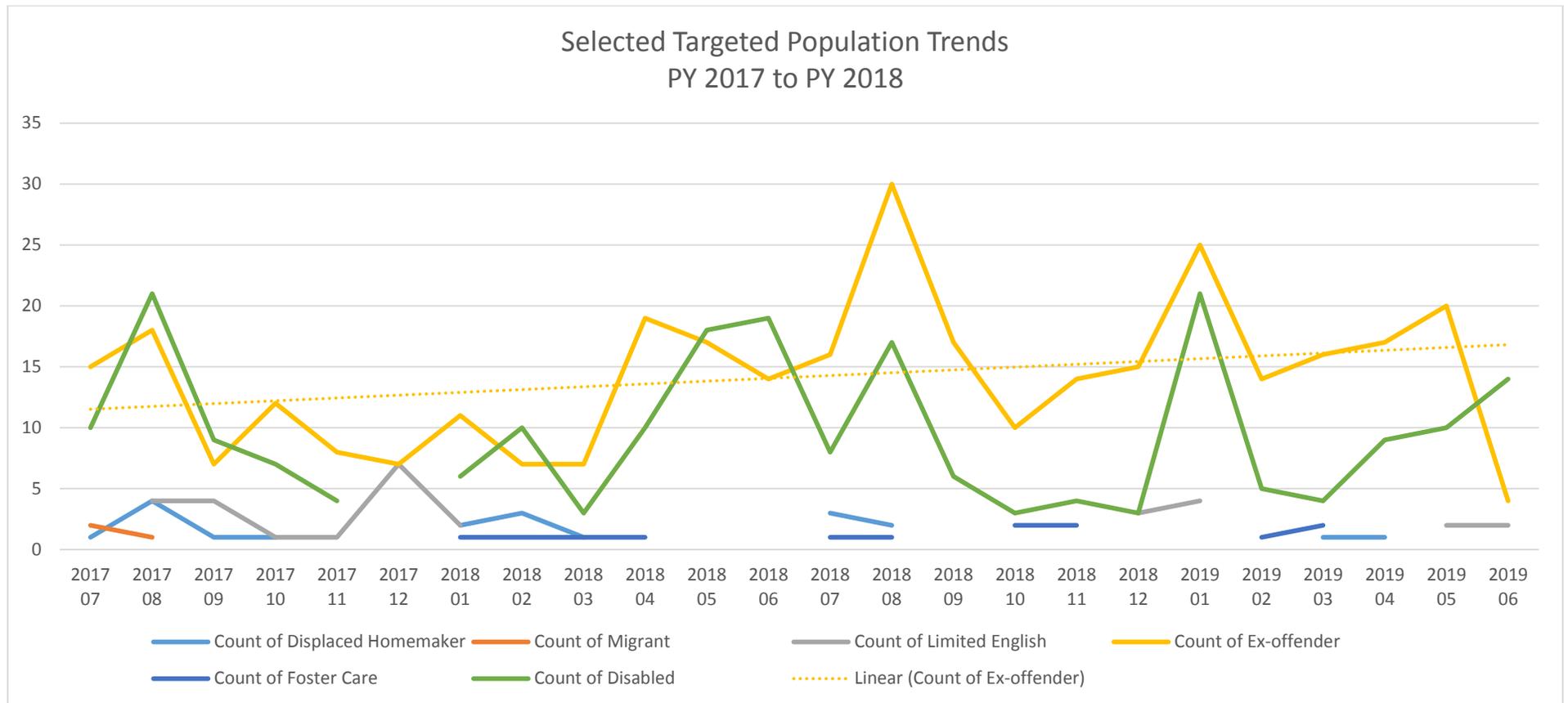
Staff note: The state's Work Based Learning funds and apprenticeship grants may help improve these figures over time. There are now 2 WBL programs.

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
Arkansas Workforce Development Board
Strategic Planning Committee**

September 25, 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

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.

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

September 25, 2019

ACTION ITEM 6 – ACTION: Proposed Allocation Methodology for Assistance to Areas with High Concentrations of Eligible Youth

RECOMMENDATION: It is recommended that the Arkansas Workforce Development Board approve the methodology used to identify areas of high concentrations of eligible youth and to make allocations based on the area’s proportion of those youth.

INFORMATION/RATIONALE: Under Section 129(b)(F) of the Workforce Innovation and Opportunity Act, statewide funds are required to be used to provide additional assistance to local areas that have high concentrations of eligible youth.

The recommended allocation methodology below will both define which areas are considered “high concentration” and provide a method for allocating funds budgeted for this activity to those areas based on their respective percentage of estimated eligible youth and their barrier to participant count within the Youth program for the previous year.

PROPOSED METHODOLOGY TO DEFINE WIOA HIGH CONCENTRATION OF ELIGIBLE YOUTH

A proposal to define the term "High Concentration of Eligible Youth" must be based on certain characteristics listed in the Workforce Innovation and Opportunity Act (WIOA). The definition for the term "Eligible Youth" can be found in the WIOA law, Title 1, section 129. This definition referenced states eligible youth are individuals 16-24 years of age, who are considered low-income persons, and who have one or more of the following risk factors:

- (i) Deficient in basic literacy skills;
- (ii) A school dropout;
- (iii) Within the age of compulsory attendance, but has not attended school for at least the most recent complete school year calendar quarter;
- (iv) Homeless, a runaway, or foster child;
- (v) Pregnant, or a parent;
- (vi) An offender;
- (vii) An individual who requires additional assistance to complete an educational program, or secure and hold employment.

These categories can be further broken down into specialized risks. We have data sources to count:

Data Sources

^{1/} Total Population by County and City of LR

Source: <https://factfinder.census.gov>. 2018 Population Estimate

Data set: " Annual Estimates of the Resident Population for Selected Age Groups by Sex for the US, States, Counties and Puerto Rico, Common Wealth and Municipals: April 1, 2010 to July 1. 2018."

^{2/} Population Age 14-24y

Source: <https://factfinder.census.gov>. 2018 Population Estimate

Data set: " Annual Estimates of the Resident Population: April 1, 2010 to July 1. 2018."

Note: Assumes same % of youth 14-24y found in 2018 for Pulaski County (13.58%) also applies to Little Rock City (age-group data is available for counties but not for cities)

^{3/} Dropouts - School Age

Source: Arkansas Department of Education, Dropouts and Withdrawals by reason, 2017-2018 (county level). <https://adedata.arkansas.gov>

Categories included: 1.Alcohol/drugs, 2.Conflict w/school, 3.Econ.hardship, 4.Enrolled GED, 5.Failing grades, 6.Health, 7.Incarcerated, 8.lack of interest, 9.Other, 10.Peer conflict, 11.Pregnancy/marriage, 12.Suspended/expelled.

4/ English Language Learners - School Age

Source: Arkansas Department of Education (<https://adedata.arkansas.gov>)- English Language Learners Child Count SY 2018-2019 by all schools.

5/ Juvenile Offenders

Source: Arkansas Crime Information Center (www.acic.org) under Crime Statistics.

Data set: 2018 Arrest by Contributor by County/Agency.

Categories included in Group A: 1.Crimes against persons, 2.Crimes against property A, 3.Crimes against property B, 4.Crimes against society and Group B: 5.Arrests

Note: Hot Spring County data is not available for 2018. Instead, this report uses the most recent information available for this county (2017)

6/ Homeless School Age

Source: Arkansas Department of Education (<https://adedata.arkansas.gov>). Homeless by County, 2018-2019 (only includes count for Quarter 4)

Note: Homeless for City of Little Rock by School.

7/ Foster Care - Age 12 and Over

Source: Arkansas Department of Human Services, Division of Children and Family Services. Annual Report Card State Fiscal Year 2018 - Children in Foster Care by Age SFY18.

8/ Births to Women Under Age 20 - 2018

Source: Arkansas Department of Health, Data Statistics, Vital Statistics, Query System (<http://www.healthy.arkansas.gov>)

Note: Number of births to Women U20 for Little Rock.

9/ Special Education - School Age

Source: Arkansas Department of Education (<https://adedata.arkansas.gov>)- Special Education Child Count SY 2018-2019 by all schools.

10/ Poverty, Age 5-17 in Families

Source: 2017 Poverty and Median Household Income Estimates - Counties, States and National. US Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Program (Release date: December 2018)

Information for Little Rock City from 2017 Poverty Estimates for School Districts.

It is the Department of Workforce Services' intent to categorize and prioritize risk factors that can be documented with reliable data from the following: 2010 Census; Arkansas Department of Education; Arkansas Department of Human Services; Arkansas Crime Information Center; and the Arkansas Department of Health. Here is our specific strategy for computation of priority:

1. Count the individuals for each county in each of the categories we have available data.
2. Group the State's 75 counties into Local Workforce Investment Areas (LWIA), and add the total number for each county in the LWIA to determine the total number in each LWIA. There will be individuals counted more than once because they fit more than one category, but that will serve to weight more heavily areas that have more individuals with multiple eligibility factors. (In all category calculations for the City of Little Rock LWIA and Central LWIA, a percentage of Pulaski County totals are used.) (Percentage used for the City of Little Rock LWIA is City of Little Population divided by Total Pulaski County Population)
3. Divide the LWIA's weighted number of "Eligible Youth" by the LWIA's total population to determine what weighted percentage of the LWIA's total population consists of Eligible Youth.
4. We propose any area that has a weighted percentage of Eligible Youth, as compared to its overall population, that is equal to or greater than ***22.475%** will be deemed as having a "High Concentration of Eligible Youth" for purposes of the funding formula.
5. Thus each LWIA that has a weighted percentage of Eligible Youth equal to ***22.75%** or more will share in the funds. This is based on a formula of Total Eligible Youth divided by the total dollars available, and then uses that multiplier to determine each districts weighted at 50%. The remaining 50% of the award will be allocated based on the percentage of Total Barriers per Youth Participant in the State's MIS for the previous program year. (See totals page for amount to be awarded).

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^{2/} Population Age 14-24y

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Note: Homeless for City of Little Rock by School.

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Source: Arkansas Department of Human Services, Division of Children and Family Services. Annual Report Card State Fiscal Year 2018 - Children in Foster Care by Age SFY18.

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Source: 2017 Poverty and Median Household Income Estimates - Counties, States and National. US Census Bureau, Small Area Income and Poverty Estimates (SAIPE) Program (Release date: December 2018)

Information for Little Rock City from 2017 Poverty Estimates for School Districts.

~~1) Population Age 10-24~~

~~U.S. Census Bureau, American Fact Finder, 2011-2015 American Community Survey 5-Year Estimates, <https://factfinder.census.gov>~~

~~2) Dropouts-School Age~~

~~Arkansas Department of Education, Dropouts and Withdrawals by Reason, 2015-2016, <https://adedata.arkansas.gov>~~

~~3) English Language Learners-School Age~~

~~Arkansas Department of Education, English Language Learners SY 2015-2016, <https://adedata.arkansas.gov>~~

~~4) Juvenile Offenders~~

~~Arkansas Crime Information Center, Arrest by Contributor: 2016, <http://www.acic.org>~~

~~5) Homeless-School Age~~

~~Arkansas Department of Education, Homeless by County: 2015-2016, <https://adedata.arkansas.gov>~~

~~6) Foster Care-Age 12 and Over~~

~~Department of Human Services, The Division of Children and Family Services, Children in Foster Care by Age, SFY 2015, <http://humanservices.arkansas.gov>~~

~~7) Births-Women Under Age 20~~

~~Arkansas Department of Health, Current Birth Data: 2013, <http://www.healthy.arkansas.gov>~~

~~8) Special Education-School Age~~

~~Arkansas Department of Education, Special Education District Profile: 2015/16, Child Count, <http://www.arkansased.gov>~~

~~9) Poverty-Age 5-17 in Families~~

~~U.S. Census, 2015 Poverty and Median Household Income Estimates, <https://www.census.gov>~~

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- 5.

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Summary and Allocation

% of Est.d Eligible > or = 22.48%

Local Area	Youth	Factor	Percentage	Allotment at:		
				\$ 50,000.00	\$ 75,000.00	\$ 100,000.00
Eastern	24.20%	0.017292717	39.70%	\$ 19,849.51	\$ 29,774.26	\$ 39,699.01
Northwest	23.64%	0.011650609	26.75%	\$ 13,373.19	\$ 20,059.79	\$ 26,746.38
Western	23.26%	0.007892852	18.12%	\$ 9,059.84	\$ 13,589.76	\$ 18,119.68
Northeast	23.14%	0.006618676	15.19%	\$ 7,597.27	\$ 11,395.91	\$ 15,194.54
Southwest	22.48%	7.92958E-05	0.18%	\$ 91.02	\$ 136.53	\$ 182.04
West Central	22.48%	2.54164E-05	0.06%	\$ 29.17	\$ 43.76	\$ 58.35
Southeast	22.40%					
Central	21.47%					
North Central	21.03%					
Little Rock	20.58%					
		4.36%	100.00%	\$ 50,000.00	\$ 75,000.00	\$ 100,000.00
						\$ 125,000.00

Summary and Allocation

% of Est.d Eligible > or = 22.48%

Local Area	Barrier/Participant	Percentage	Allotment at:		
			\$ 50,000.00	\$ 75,000.00	\$ 100,000.00
Eastern	3.47	16.67%	\$ 8,336.34	\$ 12,504.51	\$ 16,672.69
Northwest	3.41	16.37%	\$ 8,187.11	\$ 12,280.66	\$ 16,374.22
Western	3.54	17.01%	\$ 8,503.72	\$ 12,755.58	\$ 17,007.44
Northeast	3.55	17.04%	\$ 8,521.97	\$ 12,782.96	\$ 17,043.94
Southwest	3.31	15.89%	\$ 7,943.93	\$ 11,915.89	\$ 15,887.85
West Central	3.55	17.01%	\$ 8,506.93	\$ 12,760.39	\$ 17,013.86
Southeast					
Central					
North Central					
Little Rock					
	20.84	100.00%	\$ 50,000.00	\$ 150,000.00	\$ 200,000.00
					\$ 250,000.00

Summary and Allocation

% of Est.d Eligible > or = 22.48%

Local Area	Barrier/Participant	Percentage	Allotment at:		
			\$ 100,000.00	\$ 150,000.00	\$ 200,000.00
Eastern	3.47	16.67%	\$ 28,185.85	\$ 42,278.77	\$ 56,371.70
Northwest	3.41	16.37%	\$ 21,560.30	\$ 32,340.45	\$ 43,120.60
Western	3.54	17.01%	\$ 17,563.56	\$ 26,345.34	\$ 35,127.12
Northeast	3.55	17.04%	\$ 16,119.24	\$ 24,178.86	\$ 32,238.48
Southwest	3.31	15.89%	\$ 8,034.95	\$ 12,052.42	\$ 16,069.89
West Central	3.55	17.01%	\$ 8,536.10	\$ 12,804.15	\$ 17,072.21
Southeast					
Central					
North Central					
Little Rock					
	20.84	100.00%	\$ 100,000.00	\$ 150,000.00	\$ 200,000.00
					\$ 250,000.00

(comparison, if old formula was used)
 \$ 59,548.52
 \$ 40,119.58
 \$ 27,179.51
 \$ 22,791.81
 \$ 273.06
 \$ 87.52

Local Area	Displaced Homemakers	English Language Learners	TANF	Ex-offenders	Homeless/runaway Youth	Long-term Unemployed	Low-income Individuals	Migrant and Seasonal Farmworkers	Individuals with Disabilities	Single Parents	Youth in foster care or aged out of System	Total Participants Served	Total Barriers	Total Barriers Per Participant Served
Eastern	0	67	8	22	2	59	76	1	7	28	1	78	271	3.474359
Northwest	0	85	2	10	7	89	119	0	19	26	0	148	505	3.412162
Western	0	35	0	3	8	29	65	0	9	19	5	68	241	3.544118
Northeast	0	97	1	5	2	53	101	0	11	25	1	116	412	3.551724
Southwest	0	21	1	4	5	23	72	0	4	40	1	74	245	3.310811
West Central	0	35	1	16	2	25	45	0	5	9	2	55	195	3.545455
Southeast	0	134	2	14	5	112	181	0	36	18	1	181	684	3.779006
Central	0	109	1	25	6	47	103	0	17	34	2	127	471	3.708661
North Central	0	58	0	2	5	56	87	0	9	13	1	89	320	3.595506
Little Rock	0	60	1	4	6	50	62	0	6	13	3	62	267	4.306452
Statewide	0	701	17	105	48	543	911	1	123	225	17	998	3611	

Data Sources

^{1/} **Total Population by County and City of LR**

Source: <https://factfinder.census.gov>. 2018 Population Estimate

Data set: " Annual Estimates of the Resident Population for Selected Age Groups by Sex for the US, States, Counties and Puerto Rico, Common Wealth and Municipios: April 1, 2010 to July 1. 2018."

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^{3/} **Dropouts - School Age**

Source: Arkansas Department of Education, Dropouts and Withdrawals by reason, 2017-2018 (county level). <https://adedata.arkansas.gov>

Categories included: 1.Alcohol/drugs, 2.Conflict w/school, 3.Econ.hardship, 4.Enrolled GED, 5.Failing grades, 6.Health, 7.Incarcerated, 8.lack of interest, 9.Other, 10.Peer conflict, 11.Pregnancy/marriage, 12.Suspended/expelled.

^{4/} **English Language Learners - School Age**

Source: Arkansas Department of Education (<https://adedata.arkansas.gov>)- English Language Learners Child Count SY 2018-2019 by all schools.

^{5/} **Juvenile Offenders**

Source: Arkansas Crime Information Center (www.acic.org) under Crime Statistics.

Data set: 2018 Arrest by Contributor by County/Agency.

Categories included in Group A: 1.Crimes against persons, 2.Crimes against property A, 3.Crimes against property B, 4.Crimes against society and Group B: 5.Arrests

Note: Hot Spring County data is not available for 2018. Instead, this report uses the most recent information available for this county (2017)

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Note: Homeless for City of Little Rock by School.

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Source: Arkansas Department of Human Services, Division of Children and Family Services. Annual Report Card State Fiscal Year 2018 - Children in Foster Care by Age SFY18.

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Note: Number of birhts to Women U20 for Little Rock.

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Information for Little Rock City from 2017 Poverty Estimates for School Districts.

Concentration of Eligible Youth by County and Local Workforce Development Area (WDA) - Summary

	1/	2/	3/	4/	5/	6/	7/	8/	9/	10/			
LWD Area	County	Pop Total	Pop 14-24y	Youth Drope	Eng Learne	Juvenile	offe Homeless	Foster	12+ # births	Special Ed	Pov. 5-17y	Total Pop at Risk	Factor
23 C	Faulkner	124,806	25,214	157	603	405	588	65	71	2,341	2,876	32,320	25.90%
43 C	Lonoke	73,657	10,392	100	340	90	173	49	60	1,766	1,950	14,920	20.26%
48 C	Monroe	6,900	763	8	23	9	92	11	15	147	433	1,501	21.75%
59 C	Prairie	8,074	960	11	6	5	50	2	11	159	282	1,486	18.40%
60 C	Pulaski w/o City of	194,799	26,455	840	2,279	830	995	95	136	4,549	6,244	42,423	21.78%
62 C	Saline	121,421	15,469	134	886	238	122	33	66	2,012	2,094	21,054	17.34%
	Central AR Total	529,657	79,253	1,250	4,137	1,577	2,020	255	359	10,974	13,879	113,704	21.47%
18 E	Crittenden	48,342	7,260	86	101	457	184	32	85	1,164	2,864	12,233	25.31%
19 E	Cross	16,676	2,198	27	21	7	105	25	19	434	812	3,648	21.88%
39 E	Lee	8,985	1,102	18	6	25	2	6	13	121	494	1,787	19.89%
54 E	Phillips	18,029	2,579	68	10	47	54	35	45	451	2,021	5,310	29.45%
68 E	St. Francis	25,439	3,234	49	39	47	37	22	43	401	1,583	5,455	21.44%
	Eastern AR Total	117,471	16,373	248	177	583	382	120	205	2,571	7,774	28,433	24.20%
	LRC City of Little Rock	197,881	26,874	508	3,038	954	533	114	173	2,709	5,828	40,731	20.58%
	LRC Total	197,881	26,874	508	3,038	954	533	114	173	2,709	5,828	40,731	20.58%
12 NC	Cleburne	24,965	2,724	17	26	34	169	21	24	537	772	4,324	17.32%
25 NC	Fulton	12,269	1,484	2	7	11	54	23	8	234	480	2,303	18.77%
32 NC	Independence	37,678	5,332	33	522	55	250	31	30	925	1,371	8,549	22.69%
33 NC	Izard	13,593	1,497	1	15	14	30	21	7	239	481	2,305	16.96%
34 NC	Jackson	16,811	2,073	23	31	15	126	23	33	372	713	3,409	20.28%
67 NC	Sharp	17,366	2,069	18	19	3	82	38	18	356	923	3,526	20.30%
69 NC	Stone	12,457	1,358	1	5	8	4	14	17	252	575	2,234	17.93%
71 NC	Van Buren	16,603	1,870	11	35	4	212	10	9	364	626	3,141	18.92%
73 NC	White	78,727	13,222	100	380	39	321	57	83	1,737	2,676	18,615	23.65%
74 NC	Woodruff	6,490	806	7	2	0	96	20	11	127	355	1,424	21.94%
	North Central AR Total	236,959	32,435	213	1,042	183	1,344	258	240	5,143	8,972	49,830	21.03%
11 NE	Clay	14,847	1,852	6	0	27	33	19	14	337	550	2,838	19.11%
16 NE	Craighead	108,558	17,374	154	847	328	397	68	98	2,887	3,509	25,662	23.64%
28 NE	Greene	45,325	6,276	51	276	213	318	84	54	1,194	1,541	10,007	22.08%
38 NE	Lawrence	16,434	2,393	16	27	25	151	20	22	465	652	3,771	22.95%
47 NE	Mississippi	41,239	6,162	75	121	115	508	36	72	918	2,411	10,418	25.26%
56 NE	Poinsett	23,974	3,185	56	69	56	297	73	33	671	1,241	5,681	23.70%
61 NE	Randolph	17,948	2,275	9	169	34	87	26	21	400	684	3,705	20.64%
	Northeast AR Total	268,325	39,517	367	1,509	798	1,791	326	314	6,872	10,588	62,082	23.14%
3 NW	Baxter	41,619	4,154	40	32	128	165	18	28	578	1,048	6,191	14.88%
4 NW	Benton	272,608	38,064	402	6,492	990	995	71	212	5,325	5,588	58,139	21.33%
5 NW	Boone	37,480	4,642	51	49	64	353	30	28	665	1,168	7,050	18.81%
8 NW	Carroll	28,223	3,503	42	860	43	357	19	25	563	1,077	6,489	22.99%
44 NW	Madison	16,481	2,119	47	139	12	92	22	17	257	665	3,370	20.45%
45 NW	Marion	16,722	1,598	7	4	8	225	3	8	260	614	2,727	16.31%
51 NW	Newton	7,805	904	2	1	4	158	5	8	156	346	1,584	20.29%
64 NW	Searcy	7,958	900	5	6	3	70	4	7	198	398	1,591	19.99%
72 NW	Washington	236,961	46,996	464	9,348	1,055	914	177	227	4,806	6,281	70,268	29.65%
	Northwest AR Total	665,857	102,880	1,060	16,931	2,307	3,329	349	560	12,808	17,185	157,409	23.64%
1 SE	Arkansas	17,769	2,217	37	105	26	78	15	27	379	702	3,586	20.18%
2 SE	Ashley	20,046	2,564	27	232	22	59	17	21	318	905	4,165	20.78%
6 SE	Bradley	10,897	1,342	13	230	22	20	9	13	233	520	2,402	22.04%
9 SE	Chicot	10,438	1,359	7	87	6	4	5	16	173	683	2,340	22.42%
13 SE	Cleveland	8,018	1,014	4	22	0	27	5	6	198	259	1,535	19.14%
21 SE	Desha	11,512	1,534	37	129	9	18	9	18	302	826	2,882	25.03%
22 SE	Drew	18,328	3,419	26	75	23	32	22	24	331	649	4,601	25.10%
27 SE	Grant	18,188	2,354	39	123	24	62	11	11	557	455	3,636	19.99%
35 SE	Jefferson	68,114	10,382	261	129	368	182	84	81	1,159	3,643	16,289	23.91%
40 SE	Lincoln	13,383	1,909	16	69	4	30	8	11	154	423	2,624	19.61%
	Southeast AR Total	196,693	28,094	467	1,201	504	512	185	228	3,804	9,065	44,060	22.40%
7 SW	Calhoun	5,277	647	6	4	1	72	2	1	78	144	955	18.10%
14 SW	Columbia	23,537	5,165	32	55	57	61	20	24	400	1,145	6,959	29.57%
20 SW	Dallas	7,182	878	4	14	3	16	7	4	96	319	1,341	18.67%
29 SW	Hempstead	21,741	2,885	66	580	62	141	10	21	384	1,309	5,458	25.10%
31 SW	Howard	13,341	1,790	13	323	16	55	8	16	394	695	3,310	24.81%
37 SW	Lafayette	6,682	798	10	0	0	12	1	5	58	308	1,192	17.84%
41 SW	Little River	12,326	1,527	11	25	0	35	8	13	240	431	2,290	18.58%
46 SW	Miller	43,592	5,756	99	66	198	72	38	32	631	2,102	8,994	20.63%
50 SW	Nevada	8,326	985	11	45	0	27	3	7	149	376	1,603	19.25%
52 SW	Ouachita	23,606	2,866	47	58	71	44	12	30	441	1,023	4,592	19.45%
66 SW	Sevier	17,139	2,587	28	1,049	10	62	14	19	288	982	5,039	29.40%
70 SW	Union	39,126	5,097	52	225	131	171	52	45	684	1,694	8,151	20.83%
	Southwest Total	221,875	30,981	379	2,444	549	768	175	217	3,843	10,528	49,884	22.48%
17 W	Crawford	63,406	8,625	90	601	156	318	63	53	1,503	3,090	14,499	22.87%
24 W	Franklin	17,810	2,440	13	30	60	115	24	11	360	725	3,778	21.21%
42 W	Logan	21,737	2,856	14	37	19	332	48	34	420	967	4,727	21.75%
57 W	Polk	20,049	2,544	15	220	20	51	16	19	431	1,115	4,431	22.10%
63 W	Scott	10,319	1,303	7	123	22	56	14	15	192	496	2,228	21.59%
65 W	Sebastian	127,753	18,305	157	3,411	551	431	281	132	2,703	5,103	31,074	24.32%
	Western AR Total	261,074	36,073	296	4,422	828	1,303	446	264	5,609	11,496	60,737	23.26%
10 WC	Clark	22,061	5,657	27	70	18	14	5	28	342	700	6,861	31.10%
15 WC	Conway	20,891	2,566	34	73	26	208	34	25	478	868	4,312	20.64%
26 WC	Garland	99,154	11,762	191	820	266	518	53	86	1,893	3,369	18,958	19.12%
30 WC	Hot Spring	33,701	4,401	42	122	26	137	25	34	774	1,045	6,606	19.60%
36 WC	Johnson	26,742	3,995	27	675	22	188	12	27	688	1,062	6,696	25.04%
49 WC	Montgomery	8,924	1,027	5	10	0	57	2	5	145	419	1,670	18.71%
53 WC	Perry	10,352	1,318	14	25	1	27	6	7	286	357	2,041	19.72%
55 WC	Pike	10,673	1,386	13	149	5	118	3	12	294	413	2,393	22.42%
58 WC	Pope	64,000	11,361	76	852	73	441	28	64	1,422	2,016	16,333	25.52%
75 WC	Yell	21,535	2,907	23	804	22	118	34	26	687	995	5,616	26.08%

Proposed Methodology to define WDA High Concentration of Eligible Youth

West Central Arkansas LWDA

	Population	Population Age 14-24	Dropouts- School Age	English Language Learners - School Age	Juvenile Offenders	Homeless- School Age	Foster Care - Age 12 and over	Births to Women Under Age 20	Special Education - School Age	Poverty - Age 5-17 in Families
Clark	22,061	5,657	27	70	18	14	5	28	342	700
Conway	20,891	2,566	34	73	26	208	34	25	478	868
Garland	99,154	11,762	191	820	266	518	53	86	1,893	3,369
Hot Spring	33,701	4,401	42	122	26	137	25	34	774	1,045
Johnson	26,742	3,995	27	675	22	188	12	27	688	1,062
Montgomery	8,924	1,027	5	10	0	57	2	5	145	419
Perry	10,352	1,318	14	25	1	27	6	7	286	357
Pike	10,673	1,386	13	149	5	118	3	12	294	413
Pope	64,000	11,361	76	852	73	441	28	64	1,422	2,016
Yell	21,535	2,907	23	804	22	118	34	26	687	995
Total LWDA	318,033	46,380	452	3,600	459	1,826	202	314	7,009	11,244
Total State	3,013,825	438,860	5,240	38,501	8,716	13,808	2,430	2,874	61,342	106,559
LWDA Eligible Youth ¹										71,486
LWDA Risk factor ²										22.48%

1 Sum of all the categories at risk above

2 LWDA Eligible Youth as a percentage of LWDA total population

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

September 25, 2019

AGENDA ITEM 7 – ACTION: Sector and Regional Planning Policy

INFORMATION/RATIONALE: One of the functions of the Arkansas Workforce Development Board found in 20 CFR § 679.130 and under WIOA sec. 101(d) is assisting the Governor in the:

“Development and continuous improvement of the workforce development system, [including the] development and expansion of strategies to meet the needs of employers, workers, and job seekers particularly through industry or sector partnerships related to in-demand industry sectors and occupations.

To further this effort, Arkansas Division of Workforce Services staff seek approval from the AWDB regarding the goal to establish state-level support for Sector Strategies mirroring those found in the State of Colorado.

This strategy, if approved, would also be incorporated into the WIOA State Plan Updates.

Sector Strategy- Continuous Improvement Strategy

Progression of Continuous Improvement under WIOA-

February 9, 2017- Release of Issuance PY16-10 to Local Workforce Development Boards-
“Guidance for Implementation of Sector Strategies under the Workforce Innovation and Opportunity Act”

<https://www.dws.arkansas.gov/src/files/PY16-10-Guidance-for-Implementation-of-Sector-Strategies-under-the-WIOA.pdf>

June 8, 2018- Release of Issuance PY17-09 to Local Workforce Development Boards-
“Applications for Regional Planning and Industry/Sector Partnerships Funding Assistance”

<https://www.dws.arkansas.gov/src/files/PY-17-09-LWDB-Assistance-Proposals-Issuance.pdf>

CURRENT- Planning adjustments to Regional planning fund requirements, including increased allotments (funding permitted) and reporting requirements that would allow Arkansas to report on Sector Strategy implementation.

Quick GAP between AR and CO information, based on the website:

Colorado Web Page	Key Content	Currently Available at ADWS	Next Steps and Additional Requirements
Sector Partnerships	Map of Active Sector Partnerships	Not Available	ADWS would require LWDB receiving Sector Planning funds to provide a list of engaged employers in the sector partnerships and how this aligns with local plans.
Sector Partnerships Community of Practice	Webinars by Sector	Not Available	ADWS and LWDBs would need to establish the sector partnerships before this would be feasible, so no change in current strategy.
Sector Partnership Directory	For each Sector Partnership established: POC, Chairs, web pages for the sector, local area, Conveners	Not Available	Currently, ADWS would require LWDB receiving Sector Planning funds to provide a list of engaged employers in the sectors in their reporting. We would need to provide additional support or funding to establish a web page for each sector as a later improvement.
Colorado Web Page	Key Content	Currently Available at	Next Steps and Additional Requirements

Sector Strategy- Continuous Improvement Strategy

		ADWS	
Sector Partnership Technical Assistance	Contact information for TA and resources	Access to Technical Assistance from Staff and other resources could be gathered and provided on a similar web page	
Industry Intermediary Consortium	List of engaged Trade Associations	.	This might not be necessary at first. ADWS could provide the information in the Sector Partnership page, for each partnership the association is participating. A strategy should be considered for developing and sustaining relationships with industry associations and professional associations (i.e., SHRM, etc.). This provides an opportunity for broadened industry impact across several companies in a region. Currently, ADWS would require LWDBs receiving Sector Planning funds to report Trade Associations similarly to engaged businesses.
Statewide Education Sector Partnership	NA	NA	NA- No similar statewide sector partnerships are in place, but might result from further efforts.
Business Engagement Guide	Overview and Access to a 31 pg document for engagement	TPMA study material and other resources are currently available to share on a similar website	*Could be combined with the Technical Assistance page

Sector Strategy- Continuous Improvement Strategy

Phased in Strategy – Incorporated into the WIOA State Plan if approved

Phase I	Phase II	Phase III	Phase IV
Complete	Relatively Administrative	Mostly Administrative	Mostly Administrative
Guidance to LWDBs and Initiation of Sector Planning Funds	<p>Increase Funding Levels Available and allow flexibility for Sector OR Regional Planning</p> <p>Add requirements to engage at least 3 employers, establish chairs, support meetings and conventions, engage trade associations, report participating businesses and associations, and post meeting materials on their website.</p>	<p>Establish web pages: Technical Assistance (and resources) Business Engagement Guide Sector Partnerships Sector Partnership Directory to mirror Colorado resources</p>	<p>Add Sector Meeting information on the individual Local WDB pages we have already established, which would mirror the “community of practice” page in Colorado</p>

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

September 25, 2019

AGENDA ITEM 8 – ACTION: Workforce System Evaluation (U of A)

INFORMATION/RATIONALE: As required by 20 CFR § 682.200(d), States must use funds reserved by the Governor for statewide activities to conduct evaluations of activities under the WIOA title I core programs in order to promote continuous improvement, research and test innovative services and strategies, and achieve high levels of performance and outcomes.

ADWS, following input from the AWDB during the July 16, 2019, meeting is currently negotiating a contract for an evaluation with the University of Arkansas. The following requirements are the basis of the negotiation.

ADWS will periodically provide status reports and additional information on this project.

Additionally, we seek approval to include information regarding this evaluation in WIOA State Plan updates, July 1, 2020.

Workforce System Evaluation Request

PURPOSE

The following evaluations using *designs that employ the most rigorous analytical and statistical methods that are reasonably feasible, such as the use of control groups* (20 CFR § 682.220) as appropriate:

- A. Local Integration Study- Sample Workforce Innovation and Opportunity Act Title I or Title III participants for 3 Local Workforce Development Areas. This part of the evaluation will focus on two primary areas: 1. Co-enrollment and Co-funding of REQUIRED WIOA Partners and 2. Leveraging of Local Resources available in the Local Workforce Development Area.
 1. Sample Workforce Innovation and Opportunity Act Title I and Title III participants for 3 Local Workforce Development Areas-to determine if, based on the participants information in the Case File, the participant might have been eligible to receive services under the required partners listed in 20 CFR § 678.400.
 2. For each local area selected, interview leadership to identify partner programs and non-profits that collaborate with the Workforce Centers beyond the list of required partners above. For all partners, required in number 1 and other partners identified in 2, report whether there exists:
 - Memorandums of Understanding between the programs/entities
 - Referral Procedures
 - Training for partners regarding the services provided or alternative print materials to assist in collaboration OR
 - An alternative method to refer clients between the partners effectively
 3. Identify and report entities in the selected local areas that provide services to the following targeted populations:
 - Displaced Homemaker
 - Low Income
 - Limited English Proficiency
 - Migrant Worker
 - Disabled
 - Veteran
 - Older Worker
 - Out of School Youth
 - Foster Youth
 - Basic Skill Deficient

Workforce System Evaluation Request

- Ex-Offender
- Single Parent
- TANF Recipient
- SNAP Recipient
- SSDI Recipient
- UI Claimant
- Long-Term Unemployed

4. For all programs and services identified in steps 1, 2, and 3, report whether sampled participants were: referred to or co-enrolled in other programs or services.

B. In the Comprehensive Centers for the 3 Local Areas selected for sampling, report case studies on effectiveness of identifying and closing Skill-Gaps

Interview staff for examples of:

- i. Skills-gap identification on either the occupation level, based on demand, or the skill-level based on interaction with an employer.
 - ii. Determine the services that were provided to address the skills-gap
 - iii. Provide an assessment of the effectiveness of the services provided in closing the skills-gap, if possible.
- C. Review a sample of Arkansas Workforce Centers against the State's certification policy and applicable laws/regulations for four comprehensive centers and two affiliate centers. Each of the six centers selected should be located in different Local Workforce Development Areas and may be selected from Local Workforce Development Areas that overlap the 3 selected above
- D. Conduct a statewide customer service survey for business customers of WIOA Title I and Title III receiving services over the most recent 12 months available.
- E. Provide evaluation status reports on a monthly basis on overall project goals. These reports will be issued at the end of February, March, April, May, June, and July of 2020.
- F. Provide a preliminary evaluation report by August 15, 2020.
- G. Provide a final evaluation, with results, best practices, and recommendations by September 30, 2020.

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

September 25, 2019

AGENDA ITEM 9 – ACTION: WIOA Title I Waiver Requests

RECOMMENDATION: It is recommended that the Strategic Planning Committee approve the WIOA Title I Waiver Requests, as recommended by Staff.

INFORMATION/RATIONALE: The Secretary of Labor's waiver authority under the Workforce Innovation and Opportunity Act (WIOA) is a tool to promote workforce system innovation and focus on outcomes.

The Department is supportive of waivers that are within the Secretary's waiver authority and where the state can articulate in its waiver request how the proposed waiver will improve job seeker and employer outcomes, or otherwise achieve positive outcomes.

In accordance with USDOL Training and Employment Guidance Letter (TEGL) No. 8-18, staff is requesting approval of the attached waiver recommendations by this Committee. Upon Committee approval, these waiver requests will be presented to the Arkansas Workforce Development Board at the October 15, 2019 meeting.

Arkansas Waiver Requests

Waiver of the obligation of eligible training providers to collect performance data on all students in a training program. WIOA Sections 116(d)(4)(A) and 122, and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680

The State of Arkansas is seeking a waiver from the requirements outlined in the WIOA at Sections 116 and 122, and at 20 CFR 677.230 and 20 CFR 680.400 thru 680.530, which require the collection and reporting of performance related data on all students participating in training programs listed on the state's ETPL.

Arkansas is concerned primarily with the impact the reporting requirements have on consumer choice and hard-to-serve participants in need of options. Additionally, we share the concerns of sister-states:

- Ensuring that local areas have sufficient numbers of, and diversity of, training providers necessary to create an effective marketplace of training programs for WIOA participants utilizing ITAs.
- Ensuring fairness in the process of determining training provider eligibility.
- Reducing the burden on training providers to submit performance information to the state which may not be readily accessible.
- Much of the performance information is self-reported through surveys, etc., which makes it difficult to get accurate performance data since students may not respond to surveys and, as a result, schools may just provide performance information that preciously collected without resurveying students.
- Proprietary schools do not currently have a state wide system to report student data and there is no way to automatically match students with other data sources calculate outcomes. This results in large reporting burdens on these types of training providers.
- Propriety schools would have to collect sensitive information, such as social security numbers, etc., on all students for the state to match wage and earnings information on students utilizing ETPL programs, which may leave students open to identify theft, privacy considerations, etc.
- Burden on training providers to collect and provide information on all students once they leave or gradate from the program. Thus the providers choose not to be on the ETPL, which limits consumer choice, especially for proprietary schools.
- Providing information on eligible training programs to WIOA participants in a way that helps them make good decisions about how to use their ITAs.

Waiver to allow the State to lower the local area and statewide reserve out-of-school youth expenditure requirement to 50 percent. WIOA Section 129(a)(4) and 20 CFR 681.410 and Waiver to allow the State to calculate the out-of-school youth requirement at the State level only. WIOA Section 129(a)(4) and 20 CFR 681.410

Arkansas is seeking a waiver from WIOA Section 129(a)(4)(A) and 20 CFR 681.410, which require not less than 75 percent of funds allotted to states under Section 127(b)(1)(C), reserved under Section 128(a), and available for statewide activities under subsection (b), and not less than 75 percent of funds available to local areas under subsection (c), shall be used to provide youth workforce investment activities for OSY.

Arkansas is requesting the following waivers to this statutory and regulatory provision:

1. A waiver of the requirement to expend 75 percent of funding on the OSY population. Arkansas is requesting that this percentage be lowered to 50 percent. A waiver of the requirement that local funding must meet the 75 percent minimum expenditure requirement.
2. It is requested to allow a state-level Out-of-School Youth target (See #1 above) instead of requiring individual areas to each meet the minimum expenditure requirement.
3. A waiver of the requirement to expend 75 percent of Statewide Activities funding on the OSY population. It is requested to eliminate this percentage to allow flexibility of funding for special projects that meet the vision of and mission of the State.

Waiver to increase on-the-job-training reimbursement up to 90 percent for businesses with 50 or fewer employees. WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720 (b) (Puerto Rico)

Arkansas is requesting a waiver to the current allowable employer reimbursement rate of up to 50 percent of the wage rate of the On-the-Job-Training (OJT) participant for the extraordinary costs of providing training and additional supervision related to the OJT as described in the WIOA Section 134(c) (3)(H)(ii). The waiver request has been developed following the WIOA guidelines in Section 189 (i)(3)(B) and the WIOA Federal regulation at 20 CFR 680.720(b).

Arkansas is proposing a sliding scale of reimbursement to the employer based on its size and capability. Under this waiver, the following scale will be implemented: up to 90% reimbursement for employers with 50 or less employees; up to 75% reimbursement for employers with a workforce between 51 and 250 employees. For employers with 251 employees or more, the statutorily defined 50% limit will continue to apply.

The waiver is requested for all WIOA formula funds: Adult, Dislocated Worker, Youth, National Dislocated Worker Grants, as well as other Discretionary grants, as appropriate.

Waiver to allow flexibility in the use of funds reserved by the Governor to provide disaster relief as permitted under Dislocated Worker Grants for disaster relief, including temporary work. WIOA Section 134(a)(2)(A), WIOA Section 134(a)(2)(B) and WIOA Section 134(a)(3)

Arkansas requests a waiver of WIOA Section 134(a)(2)(A), (2)(B), and (3) to add flexibility in the use of the funds reserved by the Governor for use to provide statewide rapid response activities, for use to provide statewide employment and training activities, and to underwrite or fund disaster relief to affected areas of pending National Dislocated Worker Grants.

Under this allowance, Governor's funds would only be used to fund temporary cleanup efforts and will only be made available to local areas impacted under a Federal Emergency Management Agency (FEMA) declaration. Governor's funds allotted to local areas under this waiver, who are subsequently awarded funds under the pending National Dislocated Worker Grants application, will refund the Governor's discretionary funds.

The purpose of this waiver request is to expedite the delivery of temporary cleanup resources and will be limited to one \$200,000 allotment, per Local Area, per qualifying event.

Actions undertaken to remove state or local statutory or regulatory barriers

There are currently no state or local statutory or regulatory barriers to implementing any of the requested waivers.