



**The Central Arkansas Workforce  
Development Area  
Local Plan**

**PY 2024—PY 2027**

## Central Arkansas PY 2024 – PY 2027 Local Plan

WIOA requires each local workforce area to develop a local plan. If the local area is part of a planning region, as defined in WIOA §3(48) or ADWS Policy No. WIOA I-6.6, the local plan must support and be submitted as a component of the associated regional plan. The narratives framed in the local plan will include more detailed, actionable plans and objectives, consistent with the local plans respective regional plan strategic vision and goals, if th4 local area is a part of a planning region. The local plan must also support the strategic vision and goals of the Arkansas State Plan.

In addressing the elements outlined below, if the local board is not prepared to provide a complete response to a specific element at the time of plan submission, a response must be provided that indicates how the local board plans to fully address that element in the multi-year plan.

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## Section 1: Workforce and Economic Analysis

*1.1 Provide an analysis of the economic conditions, including existing and emerging in-demand sectors and occupations; and the employment needs of employers in those industry sector occupations [WIOA Sec. 108(b)(1)(A)] and [ 20 CFR 679.560(a)]*

**Note: Per WIOA §108(c), existing economic regional and/or local area analyses may be used if sourced data and/or derived analysis are economically relevant and current (i.e., within two years of this issuance guidance).**

### Analysis of Economic Conditions

The Central Arkansas Workforce Development Area houses a diverse economy, due in part by the strength of the economic base of the region. From an expanding infrastructure network, copious institutions of higher and secondary education, it's understandable why so many Fortune 500 companies operate within the region.

The Central Arkansas region has vast employment opportunities for citizens across several strong industry clusters, which will be explored in the subsequent section. This high concentration of companies across the six-county region further amplifies the importance of workforce development solutions at the regional and local levels. These companies are the backbone of the economy and therefore our communities. When a company is making the crucial decision on where to locate their operations, the workforce is one of the foremost deciding factors. Knowing this, the Central Arkansas Workforce Development Board understands the importance of the task at hand and remains committed to providing the training needed for Arkansas residents to obtain a good paying job in those sectors, no matter what barrier they may face. Plus, this sector-identified training will help ensure these companies have the quality of workforce they need to continue to operate and expand in the Central Arkansas region.

Education and Health Services are estimated to be the top growing super-sector in Central Arkansas, with a growth of 5,940, an increase of 16.61%. Leisure and Hospitality is slated to be the fastest-growing super-sector, increasing its workforce by 22.84%. Food Services and Drinking Places are projected to be the top growing industry, gaining 3,358 new jobs during the projection period. Warehousing and Storage could see significant growth in the area, driving up the industry's workforce by 46.67%. On the negative side of the local labor market, Manufacturing could experience a net loss of 150 jobs. Fabricated Metal Product Manufacturing is estimated to lose 154 jobs, becoming the top declining industry, while Textile Product Mills could lose a third of its small area workforce, becoming the fastest declining industry.

While the State of Arkansas and the Central Arkansas region collectively has numerous assets including both natural amenities and a competitive tax structure. However, the most important resource is the human capital which calls Arkansas and the Central Arkansas region their home. Most of the clusters for service industries are in the major metropolitan areas such as Little Rock and Conway. However, this presents numerous challenges when three of the six counties within the region are nearly completely rural. These challenges present a great opportunity to foster economic growth, and workforce development within the rural areas of the Central Arkansas region.

The Central Arkansas Workforce Development Board has identified seven in-demand industry sectors in the Central Arkansas region. These industry sectors include Manufacturing, Health Care, Transportation and Logistics, Business Services, Education, Construction and General Trade, and Retail. While the specific occupational skill sets needed for each sector vary, there are several commonalities among the seven in-demand sectors.

A WIOA participant will need to possess soft skills to succeed within any of the in-demand industry sectors. Soft skills are defined as "personal attributes that enable someone to interact effectively and harmoniously with other people". Examples of soft skills include being on time, being a team player, respect for others, problem solving, commitment, flexibility, time management, leadership, and personal responsibility. While various training programs touch on these components, the Central Arkansas Workforce Development Area will work towards the development of a soft skills training program for WIOA participants.

Financial literacy is another skill set that can benefit WIOA participants, regardless of their chosen educational path. Financial literacy encompasses the ability to manage and earn money. This includes the importance of subjects such as budgeting, giving, saving, and investing. Employees who possess these skills may be less stressed at work, have an enhanced quality of life, and an increased chance at long term employment. The Central Arkansas Workforce Development Area is actively seeking a program to incorporate financial literacy throughout all our Workforce Centers.

#### [Information on Labor Market Trends](#)

The Central Arkansas Workforce Development Board has adopted a report titled "LEVERAGE" to align job placement with job creation. The report is designed to align all training programs available through WIOA with the Central Arkansas region to the seven identified in-demand industry sectors. This decision ensures that participants are obtaining the skills needed to support in-demand industry sectors.

## Short Term Industry Projections

### Top 10 Growth Occupations, Ranked by Net Growth



Industry	Base Year Employment	Projected Employment	Net Growth	Percent Change
Industrial Truck and Tractor Operators	1,611	1,896	285	17.7%
Laborers and Freight, Stock, and Material Movers, Hand	2,989	3,198	209	7.0%
General and Operations Managers	4,317	4,523	206	4.8%
Heavy and Tractor-Trailer Truck Drivers	4,384	4,579	195	4.5%
Fast Food and Counter Workers	5,267	5,460	193	3.7%
Cooks, Restaurant	2,139	2,327	188	8.8%
Stockers and Order Fillers	3,289	3,457	168	5.1%
Retail Salespersons	5,790	5,923	133	2.3%
Waiters and Waitresses	3,184	3,302	118	3.7%
Customer Service Representatives	3,106	3,200	94	3.0%

\*Government excludes State/Local Education and Hospitals

### Projected Industry Growth



Industry	Estimated Employment	Projected Employment	Numeric Change	Percent Change
Total All Industries	187,148	192,407	5,259	2.8%
Natural Resources and Mining	1,995	1,836	-159	-8.0%
Construction	10,853	11,328	475	4.4%
Manufacturing	11,839	11,968	129	1.1%
Trade, Transportation, and Utilities	41,214	42,635	1,421	3.5%
Information	2,227	2,258	31	1.4%
Financial Activities	7,614	7,827	213	2.8%
Professional and Business Services	14,917	15,909	992	6.7%
Education and Health Services	37,851	38,613	762	2.0%
Leisure and Hospitality	19,044	19,910	866	4.5%
Other Services (except Government)	12,764	13,285	521	4.1%
Government	14,587	14,405	-182	-1.3%

Source: ADWS Discover Arkansas - Local Workforce Development Area Statistics

“Industrial Truck and Tractor Operators” are estimated to be the top growing occupation, adding 285 jobs between 2022 and 2024. Fundraisers are anticipated to be the fastest-growing occupation, raising employment levels 46.30 percent to 158. “Maids and Housekeeping Cleaners” could be the top declining occupations during the 2022-2024, projection period, with a loss of 82 jobs, a 7.77 percent drop. However, “Telecommunications Equipment Installers” and Repairers, except Line Installers are slated to lose 18.40 percent of its workforce during the same period, becoming the fastest declining occupation.

Transportation and Material Moving Occupations” is projected to gain 1,055 jobs from first quarter 2022 and first quarter 2024, becoming the top growing major group.

*Source: 2023 Arkansas Labor Market and Economic Report – Arkansas Division of Workforce Services, Projections Suite Software*

Labor Force Employment Data

## 2020-2030 Long-Term Employment Projections

### Projected Industry Growth



Industry	Estimated Employment	Projected Employment	Numeric Change	Percent Change
Total All Industries	178,746	198,017	19,271	10.8%
Natural Resources and Mining	2,024	2,447	423	20.9%
Construction	10,647	11,280	633	6.0%
Manufacturing	11,185	11,035	-150	-1.3%
Trade, Transportation, and Utilities	38,192	40,850	2,658	7.0%
Information	2,308	2,364	56	2.4%
Financial Activities	7,482	8,865	1,383	18.5%
Professional and Business Services	14,381	16,618	2,237	15.6%
Education and Health Services	35,751	41,691	5,940	16.6%
Leisure and Hospitality	17,051	20,946	3,895	22.8%
Other Services (except Government)	13,248	14,782	1,534	11.6%
Government	15,351	16,317	966	6.3%

The Central Arkansas WDA is expected to add 19,271 new jobs between 2020 and 2030. The region’s 10.78% growth is faster than the state’s growth rate. Goods-producing industries are projected to gain 906 new jobs, while the Services-Providing industries are predicted to add 18,669 jobs. Self-Employed Workers, All Jobs could see a reduction of 304 jobs between 2020 and 2030. The population for the area grew 7.27% from 2010 to 2020 to 532,991 total residents.

## Top 10 Growth Industries, Ranked by Net Growth



Industry	Base Year Employment	Projected Employment	Net Growth	Percent Change
Food Services and Drinking Places	15,026	18,384	3,358	22.4%
Educational Services	13,081	14,691	1,610	12.3%
Ambulatory Health Care Services	7,182	8,527	1,345	18.7%
Social Assistance	5,225	6,525	1,300	24.9%
Religious, Grantmaking, Civic, Professional, and Similar Organizations	8,979	10,192	1,213	13.5%
Insurance Carriers and Related Activities	3,027	4,233	1,206	39.8%
Hospitals	6,067	7,266	1,199	19.8%
Administrative and Support Services	7,611	8,720	1,109	14.6%
Local Government, Excluding Education and Hospitals	5,668	6,601	933	16.5%
Professional, Scientific, and Technical Services	4,952	5,837	885	17.9%

Source: ADWS Discover Arkansas - Local Workforce Development Area Statistics

The Food Preparation and Serving Related Occupations major group is projected to add the most jobs, with 3,600 new jobs anticipated. Driving this growth is Fast Food and Counter Workers, which is predicted to add 1,687 new jobs to the labor market. The Farming, Fishing, and Forestry Occupations major group is estimated to be the fastest growing major group, 35 with an increase of 21.94%. Nurse Practitioners are forecast to increase its workforce by 58.38%, becoming the fastest growing occupation in the area. For declining occupations, Farmers, Ranchers, and Other Agricultural Managers are predicted to lose 122 jobs, becoming the top declining occupation. Switchboard Operators, Including Answering Services, are anticipated to cut 26.32% of its workforce.

## Top 10 Growth Occupations, Ranked by Net Growth



Industry	Base Year Employment	Projected Employment	Net Growth	Percent Change
Fast Food and Counter Workers	8,953	10,640	1,687	18.8%
Home Health and Personal Care Aides	3,180	4,041	861	27.1%
Waiters and Waitresses	2,109	2,589	480	22.8%
Stockers and Order Fillers	3,618	4,085	467	12.9%
Cooks, Restaurant	852	1,309	457	53.6%
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	1,718	2,139	421	24.5%
Registered Nurses	3,145	3,530	385	12.2%
General and Operations Managers	2,827	3,182	355	12.6%
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	3,154	3,461	307	9.7%
Insurance Sales Agents	748	1,040	292	39.0%

Source: ADWS Discover Arkansas Local Workforce Development Area Statistics

Central saw an increase in the labor force of 7,881 to 255,674 from 2021 to 2022, and the labor force increased by 4,541 over the 2018 to 2022 period. Employment increased by 9,495 between 2021 and 2022 and increased by 5,007 over the five years. Central has seen a fluctuation in unemployment over the same periods. From 2021 to 2022, unemployment decreased by 1,614, and from 2018 to 2022, unemployment decreased by 466.

Central's unemployment rate dropped by 0.2% over the five years. In 2023, the unemployment rate dropped by half a percent from January to 2.8% in July 2023. While trade, transportation, and utilities, along with education and health services are the primary industries in the Central portion of the region; leisure and hospitality along with natural resources and mining are the primary industries in the western and more rural parts of the region. Various strategies will be required to serve the entire region. The diverse topography, geography, and industry sectors of the region will require specifically tailored approaches for different parts of the region.

***1.2 Provide an analysis of the knowledge and skills required to meet the employment needs of the employers in the local area, including employment needs of employers in those industry sectors and occupations. [WIOA §108(b)(1)(A)' 20 CFR 679.560(a)]***

For the Central Arkansas economy to grow and prosper, employers must convey to job seekers the skills their businesses need. Conversely, job seekers must recognize and promote the skills they possess or obtain new or upgraded skills to meet businesses' needs. The state's market-driven workforce development system plays a vital role in this process, acting as a hub for sharing information related to jobs and skills, facilitating connections between businesses and job seekers, and aiding with job search and training needs. Boards and their contractors work collaboratively to ensure that these services and assistance are available to all employers and job seekers, including veterans, individuals with disabilities, older adults, and others.

## Common Required Skills for Employment

### Hard Skills:

- Java—Knowledge of the information and techniques needed to design, implement, and maintain Java Application Phases. This includes developing application code for Java programs, conducting software analysis, programming, testing, and debugging.
- Software Development—Knowledge of computer programming and coding, logical thinking and problem-solving, database knowledge, algorithms and data structures, software testing, and debugging. • Python—Knowledge of Core Python Applications, web frameworks, object relational mappers, and multi-process architecture. This can include front-end developer skills, database knowledge, systems administration, and script writing.
- Structured Query Language—Knowledge of information and techniques needed to update data on a database or retrieve data from a database. This includes querying data, controlling access to the database and its objects, and ensuring database integrity.
- Java Script—Knowledge of techniques used to create interactive webpages including dynamically updating web content, controlling multimedia, and animating images. Soft Skills:



- Oral and Written Communication—The ability to communicate information and ideas in speaking and writing so others will understand.
- Creativity—The ability to generate or recognize ideas, alternatives, or possibilities that may be useful in solving problems, communicating with others, and entertaining ourselves and others. • Problem Solving—Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Marketing—The ability to create, communicate, deliver, and exchange offerings that have value for customers, clients, partners, and society at large.
- Integrity—The quality

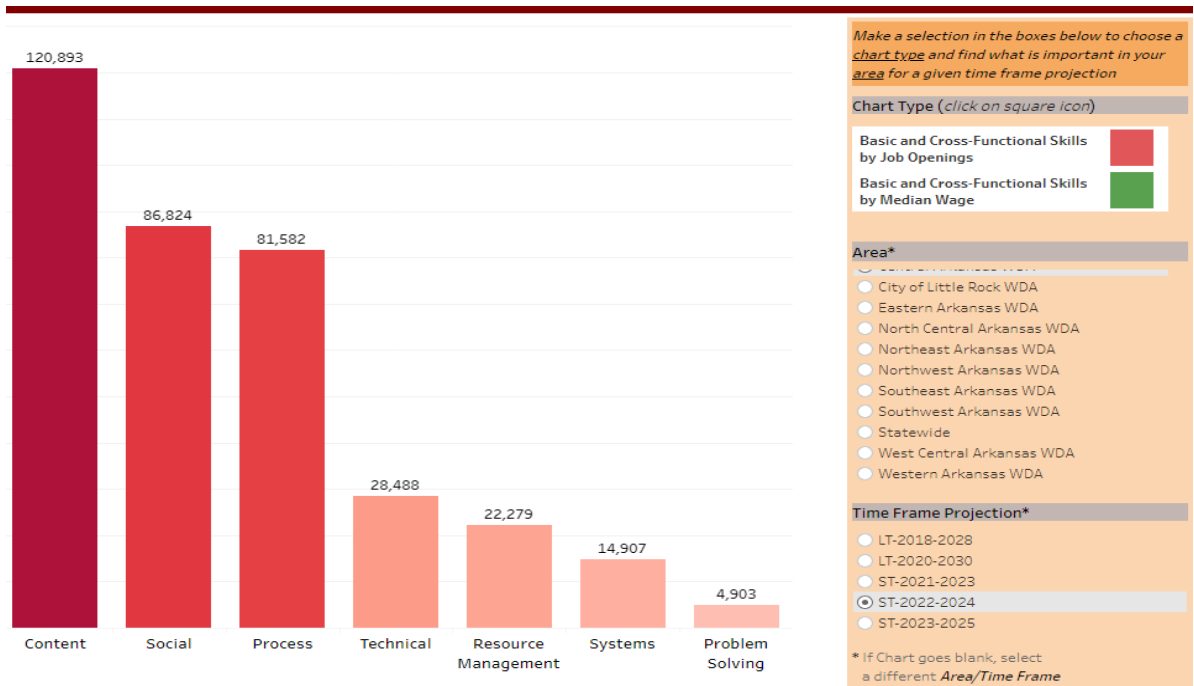
#### **Soft Skills:**

- Oral and Written Communication—The ability to communicate information and ideas in speaking and writing so others will understand.
- Creativity—The ability to generate or recognize ideas, alternatives, or possibilities that may be useful in solving problems, communicating with others, and entertaining ourselves and others.
- Problem Solving—Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Marketing—The ability to create, communicate, deliver, and exchange offerings that have value for customers, clients, partners, and society at large.
- Integrity—The quality of being honest and having strong moral principles that you refuse to change.

#### **Certifications:**

- Cardiopulmonary Resuscitation—Training that provides techniques for responding to and preparing for medical emergencies associated with an unresponsive person who is not breathing or is partially breathing.
- Basic Life Support—Training that provides the type of care that first responders, health care providers, and public safety professionals deliver to anyone who is experiencing cardiac arrest, respiratory distress, or an obstructed airway.
- Driver’s License—A license issued under governmental authority that permits the holder to operate a motor vehicle. • Certified Medical Assistant—Training that designates a medical assistant who has achieved certification through an accredited board. Training can include human anatomy and physiology, medical terminology, coding and insurance processing, and laboratory techniques.
- Continuing Education—Continuing education is a process through which certified individuals stay abreast of evolving knowledge and skills in the profession, to promote the ongoing competency of those certified.

## Basic and Cross Functional Skills by Job Openings



Source: Discover Arkansas Education and Training Mapbox

### Common Required Skills for High Growth Employment

#### Hard Skills:

- **Freight+**—Experience and skills in dealing with goods that are carried from one place to another by ship, aircraft, train, or truck or the system of transporting these goods.
- **Tractor Trailers**—Experience and skills associated with operating trucks with a gross vehicle weight capacity, delivering goods over intercity routes, sometimes spanning several states.
- **Microsoft Office**—Knowledge of Microsoft Office products such as Word, Excel, and PowerPoint.
- **Bilingual**—The ability to speak two languages with the facility of a native speaker.
- **Java**—Knowledge of the information and techniques needed to design, implement, and maintain Java Application Phases. This includes developing application code for Java programs, conducting software analysis, programming, testing, and debugging.

#### Soft Skills:

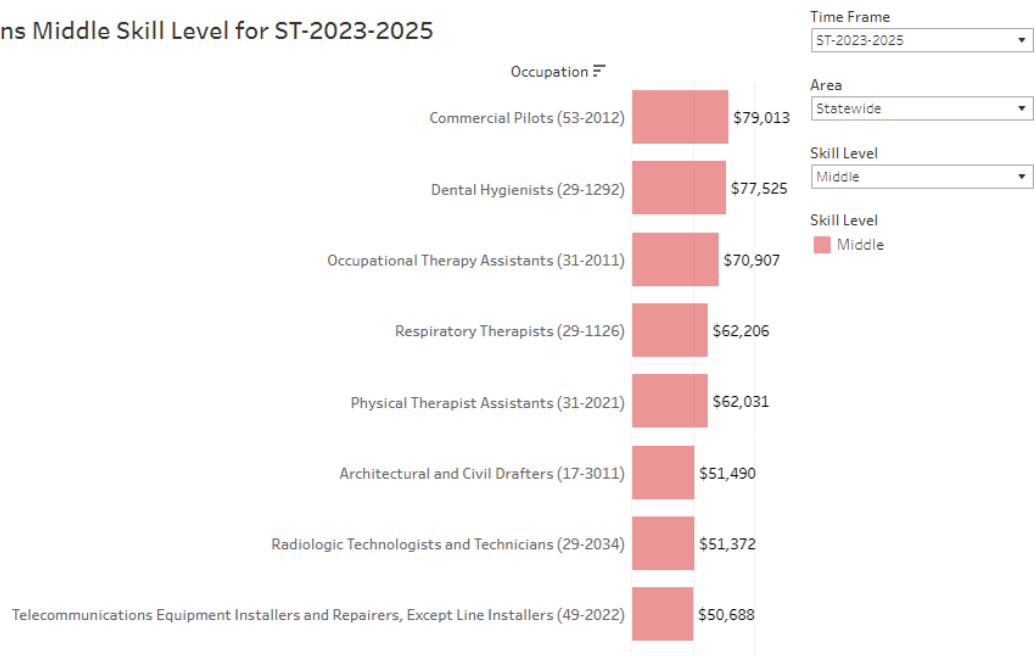
- **Oral and Written Communication**—The ability to communicate information and ideas in speaking and writing so others will understand.
- **Integrity**—The quality of being honest and having strong moral principles that you refuse to change.
- **Customer-Service Oriented**—The ability to display positive attitudes and behaviors, which demonstrate an awareness and willingness to respond to customers in order to respond to and meet their needs, requirements and expectations.
- **Team Oriented, Teamwork**—The process of working collaboratively with a group of people to achieve a goal.

- Owner Operator—Knowledge and skills associated with a commercial carrier providing capacity (trucks and drivers, with or without trailers or chassis) to either commercial or private carriers under a contract for services.

**Certifications:**

- Class A Commercial Driver’s License—Government-issued license that permits the holder to operate any combination of vehicles with a gross combination weight rating of 26,001 pounds or more, provided the gross vehicle weight rating (GVWR) of the vehicle or vehicles towed exceeds 10,000 pounds.
- Commercial Driver’s License—A CDL is a professional license permitting the holder of the license to drive those large commercial vehicles and buses on public roadways in Texas and in the United States.
- Driver’s License—a license issued under governmental authority that permits the holder to operate a motor vehicle.
- Certified Registered Nurse—A registered nurse (RN) is a nurse who holds a nursing diploma or Associate Degree in Nursing (ADN), has passed the NCLEX-RN exam administered by the National Council of State Boards of Nursing (NCSBN), and has met all the other licensing requirements mandated by his or her state’s board of nursing. Employers may require RNs to prove their specialized competency by becoming certified in their specialty area through a nationally recognized certifying body.
- HAZMAT—Hazardous materials (hazmat) removal workers identify and dispose of asbestos, lead, radioactive waste, and other hazardous materials. They also neutralize and clean up materials that are flammable, corrosive, or toxic.

Top 10 Occupations Middle Skill Level for ST-2023-2025



Source: Discover Arkansas Education-Training-Outlook

Central Arkansas Workforce Development Area Capacity to provide services:

Individuals with barriers to employment include those individuals in one or more of the following categories as stated by WIOA Sec 3(24): §680.320(b)(1-14):

- Displaced homemakers.
- Low-income individuals.
- Indians, Alaska Natives, and Native Hawaiians.
- Individuals with disabilities.
- Older individuals, i.e./ those aged 55 or over.
- Ex-Offenders.
- Homeless individuals.
- Youth who are in or have aged out of the foster care system.
- Individuals who are English language learners; individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
- Eligible migrant and seasonal farmworkers, defined in WIOA Sec.167(i).
- Individuals within 2 years of exhausting lifetime eligibility under TANF (part A of title IV of the Social Security Act).
- Single parents (including single pregnant women).
- Long-term unemployed individuals; or
- Other groups determined by the Governor to have barriers to employment.

Education/Training Job Outlook Area: Central Arkan... Time Frame: ST-2022-2024 Training Type: Education

### Education Training Employment Outlook

Training Category	Estimated Employment	Projected Employment	Numeric Change	Percent Change	Annual Exits	Annual Transfers	Annual Change	Annual Openings-Total
Associate's degree	3,396	3,531	135	3.98%	125	202	65	392
Bachelor's degree	39,747	41,084	1,337	3.36%	1,230	2,052	674	3,957
Doctoral or professional degree	4,157	4,243	86	2.07%	117	80	35	232
High school diploma or equivalent	74,590	76,186	1,596	2.14%	3,684	5,249	792	9,726
Master's degree	2,900	3,003	103	3.55%	95	113	52	260
No formal educational credential	44,287	45,914	1,627	3.67%	3,250	3,978	809	8,037
Postsecondary non-degree award	14,669	14,973	304	2.07%	680	998	154	1,832
Some college, no degree	3,402	3,473	71	2.09%	198	196	36	430

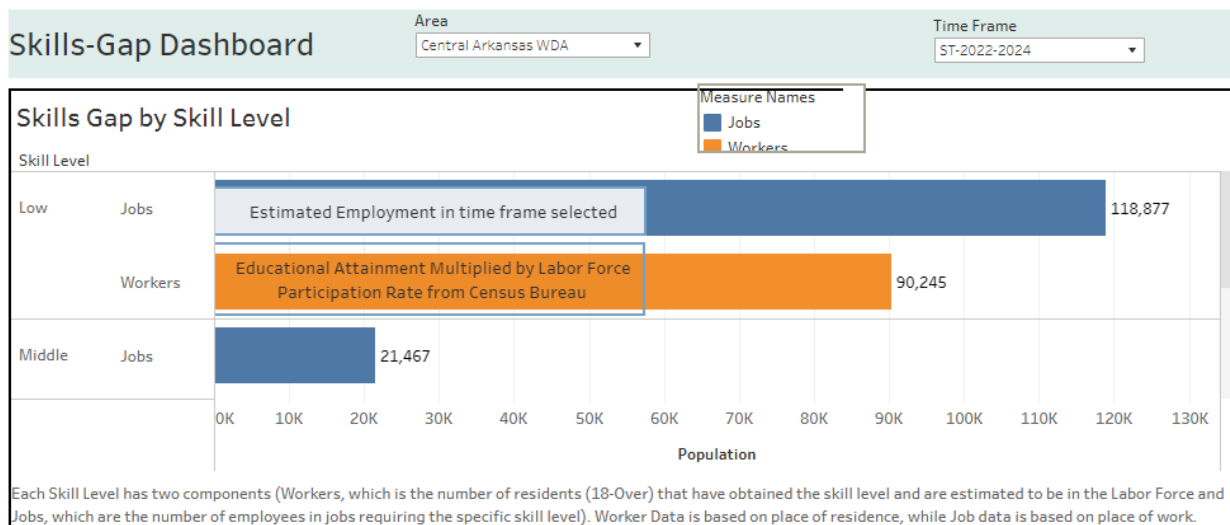
Source: Discover Arkansas -Education /Skills Projections

**1.3 Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. [WIOA Sec. 108(b)(1)(C)] and [ 20 CFR 679.560(a)]**

**Labor Force by County, (Not Seasonally Adjusted, Preliminary Estimate)**

	<b>Labor Force</b>	<b>Employed</b>	<b>Unemployed</b>	<b>Rate</b>
Faulkner	63,590	61,726	1,864	2.9%
Lonoke	34,272	33,281	991	2.9%
Monroe	2,379	2,287	92	3.9%
Prairie	3,432	3,311	121	3.5%
Pulaski (including the City of Little Rock)	191,517	184,864	6,653	3.5%
Saline	60,643	58,945	1,698	2.8%

Source: Arkansas Division of Workforce Services Employment Projections



Source: ADWS Discover Arkansas Local Workforce Development Education-Training Outlook

The Central Arkansas Workforce Development Area is equipped with the resources, partnerships, and staffing capacity needed to provide workforce development activities throughout the region. The region has benefited significantly from the Arkansas Workforce Development Board’s continued strides for improvement and innovation. The Central Arkansas Workforce Development Area’s capacity is further amplified by its broad array of partners, both who co-locate in the workforce centers and those that do not. Some of those partnerships include:

- *Adult Education (Core)*
- *Arkansas Vocational Rehabilitation (Core)*
- *Division of Services for the Blind (Core)*
- *Wagner-Peyser (Arkansas Department of Workforce Services) (Core)*
- Arkansas Literacy Council
- Department of Human Services
- Arkansas Department of Corrections
- Arkansas Community Colleges
- Arkansas Economic Development Commission

- Institute for Economic Advancement, UALR

Through these partnerships, we are able to provide services and address the skills and educational gaps of our participants including those that have barriers to employment.

Little Rock-North Little Rock-Conway, AR Economy at a Glance:

Data Series	Back Data	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023
<b>Labor Force Data</b>							
Civilian Labor Force <sup>(1)</sup>		375.7	367.5	365.7	363.7	362.7	(P) 362.7
Employment <sup>(1)</sup>		364.7	356.4	354.5	353.6	352.0	(P) 351.1
Unemployment <sup>(1)</sup>		11.0	11.1	11.2	10.0	10.7	(P) 11.6
Unemployment Rate <sup>(2)</sup>		2.9	3.0	3.1	2.8	3.0	(P) 3.2
<b>Nonfarm Wage and Salary Employment</b>							
Total Nonfarm <sup>(3)</sup>		385.8	385.1	386.3	388.6	388.3	(P) 389.1
12-month % change		(4) 3.5	(4) 2.4	(4) 1.9	(4) 1.3	(4) 1.5	(4)(P) 1.6
Mining, Logging, and Construction <sup>(3)</sup>		20.9	20.7	21.2	21.3	21.1	(P) 21.2
12-month % change		8.9	7.8	9.3	10.9	11.6	(P) 10.4
Manufacturing <sup>(3)</sup>		20.1	20.0	19.8	19.9	19.8	(P) 20.0
12-month % change		0.5	0.0	-0.5	-1.5	-0.5	(P) 0.5
Trade, Transportation, and Utilities <sup>(3)</sup>		77.7	76.6	76.5	76.9	77.8	(P) 79.0
12-month % change		1.4	-0.5	-0.9	-2.2	-1.8	(P) -1.4
Information <sup>(3)</sup>		5.6	5.5	5.4	5.5	5.5	(P) 5.5
12-month % change		0.0	-3.5	-5.3	-5.2	-5.2	(P) -3.5
Financial Activities <sup>(3)</sup>		24.9	24.7	24.6	24.7	24.7	(P) 24.9
12-month % change		0.0	-1.2	-1.2	-1.6	-0.8	(P) 0.0
Professional and Business Services <sup>(3)</sup>		48.1	48.2	47.6	47.9	47.3	(P) 47.1
12-month % change		0.8	0.6	-1.9	-1.6	-1.0	(P) -1.5
Education and Health Services <sup>(3)</sup>		64.3	64.2	65.6	65.9	66.7	(P) 67.1
12-month % change		7.5	4.1	5.3	4.8	5.4	(P) 6.5
Leisure and Hospitality <sup>(3)</sup>		38.4	38.6	36.9	36.7	35.5	(P) 34.3
12-month % change		12.0	13.2	9.8	8.3	6.3	(P) 2.4
Other Services <sup>(3)</sup>		19.8	19.8	19.7	19.7	19.7	(P) 19.9
12-month % change		(4) 4.2	(4) 4.8	(4) 4.8	(4) 2.1	(4) 2.6	(4)(P) 3.6
Government <sup>(3)</sup>		66.0	66.8	69.0	70.1	70.2	(P) 70.1
12-month % change		0.3	0.3	0.3	0.3	0.3	(P) 0.7

**Footnotes**

- (1) Number of persons, in thousands, not seasonally adjusted.  
 (2) In percent, not seasonally adjusted.  
 (3) Number of jobs, in thousands, not seasonally adjusted. See [About the data](#).  
 (4) Correction  
 (P) Preliminary

Source: Bureau of Labor Statistics

**1.4 Provide an analysis and description of workforce development activities, including type and availability of education, training and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, in order to address the education and skill needs of the workforce and the employment needs of employers in the region. [WIOA Sec. 108(b)(1)(D)] and [ 20 CFR 679.560(a)] Central Arkansas Workforce Centers**

The Central Arkansas Workforce Centers are at the forefront of the workforce activities and represent Arkansas's version of the American Job Centers. There are five workforce centers spread throughout the six-county region to ensure access to all Arkansans residing in the region. The Conway Workforce Center is the Central Arkansas Workforce Development Area's comprehensive center. Our workforce centers are managed locally by the Central Arkansas Workforce Development Board, which is composed of members from both the public with a majority from the private sector.

### Central Arkansas Workforce System Services-Unemployed and Underemployed

The Central Arkansas Workforce Development Area's centers offer a full array of career services which are outlined in WIOA 134(c)(2) for unemployed and underemployed. The workforce centers have computers, printers, copiers, and resources along with staff to help job seekers. However digital services are offered as well just as Arkansas Job Link and Discover Arkansas's Labor Market Information portal. These two tools allow job seekers to search for jobs 24/7 and make data-informed decisions about which path is best for them.

### Jobseeker Services

Career services, found through the Central Arkansas Region's Workforce Centers, offer a full line of services to help prepare job seekers for the regional workforce. Soft skills and technical training are two examples of these services which are provided, and which employers look for in a good candidate for a position.

Labor Market Information which is updated regularly to ensure accuracy is provided to individuals seeking services. This data includes information about job vacancies, skills needed to obtain said jobs, in-demand occupations, and related earning potential. In addition, information on career ladders which exist within those occupations is provided to help participants.

Other career services provided through our one-stop centers are outreach, intake, and orientation. Upon the completion of the initial assessment, eligibility will be determined, and our career coaches will begin to provide recommendations for various programs along with financial aid information. Services are also provided to individuals to assist them in obtaining and retaining employment. These types of services include:

- Career Planning and Counselling
- Occupational Skills Assessment
- Short-term prevocational services
- Internships and work experience
- English language acquisition
- Financial literacy

Individualized career services within the Arkansas Workforce Centers vary across the region, but all the offices offer a full line of activities to prepare job seekers for the modern workforce. They address many of the soft skills and technical skills training Arkansas employers require such as:

1. Workforce Centers provide the following career services including outreach, intake and orientation; initial assessment; labor exchange services; eligibility determination; referrals to programs; performance and cost information; information on unemployment insurance; financial aid information and follow-up services.
2. Labor exchange services must also provide labor market information to the individuals seeking services. The information must be accurate and include information on local, regional and national labor markets, such as job vacancies; the skills necessary to obtain jobs within In-demand occupations and related earning potential and opportunities for advancement in those occupations.
3. Workforce Centers and partners must provide appropriate services for individuals to obtain or retain employment. These services include but are not limited to Individual Employment Plan (IEP); career planning and counseling; comprehensive assessment; occupational skills assessment; short-term prevocational services; internship and work experience, including transitional jobs and industry partnerships; workforce preparation; out-of-area job search; English language acquisition and financial literacy.

### Training Services

Career services help equip job seekers with the skills they need to find sustainable employment, however, such skills may not be enough to obtain sustainable employment. In those circumstances, formal training may be required. Copious amounts of training opportunities exist through the Central Arkansas Workforce Centers, such as occupational skills training which can be obtained from numerous educational opportunities such as River Rock Trucking, University of Central Arkansas, and Pulaski Technical Institute. Registered Apprenticeships are also available in a wide variety of traditional sectors and are in the process of being expanded into non-traditional sectors such as information technology and nursing.

These training services are funded through a variety of funding streams from local, state, and Federal partners. Pell funding and financial aid shall be explored before utilizing funding through the Workforce Innovation and Opportunity Act. The Central Arkansas Workforce Development Area has established policies for the determination of eligibility, Individual Training Account Limits (ITAs), and targeted training aimed at in-demand industry sectors throughout the region such as transportation logistics, business services, manufacturing, general trades, education, and healthcare. Sector strategies has taken on a new role in the region, with the Central Arkansas Workforce Development Board using data-driven decision making to enhance the likelihood of employment of participants.

### Supportive Services

To assist job seekers in obtaining or retaining employment through career or training services, Arkansas Workforce Centers offer a variety of supportive services. The Central Arkansas Workforce Development Area has established a supportive service policy that outlines types, eligibility, limits, etc. Examples of supportive services include childcare; transportation; needs-related payments; housing; tools and equipment; uniforms; and other clothing. In addition to WIOA-funded supportive services, Central



Arkansas has developed relationships with community partners that assist with utility payments, food, shelter, and other basic needs.

### Business Services

The focal point of all workforce system activities is business and industry. The Central Arkansas Workforce Development Board trains participants to increase their quality of life and provide business and industries with a skilled workforce. The Central Arkansas Workforce Development Area's Business Services Team plays a vital role in achieving this mission. The Central Arkansas Business Services Team provides a variety of services to companies throughout the Central Arkansas region. These services can be categorized into three categories: Assessments and information, Direct Technical Assistance, and Response and Training.

#### Assessments and Information:

Businesses can utilize skills assessments and other testing methods to measure the skills, interests, or personality traits of job seekers or current employees. The Career Readiness Certificate is an example of one of the certifications provided through the Central Arkansas Workforce Centers. Workforce Alliance for Growth in the Economy (WAGE™) is a job readiness program conducted by Adult Education. WAGE™ offers six certifications that cover 112 basic skill competencies based on the Secretary's Commission on Achieving Necessary Skills (SCANS) which have been determined as essential by the nations and Arkansas' employers, according to the Arkansas Department of Career Education's website. WAGE™ accepts students who assess at less than a 12th-grade, 9-month equivalency on the Test of Adult Basic Education (TABE™).

Businesses can also receive a variety of information pertaining to incentive programs such as the Work Opportunity Tax Credit. Labor Market Information is available to businesses on market conditions, industries, occupations, and workforce characteristics as well. Also, short- and long-term industry trends and occupational projections are available.

#### Direct Technical Assistance:

Businesses have access to any of the Workforce Center locations for the purposes of meetings, training, orientations, and interviews. The Central Arkansas Workforce Development Area can also host hiring events which are customized to the specific needs of businesses. Job orders which have been approved by staff can also be placed in the workforce areas, along with job placement assistance and information on unemployment benefits. Businesses can also receive assistance with applicant screening, which involves the initial evaluation of applicants.

#### Response and Training:

The Central Arkansas Workforce Development Area provides coordinated rapid response measures in the event of a business downsizing or restructuring. These include a variety of workshops to assist employees who are in transition. Training and retraining services are also available for both current and future employees. The Business Service Team coordinates with the Governor's Dislocated Worker Task Force to directly assist individuals impacted by plant closures and layoff announcements.

Customized training is also available through the Central Arkansas Workforce Development Area. The development of “Customized Training” may be considered when available training programs and/or curricula do not meet the specific training requirements of an employer(s) that are identified as “in demand” occupations within identified industry clusters. The training provider must be competitively procured, and such training must be designed to meet the specific needs of a participating employer.

Employers eligible to participate in Customized training shall be:

- Current in unemployment insurance and workers’ compensation taxes, penalties, and/or interest or related payment plan.
- Located within the State of Arkansas.
- Currently liable for Arkansas State Business and Occupation tax.
- In need of assistance in training future and current employees.
- Able to contract for customized, short-term, training services (typically less than 6-9 months);
- Have not laid-off workers within 120 days to relocate.
- Committed to employ all individuals upon successful completion of the training; and
- Identified as “In-demand” as defined by WIOA Section 3(23) and determined by LEVERAGE; or
- Declining, but there is a compelling reason justifying investment in customized training.
- Paid for, in part, by participating employers, who must pay a “significant cost” of the training.

Incumbent worker training programs are also available through our partners, such as the Office of Skills Development’s (OSD) Grant Program. The Office of Skills Development is a division of the Arkansas Department of Career Education. OSD grants support the development of the Central Arkansas Workforce by strategically investing in training programs that are prioritized by employer needs and economic impact. Grants are available to support training in the following categories:

- Grow Our Own
- Skills Gap
- Customized Technical
- Professional Development

## Services to Individuals with Disabilities

The Arkansas Department of Career Education, Arkansas Rehabilitation Services (ACE/ARS), and Division of Services for the Blind provide vocational rehabilitation services to individuals with disabilities. Currently, there are significant barriers for people with disabilities about attaining employment. Historically, there are significant barriers to the inclusion of people with disabilities into the overall strategy for economic development in Arkansas. ARS, in partnership with the Arkansas Department of Human Services, and Division of Services for the Blind (DSB) are leading the charge for providing targeted training and education for people with disabilities to enable them to develop the skills and abilities needed to attain competitive integrated employment in Arkansas.

All of the Workforce Centers in the Central Arkansas Workforce Development Area are compliant with the Americans with Disability Act. Each Workforce Center in the Central Arkansas Workforce Development is equipped with the following assistive technology:

- An accessible computer workstation equipped with a CPU, Monitor, Keyboard, Mouse, and software.
- Assistive Devices, including amplifiers, magnifiers, tapes, videos, and calculators.
- Arkansas Relay Service TDD Telephone.
- Access to Sign Interpreters.
- Alternative Format Forms and Information.

Through the Governor's Executive Order 10-17, the Department of DSB coordinates with other state agencies to increase the employment of Arkansans with disabilities. The order also aims to focus consumer services first toward the goal of self-sufficiency through employment.

## Strengths and Weaknesses of Workforce Development Activities

### Strengths:

- The Central Arkansas Workforce Development Area, through the implementation and utilization of the Workforce Innovation and Opportunity Act, has a strong program which assists job seekers and employers in its six-county service area.
- The Central Arkansas Workforce Development Board is composed of over 51% private sector representation, providing insights to the needs of business and industry in its six-county service area.
- The Central Arkansas Workforce Development Boards private sector members represent in-demand industries which were identified in the Boards economic analysis titled *LEVERAGE*.
- The Central Arkansas Workforce Development Area has strong working relationships with local, regional, and state economic development organizations such as Chambers of Commerce and the Arkansas Economic Development Commission.
- The Central Arkansas Workforce Development Area has strong coordinated relationships with its core partners under the Workforce Innovation and Opportunity Act; Wagner-Peyser, Division of Services for the Blind, Adult Education, and Arkansas Vocational Rehabilitation. Furthermore, the Central Arkansas Workforce Development Area is partnered with numerous other organizations that provide career and supportive services to job seekers.
- The Central Arkansas Workforce Development Area has a strong diverse staff which is growing annually in order to provide enhanced delivery of services to both job seekers and business and industry.
- The Central Arkansas Workforce Development Board has conducted an independent internal economic analysis which identified seven in-demand industry sectors; Manufacturing, Education, Healthcare, Retail, Construction and General Trades, Business Services (which encompasses Information Technology), and Transportation and Logistics.
- The Central Arkansas Workforce Development Board has aligned all training programs to the aforementioned in-demand industry sectors and provided enhanced opportunities for sustainable employment for all job seekers.

### Weaknesses:

- Quality of Life and Place issues exist in rural areas throughout the region.
- Coordination with Economic Development is weak at the macro level.

- Coordinated marketing and outreach with partners is weak and should be improved.
- Relationships with certain Community Colleges and Four-Year Institutions in the Central Arkansas region need to be strengthened.
- Staff Training Programs need to be enhanced to ensure smooth delivery of all local, state, and federal guidance.
- The Central Arkansas Workforce Development Area has a weak relationship with Registered Apprenticeship Programs.

#### Opportunities:

- Coordinate with Registered Apprenticeship programs to provide job seekers access to quality career paths beyond collegiate and vocational training.
- Continue to grow the Business Service Team to provide a broader reach for companies throughout the entire region.
- Customized training programs can be developed to provide tailored assistance to business and industry.
- Expanding Job Growth in the State of Arkansas through Governor Sander's economic development area provides new employment opportunities to job seekers in the Central Arkansas Workforce Development Area.

#### Challenges:

- As business and industry are faced with an aging workforce, many of the job seekers currently do not possess the applicable skill sets to replace the aging workforce.
- Many Industries and economic development organizations may not feel that the Workforce Innovation and Opportunity Act can assist them.
- Duplication of Workforce Development efforts not only causes redundancy for job seekers and industry, it is also a major waste of resources.
- Budgetary cuts restrict the capabilities of the Central Arkansas Workforce Centers.

### Unemployment

Unemployment for each of the six counties within the Central Arkansas Workforce Development Area has been in a steady decline and is projected to reach pre-recession levels over the next few years. For comparative purposes, and due to the location of the Central Arkansas Workforce Development Area's North Little Rock Workforce Center, Pulaski County has been included. For expanded data on unemployment, please see the report *Leverage*.

While current employment levels in the State of Arkansas are reaching all-time historic lows, counties such as Prairie and Monroe, which represent rural Arkansas, need workforce solutions that look different than those that work in Pulaski County. Below is expanded employment data for each of the six counties in the Central Arkansas Workforce Development Area has been provided.

## Section 2: Strategic Vision and Goals

**2.1 Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance accountability measures based on primary indicators of performance described in**

**section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]**

## **Vision**

The Central Arkansas Workforce Development Area will have a world-class workforce that is well-educated, skilled, and working to keep Arkansas's economy competitive in the global marketplace.

## **Goals**

### **Strategic Goal 1:**

To develop efficient partnerships 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 in Central Arkansas.

### **Strategic Goal 2:**

To enhance service delivery to both employers and job seekers in Central Arkansas.

### **Strategic Goal 3:**

Increase awareness of the region's Talent Delivery System.

### **Strategic Goal 4:**

Address Skills Gaps.

### **Strategic Goal 5:**

Performance Accountability

The Central Arkansas Workforce Development Board tracks enrollments and performance outcomes for Title I workforce programs. As part of service integration, the WDB assesses services, programs, and outcomes of WIOA programs and its participating partners based on performance indicators. The Central Arkansas Workforce Development Board is the advocate for the resolution of workforce development challenges in the Central Arkansas Workforce Development Area and provides an array of resources to meet participants, business, and industry workforce needs. In this role the WDB:

1. Continuously seeks the input of our job seekers and business customers to ensure the system is responsive to customer needs.
2. Ensures that the delivery of services is physically, geographically, and programmatically accessible to all.
3. Ensures that programs and services are tailored and responsive to the needs of each county.
4. Strives to enhance the services for our customers by creating a seamless and immediate delivery system; and,
5. Expect our system to continuously improve the delivery of services by providing staff with the necessary tools to achieve these goals.

By partnering with the community to find innovative solutions, The Central Arkansas Workforce Development Board can efficiently deliver quality services to its customers, thus, paving the way for progress for the Central Area Workforce. These goals emphasize both developing a quality workforce as well as ensuring performance accountability.

Partnership:

Create partnerships with local businesses, community-based organizations, elected officials, local educators, and community residents that effectively communicate, collaborate, and problem-solve for the unique needs of the Central Arkansas Workforce Development Area. These partnerships not only foster community participation in the workforce development process, but also provide an effective platform for attracting new industries, improving current businesses, and addressing workforce deficiencies.

**Solutions:**

Utilize our community partnerships to implement smart solutions and generate results that continuously upgrade the quality of life in the Central Arkansas Workforce Development Area. Streamline community resources to prevent duplication of programs. Eliminate barriers that prevent entry-level and incumbent workers from progressing into higher-skilled jobs and sponsor business creation and expansion.

**Quality:**

Consistently deliver quality services to businesses, current workers, and job seekers that ultimately empower the entire Central Arkansas Workforce Development Area community. Implement growth initiatives that supply new and current industries with their distinct, skilled labor Central Arkansas Workforce Development Area demands. Support entry-level and incumbent workers with the tools needed to obtain stable and rewarding employment.

**Progress:**

Share labor market intelligence with employers to plan for future labor demands. This exchange of qualitative and quantitative data will allow the Board to assist businesses with developing and maintaining a highly skilled labor force. Motivate our youth to select definite career paths after high school graduation and teach them transferable job skills needed to progress through the career pipeline. Accountability: Performance measures are understood and used as the baseline standard for the operations of the workforce center system. Standards are exceeded through the diligent application of the skills, knowledge and abilities of the Board and the workforce center system contractor in providing quality, effective workforce solutions to employers and job seekers.

**2.2 Describe how the local board’s vision and goals align with and/or supports the vision and goals for the state’s workforce development system as established by the Arkansas Workforce Development Board. [WIOA Sec. 108(b)(1)(E)] (See Appendix D: Transitional Planning References and Resources)**

The vision statement adopted by the Arkansas Workforce Development Board was used as a pattern for the development of the Central Arkansas Workforce Development Board’s vision and mission. The Central Arkansas Consortium of Chief Elected Officials and the Central Arkansas Workforce Development Board are committed to the implementation of the Arkansas Talent Delivery System.

The following are ways in which the Central Arkansas Workforce Development Area will help achieve the state workforce development goals:

- The Central Arkansas Workforce Development Board will identify the specific needs of the Central Arkansas Workforce Development Area and develop new and innovative strategies for meeting the needs of employers and job seekers.
- The Central Arkansas Workforce Development Board, through the three workforce centers located throughout the region, will deliver specific programs designed for existing employees. Through coordination and collaboration with primary in-demand industry sectors, these efforts will provide existing and emerging jobs throughout the region.
- The Central Arkansas Workforce Development Board will conduct aggressive outreach campaigns such as social media “boosting”, canvassing, and partnerships with other non-profit organizations to promote the services provided at the regional level and the state's Talent Delivery System. Outreach material will be developed for each of the special populations identified by the Department of Labor.
- The Central Arkansas Workforce Development Board will serve as the catalytic convener between educators, industry, and job seekers to establish expanded apprenticeship programs and fill educational gaps.
- The Central Arkansas Workforce Development Board will conduct targeted outreach to Veterans.
- The Central Arkansas Workforce Development Board will coordinate and collaborate with internal and external partners to eliminate duplicative services.
- The Central Arkansas Workforce Development Board will ensure that current, accurate, and applicable labor market information is available at all workforce centers, delivered in a manner easy to understand.
- The Central Arkansas Workforce Development Board will work with Economic Development Organizations throughout the region to enhance services provided to industry.

**2.3 Describe how the local board’s vision and goals contributes to each of the governor’s goals. [WIOA Sec. 108(b)(1)(E)] (See Appendix C: Transitional Planning References and Resources) Note: The state Plan includes a number of objectives under each goal.**

The Central Arkansas Workforce Development Area shares the Governor’s vision for Economic Development and the State’s Strategic Plan that defines a stronger partnership between economic development, education, and the state workforce investment system to attract, retain, and grow Arkansas’ high-growth industries and encourage the development of regional economies. For participants enrolled in educational/skills training the goal is to complete training, to obtain their credential and accomplish measurable skills gain. Participants will be directed to higher-paying jobs with a livable wage focused on ensuring higher retention rates at program exit. For participants receiving basic and individualized career services the same goal applies.

Central Arkansas Workforce Development Area will fully support the Governor's strategic goals for attracting and growing emerging businesses and industries. The plan is consistent with the following goals outlined in the Governors Strategic Plan:

**Strategic Goal 1:** 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.

Goal 1 Objectives:

- Expand employer partnerships through the support of industry engagement.
- Identify and promote best practices (private and public) for developing and sustaining partnerships.
- Expand partnership with economic development to refine sector strategies.
- Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
- Increase accountability and clarity of action between all workforce-related boards.
- Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
- Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.
- 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.
- Expand small business participation.

**Strategic Goal 2:** Enhance service delivery to employers and job seekers.

Goal 2 Objectives:

- Develop a common intake process for job seekers 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.
- Develop an integrated data system that will enable the sharing of information between partner agencies to more efficiently service both employers and job seekers.
- Promote training that leads to industry-recognized credentials and certification.
- Support transportable skill sets for transportable careers.
- Support career pathways development and sector strategy initiatives as a way to meet business and industry needs.
- Expand service delivery access points by the use of virtual services.
- Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
- Develop a menu of services available at each service delivery access point that provides a list of the services and training opportunities available through Arkansas's talent development system.
- Utilize customer satisfaction surveys to ensure continuous improvement of the State's talent development system.
- Explore data-sharing opportunities with non-governmental organizations that are committed partners to the state's workforce center system that will lead to improved intake, referral, and case management for customers served by multiple agencies (both public and private).



### **Strategic Goal 3: Increase awareness of the State’s Talent Development System.**

#### Goal 3 Objectives:

- Increase access to the workforce development system through a no-wrong-door approach to services.
- Develop an image-building outreach campaign that educates Arkansans about the services and career development opportunities available in the State.
- Utilize technology, including social media and search engine optimization, to better connect job seekers and employers with the talent development system in Central Arkansas.
- Develop a user-friendly website that provides a common repository of information about career development opportunities that are relevant to K-12 education, parents, educators, adults, employers, government agencies, and the public.

### **Strategic Goal 4: Address Skills Gaps**

#### Goal Objectives:

- Conduct a statewide skills and asset analysis to determine the skills gaps present and the resources available to solve the skills issue.
- Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Central Arkansas.
- Develop and maintain a system for the continuous assessment and alignment of programs with current and future skill demands.

#### 2.4 Describe how the local board’s goals relate to the achievement of federal performance accountability measures. [WIOA Sec. 108(b)(1)(E )]

The Central Arkansas Workforce Development Board is determined to only provide training opportunities to participants that will prepare them for a sustainable career within the seven identified industry sectors. The attainment of credentials and measurable skill sets will direct participants towards jobs which have a livable wage and have a higher probability of sustained employment beyond a year after exit; thereby supporting the achievement of federal performance accountability measures.

The Central Arkansas Workforce Development Board conducted an in-depth analysis of the regional economy, including a local and non-local cluster analysis, business inventory, and occupational assessment. This report titled “LEVERAGE” can be viewed by visiting the Central Arkansas Workforce Development Area’s website; [www.WorkforceAR.com](http://www.WorkforceAR.com). Case managers have been trained to educate participants on the in-demand industries available in the region. Educational material has also been developed for each industry sector and is provided to job seekers in the Central Arkansas Workforce Centers. The eligible training provider list is approved by the Central Arkansas Workforce Development Board and has been developed in a way that displays training programs by industry sector. The Central Arkansas Workforce Development Area shall make exceptions for Registered Apprenticeship programs that fall outside the seven industries on a case-by-case basis at the direction of the Central Arkansas Workforce Development Board.

## **Section 3: Local Area Partnerships and Investment Strategies**

**3.1 Considering the analysis described in Appendix B – Section 1, describe the local board’s strategy to work with entities that carry out core programs to align resources available to the local area, to achieve the strategic vision and goals described in element 2.1. This analysis must include:**

A. A description of the local workforce development system; include key stakeholders and entities associated with administrative and programmatic/service delivery functions. Examples include elected officials, advocacy groups, local workforce development board and committee structure, fiscal agent, operator(s), required program partners, and major contractors providing Adult/Dislocated Worker/Youth program elements. Describe respective roles and functional relationships to one another.

Central Arkansas Planning and Development District, Inc. was designated by the Consortium of Chief Elected Officials as the fiscal agent for the Central Arkansas Workforce Development Area. Central Arkansas Planning and Development District, Inc. was designated by the Consortium of Chief Elected Officials as the administrative entity.

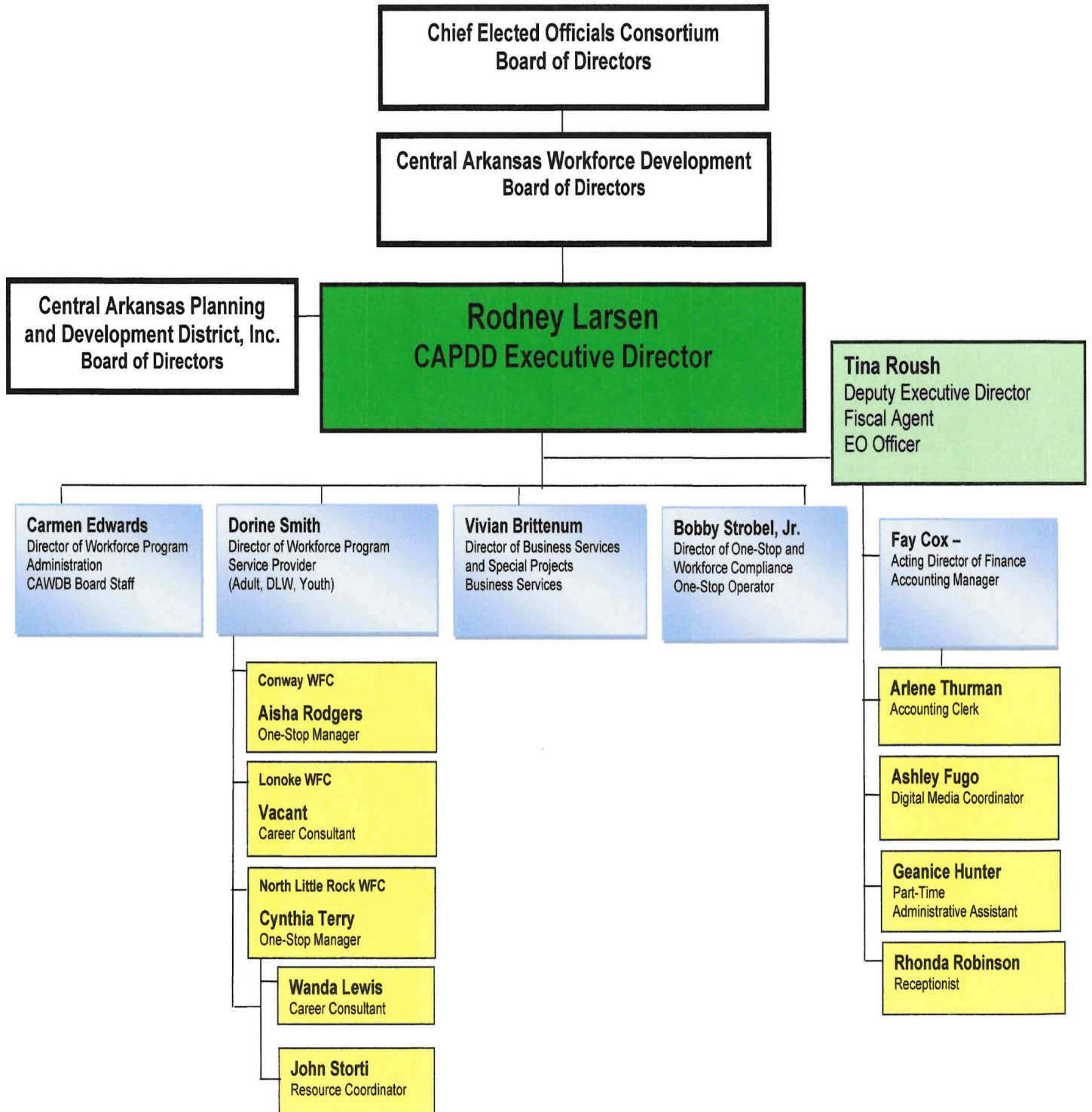
The Central Arkansas Workforce Development Board selected Central Arkansas Planning and Development District, Inc. as the One Stop Operator through a competitive bid process. The Consortium of Chief Elected Officials confirmed the selection of Central Arkansas Planning and Development, Inc. as the One Stop Operator. The Central Arkansas Workforce Development Board has appointed four standing committees to review, recommend, and provide oversight of all activities of the Board. The Executive Committee, One-Stop Committee, Youth Committee, and Compliance Committee.

The Central Arkansas Planning and Development District manages the operation of all three Workforce Centers and provides administrative services, business services, and management services for the WIOA work programs as directed by the Central Arkansas Workforce Development Board in consensus with the Consortium of Chief Elected Officials. Required partners include the Arkansas Department of Workforce Services (Wagner-Peyser), Arkansas Vocational Rehabilitation Services, Adult Education, and Division of Services for the Blind. The Central Arkansas Workforce Development Area works with our partners to provide a broad range of services to program participants, for a full description of services see Section 4.1 (D). The Central Arkansas Workforce Development Board has a strong working partnership with Adult Education. Adult Education enhances the capacity of services available to participants through Job Readiness Training, Workforce Alliance for Growth in the economy classes, TABE testing, Career Scope Testing, General Education Diploma courses, and English as a second language.

B. A list of all Arkansas Workforce Centers in the local area; include address, phone numbers, and hours of operation:

Faulkner County	Pulaski County	Lonoke County
1500 Museum Road, Suite 111 Conway, AR 7202 (501) 730-9894 8:00 AM – 4:30 PM Monday - Friday	324 W. Pershing Blvd North Little Rock, AR 72114 (501) 376-4119 8:00 AM – 4:30 PM Monday - Friday	902 N. Center Street Lonoke, AR 72086 (501) 676-2721 8:00 AM – 4:30 PM Monday - Friday

C. An attached organization chart that depicts the local board, administrative and fiscal entities, and service providers. [WIOA Sec. 108(b)(1)(F)]



**3.2 Describe the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq), that support the strategy identified in the State Plan under WIOA section 102(b)(1)(E). [WIOA §108(b)(2)]**

*Note:* The six (6) core programs identified by WIOA are: Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser Program, and Vocational Rehabilitation.

The Central Arkansas Workforce Development Area's role in the local workforce development system is to act as an intermediary that brings the various components of the local workforce development system together for collaborative and innovative purposes. In doing so, the Central WDA plays an important role in the creation of an environment where businesses and their employees in the private sector can prosper. Our vision and policy directs investment in workforce preparation, skill development, education, and training. These investments are targeted for and align with assisting youth, job seekers, and employers. By promoting partnerships among businesses, non-profit agencies, economic development providers, educational institutions, community-based organizations, and employers, Central helps align regional resources. Through working together, all these stakeholders enhance the skills needed for workforce inclusion, employability, and educational and training levels of the current and future workforce. To accomplish this vision, and in accordance with federal and state regulations, Central utilizes the following core services, resources, and programs:

- Title I Adult (Workforce Innovation and Opportunity Act) Authorized under WIOA, the Adult program is one of three Title I core programs designed to assist participants in attaining employment. Its programming for adult job seekers and workers is aimed at effective preparation and expeditious connection of work-ready individuals to open jobs, while simultaneously and through meaningful collaboration, strengthening the workforce delivery system. At the same time, a better understanding of employers' needs is factored into the implementation of systemic solutions to the challenges faced by employers.
- Title I Dislocated Worker (Workforce Innovation and Opportunity Act) To help facilitate rapid reemployment, dislocated Worker programs assist workers before or after a layoff in identifying basic skills training, on-the-job or customized training programs, and apprenticeship opportunities. At the point of entry, dislocated workers are triaged to identify potential program eligibility. This initial intake and triage allows for the development of a streamlined service strategy that maximizes the funding of all entities for carrying out core reemployment activities.
- Title I Youth (Workforce Innovation and Opportunity Act) Youth programming is designed to serve eligible youth and young adults through a variety of services: high-quality case management support toward educational attainment that includes career guidance and

exploration, summer and/or year-round work experience opportunities, skills training along a career pathway for in-demand industries and occupations, and any necessary supportive services. The ultimate goal for program participants is either advancement into post-secondary education or the attainment of employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OSY) and youth with significant barriers to success, such as a disability, being pregnant or parenting youth, or being subject to the juvenile/adult justice system.

- Programs authorized under Title II of the Workforce Innovation and Opportunity Act (adult basic education and literacy training). Depending on the availability of literacy training in the individual counties, Title II programs are provided by local Adult Literacy Training Providers. The one-stop operator works closely with the network of adult basic education and literacy services providers to ensure the integration of their services into individual employment plans and to develop appropriate on-site programming at individual Workforce Centers in our local area.
- Wagner-Peyser Act Programs Services under the Wagner-Peyser Act are provided by partners from the Arkansas Division of Workforce Services. These services are provided within the Central Arkansas Workforce Development Area and include job search assistance, job referrals, placement assistance, re-employment services, and recruitment services for employers.
- Programs authorized under Title IV of the Workforce Innovation Act Programs authorized under Title IV of the Workforce Innovation Act are provided by Vocational Rehabilitation and are also available through the Central Arkansas Workforce Development Area. Vocational Rehabilitation Counselors work with WIOA Title IV eligible customers to develop an Individual Plan for Employment, providing services necessary to meet their specific vocational goal. Examples of services include diagnostic assessment and evaluation, counseling and guidance, restoration, training, and placement services. All individuals with disabilities have access to the full range of programs and services provided by the Central Arkansas Workforce Development Area
- Programs authorized under Section 403(a)(5) of the Social Security Act (as added by Section 5001 of the Balanced Budget Act of 1977) the local County Assistance Offices provide services through TANF, authorized under Section 403(a)(5) of the Social Security Act. These services are targeted to welfare recipients and include information about and dissemination of welfare benefits. The services act as the sole determinant for eligibility for those benefits and are a referral resource to a multitude of local services, programs, and training options.
- Vocational Technical Schools and Career and Technology Center partners provide these services as part of the Central Arkansas Workforce Development Area services. Program services include the dissemination of information relative to financial assistance to attend post-secondary training as well as the provision for post-secondary occupational skills training.

Additional partnership services include:

- Activities authorized under Chapter 2 of Title II of the Trade Act of 1974. These activities include Trade Readjustment Act Program administration, including tuition assistance to Dislocated Workers who have lost their jobs due to imports. Program services authorized under this funding and provided within the Central Arkansas Workforce Development Area include rapid response to employees in the event of massive layoff or plant closure; tuition assistance for post-secondary occupational skills training; and income subsidies to assist candidates while in training.
- Veteran’s activities authorized under Chapter 41 of Title 38 United States Code Veterans’ activities are provided by Veterans Representatives. Services include career counseling, information on veterans’ benefits, and tuition assistance for skill training.
- Programs authorized under Title V Senior Community Service Employment Program (SCSEP) and the one-stop operator work closely with the AARP to provide Title V services in the Central Arkansas Workforce Development Area. Current services include access to work experience, job coaching, and job matching services for older workers and job seekers.
- Arkansas Division of Workforce Services Unemployment Insurance (UI) division operates programs authorized by state and federal Unemployment Compensation laws. Services include dissemination of information under the UI laws for claim filing assistance. Our Centers provide information and access to those persons seeking to file UI applications and claims for benefits, including eligible WIOA Title IV applicants.

Core program alignment is driven by the Central Arkansas Workforce Development Area strategies to coordinate and convene across all programs and partners. This is primarily delivered through the one-stop delivery system MOU and the one-stop operator functions – however, the coordination across all partners must include key implementation elements of data sharing; alignment of eligibility/enrollment; leveraged, braided, and blended funding to best support job seekers; and transparent metrics and program outcomes.

**3.3 Describe how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). [WIOA Sec. 108(b)(3)]**

The Central Arkansas Workforce Development Area works closely with the other core programs of WIOA(Wagner-Peyser, Adult Education, Arkansas Rehabilitation, and Division of Services for the Blind) and while directly administering and implementing Titles I and III, there is a strong, working relationship with Title II and IV partners. Our strategy is focused on making referrals to the best-positioned agency to

serve the job seeker or with co-enrollment, training each other's staff, and discussing trends and patterns seen in the workforce. This occurs through a concentrated effort to develop and strengthen the ongoing collaborative relationships with the core partners and recognize opportunities to develop relationships with new partners. Job seekers who come to our Workforce Centers take part in a guided process to ensure that they are linked to the services that are required to assist them in obtaining gainful employment. To avoid duplication of services, each unit within the career center is assigned to provide a service that is unique from that provided by the other units. Memorandums of Understanding (MOUs) have been established with organizations and agencies that operate core programs and outline the responsibilities of each program and service being delivered.

The Central Arkansas Workforce Development Board, working in partnership with Core partners continuously reviews the referral processes to ensure job seekers receive the services they need to succeed. This referral system coupled with increased communication partners meetings will expand access to employment, training, and supportive services to all job seekers no matter the point of entry. This partnership will promote co-enrollment and increase credential attainment. Career pathways will be developed by engaging business and industry and educational training providers to identify pathways that exist in the Central Arkansas Workforce Development Area.

**3.4 Identify and describe (for each category below) the strategies and services that are and/or will be used to:**

**A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies;**

The Central Arkansas Workforce Development Board created a report with an emphasis on serving businesses that make up the in-demand industry sectors in the region. The report, which is titled *Leverage* ([www.WorkforceAR.com/Leverage](http://www.WorkforceAR.com/Leverage)), serves as a road map for which industries to target and includes a list of over 500 prospective companies. Business roundtables by industry sectors will be conducted during the following year, along with site visits to major employers as well as small businesses. During the roundtables, the Central Arkansas Workforce Development Area will facilitate a discussion with industry employers on their challenges, needs, and concerns with the Central Arkansas workforce. This information will be utilized by the Central Arkansas Workforce Development Board to enhance service delivery to employers and prepare job seekers for employment.

**B. Support a local workforce development system that meets the needs of businesses;**

The Central Arkansas Workforce Development Board voted for the realignment and restructuring of training programs on September 15, 2016. Programs are now organized by "in demand" industry sectors to ensure we are not only training to meet the needs of businesses, but we are also training clients in fields where jobs are available. Non "in demand" industry training programs will no longer be included as an "eligible training provider" through the Central Arkansas Workforce Development Area.

### **C. Better coordinate workforce development programs and economic development; and**

The Central Arkansas Workforce Development Board recognizes that for economic and workforce development to align, job placement activities must coincide with job creation activities. The private sector must be included in the decision-making process, and data-driven decision-making must be used in all decisions pertaining to training programs. The Central Arkansas Workforce Development Area will continue to engage with Economic Development Organizations to leverage WIOA grant opportunities for both existing and future businesses. Central Arkansas Workforce Development Area's goal is to become an applicable partner for existing industries in the region.

### **D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

The Central Arkansas Workforce Development Area works to strengthen linkages between the one-stop delivery system and unemployment insurance programs by:

- Analyzing the demographics, work history, and education/skill level characteristics of the population of individuals receiving UI, and aligning employer outreach for job postings, work experience, on-the-job training, and other activities.
- Labor exchange and career counseling services, aimed at providing enhanced services to UI job seekers.
- Providing general information to Career Center customers about the Unemployment Insurance (UI) Program, as well as contact information for ADWS.
- Collaborating with employers laying off individuals to identify retention strategies and/or strategies for rapid placement. Services are tailored to affected worker occupational and skill profiles.
- Continued promotion and marketing of Workforce Career Center services and Rapid Response services to the public to reach individuals who may be engaged with the UI Program, but not actively engaged with the Workforce Career Center.
- Coordinating with ADWS UI office representatives to notify them of local layoffs and schedule Rapid Response services, and to enable TWC UI representatives to present at affected employee orientations; Working with the ADWS statewide Rapid Response coordinator to share information on statewide layoffs and help place affected workers across WDA service boundaries and,
- Provide information to area employers regarding "layoff aversion" opportunities.

This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies that support the local board's strategy in element 3.1. [WIOA Sec. 108(b)(4)(A) and (B)].

Partner meetings will be held quarterly. The Arkansas Division of Workforce Services (Wagner-Peyser) shall be included in the meetings between these organizations' leadership. Co-enrollment will be utilized to help the one-stop delivery system and the unemployment insurance program to better serve participants. The Central Arkansas Workforce Development Area will utilize on-the-job training programs to help job seekers currently utilizing unemployment insurance gain sustainable employment.



The utilization of sector strategies through the development of *LEVERAGE* will also assist job seekers currently utilizing unemployment insurance. *LEVERAGE*'s primary goal was to increase the probability that job seekers receiving services in the Central Arkansas Workforce Development Area will achieve sustainable employment following their training. The Central Arkansas Workforce Development Area shall engage employers through surveys and a series of business roundtables to develop career pathways that exist in Central Arkansas.

**3.5 Describe local and regional efforts to support and/or promote entrepreneurial skills training and microenterprise services, in coordination with economic development and other partners.**

**[WIOA Sec. 108(b)(5)]**

The Central Arkansas Workforce Development Board will develop relationships with partners such as the Small Business Administration, Arkansas Small Business and Technology Development Center, The Innovation Hub, and Technology Transfer organizations such as Tech Launch at the University of Arkansas at Little Rock to connect clients who may wish to open their own business with partners who provide those specific services. By building relationships with SBA and ASBTDC the Central Arkansas Workforce Development Area will be able to assist small enterprises with their specific workforce needs. Many small and medium firms do not have the resources to train staff. The Central Arkansas Workforce Development Area through the Business Services team and WIOA scholarships can link job seekers to small business employment opportunities. The Central Arkansas Workforce Development Area shall develop a referral process so that individuals interested in entrepreneurship receive access to those services.

**3.6 Describe how the local board coordinates education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. [WIOA Sec. 108(b)(10)]**

The local board will coordinate education and workforce investment activities with secondary and postsecondary education programs and activities through input at partner meetings. There is also collaboration between the board and secondary and postsecondary education programs providing services to the youth such as working with Educational Cooperatives, the Central Arkansas Youth Committee, and school districts. Partnership meetings and individual meetings and discussions are held with the training institutions and entities to discuss education and workforce activities in the area. Working closely with these colleges will ensure the enhancement of services and that any duplication of services is avoided. They work collaboratively with Workforce Center staff to provide reciprocal referrals and joint service planning. With client approval, client data including demographic information, evaluation results, and testing results can be shared between partners to support reciprocal referrals and joint service planning. Through these strategic partnerships and leveraged investments, we strive to enhance system alignment and promote shared educational and training goals for our job seekers and business customers. Furthermore, by working in close coordination with partners and positioning the Central Arkansas Workforce Development Board to serve a central and facilitative role in area partnerships helps to avoid duplication of services, thus enabling the Central Arkansas Workforce Development Board to maximize resources and its impact on the community. Through coordinated and

collaborative staff training, as well as regular partner meetings with leadership and frontline staff, assists in creating strong functional partnerships that achieve desired outcomes.

### **3.7 Describe efforts to coordinate supportive services provided through workforce investment activities in the local area, including facilitating transportation for customers. [WIOA Sec. 108(b)(11)]**

Supportive Services shall be coordinated through the partner referral system, along with being documented on a case-by-case basis on the job seekers individual employment plan. A coordinated referral process will allow participants access to the resources they need to thrive no matter the point of entry. More information on supportive services in the Central Arkansas Workforce Development Area is provided below:

All WIOA enrolled adults, dislocated workers, and youth are eligible for supportive services as defined in WIOA Section 3(59). Supportive services are provided to eligible WIOA adults, dislocated workers, and youth when the supportive service will assist the participant with reaching his/her employment and training goals.

Supportive Services are based on financial need and participants are not automatically entitled to supportive services.

Supportive Services may be provided to eligible WIOA participants who:

1. Are enrolled in WIOA career or training services; and,
2. Are unable to obtain the supportive service through any other resource program providing such services.

Supportive services must be necessary for a given participant to complete her or his Individual Employment Plan or Individual Service Strategy and be beyond her or his ability to pay. Supportive services are not entitlements and will be approved by CAPDD Arkansas Workforce Center managers for a given participant based on a documented financial assessment, individual circumstances, the absence of other resources, and funding limits.

Supportive services may take the form of in-kind or cash assistance. Reimbursement will be for actual costs up to the established limits. Supportive services over the established limits must be requested in writing and approved by the executive director of the Central Arkansas Planning and Development District **before** costs are incurred. Costs incurred before approval will **not** be reimbursed.

Workforce center staff will provide workforce center participants with accurate information about the availability of supportive services in the local area. Resource area staff will also refer applicants and participants to locally available services. The provision of information and referral to other agencies for such resources are classified as self-assisted services for adults, youth, and dislocated workers.

Types of Supportive Services are:

*Child/Dependent Care:*

Child or dependent care may be provided to a participant's child or parent while the participant is engaged in training or employment, including transportation time, consistent with her or his IEP or ISS. Payment will be based upon actual costs while the participant is participating in and traveling to or from approved activities, as documented in attendance records, at rates that are not greater than current Arkansas Department of Human Services reimbursement rates. In instances where an hourly rate is being paid, the amount paid is not to exceed the maximum daily rate.

*Transportation:*

Transportation assistance may include bus tokens or passes or mileage allowances. Transportation will be reimbursed at the rate of 56 cents per mile for travel from the participant's home to the training site and return.

*Clothing:*

Appropriate work clothing, including uniforms required by an employer, safety gear, and suitable clothing for interviewing are an allowable supportive service. The need for this service must be described in the participant's file.

*Certification, Screening, and Testing:*

Supportive service funds may be used for employment-related fees, including but not limited to testing fees, drug screening, background checks, food handlers permits, security clearance, first aid/CPR certification, fingerprinting, commercial and business licenses, and other similar expenses. Union dues may be paid for the first month of employment.

*Tools/Supplies/Equipment:*

Participants may receive assistance for the purchase of tools, supplies, and equipment related to training or necessary for accepting an employment offer.

*Other Allowable Supportive Services:*

Participants may receive assistance with housing and food, utility payments, medical and prescription services, employment-related professional memberships, access to translations, learning disability assistance, and out-of-state job search and relocation to a new job.

3.8 Describe strategies to implement the operational goals of the local one-stop system, maximizing coordination of services provided by the State's employment services under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), and the local board's service providers in order to improve services and avoid duplication. [WIOA Sec. 108(b)(12)]

The vision for customer service in the Central Arkansas Workforce Development Area is to leverage, align, and create more effective formalized communication across mandated partners as well as other community partners to simplify and maximize process efficiency. Through enhanced communication throughout the workforce system, customers will benefit from easy access to services, a no-wrong-door approach, and greater collaboration among partners in service delivery. This will create new

opportunities to build career pathways and sector strategies leading to greater community impact in the region. To implement this vision partners will implement the below goals and strategies to establish an aligned and collaborative system.

#### Enhanced Customer Referrals and Release of Information Processes

Referrals will be made on an individual customer-by-customer basis, and not as a blanket referral throughout the workforce system. This means that referrals will be based on customer needs, rather than characteristics. Focusing on the customer's needs will help ensure an effective use of resources across the entire workforce development system. Mandated partners are committed to making referrals to mandated partners. The mandated partners will ensure all personal identifying information is sent securely to the receiving partner.

#### Effective Communication Among All Partners

Effective communication among mandated partners is essential in creating a comprehensive system that meets the needs of workers, job seekers, and employers and fulfills the mandates of each partner.

#### Easy Access to Information for Customers

Easy access to information for customers will promote use of the workforce system and ensure that access is available to all job seekers. Each mandated partner shall provide on-site, direct linkage, or cross-trained staff to ensure access to resources about their services, application process, and eligibility requirements, as well as links to other resources, including employment opportunities available to all customers and partners.

#### Collaborative Case Management and Co-enrollment

Mandated partners will utilize collaborative case management and co-enrollment when needed by the customer and maximize the use of resources. The responsibility for the delivery of specific services will be coordinated among partners, based on the individualized needs of the customer, taking into consideration the mission/expertise of each partner, leveraged funds, and availability of resources as they pertain to the customer.

#### Coordination, Alignment, and Provision of Services to Employers

It is the goal of the Central Arkansas Workforce Development Board to implement a collaborative and coordinated business outreach process to streamline employer and economic development engagement among partners. The purpose for this strategy is to improve services to employers and increase engagement of the business community in the public workforce system.

#### Outreach

The partners will work to continue to coordinate outreach processes to employers. Coordinating employer contact is not intended to constrain access to employers. The coordinated contact approach is intended to expand access to employers by enabling the workforce system to represent their customers equally, vigorously, and simplify the process for businesses. Regardless of who interacts with an employer, the employer's needs are met by including customers from all programs as potential employees. Opening the dialogue between the

partners and creating a streamlined approach to business outreach will provide the opportunity for key stakeholders to discuss options for creating inclusion and targeted training programs. These programs will enhance employers hiring capabilities, as well as provide people with multiple barriers to employment opportunities to become employed. This improved engagement will also provide additional paid job opportunities for youth while in school or immediately after, up to age 24.

In addition, the strategy will increase the collaboration and leveraging and aligning of services for employers among the partners. Employers previously served by one partner will have access to a larger network of support and work-ready job seekers. Employers will experience a more focused and collaborative effort between agencies. This collaborative effort will increase employer knowledge and maximize their usage of the various incentive programs that the state has available for businesses to hire people with disabilities and those with significant barriers to employment.

#### Cross-Training

To strengthen knowledge of partner services, their customers' employment needs and strengths, and to enhance coordination, the partners will conduct regular cross-training and engage in continuous improvement meetings. Training will include enough relevant information to give trainees the tools necessary to speak to an employer about the other mandated partner programs/incentives, piquing interest and facilitating the introduction of mandated partners into the relationship for specialized knowledge. Individuals speaking to employers about other partner programs will not have the authority to commit services or funds without the prior approval of the partner.

Training on each program is not intended for the purpose of staff determining eligibility for an agency's program (i.e. American Job Center staff would not complete eligibility for AR Rehabilitation Services, etc.). Partners in the local area will meet regularly to ensure open communication and high-quality cross-training is maintained.

#### Partner Engagement with Educational Institutions

The Central Arkansas Workforce Development Board engages local education and training providers using several strategies that align regional efforts to promote workforce system development and create a skilled employment-driven education and training system.

The Central Arkansas Workforce Development Board strives to integrate services to provide services to an increased number of customers, even when faced with limited resources. The Central Arkansas Workforce Development Board increases community impact by aligning services and leveraging resources. By implementing the integrated services model, the local workforce system will operate

programs based upon unified purposes, goals, and policies and will be better positioned to meet the needs of our customers - job seekers and employees and in turn, ensure non-duplication of services.

3.9 Describe how the local board will carry out a review of local applications submitted under WIOA Title II Adult Education and Literacy, consistent with the local plan (as described in WIOA Sec. 107(d)(11) and WIOA Sec. 232). [WIOA Sec. 108(b)(13)]

The Central Arkansas Workforce Development Board shall appoint an “Adult Education RFP Review Committee” to review and score local applications for Adult Education Funding. The Adult Education RFP Review Committee shall review applications based on the following criteria:

- The applications alignment to the Central Arkansas Workforce Development Board regarding employment, training, education, and supportive services that are needed by adult education students
- The application identification of regional priorities as set forth by the Central Arkansas Workforce Development Board.
- Applicants' alignment of activities, services, and regional needs as identified by the Central Arkansas Workforce Development Area’s local plan.
- How the applicant will promote concurrent enrollment and coordinate referrals for partner services with the Local Workforce Development Board.
- Details provided about shared cost activities and resources used to support those cost.

3.10 Based on the analysis described in Appendix B - Section 1, identify the industries where a sector partnership is currently being convened in the local area or where there will be an attempt to convene a sector partnership and the timeframe. Categorize the sector partnerships as active, emerging, or exploring as defined below.

- Active
  - Has a clear coordinator, convener, or convening team.
  - Is led by industry as demonstrated by private sector members playing leadership roles.
  - Has broad industry engagement as demonstrated by industry members attending meetings, partnering on activities, providing in-kind or financial resources, or similar.
  - Includes critical and engaged partners across programs from workforce development.
  - Can demonstrate that the partnership is not “just a workforce thing,” “just an economic development thing,” or “just an education thing.”
  - Operates in a true labor market region, not within the confines of a workforce area or other geopolitical boundaries.
  - Operates under some kind of shared strategic plan, road map, etc..
  - Can demonstrate clearly identified priorities and an action plan, be able to demonstrate recent or current activities, services or products that are a direct outcome of the partnership.

- **Emerging**
  - Has at least an interim coordinator, convener, or convening team.
  - Has engaged at least one private sector champion to help drive the launch and implementation of a sector partnership.
  - Includes individuals from workforce development, education, economic development and other programs or organizations in strategic partner roles.
  - Actively working to implement strategic priorities outlined in a launch meeting.
  
- **Exploring**
  - Is in the infancy stage, but actively considering or planning the preparation needed to launch a partnership.
  - Working to identify partners who would be involved.
  - Determining if the partnership really makes sense for the community.

Below the seven targeted industry sectors have been listed and the status of the Central Arkansas Workforce Development Area’s involvement in each sector is included. The Central Arkansas Workforce Development Area will work toward ensuring each sector is titled as “active” during the next two years.

- HEALTHCARE: *Emerging*
- EDUCATION: *Emerging*
- MANUFACTURING: *Emerging*
- TRANSPORTATION AND LOGISTICS: *Emerging*
- RETAIL SERVICE: *Exploring*
- CONSTRUCTION AND GENERAL TRADE: *Emerging*
- BUSINESS SERVICES: *Emerging*

3.11 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding to support the local workforce development system?

Yes, the Central Arkansas Workforce Development Board currently leverages and has oversight of funding outside of WIOA Title I funding to support the local workforce development system.

**Briefly describe the additional funding and how it will impact the local system.**

TANF Grants have been awarded to the Central Arkansas Workforce Development Board. TANF stands for Transitional Aid for Needy Families’. TANF Funds have been and will be utilized as it become available to serve clients for workforce training to secure their Commercial Driver’s License training and Certified Nursing Assistant or other related medical services certifiable training for job placement to achieve the goal, we will partner with a variety of businesses, employers, and training providers to accomplish the training placement goals.

**If the local board does not currently have oversight of additional funding, describe any future plans to pursue them.**

We will continue to apply for funding to leverage our dollars as we strive to close the skills gap by seeking funding to help train individuals for in-demand occupations.

## Section 4: Program Design and Evaluation

### 4.1 Describe the one-stop delivery system in the local area including:

- A. The local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted service providers and providers on the eligible training provider list, and ensure that such providers meet the employment needs of local employers, workers and job seekers. [WIOA Sec. 108(b)(6)(A)]**

The Central Arkansas Workforce Development Board will continue to evaluate and adjust the list of "eligible training providers" to ensure they meet the needs of businesses within the seven identified "in-demand industry sectors". The Central Arkansas Workforce Development Board will evaluate the effectiveness of eligible training providers by utilizing the Economic Security Report. Utilizing the Arkansas Economic Security Report Higher Education Planning Guide fulfills the mandate under A.C.A. § 6-60-105 to provide students and families with employment and income information for recent graduates from Arkansas' higher education institutions. The Higher Education Planning Guide summarizes employment and earnings outcomes for graduates from programs across 37 colleges. The Central Arkansas Workforce Development Board will also begin aggregating data from case management services to identify top-performing training providers. We will conduct an annual review of the success rate of our training providers. Aggregating this data will show us which training providers are producing successful graduates which, in turn, impacts our performance goals and improves operational efficiency. The data will be available for center staff and participants to aid in the process of customer choice.

- B. How the local board will facilitate access to services provided through the one-stop delivery system in remote areas, through the use of technology, and through other means. [WIOA Sec. 108(b)(6)(B)]**

The Central Arkansas Workforce Development Area will work closely with 'remote' service locations such as community-based organizations and social service agencies such as the Arkansas Department of Human Services, United Family Services, and Mid Delta Community Services, libraries, and public service facilities within the Central Arkansas region to identify opportunities for electronic access to be made available as widely as possible. The core remote areas in the Central Arkansas Region are Monroe and Prairie Counties. Our Lonoke Workforce Center is strategically located to assist in these remote locations.

Targeted outreach through social media and the region's website ([www.WorkforceAR.com](http://www.WorkforceAR.com)) will also be used to broadcast information in these areas. However, understanding many participants may be computer illiterate and need staff assistance, general outreach techniques will be deployed in locations. The Employment and Training Administration (ETA) considers printed outreach materials as efforts to educate, enroll, employ, or extend referrals to customers potentially interested in ETA's publicly funded workforce development efforts. This broad interpretation gives our organization a great deal of flexibility in using WIOA funds for print advertising.



- **Newspaper and Newsletter Ads:** Create advertisements or write articles that can be published in local newspapers or neighborhood newsletters (online and print - *Grand Prairie Herald and Monroe County Argus*).
- **Informational Postcards, Brochures, and Flyers:** These are traditional yet effective tools for distributing information about grant-funded activities, services, or programs.
- **Doorknob Hangers, Pamphlets, and Leaflets:** These materials may be distributed in neighborhoods or at community events, providing a tangible reminder of the available services.
- **Public Signage:** Funds may be used for larger-scale advertising, such as bus stop signage, benches, banners, billboards, or vehicle wraps. This can increase visibility in the community.
- **QR Codes:** These are included in printed material to direct potential participants to online information about the grant-funded activities, services, or programs.
- **Community Service Groups:** Send notices about openings in their programs and activities to schools and community service groups.

A variety of technological methods to increase awareness and assistance may be used that include, but are not limited to email applications, text messaging applications, social media (Facebook, Instagram, X, LinkedIn, etc.), Radio (KBRI, KBDO and KFLI), tv, blogs, and podcasts.

With the development of our promotional materials, they will be used for distribution including but not limited to the following methods:

**Community Events:** We will attend local fairs, industry events, or other community gatherings with materials about job assistance, resume development, career advice, and interview skills. We will also set up a recruitment display table to distribute information about grant-related services. Locations such as schools, libraries, religious institutions, laundromats, grocery stores, and local businesses are ideal for meeting potential participants. These places often allow organizations to join existing events or use their location as a venue for outreach and enrollment events.

**Partnering with Local Businesses:** We will reach out to local businesses like barber shops, hair salons, movie theaters, sporting events, and restaurants to post and share their posters or signs. Local businesses may also allow us to join their planned events or use their location for outreach and enrollment events.

**Engaging Community Leaders:** Community leaders such as our mayors, judges, and local partners can help spread the word about the services provided by our area. We will ensure we have enough information about our services or to refer individuals to the appropriate partner organizations.

**Participation in Job/Career Fairs:** In-person activities for outreach will include attendance at, facilitation of, collaboration with, or participation in job/career fairs, rapid response events, one-stop satellite centers/mobile one-stops, high school/college career days, and other interviews.

Our Workforce Centers are currently offering in-person and virtual services to meet the needs of our job seekers and employers on our website. We offer tools and resources that empower and enable our customers to obtain information about WIOA and our partner services where they can request

information and self-refer to other programs. Applications for some of our services and online training tools are readily available 27/7. Through the Arkansas Job Link system our customers can locate employment and training services and our business customers can list job openings. If a customer calls our center beyond normal business hours, the messaging system will record their message and staff will ensure the message is distributed to the proper personnel the following business day. If a client needs services beyond business hours, we can, with proper notice, schedule to work with them beyond our normal business hours.

**C. How entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA section 188, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA Sec. 108(b)(6)(C)] (See Appendix D: Planning References and Resources)**

The Central Arkansas Workforce Development system will comply with WIOA section 188 by ensuring accessibility of facilities, programs and services, technology, and materials for individuals with disabilities by providing staff training and support by Arkansas Rehabilitation Services and Services for the Blind. The JAWS (Job Access With Speech) system is available at all Centers as assistance for visually impaired customers. JAWS is a screen reader developed for computer users whose vision loss prevents them from seeing output for the most popular computer applications. The teletypewriter (TTY) is provided in every center for people with hearing or speech difficulties to communicate over traditional telephone networks.

The Central Arkansas Area will provide training to staff on applicable provisions of the ADA using material jointly developed by the partners and State entities in annual staff training sessions. Online resources to address the needs of people with disabilities may be provided by (but are not limited to) the National Disability Institute and Workforce GPS in self-paced or scheduled sessions.

The Central Arkansas Area will bring together core program partners to integrate services and supportive services and leverage resources to improve services to individuals with disabilities and other protected groups.

The Central Arkansas Area will explore changes in service delivery and design and programs by establishing partnerships, alternate assessments, and programs that better connect education, training, workforce development, and supportive services to improve employment outcomes of individuals with disabilities.

The Central Arkansas Area will encourage active engagement with the private sector to identify skills and support that workers with disabilities need and communicate those needs to the partners, education and training providers, as well as job seekers with disabilities.

Our Centers are located in facilities that abide by the ADA Standards for Accessible Design—along with the [Title II](#) and [Title III](#) regulations—for what is required for a building or facility to be physically accessible to people with disabilities. to ensure physical and programmatic accessibility and removes any architectural barriers and elements of the building that prevent movement or access for people with disabilities.

Career Consultants will work with Vocational Rehabilitation to provide clients with disabilities and other protected groups who are unemployed, underemployed, or receiving Social Security disability benefits, by utilizing services available through our local centers to connect them to existing successful career pathway programs.

**D. List all required and optional program partners; indicate the program(s) each partner provides and the physical location where the program(s) can be accessed. Describe the roles and resource contributions of the partners. [WIOA Sec. 108(b)(6)(D)]**

**Centers:**

**Conway:** Comprehensive Center - 1500 Museum Rd, Conway, AR 72032

**North Little Rock:** Affiliate Center - 324 W. Pershing, N. Little Rock, AR

**Lonoke:** Affiliate Center - 902 N. Center St. Lonoke, AR 72086

<b>REQUIRED Partners</b>	<b>Program Agency</b>	<b>Roles and Resources</b>
WIOA Title I Adult, Youth, DLW	CAPDD	Job Training Program, Work Experience Program, Job Search, Business Services
On Site: Conway, NLR, Lonoke	<b>Conway:</b> Comprehensive Center - 1500 Museum Rd, Conway, AR 72032 <b>North Little Rock:</b> Affiliate Center - 324 W. Pershing, N. Little Rock, AR <b>Lonoke:</b> Affiliate Center - 902 N. Center St. Lonoke, AR 72086	
WIOA Title I Job Corps	CAPDD	Education and Vocational Training, Recruitment services for Room, Board and Meals, Monthly Stipend, Clothing Allowance, Recreational Activities, Medical and Dental Care and more.
Off Site: All Counties	Off Site Physical Location: 6900 Scott Hamilton, Little Rock, AR 72209	
WIOA Title I-D Youth-Build	CAPDD	Educational information, occupational training, and other resources to pursue opportunities in targeted career pathways
Off Site: All Counties	Off Site Physical Locations: 5401 S. University, Little Rock, AR 72209	
WIOA Title I-D Native American Program	American Indian Center of Arkansas	Job training and placement, order American employment and training, mental health services and education programs
Off Site: All Counties	Off Site Physical Location: 400 West Capitol Ave., Ste 1, Little Rock, AR 72201	
WIOA Title I-D (Sec 167 Migrant and Seasonal Farmworker Program	Arkansas Human Development Corporation	Occupational Skills Training and Work Experience
Off Site: All Counties	Off Site Physical Location: 300 S. Spring St. Ste. 700, Little Rock, AR 72201	
WIOA Title II Adult Education and Family Literacy Act	Arkansas Baptist College UACCM	GED, English as Second Language, Career Readiness Certificate. TABE testing, certifications in Industrial, Banking, & Clerical. Microsoft Office modules.
On Site: Conway, NLR	Off Site Physical Location: 500 E. Locust St., Lonoke, AR 72084	

WIOA Title III Wagner Peyser Act Employment Services Program	Arkansas Division of Workforce Services	Helping job seekers enhance their workplace skills, producing labor market information which includes unemployment rates, salary information, and career information.
On Site: Conway	Off Site Physical Location:	
WIOA Title IV-B Vocational Rehabilitation	Arkansas Rehabilitation Services	Disability help, job assistance, training, and equipment to help people work at a job.
On-Site: Lonoke, NLR	Off-Site Physical Location:	
WIOA Title IV-B Vocational Rehabilitation	Division of Services for the Blind	Disability Help, Job assistance, Training, and equipment to help people work at a job.
Off-Site: All counties	Off-Site Physical Location:	
Senior Community Service Employment Programs authorized under Title V of the Older Americans Act of 1965	Arkansas Department of Human Services AARP Experience Works	Senior community part-time job search and placement, skills training, work experience
Off-Site" All counties	Off-Site Physical Location: 1701 Centerview Dr. Ste. 205. Little Rock	
Career and Technical Education Programs authorized under the Carl D. Perkins Act	Arkansas Division of Career and Technical Education	Career pathways programs, work-based learning, early career awareness, technical permits and licensure
Off-Site: All counties	Off-Site Physical Location: #3 Capitol Mall, Little Rock, 72201	
Trade Adjustment Assistance (Chapter 2 of the Trade Act of 1974)	Arkansas Division of Workforce Services	Assisting employers and job seekers who are affected by layoffs and closures.
Off-Site: All counties	Off-Site Physical Location: 1501 s. Main St. Little rock 72202	
Jobs for Veterans State Grants Program(Chapter 41 of Title 37, U.S.C. §4102A(b)(5)	Arkansas Division of Workforce Services	Skill assessments, Career Counseling, Job search, Transitioning to civilian work services, resource referrals
On-Site: Conway	Off-Site Physical Location: 5401 S. University, Little Rock 72209	
Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)	Arkansas Department of Human Services	Services that reduce poverty, promote self-sufficiency and revitalize low-income communities
On-Site: Conway	Off-Site Physical Location: Pulaski: 2636 West Main, Jacksonville, AR 72078 Lonoke: 106 Park St., Lonoke, AR 72086 Prairie: 663 Market St., DeValls Bluff, AR 72041 Monroe: 301 ½ North New Orleans, Brinkley, AR 72021 Saline: 1501 Weedy, Alexander, AR 72002	
Employment and training activities carried out by the Department of Housing and Urban Development	Housing and Urban Development	Low-income housing preservation and residential home ownership

Off-Site: All counties	Off-Site Physical Location: 415 W. Capitol Ave. Ste. 1000, Little Rock, AR 72201	
Unemployment Compensation	Arkansas Division of Workforce Services	Provision of unemployment insurance benefits to those eligible; Collection of unemployment insurance contributions from employers
Off-Site: All counties	Off Site Physical Location: UI Service Center: 1-844-908-2178 Monday-Friday   8 a.m. – 3:30 p.m. Interstate Claims Support: 1-844-908-2178 Weekly Claims – ArkLine: 501-907-2590	
Reentry Employment Opportunities authorized under sec 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 and WIOA 169)	ReStore Hope Goodwill Industries of AR	Create options for education and training for those previously incarcerated.
Off-Site: All counties	Off-Site Physical Location: 1400 W. Markham Sr. Ste. 300, Little Rock, AR 72201 7400 Scott Hamilton Dr, Little Rock	
Temporary Assistance for Needy Families authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et. Seq.)	Arkansas Department of Human Services	Time-limited program to help families provide for their basic needs
Off-Site: Counties	Physical Location: Pulaski: 2636 West Main, Jacksonville, AR 72078 Lonoke: 106 Park St., Lonoke, AR 72086 Prairie: 663 Market St., DeValls Bluff, AR 72041 Monroe: 301 ½ North New Orleans, Brinkley, AR 72021 Faulkner: 150 Siebenmorgan Rd., Conway, AR 72032 Saline: 1501 Weedy, Alexander, AR 72002	

### **Optional Partner (All Off-Site)**

#### **Carelink, Conway**

Programs / Services: They are a staffing agency that comes into the workforce to hire at home health care workers.

#### **CAPCA Conway**

Programs / Services: Comprehensive Counseling for youth and families. They provide mentoring & counseling to all youth and families that request.

#### **Faulkner County Juvenile Court, Conway**

Programs / Services: working with Youth who have been incarcerated. From keeping them detained to serve their sentence to aftercare when they leave. They provide probation, and structure when they leave and refer them to workforce center to help with job search and programs.

**His Place His Way Ministries, Conway:**

Programs / Services: Helping all those who ask. They are a Local Ministry that helps with all sorts of fundraisers and helps find a place for those who are homeless.

**Women’s Shelter of Central Arkansas, Conway**

Programs / Services: They help battered and abused individuals. They help relocate those individuals to a safe place. They also run a Crisis hotline for people to call with counselors to speak with anyone in need.

**Communication and Outreach of Child Support Enforcement/All Areas**

Programs / Services: Assist Noncustodial parents who are unemployed and behind in child support payments offering employment placement assistance and job readiness services.

**Central Arkansas Development Council, Lonoke**

Programs / Services: LiHeap, Crisis Intervention, Utility Assistance

**TRIO/Little Rock**

Programs / Services Helping all students find a path to college. We assist low-income and first-generation youths (i.e. neither parent has completed a 4-year degree), adults, and veterans in enrolling and completing an educational program beyond high school.

**Family Resource- Service Agency, Lonoke**

Programs / Services: provide underserved individuals and families with solutions to immediate needs, along with essential tools for increased long-term self-sufficiency and empowerment.

**The GIA Foundation, Brinkley**

Programs / Services: provide underserved individuals and families with solutions to immediate needs, along with essential tools for increased long-term self-sufficiency and empowerment.

**Arisa Health, Conway, North Little Rock, Lonoke**

Programs / Services: foster Care services, health recovery, crisis, mental health services, school-based behavioral health

**E. Describe how the workforce centers are implementing and transitioning to an integrated technology enabled intake and case management information system for core programs [WIOA Sec. 108(b)(21)]**

The Central Arkansas Workforce Development Board advocates and supports an integrated information system at the state and local level, allowing entities that carry out core programs to better coordinate service delivery for mutual participants and cross-program referrals. Currently, all DOL-funded partner programs utilize Arkansas Job Link (AJL) as a technology platform. The state is exploring information technology options that will assist in the transitioning to an integrated common intake component which acts as the front end to the state’s workforce programs. Until such an option exists, our workforce center staff maximize the utilization of currently available technology to consolidate, streamline services and enhance the overall customer experience.

Central intends to participate with partners as integrated case management systems are developed that ensure secure customer service throughout the customer's interaction with the integrated system. We utilize the Arkansas Job Link (AJL) system allowing information collected from customers at intake to be captured. Participant information is properly secured by personally identifiable information guidelines, and facilitated as appropriate, with the necessary memoranda of understanding or other forms of confidentiality and data-sharing agreements consistent with federal and state privacy laws and regulations. Data, however, would be shared with other programs, for those programs' purposes, within the workforce delivery system only after the informed written consent of the individual has been obtained, where required.

#### **4.2 Describe the local board's assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. [WIOA Sec. 108(b)(7)]**

As part of our commitment to excellent performance, the Central Arkansas Workforce Development Board invests in, advances and evaluates high-impact workforce development programs that matches employer needs with high-priority occupations and top-performing training providers. Our primary goal is to 1) recruit; 2) re-skill and 3) support job seekers in alignment with business intelligence gathered through sector partnerships (talent matching and collaboration).

Workforce services for eligible adults are available through one of the six core programs authorized by Workforce Innovation and Opportunity Act (WIOA) through classroom, online, or On-the-job training. These services are available for individuals through registered apprenticeship programs, incumbent worker training or customized training services. The Adult program serves individuals and helps them to obtain good jobs by providing them with job search assistance and training opportunities.

There is a priority requirement with respect to funds allocated for adult employment and training activities. American Job Center staff, when using WIOA Adult funds to provide individualized career services and training services, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

When individuals become dislocated workers because of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the Dislocated Worker program provides services to assist them in re-entering the workforce. Services for dislocated workers are integrated and provided through a national network of American Job Centers (AJCs). One service funded under the Dislocated Worker Program is Rapid Response.

Basic Career Services are universally available to all adults and dislocated workers provided they are otherwise eligible to receive WIOA Adult or Dislocated Services.

Individualized Career Services are available to all otherwise eligible Adults in accordance with local policy on Priority for Receipt of Individualized Career Services and all Dislocated Workers when determined appropriate for an individual to obtain or retain employment. Individualized Career

Follow-up Services are available, as appropriate, to former Adult or Dislocated Worker participants who are placed in unsubsidized employment or have otherwise exited. There is not a required minimum

number of services or “sequence of service” for receipt of Career Services. Career services are provided, as appropriate, according to individual customer needs. Eligibility Requirements for Training Services In order to receive training services funded under WIOA Title I, employed or unemployed adults or dislocated workers must meet certain conditions.

As part of the local employment and training services provided through the AJL system, we utilize individual training accounts to support customers. WIOA eligibility/intake will determine if a job seeker qualifies for an individual training account. In the case a client does qualify, the Career Consultant begins a comprehensive assessment of skills, knowledge, and abilities and a discussion with the participant about the various options they must receive employment and training services, including ITAs.

Once a participant chooses to enroll in services, we deploy assessments. The TABE testing assesses participant literacy, basic aptitude, and any training provider-developed questions to measure training-specific abilities. The Career Consultant also has extensive conversations with the participants to evaluate their training and employment history as well as any barriers they may face. The assessments also help to identify any areas where a participant requires intervention. For example, if a participant scores below the basic literacy level, results are explained to participants, and a recommendation/referral is made to a local Title II provider for assistance. The use of these assessments drives the development and development of the Individual Education Plan (IEP). The IEP is a living document prepared with the participant, a "road map" of training and career trajectory. Career consultants and participants work together to develop a plan based on outcomes and to set benchmarks. The IEP will continually be updated as the participant progresses, and new goals are developed.

In that case, the career advisor then directs the job seeker to the Eligible Training Provider List, which outlines the training providers that the Central Arkansas Workforce Development Area can use for an ITA. The job seeker then selects the training program that best fits their career pathway. Some of the most popular and commonly selected programs utilizing individual training account funds include CDL training and Certified Nursing Assistant.

Program offerings to adult and dislocated worker clients are available through partner agencies such as the Arkansas Department of Education through University of Arkansas Community College at Morrilton and the Lonoke Adult Education Center. Their services include customized training opportunities that respond to labor market growth and market trends. Prevocational training can be offered as necessary for adults and dislocated workers who may be lacking basic skills, English as a Second Language (ESL) skills, or other prevocational competencies. The Central Arkansas Workforce Development Board will ensure the coordination of support services as necessary for adults and dislocated workers who lack the financial means to sustain activities or training required to return or remain in the workforce.

WIOA performance measures and Customer Satisfaction Survey results are indicators and reporting requirements that assess the effectiveness of the programs.



**4.3 Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. [WIOA Sec. 108(b)(8)]**

Rapid Response works closely with the Central Arkansas Workforce Development Board Chief Elected Officials in adversely affected areas to ensure that dislocated workers receive program information and services. The Rapid Response (RR) Program team aids and services workers affected by layoffs, plant closures, or natural or other disasters resulting in a mass job dislocation. To become more coordinated and efficient at the local level, over these program years, the Central Arkansas Workforce Development Board has employed a broad set of strategies, including:

- Work with the Rapid Response and Trade Adjustment Assistance to perform RR events ensuring both agencies are informed of RR notifications and can jointly establish a 48-hour response time.
- Lead RR sessions in which the State provides the UI and benefits presentations, and invite other partners, as applicable, to take part in the process.
- Utilize a standardized format for RR sessions throughout the area, and
- Tailor RR sessions to the workers affected with potential employers hiring in the same field invited to potentially mitigate the affected workers' time unemployed.

**Coordination with State Efforts**

In particular, the leadership of the State is necessary when a rapid response situation applies to an employer with multiple establishments that include locations both within and without the Central Arkansas Workforce Development Area will actively contribute to rapid response efforts led by the rapid Response Team, making every effort to provide any requested support that falls within the obligations of the Central Arkansas Workforce Development Area and to assign a Business Services Representative to each project. Together, the following services may be utilized:

- Layoff aversion activities
- Immediate and on-site contact with employers and local community representatives
- Assessment and planning to address the layoff schedule, assistance needs of impacted workers, re-employment prospects, and available resources.
- Information and access to unemployment compensation benefits and programs, Arkansas Workforce Center services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, WIOA DLW Program, and other resources.
- Necessary services and resources, such as workshops, resources, and job fairs to support re-employment assistance.
- Trade Act petition services through the Governors Dislocated Workers Taskforce

**4.4 Describe the local board's assessment of the type and availability of youth workforce activities, including activities for youth with disabilities. Identify successful models and best practices for youth workforce activities relevant to the local area. [WIOA Sec. 108(b)(9)]**

**Note: This section must include a description of the program design elements as well as how the local area will implement the 14 program elements.**

Our youth program collaborates with various other agencies and youth service providers throughout the counties to ensure a seamless delivery of service provision as well as quality programming. For individuals with disabilities, co-enrollment with Vocational Rehabilitation Services may be done to leverage resources and improve outcomes. There are opportunities to improve and strengthen the relationship with our rehabilitation services partners. Additional staff training, technical assistance, and general feedback on how to improve service delivery from these partners will be solicited. The American Job Center is physically accessible, in compliance with Americans with Disabilities Act standards for accessibility. Reasonable accommodations and modifications are provided to individuals with disabilities when administering assessments. Additionally, assistive technology is available in the resource room to help individuals search and prepare for jobs.

Referral processes have been developed to establish the cohesiveness of our local area in the provision of youth programming. Our services coupled with partner participation have been made to connect our area's youth to high-quality and relevant training and employment opportunities for all youth to include youth who have disabilities. In selecting youth service providers, we look for organizations that are already well-connected to the community yet willing and able to develop new partnerships to achieve common goals and overcome challenges. We expect our providers to work closely with local schools, county assistance offices, juvenile justice and local law enforcement agencies, housing authorities, Job Corps centers, vocational rehabilitation agencies, and community and faith-based organizations to recruit and deliver services tailored to their needs, address potential barriers to program participation, retention, or completion, and facilitate successful transitions from the program to employment or additional training.

Our youth service providers reach out to students approaching graduation from local school districts and career and technology centers, offering orientations to Central Arkansas Workforce Centers, and helping students register on the AJL system. They also serve on local councils that help in-school youth with disabilities make a smooth transition from school to work. To improve linkages and the quality of referrals made by case managers, our youth service providers have developed a comprehensive database of youth-serving agencies. Contacts are updated annually. Because we work closely with our partners and meet often, we strive to co-enroll participants in our respective programs whenever possible and appropriate.

Collaboration is made with all area school districts and career & technology centers to provide services to eligible youth up to age 24. Our Career Consultants develop an Individual Service Strategy (ISS), via the AJL system of record, for each participant after conducting an initial intake and objective assessment and verifying eligibility. The objective assessment covers academic level, basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. The youth service providers will provide case management, a critical program component, especially for high-risk youth.

## Best Practice Service Strategies

Strategy 1 – Leveraged & Coordinated Resources coupled with partner resources to best meet the needs of Youth. Each Individual Service Strategy (ISS) documents the coordination of resources along with short and long-term goals for credential attainment and/or work-based training leading to unsubsidized employment.

Strategy 2 – Joint Case Management & Co-enrollment for co-enrolled OSY, case management is coordinated across the programs serving the OSY. Case management (including joint case management) is designed around the needs of the OSY to ensure career pathways are developed based on needs assessments to ensure ongoing and successful progress and achievement of short- and long-term goals identified in the Individual Service Strategy, including soft-skills and basic skills development, credential attainment (including high-school diplomas or equivalents), and participation in occupational skills training or work-based training. The youth service provider coordinates with local Title II Adult Education providers Wagner-Peyser Employment Service, vocational rehabilitation programs, and other state plan partner programs, to coordinate services, eliminate duplication of services, and maximize use of partner resources. This system provides OSY with access to the full array of workforce investment activities available through the public workforce system.

### WIOA YOUTH PROGRAM ELEMENTS

	Element	Element Description	Implementation
1.	Tutoring, study skills training, instruction, and dropout prevention services	<p>Services that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. This includes the following methods that keep youth in school and engaged in formal learning or training:</p> <p><b>Tutoring:</b> Part of the ISS for out-of-school youth (OSY) who are basic skills deficient and in-school youth who are behind academically in one or more subjects.</p> <p><b>Study Skills:</b> Training for youth who have been determined to have difficulty learning on their own.</p> <p><b>Dropout Prevention:</b> Services and activities that keep a young person in-school and engaged in a formal learning and/or training setting.</p>	<p>Provision of on-line coursework, one-on-one instruction, peer-to-peer interaction, or in a group setting. Referrals to partners providing educational services and the use of on-line tutorials. The WDB authorizes incentives for participants that achieve goals that contribute to their success.</p> <p><b>Tutoring Strategies:</b></p> <ul style="list-style-type: none"> <li>• Regular, structured sessions in which individualized instruction occurs.</li> <li>• Instruction based on goals derived from the youth’s individual service strategy (ISS)</li> </ul> <p><b>Study Skills Strategies:</b></p> <ul style="list-style-type: none"> <li>• Training in a specific study skills model</li> <li>• Teaching the importance of good study habits</li> </ul> <p><b>Drop Our Prevention Strategies:</b></p> <ul style="list-style-type: none"> <li>• Literacy development</li> <li>• Active learning experiences</li> <li>• After-school opportunities</li> </ul>

			The goal is to help youth re-engage and persist in education that leads to completion of a recognized high school equivalent.
2.	Alternative Secondary School/Dropout Recovery	Alternative secondary school services such as basic education skills training, individualized academic instruction, and English as a Second Language training, are those that assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school.	WIOA youth programs will work closely with alternative schools which include (but not limited to) Academic Centers for Excellence, Saline Alternative High School, Premier High School throughout the Central Arkansas Workforce Development Area. Alternative schools will be one source for referrals for eligible WIOA Youth participants. WIOA youth services will be designed to complement activities occurring within alternative schools. The goal is to help youth re-engage and persist in education that leads to completion of a recognized high school equivalent.
3.	Paid and unpaid work experiences  Paid and unpaid work experiences continued	Planned, structured learning experiences that provide the youth participant with opportunities for career exploration and skill development and that take place in a workplace for a limited period. May be paid or unpaid, as appropriate. Services have academic and occupational education as a component of the work experience, which may include the following types of work experiences: a. Summer employment opportunities and other employment opportunities available throughout the school year. b. Pre-apprenticeship programs. c. Internships and job shadowing; and d. On-the-job training opportunities.	Work experiences will include an educational component that refers to contextual learning that accompanies a work experience and consists of both academic and occupational education. Youth will be provided with employment that is linked to the career or employment goal as stated in the youth's ISS. Academic and occupational skill training will be provided in conjunction with employment.  We partner with local area employers, schools, and service agencies to carry out year-round work experience opportunities. Current service providers: Brinkley High School Brinkley Elementary The GIA Foundation Pulaski County: We Care TJ Maxx
4.	Occupational skills training	An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.	Priority will be given to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations. Training will be outcome-oriented towards goals specified in the ISS for a specified

			duration of time to meet the occupational goal and leads to a postsecondary credential.
5.	Education offered concurrently with workforce preparation and training	Integrated Training/education for a specific occupation or occupational cluster. Workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway.	The Central Arkansas Workforce Development Board will provide programs that emphasize workforce preparation activities and basic academic skills concurrently. In collaboration with our partners, our career counselors will provide a combination of activities to help clients acquire a combination of essential skills for today's workforce in efforts to support adult education and career advancement. <ul style="list-style-type: none"> <li>• Digital Literacy</li> <li>• Self-Management Skills</li> <li>• Basic Academic Skill</li> <li>• Critical Thinking Skills</li> </ul>
6.	Leadership development opportunities,	Opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as: <ol style="list-style-type: none"> <li>Exposure to postsecondary educational possibilities.</li> <li>Community and service-learning projects.</li> <li>Peer-centered activities, including peer mentoring and tutoring.</li> <li>Organizational and teamwork training, including team leadership training.</li> <li>Training in decision-making, including determining priorities and problem-solving.</li> <li>Citizenship training, including life skills training such as parenting and work behavior training.</li> <li>Civic engagement activities which promote the quality of life in a community; and</li> <li>Other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.</li> </ol>	While the Central Arkansas Workforce Development Board develops basic academic skills which are included in program Element #2, workforce preparation activities that occur as a part of work experience (Element #3) and occupational skills training (Element #4) may occur separately and at different times. This program element refers to the concurrent delivery of these services which make up an integrated education and training mode such as <ul style="list-style-type: none"> <li>• Participation in local civic community service-learning projects</li> <li>• Peer-centered activities, Teambuilding activities</li> <li>• Life-skills training</li> <li>• Healthy lifestyle choices training</li> <li>• etc.;</li> </ul>
7.	Supportive services	Services that enable an individual to participate in <a href="#">WIOA</a> activities. These services include, but are not limited to, the following: <ul style="list-style-type: none"> <li>• Linkages to community services.</li> <li>• Assistance with transportation.</li> <li>• Assistance with childcare and dependent care.</li> <li>• Assistance with housing.</li> <li>• Needs-related payments.</li> <li>• Assistance with educational testing.</li> </ul>	Available to youth based on the assessments and goals. Services such as Childcare, transportation, work attire or uniforms, tools, housing, referrals to other community services, or referrals to medical services will be available to youth based on the assessments and goals.

	Supportive services continued	<ul style="list-style-type: none"> <li>• Reasonable accommodations for youth with disabilities.</li> <li>• Legal aid services.</li> <li>• Referrals to health care.</li> <li>• Assistance with uniforms or other appropriate work attire and work-related tools, including eyeglasses and protective eye gear.</li> <li>• Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and</li> <li>• Payments and fees for employment and training-related applications, tests, and certifications.</li> <li>• Other needs related to training or employment retention, as determined by the Central Arkansas Workforce Development Board, to ensure the youth can continue to participate in and complete WIOA activities.</li> </ul>	
8.	Adult mentoring	Mentoring for a duration of at least 12 months, which may occur both during and after program participation.	<p>Referral to community-, faith-based, and/or other organizations to provide one-on-one encouragement and direction.</p> <p>Current service providers:  Annie E. Casey Foundation  e3Student mentoring  GIA Foundation  Immerse Arkansas</p>
9.	Follow-up services	<p>Critical services are provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. <b>Follow-up services</b> may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. <b>Follow-up services</b> for youth also may include the following program elements:</p> <ul style="list-style-type: none"> <li>• Supportive services.</li> <li>• Adult mentoring.</li> <li>• Financial <u>literacy</u> education.</li> <li>• Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and</li> </ul>	<p>Follow-up services are available for at least 12 months after the first day of employment, to participants who are in unsubsidized employment. The services will be based on the needs of the individual, based on the assessment of the case management. Examples of Follow-Up Services are, but not limited to:</p> <ul style="list-style-type: none"> <li>• Leadership development.</li> <li>• Regular contact with a participant's employer, including assistance in addressing work-related problems that arise.</li> <li>• Assistance in securing better paying jobs, career development and further education.</li> </ul>

		<ul style="list-style-type: none"> <li>• Activities that help youth prepare for and transition to postsecondary education and training.</li> </ul>	<ul style="list-style-type: none"> <li>• Work-related peer support groups.</li> <li>• Adult mentoring.</li> <li>• Tracking the progress of employment after training.</li> </ul>
10.	Comprehensive guidance and counseling	Provides individualized counseling to participants and may include drug and alcohol abuse counseling, mental health counseling, and referral to partner programs.	<p>All youth will receive career and academic counseling. Other counseling from partners such as, but not limited to, Arisa Health, Counseling Clinic, Inc. Saline County Cares, The Guidance Center, Conway Counseling and Wellness Center, and Adult Education, as well as a host of facilities provided through the Arkansas Community Mental Health Center Directory which provides contacts for mental health services across the entire state, is provided as necessary depending on the needs of the individual youth as determined through the intake and assessment process and as recorded in the youth's ISS. Examples of Activities:</p> <ul style="list-style-type: none"> <li>• Drug and alcohol counseling</li> <li>• Mental health counseling/therapy</li> <li>• Career</li> <li>• Educational counseling</li> <li>• Supplementing guidance and counseling activities with additional materials and resources</li> </ul>
11.	Financial literacy education	Includes information and activities such as creating budgets, setting up checking and saving accounts, managing spending, understanding credit reports, and protecting against identity theft.	We utilize online resources such as <a href="http://intuit.com">intuit.com</a> , <a href="http://banzai.org">banzai.org</a> , and <a href="http://informationliteracy.gov">informationliteracy.gov</a> along with local resources such as Arvest Bank, First Financial Bank and Junior Achievement of Arkansas to provide financial education that is age-appropriate, timely, and provides opportunities to put lessons into practice and implements other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions Having this knowledge will enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant strategies and channels, including, where

			possible, timely and customized information, guidance, tools, and instruction.
12.	Entrepreneurial skills training	<p>Entrepreneurial skills training that provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship. Such skills may include, but are not limited to, the ability to:</p> <ol style="list-style-type: none"> <li>(1) Take initiative.</li> <li>(2) Creatively seek out and identify business opportunities.</li> <li>(3) Develop budgets and forecast resource needs.</li> <li>(4) Understand various options for acquiring capital and the trade-offs associated with each option; and</li> <li>(5) Communicate effectively and market oneself and one's ideas.</li> </ol>	<p>The Central Arkansas Workforce Development Board has partnerships with programs that provide youth with experience in the day-to-day operations of a business, and they facilitate placement in apprentice or internship positions with adult entrepreneurs in the community. We utilize websites such as youth.gov to provide educational and financial information resources that can be utilized even beyond our hours of operation. Through the partnerships with the Arkansas Human Development Corporation, Arvest Bank, and First Financial Bank, entrepreneurship education materials and training are provided to guide youth through the development of a business plan. This also includes simulations of business start-ups and operations.</p>
13.	Services that provide labor market information	<p>The body of knowledge that describes the relationship between labor demand and supply</p>	<p>The Workforce Center Career Consultants coordinate workshops as needed and provide printed materials in the workforce center resource areas that prepare youth for careers in in-demand and/or emerging occupations. Participants may also utilize online systems such as Arkansas Job Link to locate information. We coordinate with partners as needed such as AR Economic Development and Arkansas Division of Workforce Services to help provide data and relevant information for career awareness.</p>
14.	Post-secondary preparation and transition activities	<p>Activities that help youth prepare for and transition to post-secondary education and training. Postsecondary preparation and transition activities and services prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options including technical training schools, community colleges, 4-year</p>	<p>Workforce Center Career Consultants partner with the University of AR at Little Rock TRIO program for the provision of services and activities that help youth prepare for and transition to post-secondary education and training by:</p> <ul style="list-style-type: none"> <li>• Assisting youth to prepare for SAT/ACT testing.</li> <li>• Assisting with college admission applications.</li> </ul>



		colleges and universities, and registered apprenticeships.	<ul style="list-style-type: none"> <li>• Searching and applying for scholarships and grants.</li> <li>• Filling out the proper Financial Aid applications</li> <li>• Connecting youth to postsecondary education programs.</li> </ul>
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**4.5 Describe how training services will be provided in accordance with WIOA Sec. 134(c)(3)(G), the process and criteria for issuing individual training accounts. [WIOA Sec. 108(b)(19)]**

Training services will be provided to eligible participants and may be for various types of training including on-the-job training, work experience, apprenticeship, or classroom training.

The individual training accounts (ITA) system is used by participants who are eligible for training services and choose to attend training. A case manager uses the WIOA Training Expenditure Form and Financial Aide documentation from various educational institutions to determine a participant’s financial need from WIOA. The individual selects the course of study from the eligible training provider list. The individual must have made an application and received a determination from other funding sources and present the award letter to the career specialist to show the monetary amounts of unmet financial need. Consideration of all available funds, excluding loans, will determine the person’s overall need for WIOA funding. The ITA may be used to cover expenses for tuition, books, fees, supplies and/or tools. Case managers will make sure that there is no duplication of services.

The amount of monies available from all sources, the financial status of the family and the potential of the applicant prior to a determination of qualification are also taken into consideration. If approved, the ITA is completed by the employment/training advisor. The Eligible Training Provider will invoice the WIOA Program each semester. ITA’s may be adjusted up or down based upon case necessity. ITA’s are not issued if the training program is not on the Arkansas Consumer Report System (ACRS) list.

**4.6 If contracts for training services are used, describe processes utilized by the local board to ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. [WIOA Sec. 108(b)(19)]**

The Central Arkansas Workforce Development Board allows for the use of training contracts; however, none are in use at this time.

**4.7 Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. [WIOA Sec. 108(b)(22)] and [WIOA Sec. 134(c)(3)(G)(iii)]**

All training providers will complete an online electronic application through the automated Eligible Training Provider Link in the Arkansas JobLink system. All training must be directly linked to employment opportunities in the local area that are in-demand. Training for occupations in which a participant is willing to relocate will be analyzed by the Board on a case-by-case basis. Any training for a participant that is paid for by WIOA funds must be on the Projected Employment Opportunities List for

the state or our local area. To be included on the Eligible Training Provider List (ETPL), providers must submit an electronic application to the local board for their approval. Furthermore, the Central Arkansas Workforce Development Board has realigned eligible training providers to ensure ETPs (educational training providers) support occupations within the seven in-demand industry sectors.

[Projected Employment Opportunities List \(arkansas.gov\)](https://www.discover.arkansas.gov/occupation/projected-opportunities-list)

<https://www.discover.arkansas.gov/occupation/projected-opportunities-list>

Once the State has approved the provider's application in the AJL system along with their specific course(s) of study, the provider's request is submitted to the Central Arkansas Workforce Development Board for approval. Once the provider and the specific course of study is approved by the Board, participants can opt to select the provider and specific course for training and an Individualized Training account may be established for the WIOA eligible participant.

The board will continually seek out training providers and programs based upon sector partnership recommendations as these partnerships are established. The board and system partners will also work one-on-one with companies seeking specialized training to grow in the region. The board also uses a LEVERAGE document which can provide data, and analysis information that is more current on a county-by-county basis and for specific training and training institutions. This information is processed and compared to the educational institutions in the region to evaluate future needs in training and services to meet demand of sector partners.

## Section 5: Compliance

Responses are focused on the local area's compliance with federal or state requirements. Please provide a separate response for each of the elements listed below.

**5.1 Describe the replicated cooperative agreements, as defined by WIOA 107(d)(11), in place between the local board and the Vocational Rehabilitation programs operated in the area with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. [WIOA Sec. 108(b)(14)]**

Our local field offices or other Arkansas Rehabilitation Services organizational units will replicate cooperative agreements in part or in whole with local divisions of Workforce Innovation and Opportunity Act core programs. These may include the following.

Provision of intercomponent staff training and technical assistance regarding:

- The availability and benefits of, and information on eligibility standards for, vocational rehabilitation services.
- The promotion of equal, effective, and meaningful participation by individuals with disabilities in workforce investment activities in the State through the promotion of program accessibility, the use of nondiscriminatory policies and procedures, and the provision of reasonable

accommodations, auxiliary aids and services, and rehabilitation technology, for individuals with disabilities.

- Use of information and financial management systems that link all components of the statewide workforce development system, that link the components to other electronic networks, including nonvisual electronic networks, and that relate to such subjects as employment statistics, and information on job vacancies, career planning, and workforce innovation and opportunity activities; use of customer service features such as common intake and referral procedures, customer databases, resource information, and human services hotlines.

Establishment of cooperative efforts with employers to:

- Facilitate job placement.
- Carry out any other activities that the designated State unit and the employers determine to be appropriate; identification of staff roles, responsibilities, and available resources, and specification of the financial responsibility of each component of the statewide workforce investment system regarding paying for necessary services (consistent with State law and Federal requirements).
- Specification of procedures for resolving disputes among such components.

Development of these agreements at the local level must include the local manager (field office district manager or the top executive at the organizational units of Arkansas Rehabilitation Services). The agreement must be signed by the local manager, the supervising Senior Leader from Arkansas Rehabilitation Services, and the Commissioner of Arkansas Rehabilitation Services or his/her designee.

## **5.2 Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s). [WIOA Sec. 108(b)(15)]**

Central Arkansas Planning and Development District, Incorporated

## **5.3 Describe the competitive processes to award the sub grants and contracts for activities funded by WIOA Title I programs within the local area. This includes, but is not limited to, the process used to award funds to a one-stop operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. [WIOA Sec. 108(b)(16)]**

The local board uses an RFP or RFQ process to award sub grants and contracts. The notice advertising the RFP or RFQ is placed at least twice in a statewide newspaper. Additional media sources may be used. Each proposal submitted is rated based on specific criteria. After the evaluation, the rating of each proposal is presented to the full board. The provider is selected by the local board with agreement by the Consortium of Chief Elected Officials. Conflict of Interest is eliminated through the One Stop Operator Task Force's selection of an independent contractor. The selected independent contractor will serve as staff for the Task Force, developing the RFQ, issuing the RFQ, and working with the Task Force to score and rank respondents.

### **Central Arkansas Workforce Development Area One-Stop Operator Request for Qualifications (RFQ)**

- Central Arkansas Workforce Development Board Chairman appoints a RFQ committee which is composed of board members.
- RFQ committee meets following the Central Arkansas Workforce Development Board Meeting and requests that the fiscal agent obtains four bids for the procurement of OSO, Title 1 provider, and administrative entity.
- RFQ committee reviews the four bids and selects a third-party entity to procure the OSO, Title 1 provider, and administrative entity.
- RFQ committee meets with third-party entity and develops the RFQ.
- RFQ is published in the Arkansas Democrat-Gazette and on the Central Arkansas Workforce Development Board website.
- Deadline for Submitting RFQ responses to the Central Arkansas Workforce Development Board (received by close of business).
- RFQ Committee scores and ranks respondents with third-party entities. RFQ Committee chooses their recommendation for the One-Stop Operator
- RFQ Review Committee presents recommendations of One-Stop Operator to Central Arkansas Workforce Development Board
- Central Arkansas Workforce Development Board selection of One-Stop Operator presented to Chief Elected Officials

5.4 Describe the local area’s negotiated local levels of performance for the federal measures and their implications upon the local workforce system; attach the completed Performance Targets Template. [WIOA Sec. 108(b)(17)]

*Note:* See Appendix C: Transitional Planning References and Resources “Performance Targets Template”.

The Department of Labor provided the State of Arkansas with a performance tool which is based in Excel. The tool generates baseline indicators for performance and populates performance for the following categories:

Adult: Employment Rate 2<sup>nd</sup> Quarter after exit, Employment Rate 4<sup>th</sup> Quarter after exit, Median Earnings 2<sup>nd</sup> Quarter after exit, Credential Attainment within 4 Quarters after Exit.

Dislocated Worker: Employment Rate 2<sup>nd</sup> Quarter after exit, Employment Rate 4<sup>th</sup> Quarter after exit, Median Earnings 2<sup>nd</sup> Quarter after exit, Credential Attainment within 4 Quarters after Exit.

Wagner-Peyser: Employment Rate 2<sup>nd</sup> Quarter after exit, Employment Rate 4<sup>th</sup> Quarter after exit, Median Earnings 2<sup>nd</sup> Quarter after exit.

Youth: Employment or Placement Rate 2<sup>nd</sup> Quarter after exit, Employment or Placement Rate 4<sup>th</sup> Quarter after exit, Credential Attainment within 4 Quarters after exit.

The primary implications for the local workforce system lie in adding emphasis on “Measurable Skill Gains” and “Effectiveness in Serving Employers.” Adding the “Measurable Skill Gains” negotiated measures requires the local area to meet stated goals in skill areas beyond formal education, such as certifications or credentials. Adding the “Effectiveness in Serving Employers” negotiated measure requires the local area to consider the needs of employers as a primary driver in building a talent pipeline, whereas the previous driver had largely been job seeker focused.

**5.5 Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), eligible providers and the one-stop delivery system, in the local area. [WIOA Sec. 108(b)(17)]**

Financial reports will be provided to the full board at every local board meeting for the local board to remain informed of all activities throughout the Title I funding. The local WIOA monitor will provide quarterly monitoring reports of the fiscal operations of the one-stop operator. The monitor will also provide an annual program service monitoring report to the board. There will also be a separately procured independent audit of the one-stop operator and fiscal agent on an annual basis.

Performance results from the Tableau reporting system are used in the continuous improvement process. Performance results are reviewed by the staff on a weekly basis and training is held at least quarterly when results are discussed, and new strategies are put into place for methods of continuous improvement. Performance reports are presented to the board for the board to review/approve/disapprove once sufficient data for accountability has been established by DOL and ADWS.

Eligible Training Providers data is reviewed when a new provider applies to be included on the list or an existing provider adds a new program. A review is conducted to ensure accuracy and consistency of the information provided and validity of the demand. All new providers and programs are presented to the Workforce Board for consideration and approval.

**5.6 Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. [WIOA Sec. 108 (b)(20)]**

Public notice along with an agenda was provided informing the general public, that the local plan would be discussed at a Central Arkansas Workforce Development Board (CAWDB) meeting held March 04, 2024, and ratified in the Consortium of Chief Elected Officials (CEOs) meeting held March 14, 2024. The notice for the CAWDB meeting was posted on our website. The public notice was provided according to the guidance in the Sunshine Provision Law. Members of business, labor organizations and education along with the members of the Central Arkansas Workforce Development Board met and discussed the local plan along with changes, modifications, updates, and notification of the posting period for public

comment. Upon completion of the draft local plan and approval by the CAWDB and CEOs, an advertisement was placed in the statewide newspaper giving the public time to review and submit any comments back to the Central Arkansas Workforce Development Board for a 30-day period. The plan remained on display for that 30-day period and anyone wishing to review, and comment had the opportunity to write, come by the Central office, call, or send an email, or it could be reviewed online on our website. The public had an opportunity to request a mailed copy of the plan by contacting the Central Arkansas Planning and Development District office in Lonoke Arkansas. No comments were received during the comment period therefore, it was submitted to the State for State for approval.

**5.7 Prior to the date on which the local board submits a local plan, the local plan must be made available to members of the public through electronic and other means.**

**A. Describe how the local board made the local plan available for public comment. [WIOA Sec. 108(d)(1)];**

The local and regional plan will be made available through email, public display, and on Central Arkansas Workforce Development Area’s website: [www.WorkforceAR.com](http://www.WorkforceAR.com)

**B. Describe how the local board collected and considered public comments for inclusion in the local plan. [WIOA Sec. 108(d)(2)]; and**

Following the conclusion of the public comment period, comments collected during the public comment period will be presented to the board for review and consideration.

**C. If any comments were received that represent disagreement with the local plan, include such comments within the local plan’s attachments. [WIOA Sec. 108(d)(3)]**

Disagreements or concerns received during the public comment period will be addressed following the Board’s review of said concerns. Those concerns will also be included in the attachments of this plan. No comments received.

**5.8 List the name, organization, and contact information of the designated equal opportunity officer for each workforce center within the local area.**

Tina Roush  
Deputy Executive Director/ EEO Officer  
P.O. Box 300  
Lonoke, AR 72086  
501-676-2721

## Section 6: Plan Assurances

<b>Planning Process and Public Comment</b>		<b>References</b>
<input checked="" type="checkbox"/>	6.1 The local board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no less than 30 days.	WIOA Sections 108(d); 20 CFR 679.550(b)
<input checked="" type="checkbox"/>	6.2 The final local plan is available and accessible to the general public.	20 CFR 679.550(b)(5)
<input checked="" type="checkbox"/>	6.3 The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); 20 CFR 679.390 and 679.550
<b>Required Policies and Procedures</b>		<b>References</b>
<input checked="" type="checkbox"/>	6.4 The local board makes publicly-available any local requirements for the public workforce system, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390
<input checked="" type="checkbox"/>	6.5 The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIOA Section 107(h); 20 CFR 679.410(a)-(c)
<input checked="" type="checkbox"/>	6.6 The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area, and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); 20 CFR 678.500-510
<input checked="" type="checkbox"/>	6.7 The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v)
<input checked="" type="checkbox"/>	6.8 The local board has negotiated and reached agreement on local performance measures with the local chief elected official(s) and the Governor.	WIOA Sections 107(d)(9) and 116(c); 20 CFR 679.390(k) and 677.210(b)
<input checked="" type="checkbox"/>	6.9 The local board has procurement policies and procedures for selecting one-stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400

<input checked="" type="checkbox"/>	6.10 The local board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts	WIOA Sections 107(d)(10), 122(b)(3), and 123; 20 CFR 679.370(l)-(m) and 680.410-430
<input checked="" type="checkbox"/>	6.11 The local board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600
<input checked="" type="checkbox"/>	6.12 The local board has established at least one comprehensive, full-service one-stop center and has a written process for the local Chief Elected Official and local board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); 20 CFR 678.305
<input checked="" type="checkbox"/>	6.13 All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in one-stop centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
<input checked="" type="checkbox"/>	6.14 The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	6.15 The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
<input checked="" type="checkbox"/>	6.16 The local board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1)
<input checked="" type="checkbox"/>	6.17 The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIOA Section 185; 29 CFR 37.37
<input checked="" type="checkbox"/>	6.18 The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100
<input checked="" type="checkbox"/>	6.19 The local board ensures that one-stop Migrant and Seasonal Farmworker (MSFW) and business services staff, along with the Migrant and Seasonal Farm Worker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven.	WIOA Section 167
<input checked="" type="checkbox"/>	6.20 The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR part 603



	<b>Administration of Funds</b>	<b>References</b>
☒	6.21 The local board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIOA Section 108(b)(16); 20 CFR 679.560(a)(15); WIOA Section 134(c)(3)(G); 20 CFR 680.300-310
☒	6.22 The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program funds.	WIOA Section 108(b)(15)
☒	6.23 The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410
☒	6.24 The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750
☒	6.25 The local board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); 20 CFR 680.850
	<b>Eligibility</b>	<b>References</b>
☒	6.26 The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A
☒	6.27 The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIOA Section 134(c)(3)(G); 20 CFR 680.300-320
☒	6.28 The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570
☒	6.29 The local board has a written policy for priority of service at its workforce centers for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology

information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Act; 20 CFR 1010; TEGL 10-09
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**APPENDIX D: Planning References and Resources**

**State of Arkansas’s Combined Workforce Development Strategic Plan (*State Plan*)**

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA) providing a framework for Governors and states to make changes to their workforce systems. The federal law sets the parameters for the workforce system which is an integral part of the State’s ability to serve job seekers and employers. WIOA will enable the State to align workforce priorities across multiple partners, training providers, employers and others to ensure we are creating a skilled workforce for today and the future.

An effective workforce development system will be built on a foundation of alignment, innovation, employer engagement, accountability structures and improved data. Arkansas will look beyond WIOA to set broad goals for a comprehensive workforce development system. We will do this by providing the highest quality of service to job seekers and employers through well-coordinated approaches at the state and local levels. System access will be enhanced using technology and creative partnerships with community organizations and other service providers. While access will be improved for all job seekers, the provision of services and training will be focused on those most in need and hardest to serve.

The four main goals in the State’s Combined WIOA Plan are as follows:

**Strategic Goal 1: 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.**

**Strategic Goal 2: Enhance service delivery to employers and job seekers.**

**Strategic Goal 3: Increase awareness of the State’s Talent Development System**

**Strategic Goal 4: Address Skills Gaps**

PY 2024 – PY 2027 Combined State Plan to be found at [on the ADWS website](#)

**Governor’s Workforce Strategy**

In February 2023, Arkansas Governor Sarah Huckabee Sander signed an executive order establishing the governor’s workforce cabinet and the chief workforce officer position.

The executive order states that the workforce cabinet will advise the governor on issues regarding workforce development and carer education in Arkansas, and the Governor’s Chief Workforce Officer (“CWO”), shall be appointed by the governor and will coordinate, manage,

and direct the Governor’s workforce development policies and career education strategy for the State of Arkansas. It is anticipated that the Governor’s Workforce Strategy will be published in early 2024. Local workforce areas should reference this publication during the planning phase of regional and local plans.

### **State Policy and Guidance.**

State policy can be found at <http://dws.arkansas.gov/wioa.htm>

### **Labor Market and Workforce Information.**

#### **A. Discover Arkansas**

Labor Market Information Portal Arkansas Labor Market Information (LMI) is posted online using the Discover Arkansas web portal located at [www.discoverarkansas.net](http://www.discoverarkansas.net) and is available to the public.

#### **B. Arkansas State Plan Economic and Workforce Analysis**

The Arkansas Combined State Plan includes an analysis of the current workforce. The data provided in Section II of the state plan under strategic elements may be very helpful to local boards in conducting local area and regional economic and workforce analysis.

To provide local workforce boards in the state with tools for development planning in their own areas, data were downloaded and prepared from the Arkansas Department of Workforce Services Labor Market Information (LMI) website, <http://www.discoverarkansas.net>. These data were then turned into interactive visualizations, which are available at the following websites. These visualizations can be downloaded as an image or in PDF format. The goal is to help stakeholders at the state and local level better understand future industry and occupational needs and to provide workforce development boards with the tools needed to better serve their areas.

### **PY 2024-2025 23 Performance Targets Template. (Attached)**

### **Other Resources.**

- TEN 1-15; Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide; July 6, 2015.
- TEGL 37-14; Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System; May 29, 2015.
- TEGL 05-23; Complying with Nondiscrimination Requirements: Discrimination Based on Actual or Perceived Religion, Shared Ancestry, or Ethnic characteristics are Prohibited Forms of Discrimination in the Work System; November 3, 2023.
- Americans with Disabilities Act (ADA)

PY2024-2025 Performance TARGET template

Appendix C: Local Area WIOA Negotiated Performance Goals

Name of local workforce development area: Central

**PY 22-23 WIOA PERFORMANCE GOALS**

WIOA Title I: <b>Adult</b> Measure	Arkansas Negotiated Performance Levels		Central Arkansas Workforce Development Area Negotiated Performance Levels	
	PY 22	PY 23	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.0%	83.0%	85.0%	85.0%
Employment Rate 4th quarter after exit	82.0%	82.0%	84.0%	84.0%
Median Earnings in the 2nd quarter after exit	\$6,649	\$6,649	\$6,849	\$6,849
Credential Attainment Rate	81.0%	81.0%	83.0%	83.0%
Measurable Skill Gains	71.0%	71.0%	73.0%	73.0%

WIOA Title I: <b>Dislocated Worker</b> Measure	Arkansas Negotiated Performance Levels		Central Arkansas Workforce Development Area Negotiated Performance Levels	
	PY 22	PY 23	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.0%	83.0%	85.0%	85.0%
Employment Rate 4th quarter after exit	85.0%	85.0%	87.0%	87.0%
Median Earnings in the 2nd quarter after exit	\$7,227	\$7,227	\$7,227	\$7,227
Credential Attainment Rate	79.0%	79.0%	81.0%	81.0%
Measurable Skill Gains	68.5%	68.5%	70.5%	70.5%

WIOA Title I: <b>Youth</b> Measure	Arkansas Negotiated Performance Levels		Central Arkansas Workforce Development Area Negotiated Performance Levels	
	PY 22	PY 23	PY 22	PY 23
Education or Training Activities or Employment in the 2nd quarter after exit	73.0%	73.0%	75.0%	75.0%
Education or Training Activities or Employment in the 4th quarter after exit	76.0%	76.0%	78.0%	78.0%
Median Earnings in the 2nd quarter after exit	\$3,700	\$3,700	\$3,900	\$3,900
Credential Attainment Rate	62.0%	62.0%	64.0%	64.0%
Measurable Skill Gains	59.0%	59.0%	61.0%	61.0%