

WORKFORCE INNOVATION AND OPPORTUNITY ACT

# WIOA PARTNERS' MEETING

CUSTOMER  
SERVICE



INNOVATION &  
SERVICE DESIGN



SYSTEMS INTEGRATION &  
HIGH-QUALITY STAFFING



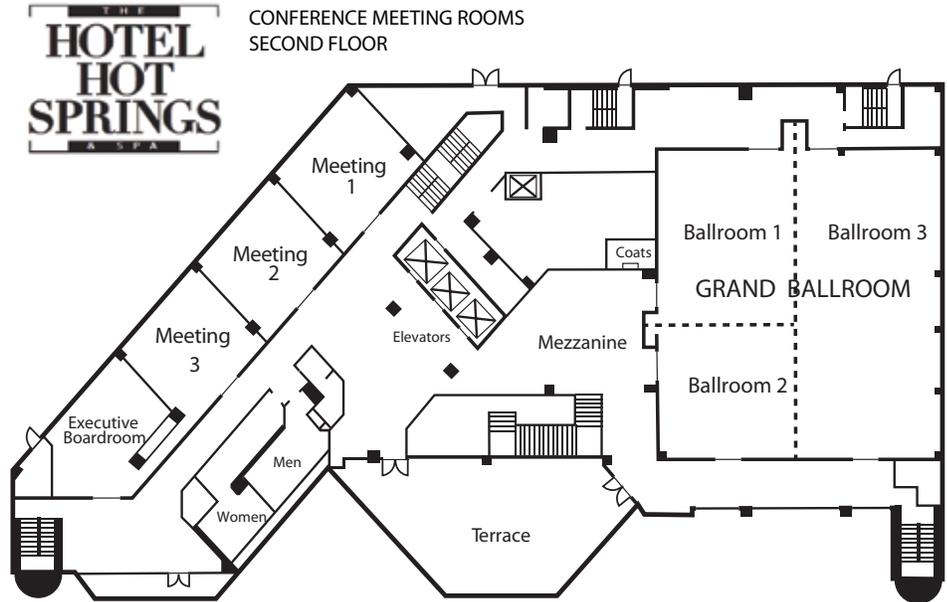
**PARTNERS** FOR A **BETTER WORKFORCE**

MARCH 2-3, 2017  
HOTEL HOT SPRINGS  
HOT SPRINGS, ARKANSAS

Proud partner of the **americanjobcenter** network

Welcome to the Spring 2017 WIOA Partners' Meeting.

This agenda was developed to support the vision established by the Arkansas Workforce Development Board for the workforce delivery system in our State. As a reminder, the vision characteristics are summarized below.



## ARKANSAS'S VISION FOR THE WORKFORCE DEVELOPMENT DELIVERY SYSTEM





# DAY ONE

## THURSDAY, MARCH 2, 2017

- 8:30 a.m. Welcome** *Grand Ballroom*

Daryl Bassett, Director  
Arkansas Department of Workforce Services
- 8:45 a.m. Format of the Meeting/Review of the Agenda**

Cindy Varner, Assistant Director  
Arkansas Department of Workforce Services
- 8:50 a.m. Status Update on the Implementation of the Workforce Innovation and Opportunity Act in Arkansas** ■

Cindy Varner, Assistant Director  
Arkansas Department of Workforce Services

Bridget Criner, Associate Director  
Arkansas Department of Career Education (ACE)

Jonathan Bibb, Director  
Arkansas Career Training Institute - ACE Arkansas Rehabilitation Services

Katy Morris, Director  
Department of Human Services – Division of Services for the Blind
- 10:00 a.m. Arkansas Community Colleges** ▲ ●

Kyla Waters, Director of Center for Workforce  
Arkansas Community Colleges
- 10:30 a.m. Break**
- 10:45 a.m. Economic Development in Arkansas** ●

Arkansas Economic Development Commission
- 11:15 a.m. Local Innovations and Best Practices**

WIOA identifies local workforce development boards to be the convener of partners and stakeholders at the local level for strategic planning and the implementation of activities at the local level. This presentation will highlight local partnership and board efforts to implement WIOA and improve the local workforce development system.

Registered Apprenticeship Partnership ▲ ● ■

Janie Wheeler, Workforce Administrator  
Northwest Arkansas Economic Development District

Utilizing YouthBuild to Prepare Out-of-School Youth ▲ ●

Melissa Mitchell, YouthBuild Little Rock Program Manager  
Arbor E&T, dba ResCare Workforce Services

ACT Work Ready Communities ▲ ●

David Barch, Director of Programs  
Workforce Development Board of Eastern Arkansas

**Key** ▲ Customer Service    ● Innovation and Service Design    ■ Systems Integration and High-Quality Staffing

Local Area Website for Partner Information ▲ ● ■

James Morgan, Program Manager  
Employment & Training Services, Inc.

Connecting Workforce and Economic Development through Targeted Industries  
and Training Investment ▲ ●

Devin Howland, WIOA Program Administrative Director  
Central Arkansas Planning & Development District

**12:00 p.m. Lunch and Luncheon Presentation** *Grand Ballroom*

**Business Case for Hiring People with Abilities** ▲ ●

Randy Lewis, Founder and President of the Nogwog Fund, Retired Senior Vice President of Walgreens  
*Introduction by Commissioner Alan McClain, Arkansas Department of Career Education,  
Arkansas Rehabilitation Services*

It was 2002 when Randy Lewis, Senior Vice President of Supply Chain and Logistics, issued a challenge to Walgreens and its stakeholders to address the serious unemployment of people with significant disabilities while meeting the needs of their workforce and distribution supply chain. Since the company was investing in new technology to make distribution more efficient, Mr. Lewis proposed, why not create opportunities for people with disabilities? As Mr. Lewis would say later at a warehouse industry conference, Walgreens was inspired to challenge the conventional wisdom.

**1:30 p.m. – Breakout Session 1** *(See descriptions on page 4)*

**3:00 p.m.** Attend the workshop of your choice. Due to limited space, early arrival is encouraged.

Meeting Rm 1	Expanding Registered Apprenticeship ▲ ● ■
Meeting Rm 2	Employer and Business Engagement ▲ ●
Meeting Rm 3	The Importance of Prisoner Re-Entry into the Workforce ▲ ●
Ballroom 3	Performance Accountability ■

**3:00 p.m. Break**

**3:15 p.m. – Breakout Session 2** *(See descriptions on page 5)*

**4:30 p.m.** Attend the workshop of your choice. Due to limited space, early arrival is encouraged.

Meeting Rm 1	Labor Market Information Resources for Effective Decision Making ●
Meeting Rm 2	Career Services that Empower ▲
Meeting Rm 3	Arkansas Career Development Facilitators ■
Ballroom 3	One-Stop Operations and Infrastructure Funding of the One-Stop System ■

**4:30 p.m. Adjourn for the Day**



## DAY TWO FRIDAY, MARCH 3, 2017

**8:30 a.m.**      **Welcome** *Grand Ballroom*

**8:35 a.m.**      **Sector Strategies Implementation and Best Practices** ▲ ●

The workforce system envisioned by the Workforce Innovation and Opportunity Act (WIOA) is quality-focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. In collaboration with partners, the system aligns workforce development, education, and economic development programs and resources with regional economic development strategies. The system's goal is to meet the needs of local and regional employers and provide comprehensive, accessible and high-quality career opportunities for job seekers and workers. Achieving this vision for the workforce system depends upon the development and implementation of industry sector strategies. This panel presentation will provide information on the implementation of sector strategies in Arkansas as well as highlight best practices from other states.

Lisa Ferrell, Project Coordinator for Discretionary Grants &  
Chair of the WIOA Roundtable Sector Strategies Committee  
Arkansas Department of Workforce Services

Beth Brinly, Vice-President of Workforce Innovation, Maher & Maher  
Former Deputy Secretary of the Kentucky Education and Workforce Development Cabinet

Stephanie Veck, Director  
Colorado Workforce Development Council

**10:30 a.m.**      **Break**

**10:45 a.m.**      **Learn More About Your Partners** ● ■

The WIOA state workforce development plan includes 11 partner programs. At previous WIOA partner meetings, information has been presented about the four core programs, the veterans programs, Migrant and Seasonal Farmworkers program, Temporary Assistance for Needy Families, SNAP Employment & Training, and the Career Pathways Initiative. This presentation will focus on learning more about partner programs that assist dislocated workers in Arkansas – WIOA Title I Dislocated Worker program, Rapid Response/Governor's Dislocated Worker Task Force, Trade Adjustment Assistance, and the Reemployment Services program.

Jay Bassett, Division Chief  
Dislocated Worker Services  
Arkansas Department of Workforce Services

Regina Moss, Program Operations Manager  
Rapid Response/Governor's Dislocated Worker Task Force  
Arkansas Department of Workforce Services

Tammy Dragon, Program Operations Manager  
Reemployment Services  
Arkansas Department of Workforce Services

**11:55 a.m.**      **Closing Remarks and Adjourn**

## Breakout Session Descriptions

### Session 1

Thursday, March 2, 2017 – 1:30 p.m. - 3:00 p.m.

#### **Expanding Registered Apprenticeship** (Meeting Rm 1) ▲ ● ■

This workshop will discuss the benefits of Registered Apprenticeship to business and workers from key perspectives. Employers value Apprenticeship for the value it brings in terms of increased skill levels and reduced turnover. Burton Weiss of JB Hunt will discuss why his company has made the strategic decision to invest in Apprenticeship. Because Community Colleges are critical to training the future workforce, the University of Arkansas Community College at Morrilton will discuss the process and benefits of incorporating apprenticeship programs into their workforce training programs. Lee Price will discuss the process for becoming a Registered Apprenticeship provider and the latest federal apprenticeship policies. Peg Walton will share best practices and successes from other states. Lisa Ferrell with ADWS will discuss strategic initiatives and potential funding sources for apprenticeship.

Presenters:

- Lisa Ferrell, Discretionary Grants Coordinator, Arkansas Department of Workforce Services
- Burton Weis, Senior Director Driver Personnel, J.B. Hunt Transport Inc.
- Jessica Rohlman, Concurrent Coordinator, University of Arkansas Community College at Morrilton, Industrial Maintenance Apprenticeship Sponsor
- Lester 'Lee' Price, Arkansas State Director, U.S. Department of Labor Office of Apprenticeship and Training
- Peg Walton, Department of Labor Apprenticeship Coach/Consultant, Maher and Maher

#### **Employer and Business Engagement** (Meeting Rm 2) ▲ ●

In order to improve competitive integrative employment outcomes for job seekers and to meet the needs of business, dual engagement is required. This session will focus on business employers' human capital concerns, skill needs, and requirements. Attendees will learn about work experience opportunities and how they can be used to employ more job seekers with disabilities.

Facilitator:

- Rodney Chandler, District Business Relations Manager, Arkansas Department of Career Education, Division of Rehabilitation Services

Presenters:

- Rashad Delph, Talent Acquisition Resources, Tyson Foods
- David Maples, Owner of Maples Insurance, State Rehabilitation Counsel Board Member
- Randy Lewis, Founder and President of the Nogwog Fund, pioneer of disability initiatives and retired Walgreens Vice President of Logistics and Supply Chain

#### **The Importance of Prisoner Re-Entry into the Workforce** (Meeting Rm 3) ▲ ●

The United States has the highest rate of incarceration in the world. Ninety-five percent of prisoners eventually will be released to the community, and over 700,000 prisoners are released annually. There are numerous challenges to engage effectively criminal justice populations in appropriate support services in the community, and employment is one of the most significant challenges facing the re-entry population. Presenters will discuss the role of employment in the successful community re-entry of individuals involved in the criminal justice system. Attendees will hear about lessons learned from successful re-entry models.

Presenters:

- Nickolas Zaller, PhD, Associate Professor, University of Arkansas for Medical Sciences, College of Public Health
- Leta Anthony, Chairman, Central Arkansas Re-Entry Coalition

#### **Performance Accountability** (Ballroom 3) ■

The U.S. Departments of Labor and Education jointly issued Training and Employment Guidance Letter (TEGL) 10-16 on December 19, 2016 to provide guidance on performance accountability under WIOA. Through this guidance, the Departments elaborate on the performance accountability requirements in section 116 of WIOA, part 677 of the Joint WIOA Final Rule and the performance reporting requirements in the WIOA Joint Performance Accountability Information and Reporting System. This session will review the information provided in TEGL 10-16, including USDOL's responses to States' questions related to the TEGL since its release.

Presenter:

- Elroy Willoughby, Area Operations Chief, Arkansas Department of Workforce Services



## Session 2

Thursday, March 2, 2017 – 3:15 p.m. – 4:30 p.m.

### **Labor Market Information Resources for Effective Decision Making** (Meeting Rm 1) ●

This session will highlight labor market information resources that are available in Arkansas to aid in making informed decisions regarding workforce development investments. An example of the use of these resources by the Central Arkansas Planning and Development District will be highlighted, including how the necessary data was compiled into a report entitled "Leverage," from which, the Board developed the Area's focus on a "demand-side" approach to the implementation of the WIOA program.

Presenters:

- Belinda Hodges, Research Project Analyst, Labor Market Information Division, Arkansas Department of Workforce Services
- Ron White, LMI Manager, Labor Market Information Division, Arkansas Department of Workforce Services
- Devin Howland, WIOA Program Administrative Director, Central Arkansas Planning & Development District

### **Career Services that Empower** (Meeting Rm 2) ▲

Career Services should motivate, support and empower customers, including individuals with disabilities, following several main objectives. Upon completion of programs, customers should be able to make informed decisions based on local and regional economic demand and effectively attain their personal employment and education goals. All WIOA core partners have a responsibility to provide career services, with the assistance of other required partners. This session will provide information on coordinating efforts with other programs to provide career services that will support and empower your customers.

Presenter:

- Dr. Claudia Griffin, Int. Division Chief, Arkansas Department of Workforce Services

### **Arkansas Career Development Facilitators** (Meeting Rm 3) ■

In this session, attendees will learn about facilitating career development and the resources that are available for Career Development Facilitators. Information regarding training opportunities leading to a global certification will be discussed, including elements of training, and how it may benefit the practitioner. Attend this session to learn how to join the network of over 400 CDFs in Arkansas, among all agencies and institutions, with training conveniently available right here in Arkansas.

Presenter:

- Ray Henson, Executive Director, Arkansas Career Development Association and a consultant for the Arkansas Public School Resource Center

### **One-Stop Operations and Infrastructure Funding of the One-Stop System** (Ballroom 3) ■

In January 2017, the U.S. Departments of Labor and Education jointly issued guidance regarding one-stop operations and infrastructure funding of the one-stop delivery system (TEGL 16-16, and TEGL 17-16). This information still is new, and the federal agencies are working to provide technical assistance to states on implementation. This session will provide a review of the content of the guidance and an opportunity for attendee discussion. Comments and questions from attendees regarding applicability to Arkansas operations will be forwarded to the U.S. Department of Labor for response.

Presenters:

- Cindy Varner, Assistant Director for Employment Assistance, Arkansas Department of Workforce Services, and Chair of the WIOA Roundtable Policy Committee
- Bryan Hicks, Assistant Director for Financial Management and Administrative Services, Arkansas Department of Workforce Services, and Chair of the WIOA Roundtable Finance Committee

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### **SAVE THE DATE!**

Fall 2017 WIOA Partners' Meeting  
September 28-29, 2017  
Hotel Hot Springs