

# Western Arkansas Workforce Development Board Meeting Agenda

8300 Wells Lake Rd, Ft Smith, AR

Janet Huckabee Arkansas River Valley Nature Center

**March 14, 2023 1:00 PM**

Invitees: Greg Aleshire, Tom Bonkofsky, Dana Byrum, John Craig, Cathy Creekmore, Melissa Curry, Brandon Fisher, Jeremy Hughes, Debbie Faubus-Kendrick, Rachel Mize, Stacy Muntz, Zach Sloan, Krystal Thrailkill, Erick Wiggins

Call to order

## I. Attendance

## II. Approval of minutes from 12/13/22 meeting – sent via email

## III. Committee reports

One Stop Committee

## IV. WIOA Delivery System quarterly report update

- One-stop operator – sent via email
- Title I program report – sent via email

## V. New Business

- New High Concentration Youth grant
- State LMI data
- Monitoring update
- Career Connect job fairs
- Local plan update
- Certified ACT Work Ready communities

## VI. Adjournment

*Janet Huckabee Nature Center, Ft Smith, AR*

[illegible]

2022-1

2022-1

**Figure Cent**

[illegible]

**Western Arkansas Workforce  
Development Board**

**Proxy**

Date: 3/13/23

Due to a conflict in my schedule, I authorize as my proxy on 3/14/23  
(meeting date)

Theresa Baggett

(representative name)

of Crawford Co. Adult Education

(company)

at the Western Arkansas Workforce Development Board meeting.

☐ My proxy represents our organization or group being represented and is an individual with optimum policymaking or hiring authority within the organization represented.

Print Name: Debbie-Faubus-Kendrick

Signature: 



## WAWDB meeting minutes 12/13/22

410 E Main St, Alma, AR 72921

The board meeting was called to order.

Board members in attendance Greg Aleshire, Tom Bonkofsky, Dana Byrum, John Craig, Cathy Creekmore, Brandon Fisher, Jeremy Hughes, Debbie Faubus-Kendrick, Rachel Mize, Stacy Muntz, Zach Sloan. Others in attendance were Shirley McCutchen, Angie Oliver, Ashlie Ross, Amber Mikles, Dennis Williamson.

Rachel stated the minutes of the September 20, 2022 meeting were sent electronically to the board for review. John made a motion to approve the minutes as presented and Tom seconded. Members were asked for additions or corrections and there were none. The board voted unanimously to approve the minutes as distributed.

Disability Committee report for 12/5/22 was presented by Dana and attached. The minutes were sent to the board for review. There were no questions.

WIOA Delivery System quarterly report updates were sent to the board for review. Rachel asked if anyone had questions on the one-stop operator report or the Title I report. There were no questions.

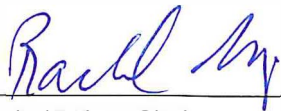
Rachel presented the request from the service provider for a transfer of funds from FY22 DLW to FY22 Adult grants due to an increase in adult applications and the low number of DLW applicants. Cathy made a motion to approve the request and John seconded. Discussion was called for and there was none. The board voted unanimously to approve the request.

Ashlie Ross presented the PDDG findings on virtual outreach discussing the keys points of opportunity noted. She also stated that modifications were made to make the site and social media posts more accessible to all stakeholders and that it is being reviewed on the cost of mirroring the board website in Spanish. She asked that board members repost and review postings to improve visibility. She stated this will be a continual process of review to ensure the utmost accessibility and visibility for our communities.

Rachel shared information about the Signing Day event that will be taking place in Fort Smith for the high schools in the region.

Rachel thanked Amber and the Alma Boys & Girls club for hosting and Amber invited board members for a tour of the facility at the conclusion of the meeting.

Rachel asked if there was any other business and hearing none stated since there is not further business the meeting is adjourned.



Rachel Mize, Chair



Date



Hugh McDonald  
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.  
DIRECTOR  
DIVISION OF WORKFORCE SERVICES



Form 6.4

## ARKANSAS WORKFORCE CENTER APPLICATION FOR CERTIFICATION

LWDB Name: Western	Date: 2/23/23
One-Stop Operator: Odle Management	
Center Manager / OSO Contact: Tom Bonkofsky	
Phone of Contact: 479-783-0231	
Email of Contact: tom.bonkofsky@arkansas.gov	
Address of Contact: 616 Garrison Ave, Fort Smith, AR 72901	
Website for OSO: www.westernarkansasworks.com	
Hours of Operation: 8 a.m.- 4:30 p.m. Monday through Friday	

**Type of Certification:** ☐ New Certification  
☒ Continued Certification – Date of Last Certification: 8/22/2017

**Level of Certification:** ☒ Comprehensive  
☐ Affiliate

## Instructions

This application is to be completed within no less than once every three years for each workforce center the LWDB is seeking to designate as a certified or recertified Arkansas Workforce Center (either a comprehensive center or an affiliate center). The form is to be completed by the Local Certification Team, but this form may also be used by the One-Stop Operator and one-stop partners as a self-check. The Local Certification Team composition, requirements for the Arkansas Workforce Center, the location of Federal requirements, and other directions are outlined in ADWS Policy 6.4. If the LWDB has compliance criteria in addition to the criteria required by the Arkansas Workforce Development Board, these criteria must also be monitored during the visit in addition to the criteria listed in this form.

**Step 1** – Each member of the Center Certification Team must be listed in the appropriate box.

**Step 2** – When the Center has been selected for certification, the Center Certification Team will contact the appropriate Center Manager / Contact Person for that Center and schedule the Center Certification visit. For-cause evaluation visits may also be conducted as the LWDB deems appropriate.

**Step 3** – Upon arrival at the Center, the Center Certification Team must check-in with the Center Manager / OSO Contact.

**Step 3** – The Center Certification Team will request that the Center Manager / OSO Contact provide the documents listed in the Documents Reviewed section below either prior to the onsite certification visit or during the certification visit.

**Step 5** – The Center Certification Team will conduct an interview with the Center Manager / Contact Person in order to explain the process and to complete the **Partners Represented in Workforce Center** and **Services Checklist** sections of the application. Care must be taken to ensure that no more than one LWDB member participates in the interview, the discussions, or the evaluation of a Workforce Center.

**Step 6** - The Center Certification Team will complete Certification Criteria section of this application via a combination of walking around, observing Center operations, and interviewing the Workforce Center staff and Partner staff.

**For each criterion in this section, the Center Certification Team denote “Meets” or “Not Meets” on the application. If “Meets” is selected, the “evidence or basis of determination” must be articulated in the accompanying narrative box. If “Not Meets” is selected, the necessary improvements required to meet the criterion must be described in the accompanying narrative box.**

**For the Certification Team to recommend to the LWDB that a Workforce Center be certified or recertified, all criteria must be assessed as “Meets” and all indicators must be met. In making their decisions, LWDBs may require additional evidence other than that provided in this application.**

## Workforce Center Certification Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED
John	Craig	Board
Gary	Udoug	Peak Center & Adult Ed
Ashlie	Ross	WAPDD- Monitoring
Heather	Sanders	Community Rescue Mission

## Documents Reviewed

**Check the boxes for the documents that were reviewed by the Center Certification Team (add notes as appropriate on separate paper, and attach to this application):**

- ☒ Local MOU and IFA
- ☐ Business Plan
- ☒ Local Plan
- ☒ Local policies, procedures, manuals (List names of policies, procedures, and manuals reviewed on separate paper:
- ☐ Complaint and compliance findings
- ☐ Marketing and other printed materials
- ☐ Training schedules
- ☒ Customer feedback reports
- ☐ Customer employment plans / case notes
- ☒ Local grievance, complaint, and appeals policy, including the document posted at the Workforce Center, including State one-page procedure for individuals
- ☒ Most recent annual EO monitoring report in accordance with WIOA §188
- ☒ Recent external monitoring reports, including financial reports
- ☐ Plan for providing services after-hours

## Partners Represented in Workforce Center

### Instructions:

Check the appropriate box for each required Program/Partner.

If the programs or activities of a listed entity are not available in the area serviced by the Workforce Center, the entities are not required to be represented in the center and must be marked as Not Applicable.

See Policy 6.4 concerning requirements for comprehensive and affiliate centers

“On-Site scheduled hours per week” is the normal number of hours each week that at least one representative is physically at the Workforce Center.

“Off-Site Electronic Connection” means that a partner is normally available by phone or computer during all business hours to assist Workforce Center Customers.

“Non-Compliant” means:

- A representative of WIOA title I-B Adult, Dislocated Worker, and Youth program is not normally available during all business hours at a comprehensive center; or
- A representative of a required partner provides services in the local area, but not at this comprehensive center.

PARTNERS REPRESENTED IN WORKFORCE CENTER				
Partner	On-Site scheduled hours per week	Off-Site Electronic Connection	Not Applicable	Non-Compliant
WIOA title I-B Adult, Dislocated Worker, and Youth programs	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-B Job Corps	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D YouthBuild	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D Native American programs	Come from Little Rock on a monthly basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D (Sec. 167) Migrant and Seasonal Farmworker programs	Full Time- There are 2 trained employees through ADWS, Tom & Juan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WIOA title II Adult Education and Family Literacy Act (AEFLA) programs	3 days a week- Mon. Tues. Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title III Wagner-Peyser Act Employment Service programs	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title IV-B Vocational Rehabilitation (VR) – Arkansas Rehabilitation Services	1-2 days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Service Employment Programs authorized under title V of the Older Americans Act of 1965	32 hours a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs authorized under the Carl D. Perkins Act of 2006 (usually local state-supported college or technical institution)	Carl Albert and UAFS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (Chapter 2 of the Trade Act of 1974)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jobs for Veterans State Grants programs (Chapter 41 of title 37, U.S.C. §4102A(b)(5))	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)	Twice monthly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out by the Department of Housing & Urban Development	Once quarterly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Compensation	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reentry Employment Opportunities (REO) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 and WIOA 169	Quarterly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Temporary Assistance for Needy Families authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Service Checklist

**Purpose:** To establish what services are provided in the Workforce Center

### Requirements:

A comprehensive center must provide on-site all basic career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200.

An affiliate center must provide at least one or more of the partner programs. The frequency of program staff's physical presence in the affiliated site is determined at a local level. Affiliate sites are access points in addition to the comprehensive one-stop center(s) in each area, and they must be implemented in a manner that supplements and enhances customer access to services.

**Instructions: Identify if the following services are available on-site for customers. ("yes" means all services within a row are available.)**

For comprehensive Workforce centers, customers must have access to the programs, services, and activities listed below during regular business. Affiliate centers must provide services depending on what programs are available in the center during which times (Affiliate centers may consider "during all business hours" in the charts below to mean "during the scheduled time the partners providing these services are available.")

"Access" to each partner program and its services means:

- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct link through technology to program staff who can provide meaningful information or services. "A direct link" means providing direct connection at the one-stop center, within a reasonable time by phone, or through a real-time Web-based communication to a program staff member who can provide program information of services to the customer. "A direct linkage" cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

A comprehensive Arkansas Workforce Center must have at least one WIOA title I-B staff person physically present during all business hours.

Basic Career Services	Is Service Provided on site during all business hours?
1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the Workforce delivery system. For TANF programs, individuals must be provided with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Labor exchange services, including job search, placement assistance, career counseling (information on in-demand industry sectors and nontraditional employment), and appropriate recruitment and other business services on behalf of employers (including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Workforce delivery system and, when appropriate, other workforce development programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas (including job vacancy listings in labor market areas and information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skills requirements, and opportunity for advancement for those jobs.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance. (including childcare, child support, medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, assistance under TANF, and other supportive services and transportation provided through that TANF.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



10. Provision of information and meaningful assistance to individuals seeking assistance in filling a claim for unemployment compensation. ("Meaningful assistance" means (a) providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or (b) providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Individualized Career Services** must be made available if determined to be appropriate in order for an individual to obtain or retain employment. All of these services must be provided at comprehensive Workforce Centers. At affiliate Workforce Centers, the services must be provided if an included partner is authorized to provide such services.

Individualized Career Services	Is Service Provided on site during business hours?
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers (i.e. diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of and information about the eligible training providers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Group counseling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Individual counseling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Career planning	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Full Time- There  
are 2 trained  
employees through  
ADWS

7. Paid or unpaid internships and work experiences (a planned, structured learning experience that takes place in a workplace for a limited period of time) that are linked to careers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Workforce preparation activities	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Financial literacy services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Out-of-area job search assistance and relocation assistance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. English language acquisition and integrated education and training programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Other Career Services		Is Service Provided on site?
1. Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. TANF agencies must identify employment services and related support being provided by the TANF program within the local area that qualify as career service and ensure access to them via the local one-stop delivery system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

**Notes:**

**Training Services: Eligible Adults and Dislocated Workers through WIOA title I-B must have access to the following training services through the Arkansas Workforce Center, if they are eligible for such services, need training in order to obtain employment leading to self-sufficiency, cannot obtain employment leading to self-sufficiency without such services, have the ability to be successful in such training, and such training is available. Determination of eligibility, the availability, and appropriateness of training services, as well as starting the process for such services, must be available during business hours.**

Training Services	Is Service Provided?
1. A. Occupational skills training, including training for nontraditional employment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. On-the-job training (OJT).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Incumbent worker training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Training programs operated by the private sector.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Skills upgrading and retraining.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Entrepreneurial training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Job readiness training provided in combination with training listed in 1-7 above	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, if they are provided concurrently or in combination with training listed in 1-7 above	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Business Services:** Services to businesses are vital to the success of Arkansas Workforce Centers. Although most of these services are provided by WIOA title III Wagner-Peyser representatives, the following services may be provided by other partners, including a Business Services Team. Each Arkansas Workforce Center should have a Business Services Team to assist employers in their service areas.

## Workforce Center Business Services Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED	Program(s) Represented
Ashlie	Ross	WAPDD	Title I-B
Vanessa	Caldwell	ADWS	Wagner-Peyser
Theresa	Baggett	Crawford County Adult Education	Adult Ed
Danny	Arreola	Fort Smith Adult Education	Adult Ed
Dana	Byrum	Arkansas Rehabilitation	Rehab
Dennis	Williamson	WAPDD	Title I-B

The following business services must be available through the Arkansas Workforce Center:

Business Services	Is Service Provided?
1. Workforce and Labor Market Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Develop, convene, or implement industry or sector partnerships	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Establish and develop relationships and networks with large and small employers and their intermediaries.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Customized services to employers, employer associations, or other such organizations, on employment-related issues.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

5. Customized recruitment events and related services for employers including targeted job fairs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Customized labor market information for specific employers, sectors, industries, or clusters.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Customized assistance or referral for assistance in the development of a registered apprenticeship program.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Listing of Job Orders.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Applicant Referral.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. Employer Needs Assessment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12. Access to Facilities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13. Translation Services.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
14. Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

# Arkansas Workforce Center Certification Criteria

The local center certification team shall assess and determine if the one- stop center has met each criterion below by indicating “Meets” or “Not Meets”.

**Please Note:** To be certified the center must meet all certification criteria as identified in below.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
<b>A.1</b>	<b>Integrates available services for participants and businesses.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available through the Workforce Center? How are partners collaborating to ensure customers receive the most appropriate services? Interview business services staff. Are all core partners represented on the business services team? Are business outreach efforts coordinated amongst partners to avoid duplication?</i>		
	Evidence:		
<b>A.2</b>	<b>Meets the workforce development needs of participants and the employment needs of local employers.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
<b>A.3</b>	<b>Operates in a cost-efficient manner.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement among all partners attached to the local MOU.</i>		
	Evidence:		

Standards		Meets	Not Meets
A.4	Coordinates services among the Workforce partner programs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>How does the Workforce Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings among center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:	Participants start at the front desk and are directly paired to services they request. Recommendation for program cross-training to front desk staff so that potential participants may be directed to agencies beyond who they directly requested, as they may not have had knowledge of represented programs at One Stop. Additionally, Board approved referral form and process are not being used.	
A.5	Evaluations take into account feedback from Workforce Center customers, including a process for obtaining customer feedback from both employers and job seekers regarding how Workforce services are provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:	Survey links are available through email signatures, posters around the center, and physical copies are available to fill out on-site.	
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through Workforce Centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
A.7	Services funded through other partner programs are accessed through Workforce Centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:	AARP, Job Corps	

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through Workforce Centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?		
	Evidence:	Directed through WIOA	
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the Workforce Centers in a local area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?		
	Evidence:		
A.10	Identify Workforce Center customer flow business process and how job seekers access career and training services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through staff interview and observation.		
	Evidence:	Participants start at the front desk and are directed.	
A.11	The Local MOU between the local workforce board and all required Workforce partners is signed and in place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Review copy of the local MOU to ensure the requirement has been met.		
	Evidence:	Updated annually Updated annually on 7/1	
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Interview Local Equal Employment Officer and Center Manager		
	Evidence:		



Standards		Meets	Not Meets
A.13	<b>The Center has a “Center Manager” (may be referred to by other titles) who has oversight of center operations.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Identify the Center Manager.</i> Evidence: Tom Bonkofsky		
A.14	<b>The Workforce Center adheres to branding requirements and utilizes the official Arkansas Workforce Center logo.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i> Evidence:		
A.15	<b>Workforce Center staff utilize the Arkansas Job Link System to document all customer activities for job seekers and employers.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews.</i> Evidence:		
A.16	<b>The Workforce Center abides by Veterans Preference and Priority of Service Requirements.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable).</i> Evidence:		
A.17	<b>The Workforce Center ensures Priority of Service for Adult program participants, in accordance with.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of the Requirements of WIOA I-B Policy 2.3 Eligibility for Adult Program?</i> Evidence:		

Standards		Meets	Not Meets
A.18	<b>A directory containing partner agency contact information and services offered is available to all center staff.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:	At the front desk	
A.19	<b>A menu of available services that is provided to individuals entering the Center.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Is this menu of services provided verbally via a Center visitor orientation or in written form?</i>		
	Evidence:	On the walls and through flyers	
<b>B. Evaluations of Physical and Programmatic Accessibility</b>			
B.1	<b>Provision of reasonable accommodations for individuals with disabilities.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:	The center has gone through ADA Compliance both as part of the recertification process, and also through city inspection.	
B.2	<b>Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		

Standards		Meets	Not Meets
B.3	<b>Administration of programs in the most integrated setting appropriate.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.4	<b>Communication with persons with disabilities is conducted as effectively as with others.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:	Services for the blind	
B.5	<b>Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence:	JAWS system for the blind	
B.6	<b>Verify that programmatic and physical accessibility exists.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence:		

Standards		Meets	Not Meets
B.7	Identify how services will be made available to customers outside regular business hours, including whether physical Workforce access is available outside regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Staff interview: Does the center provide services outside of regular business hours when the need is identified?		
	Evidence:	Able to work on Saturdays with coordination. Off-Site events are sometimes allowed after hours with partners Only if pre-scheduled	
B.8	There is at least one WIOA Title I staff member present at the Workforce Center at all times during business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through observation or timesheets.		
	Evidence:		
B.9	Regular business hours are clearly visible outside of the Workforce Center building.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through observation.		
	Evidence:	Posted on the front door	
B.10	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?		
	Evidence:		
B.11	The required Equal Opportunity tagline is included on all documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through document inspection. Review forms, brochures, and handouts given to all customers		
	Evidence:		

Standards		Meets	Not Meets
B.12	<p><b>There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed.</b></p> <p><i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence: For center and partners</p>		
<b>C. Continuous Improvement</b>			
C.1	<p><b>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area.</b></p> <p><i>How is the center staff involved in the negotiation of local levels of performance?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence: Levels are updated yearly</p>		
C.2	<p><b>Contributes to negotiated local levels of performance.</b></p> <p><i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
C.3	<p><b>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.</b></p> <p><i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence: Coordinated through the OSO who gathers results</p>		

Standards		Meets	Not Meets
<b>D. Quality Assurance</b>			
D.1	<b>Customer Relations: Job seeker and business customer satisfaction survey results.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence: Copies were available to look through.		
D.2	<b>Operations: Registrations, participants, service and training activities, job orders, hires, and customers served.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	How does the center track and analyze number of registrations, participants, service, and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?		
	Evidence: Reported to AJL Collected through Job Link and reported to the PIRL		
D.3	<b>Professional Development: Activities and staff certifications.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Review professional development activities. Identify professional development completed in past year. How often is professional development offered?		
	Evidence: Active and often Staff certifications and continuing education are encouraged- Ex: Vanessa is going through Leadership		
D.4	<b>Adherence to the MOU?</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	MOU clearly defines infrastructure cost sharing.		
	Evidence:		
D.5	<b>Assure standards established for state workforce performance are met.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.		
	Evidence:		

## Best or Notable Practices

The One-Stop Operator is encouraged to suggest examples of noteworthy practices below.

### Best Practices or Notable Practices

Identify any best or notable practices of this Workforce Center in the categories below:

Creation and implementation of virtual tools due to COVID-19,  
Partner relationships,  
Business Services Team, and  
Communication Efforts.

1. We use Zoom as needed for partner meetings or virtual trainings.
2. Continual efforts are made to ensure that all partners are kept abreast of all current programs and trainings that each partner hosts. All class information, training, and job fair information is shared with the partners as well as posted on the Workforce Center Facebook page. All of the partners are now co-located together in the Workforce Center for better communication.
3. The Business Services Team assists with the job fairs that are held in the center, or at other locations. The team shares the duty of maintaining the vendor location, and shares in the responsibility of marketing the events.
4. All partners attend the Workforce Center job fairs and the Core 4 meetings. As the One-Stop Operator, I send out weekly emails to all the partners regarding current or past events that concern partner interactions or programs. All partners attend trainings as needed, and communicate when the need arises for further training opportunities.

## Improvement Opportunities

The One-Stop Operator is encouraged to suggest areas the center should consider strengthening its performance:

### Improvement Opportunities

Identify any areas that the center could improve performance, using the categories below:

Develop relationships with local partners (City, Civic, or Service Organizations),

Develop training sessions for Employers on services and tools they can utilize at the Workforce Center,

Continue to work and comply with all social distancing and other CDC recommendations post COVID, and

Enhance job seeker and business feedback regarding services provided.

1. The monthly job fairs have been a create venue for developing and maintaining strong relationships between all partners and their staff. I have seen more participation between the partners, and increased referrals since we started the monthly job fair venues.
2. During the job fairs, many of the business participants will communicate with our partners about their programs, and arrange times that each particular partner can visit their business, or agency for training purposes. This has also been a good time for the community to learn about Workforce Center services, and partner services.
3. We always follow CDC guidelines, and if COVID numbers increase locally, front-line staff wear a mask.



Each time an LWDB certifies a Workforce Center, it must submit the completed Arkansas Workforce Center Application for Certification to the Arkansas Division of Workforce Services.

Please submit the completed and signed Arkansas Workforce Center Application for Certification to: [WIOA@arkansas.gov](mailto:WIOA@arkansas.gov)

<b>LWDA Name:</b>	Western Arkansas Workforce Development Area
<b>Name of Workforce Center:</b>	Fort Smith
<b>Comprehensive or Affiliate Status:</b>	Comprehensive
<b>Address of Workforce Center:</b>	616 Garrison Ave, Fort Smith, AR
<b>Hours of Workforce Center:</b>	8 a.m.- 4:30 p.m., Monday through Friday
<b>Phone Number of Workforce Center:</b>	479-783-0231
<b>Website of Workforce Center:</b>	www.arjoblinks.arkansas.gov
<b>Completion Date of the Workforce Center Certification:</b>	2/23/23
<b>Review: Certification Period:</b>	2023
<b>Certifying Body (LWDB or AWDB):</b>	LWDB
<b>Center Certification Team Reviewers:</b>	John Craig, Gary Udouj, Heather Sanders, Ashlie Ross
<b>Lead Reviewer Contact Email and Phone:</b>	john.craig@bxs.com 479-785-8437

Recommendation:

- ☒ Certified
- ☐ Provisional
- ☐ Not Certified

If Provisional Status specify date that final review must occur by (within 3 months):

--

I certify to the best of my knowledge and belief that the information in this Workforce Center Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein and the recommendation category selected.

Printed Name of LWDB/AWDB Chair:

Rachel Mize

Signature of LWDB/AWDB Chair:

*Rachel Mize*

Date of Signature:

3/21/23

Printed Name of Chief Elected Official:

Daniel Rogers

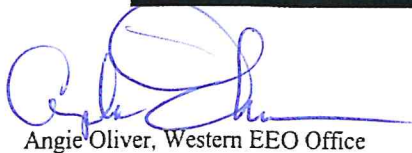
Signature of Chief Elected Official:

*Daniel Rogers*

Date of Signature:

*Daniel Rogers* 3-18-23

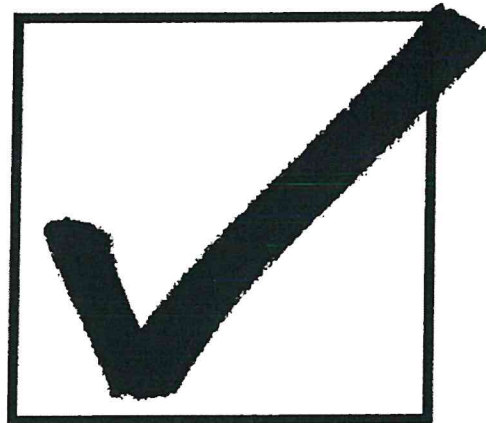
# Checklist for Existing Facilities version 2.1

  
Angie Oliver, Western EEO Office

 3/14/22  
Tom Bonkofsky, Center Manager

  
Dennis Williamson, Board Staff

3/15/22  
Date of Validation



To obtain additional copies of this checklist, contact your Disability and Business Technical Assistance Center. To be automatically connected to your regional center, call 1-800-949-4ADA. This checklist may be copied as many times as desired by the Disability and Business Technical Assistance Centers for distribution to small businesses but may not be reproduced in whole or in part and sold by any other entity without written permission of Adaptive Environments, the author.

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**The Americans with Disabilities Act  
Checklist for Readily Achievable Barrier Removal**  
August 1995

# Checklist for Existing Facilities version 2.1

## Introduction

Title III of the Americans with Disabilities Act requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from our country's businesses and services, and to afford our businesses and services the opportunity to benefit from the patronage of all Americans.

The regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable—in other words, easily accomplished and able to be carried out without much difficulty or expense. Public accommodations that must meet the barrier removal requirement include a broad range of establishments (both for-profit and nonprofit)—such as hotels, restaurants, theaters, museums, retail stores, private schools, banks, doctors' offices, and other places that serve the public. People who own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement.

The removal of barriers can often be achieved by making simple changes to the physical environment. However, the regulations do not define exactly how much effort and expense are required for a facility to meet its obligation. This judgment must be made on a case-by-case basis, taking into consideration such factors as the size, type, and overall financial resources of the facility, and the nature and cost of the access improvements needed. These factors are described in more detail in the ADA regulations issued by the Department of Justice.

The process of determining what changes are readily achievable is not a one-time effort; access should be re-evaluated annually. Barrier removal that might be difficult to carry out now may be readily achievable later. Tax incentives are available to help absorb costs over several years.

## Purpose of This Checklist

This checklist will help you identify accessibility problems and solutions in existing facilities in order to meet your obligations under the ADA.

The goal of the survey process is to plan how to make an existing facility more usable for people with disabilities. The Department of Justice (DOJ) recommends the development of an Implementation Plan, specifying what improvements you will make to remove barriers and when each solution will be carried out: "...Such a plan...could serve as evidence of a good faith effort to comply...."

## Technical Requirements

This checklist details some of the requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by DOJ, became the Standards. The Standards are part of the Department of Justice Title III Regulations, 28 CFR Part 36 (*Nondiscrimination on the basis of disability... Final Rule*). Section 36.304 of this regulation, which covers barrier removal, should be reviewed before this survey is conducted.

However, keep in mind that full compliance with the Standards is required only for new construction and alterations. The requirements are presented here as a guide to help you determine what may be readily achievable barrier removal for existing facilities. The Standards should be followed for all barrier removal unless doing so is not readily achievable. If complying with the Standards is not readily achievable, you may undertake a modification that does not fully comply, as long as it poses no health or safety risk.

In addition to the technical specifications, each item has a scoping provision, which can be found under Section 4.1 in the Standards. This section clarifies when access is required and what the exceptions may be.

Each state has its own regulations regarding accessibility. To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement for every modification you make; that is, the requirement that provides greater access for individuals with disabilities. The barrier removal requirement for existing facilities is new under the ADA and supersedes less stringent local or state codes.



## What This Checklist is Not

This checklist does not cover all of the requirements of the Standards; therefore, it is not for facilities undergoing new construction or alterations. In addition, it does not attempt to illustrate all possible barriers or propose all possible barrier removal solutions. The Standards should be consulted for guidance in situations not covered here.

The Title III regulation covers more than barrier removal, but this checklist does **not** cover Title III's requirements for nondiscriminatory policies and practices and for the provision of auxiliary communication aids and services. The communication features covered are those that are **structural** in nature.

## Priorities

This checklist is based on the four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

- Priority 1: Accessible **approach and entrance**
- Priority 2: Access to **goods and services**
- Priority 3: Access to **rest rooms**
- Priority 4: Any **other measures** necessary


*Note that the references to ADAAG throughout the checklist refer to the Standards for Accessible Design.*

## How to Use This Checklist

✓ **Get Organized:** Establish a time frame for completing the survey. Determine how many copies of the checklist you will need to survey the whole facility. Decide who will conduct the survey. It is strongly recommended that you invite two or three additional people, including people with various disabilities and accessibility expertise, to assist in identifying barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements.

✓ **Obtain Floor Plans:** It is very helpful to have the building floor plans with you while you survey. If plans are not available, use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying.

✓ **Conduct the Survey:** Bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel

tape measure. With three people surveying, one person numbers key items on the floor plan to match with the field notes, taken by a second person, while the third takes measurements. *Be sure to record all dimensions!* As a reminder, questions that require a dimension to be measured and recorded are marked with the ruler symbol.  Think about each space from the perspective of people with physical, hearing, visual, and cognitive disabilities, noting areas that need improvement.

✓ **Summarize Barriers and Solutions:** List barriers found and ideas for their removal. Consider the solutions listed beside each question, and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making the proposed modifications.

✓ **Make Decisions and Set Priorities:** Review the summary with decision makers and advisors. Decide which solutions will best eliminate barriers at a reasonable cost. Prioritize the items you decide upon and make a timeline for carrying them out. Where the removal of barriers is not readily achievable, you must consider whether there are **alternative methods** for providing access that *are* readily achievable.

✓ **Maintain Documentation:** Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

✓ **Make Changes:** Implement changes as planned. Always refer directly to the Standards and your state and local codes for complete technical requirements before making any access improvement. References to the applicable sections of the Standards are listed at the beginning of each group of questions. If you need help understanding the federal, state, or local requirements, contact your Disability and Business Technical Assistance Center.

✓ **Follow Up:** Review your Implementation Plan each year to re-evaluate whether more improvements have become readily achievable.

To obtain a copy of the Title III regulations and the Standards or other technical information, call the U.S. Dept. of Justice ADA Information Line at (800) 514-0301 Voice, (202) 514-0381 TDD, or (800) 514-0383 TDD. For questions about ADAAG, contact the Architectural and Transportation Barriers Compliance Board at (800) USA-ABLE.

Priority

# 1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

## Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

Is there a route of travel that does not require the use of stairs?

Yes No


☒ ☐

- ☐ Add a ramp if the route of travel is interrupted by stairs.
- ☐ Add an alternative route on level ground.

Is the route of travel stable, firm and slip-resistant?

☒ ☐


- ☐ Repair uneven paving.
- ☐ Fill small bumps and breaks with beveled patches.
- ☐ Replace gravel with hard top.

 Is the route at least 36 inches wide?

☒ ☐

36 3/4  
width

- ☐ Change or move landscaping, furnishings, or other features that narrow the route of travel.
- ☐ Widen route.

 Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?

☒ ☐

80 +  
distance  
from wall/  
height

- ☐ Move or remove protruding objects.
- ☐ Add a cane-detectable base that extends to the ground.
- ☐ Place a cane-detectable object on the ground underneath as a warning barrier.


In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

☒ ☐

- ☐ Install curb cut.
- ☐ Add small ramp up to curb.

## Ramps (ADAAG 4.8)

 Are the slopes of ramps no greater than 1:12?

☐ ☐

NA  
slope

Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.

- ☐ Lengthen ramp to decrease slope.
- ☐ Relocate ramp.
- ☐ If available space is limited, reconfigure ramp to include switchbacks.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?

Yes No

☒ ☐

☐ Add railings.



Are railings sturdy, and between 34 and 38 inches high?

☒ ☐

36  
height

☐ Adjust height of railing if not between 30 and 38 inches.  
☐ Secure handrails in fixtures.



Is the width between railings or curbs at least 36 inches?

☒ ☐

42  
width

☐ Relocate the railings.  
☐ Widen the ramp.

Are ramps non-slip?

☒ ☐

☐ Add non-slip surface material.



Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

☒ ☐

5  
length

☐ Remodel or relocate ramp.



Does the ramp rise no more than 30 inches between landings?

☒ ☐

16  
rise

☐ Remodel or relocate ramp.

### Parking and Drop-Off Areas (ADAAG 4.6)



Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

☒ ☐

4  
number of accessible spaces

☐ Reconfigure a reasonable number of spaces by repainting stripes.

Note widths of existing accessible spaces:

#### Total spaces

#### Accessible

1 to 25

1 space

26 to 50

2 spaces

51 to 75

3 spaces

76 to 100

4 spaces



Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?

☒ ☐



104  
width/  
vertical  
clearance

☐ Reconfigure to provide van-accessible space(s).

At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).

## QUESTIONS

## POSSIBLE SOLUTIONS


	Yes	No	
<b>Parking and Drop-Off Areas, continued</b>			
Are the access aisles part of the accessible route to the accessible entrance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Add curb ramps. <input type="checkbox"/> Reconstruct sidewalk.
Are the accessible spaces closest to the accessible entrance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Reconfigure spaces.
Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Add signs, placed so that they are not obstructed by cars.
Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Implement a policy to check periodically for violators and report them to the proper authorities.
<hr/>			
<b>Entrance (ADAAG 4.13, 4.14, 4.5)</b>			
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.
<b>Do not use a service entrance as the accessible entrance unless there is no other option.</b>			
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Install signs before inaccessible entrances so that people do not have to retrace the approach.
Can the alternate accessible entrance be used independently?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.
 Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Widen the door to 32 inches clear. <input type="checkbox"/> If technically infeasible, widen to 31-3/8 inches minimum. <input type="checkbox"/> Install offset (swing-clear) hinges.
 Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Remove or relocate furnishings, partitions, or other obstructions. <input type="checkbox"/> Move door. <input type="checkbox"/> Add power-assisted or automatic door opener.
<b>A person using a wheelchair or crutches needs this space to get close enough to open the door.</b>			



## QUESTIONS

## POSSIBLE SOLUTIONS

### Entrance, continued

 Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?


Yes No

☒ ☐

☐ ☐

height

- ☐ If there is a single step with a rise of 6 inches or less, add a short ramp.
- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.

 If provided, are carpeting or mats a maximum of 1/2-inch high?

☒ ☐

☐ ☐


height

- ☐ Replace or remove mats.

Are edges securely installed to minimize tripping hazards?

☒ ☐

- ☐ Secure carpeting or mats at edges.

 Is the door handle no higher than 48 inches and operable with a closed fist?


☒ ☐

☐ ☐

height

- ☐ Lower handle.
- ☐ Replace inaccessible knob with a lever or loop handle.
- ☐ Retrofit with an add-on lever extension.

**The "closed fist" test for handles and controls:** Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.

 Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?


☒ ☐

☐ ☐

force

- ☐ Adjust the door closers and oil the hinges.
- ☐ Install power-assisted or automatic door openers.
- ☐ Install lighter doors.

**You can use an inexpensive force meter or a fish scale** to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.

 If the door has a closer, does it take at least 3 seconds to close?

☒ ☐

☐ ☐

seconds

- ☐ Adjust door closer.

## QUESTIONS

## POSSIBLE SOLUTIONS

Priority

### 2 Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

Yes No


#### Horizontal Circulation (ADAAG 4.3)

Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

☒ ☐

Are all public spaces on an accessible route of travel?


☒ ☐

 Is the accessible route to all public spaces at least 36 inches wide?

☒ ☐  

36

  
width

 Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?


☒ ☐  

5

  
width

- ☐ Add ramps or lifts.
- ☐ Make another entrance accessible.
- ☐ Provide access to all public spaces along an accessible route of travel.
- ☐ Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.
- ☐ Rearrange furnishings, displays, and equipment.


#### Doors (ADAAG 4.13)

 Do doors into public spaces have at least a 32-inch clear opening?

☒ ☐  

36


  
clear opening

 On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?

☒ ☐  

20


  
clear space

 Can doors be opened without too much force (5 lbf maximum for interior doors)?

☒ ☐  

5


  
force

 Are door handles 48 inches high or less and operable with a closed fist?

☒ ☐  

38

  
height

 Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

☒ ☐  

1/4

  
height

- ☐ Install offset (swing-clear) hinges.
- ☐ Widen doors.
- ☐ Reverse the door swing if it is safe to do so.
- ☐ Move or remove obstructing partitions.
- ☐ Adjust or replace closers.
- ☐ Install lighter doors.
- ☐ Install power-assisted or automatic door openers.
- ☐ Lower handles.
- ☐ Replace inaccessible knobs or latches with lever or loop handles.
- ☐ Retrofit with add-on levers.
- ☐ Install power-assisted or automatic door openers.
- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- ☐ If between 1/4- and 3/4-inch high, add bevels to both sides.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)

Are all aisles and pathways to materials and services at least 36 inches wide?

Yes No

☒ ☐

40  
width

☐ Rearrange furnishings and fixtures to clear aisles.

Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

☒ ☐

5  
width

☐ Rearrange furnishings to clear more room.

Is carpeting low-pile, tightly woven, and securely attached along edges?

☒ ☐

☐ Secure edges on all sides.  
☐ Replace carpeting.

In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?

☒ ☐

80+  
height/  
protrusion

☐ Remove obstacles.  
☐ Install furnishings, planters, or other cane-detectable barriers underneath.

### Emergency Egress (ADAAG 4.28)

If emergency systems are provided, do they have both flashing lights and audible signals?

☒ ☐

☐ Install visible and audible alarms.  
☐ Provide portable devices.

### Signage for Goods and Services (ADAAG 4.30)

Different requirements apply to different types of signs.

If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?

☒ ☐

☐ Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)

- Signs mounted with centerline 60 inches from floor.

Y N  
☒ ☐ 60  
height

- Mounted on wall adjacent to latch side of door, or as close as possible.

☒ ☐

- Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits).

☒ ☐ 5/8  
character  
height

- Brailled text of the same information.

☒ ☐

- If pictogram is used, it must be accompanied by raised characters and braille.

☒ ☐


## QUESTIONS

## POSSIBLE SOLUTIONS

Yes No

### Directional and Informational Signage

The following questions apply to directional and informational signs that fall under Priority 2.

 If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?

☒ ☐  
  
 letter height


☐ Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.

Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)

☒ ☐

☐ Review requirements and replace signs as needed.

### Controls (ADAAG 4.27)

 Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?

☒ ☐  
  
 height

☐ Relocate controls.


**Reach ranges:** The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

Are they operable with a closed fist?

☒ ☐

☐ Replace controls.

### Seats, Tables, and Counters (ADAAG 4.2, 4.32, 7.2)

 Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?


☒ ☐  
  
 width

☐ Rearrange chairs or tables to provide 36-inch aisles.

Are the spaces for wheelchair seating distributed throughout?


☒ ☐

☐ Rearrange tables to allow room for wheelchairs in seating areas throughout the area.  
☐ Remove some fixed seating.

 Are the tops of tables or counters between 28 and 34 inches high?

☒ ☐  
  
 height

☐ Lower part or all of high surface.  
☐ Provide auxiliary table or counter.

 Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?


☒ ☐  
  
 height/  
 width/  
 depth

☐ Replace or raise tables.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Seats, Tables, and Counters, continued


 At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?

Yes No

☒ ☐

☐ 30  
height

- ☐ Provide a lower auxiliary counter or folding shelf.
- ☐ Arrange the counter and surrounding furnishings to create a space to hand items back and forth.

 Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

☐ ☐

☐ NA  
height

- ☐ Lower section of counter.
- ☐ Arrange the counter and surrounding furnishings to create a space to pass items.

### Vertical Circulation (ADAAG 4.1.3(5), 4.3)

Are there ramps, lifts, or elevators to all public levels?

☒ ☐

- ☐ Install ramps or lifts.
- ☐ Modify a service elevator.
- ☐ Relocate goods or services to an accessible area.

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

☒ ☐

- ☐ Post clear signs directing people along an accessible route to ramps, lifts, or elevators.

### Stairs (ADAAG 4.9)

The following questions apply to stairs connecting levels *not* serviced by an elevator, ramp, or lift.

Do treads have a non-slip surface?

☒ ☐

- ☐ Add non-slip surface to treads.

Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

☒ ☐


- ☐ Add or replace handrails if possible within existing floor plan.

### Elevators (ADAAG 4.10)

Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

☒ ☒

- ☐ Install visible and verbal or audible signals.

 Are the call buttons in the hallway no higher than 42 inches?

☒ ☐  
☒ 37  
height

- ☐ Lower call buttons.
- ☐ Provide a permanently attached reach stick.

Do the controls inside the cab have raised and braille lettering?

☒ ☐

- ☐ Install raised lettering and braille next to buttons.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Elevators, continued

Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?

Yes ☒ No ☐

If an emergency intercom is provided, is it usable without voice communication?

☒ ☐


Is the emergency intercom identified by braille and raised letters?

☒ ☐


### Lifts (ADAAG 4.2, 4.11)

Can the lift be used without assistance? If not, is a call button provided?

☒ ☐

 Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?

☒ ☐  
30  
clear space

 Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

☒ ☐  
20  
height

☐ Install tactile signs to identify floor numbers, at a height of 60 inches from floor.

☐ Modify communication system.

☐ Add tactile identification.

☐ At each stopping level, post clear instructions for use of the lift.  
☐ Provide a call button.

☐ Rearrange furnishings and equipment to clear more space.

☐ Move controls.

Priority

## 3 Usability of Rest Rooms

When rest rooms are open to the public, they should be accessible to people with disabilities.

### Getting to the Rest Rooms (ADAAG 4.1)

If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

☒ ☐

Are there signs at inaccessible rest rooms that give directions to accessible ones?

☒ ☐

☐ Reconfigure rest room.  
☐ Combine rest rooms to create one unisex accessible rest room.

☐ Install accessible signs.

### Doorways and Passages (ADAAG 4.2, 4.13, 4.30)

Is there tactile signage identifying rest rooms?

☒ ☐

Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage. Avoid using ambiguous symbols in place of text to identify rest rooms.

☐ Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).

## QUESTIONS

## POSSIBLE SOLUTIONS


### Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?

Yes No

☒ ☐


- ☐ If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.

 Is the doorway at least 32 inches clear?

☒ ☐

36  
clear width


- ☐ Install offset (swing-clear) hinges.
- ☐ Widen the doorway.

 Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

☒ ☐

48  
height


- ☐ Lower handles.
- ☐ Replace knobs or latches with lever or loop handles.
- ☐ Add lever extensions.
- ☐ Install power-assisted or automatic door openers.

 Can doors be opened easily (5 lbf maximum force)?

☒ ☐

3  
force

- ☐ Adjust or replace closers.
- ☐ Install lighter doors.
- ☐ Install power-assisted or automatic door openers.


 Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?

☒ ☐

36  
clear width

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

- ☐ Rearrange furnishings such as chairs and trash cans.
- ☐ Remove inner door if there is a vestibule with two doors.
- ☐ Move or remove obstructing partitions.

 Is there a 36-inch-wide path to all fixtures?

☒ ☐

36  
width


- ☐ Remove obstructions.

### Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

☒ ☐

- ☐ Replace inaccessible knobs with lever or loop handles.
- ☐ Add lever extensions.

 Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

☒ ☐

36 x 69  
length/  
width

- ☐ Move or remove partitions.
- ☐ Reverse the door swing if it is safe to do so.

## QUESTIONS

## POSSIBLE SOLUTIONS


### Stalls, continued

In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?

Yes No

☒ ☐

☐ Add grab bars.


 Is the toilet seat 17 to 19 inches high?

☒ ☐

height

☐ Add raised seat.

### Lavatories (ADAAG 4.19, 4.24)


 Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

☒ ☐

clear space

- ☐ Rearrange furnishings.
- ☐ Replace lavatory.
- ☐ Remove or alter cabinetry to provide space underneath.
- ☐ Make sure hot pipes are covered.
- ☐ Move a partition or wall.


A maximum of 19 inches of the required depth may be under the lavatory.

 Is the lavatory rim no higher than 34 inches?

☒ ☐

height

☐ Adjust or replace lavatory.

 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

☒ ☐

height

☐ Adjust or replace lavatory.

Can the faucet be operated with one closed fist?


☒ ☐

☐ Replace with paddle handles.

Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?

☒ ☐

- ☐ Lower dispensers.
- ☐ Replace with or provide additional accessible dispensers.

 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

☒ ☐

height

- ☐ Lower or tilt down the mirror.
- ☐ Add a larger mirror anywhere in the room.


### Priority

## 4 Additional Access

*Note that this priority is for items not required for basic access in the first three priorities.*

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

### Drinking Fountains (ADAAG 4.15)

 Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

☒ ☐

clear space


☐ Clear more room by rearranging or removing furnishings.



## QUESTIONS

## POSSIBLE SOLUTIONS

### Drinking Fountains, continued

 Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?

Yes No

☒ ☐

32  
height

Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?


☒ ☐

☐ Provide cup dispensers for fountains with spouts that are too high.

☐ Provide accessible cooler.

☐ Replace the controls.


☐ Place a planter or other cane-detectable barrier on each side at floor level.

 Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?

☒ ☐

27  
height/  
protrusion

### Telephones (ADAAG 4.31)


 If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

NA ☐ ☐

            
clear space

☐ Move furnishings.


☐ Replace booth with open station.

 Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

NA ☐ ☐

            
height

☐ Lower telephone.

 Does the phone protrude no more than 4 inches into the circulation space?

NA ☐ ☐

            
protrusion

☐ Place a cane-detectable barrier on each side at floor level.

Does the phone have push-button controls?

NA ☐ ☐

☐ Contact phone company to install push-buttons.

Is the phone hearing-aid compatible?

NA ☐ ☐

☐ Have phone replaced with a hearing-aid compatible one.

Is the phone adapted with volume control?

NA ☐ ☐

☐ Have volume control added.

Is the phone with volume control identified with appropriate signage?

NA ☐ ☐

☐ Add signage.

If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?

NA ☐ ☐

☐ Install a text telephone.  
☐ Have a portable TT available.  
☐ Provide a shelf and outlet next to phone.

Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

NA ☐ ☐

☐ Add signage.



Hugh McDonald  
SECRETARY OF COMMERCE

Charisse Childers, Ph.D.  
DIRECTOR  
DIVISION OF WORKFORCE SERVICES



Form 6.4

**ARKANSAS WORKFORCE CENTER  
APPLICATION FOR CERTIFICATION**

LWDB Name: Western	Date: 2/23/23
One-Stop Operator: Odle Management	
Center Manager / OSO Contact: Shari Dominguez	
Phone of Contact: 479-394-3060	
Email of Contact: shari.dominguez@arkansas.gov	
Address of Contact: 1100 College Drive, Mena, AR 71953	
Website for OSO: www.westernarkansasworks.com	
Hours of Operation: 8 a.m.- 4:30 p.m. Monday through Friday	

**Type of Certification:** ☐ New Certification  
☒ Continued Certification – Date of Last Certification: 10/30/2017

**Level of Certification:** ☐ Comprehensive  
☒ Affiliate

## Instructions

This application is to be completed within no less than once every three years for each workforce center the LWDB is seeking to designate as a certified or recertified Arkansas Workforce Center (either a comprehensive center or an affiliate center). The form is to be completed by the Local Certification Team, but this form may also be used by the One-Stop Operator and one-stop partners as a self-check. The Local Certification Team composition, requirements for the Arkansas Workforce Center, the location of Federal requirements, and other directions are outlined in ADWS Policy 6.4. If the LWDB has compliance criteria in addition to the criteria required by the Arkansas Workforce Development Board, these criteria must also be monitored during the visit in addition to the criteria listed in this form.

**Step 1** – Each member of the Center Certification Team must be listed in the appropriate box.

**Step 2** – When the Center has been selected for certification, the Center Certification Team will contact the appropriate Center Manager / Contact Person for that Center and schedule the Center Certification visit. For-cause evaluation visits may also be conducted as the LWDB deems appropriate.

**Step 3** – Upon arrival at the Center, the Center Certification Team must check-in with the Center Manager / OSO Contact.

**Step 3** – The Center Certification Team will request that the Center Manager / OSO Contact provide the documents listed in the Documents Reviewed section below either prior to the onsite certification visit or during the certification visit.

**Step 5** – The Center Certification Team will conduct an interview with the Center Manager / Contact Person in order to explain the process and to complete the **Partners Represented in Workforce Center** and **Services Checklist** sections of the application. Care must be taken to ensure that no more than one LWDB member participates in the interview, the discussions, or the evaluation of a Workforce Center.

**Step 6** - The Center Certification Team will complete Certification Criteria section of this application via a combination of walking around, observing Center operations, and interviewing the Workforce Center staff and Partner staff.

**For each criterion in this section, the Center Certification Team denote “Meets” or “Not Meets” on the application. If “Meets” is selected, the “evidence or basis of determination” must be articulated in the accompanying narrative box. If “Not Meets” is selected, the necessary improvements required to meet the criterion must be described in the accompanying narrative box.**

**For the Certification Team to recommend to the LWDB that a Workforce Center be certified or recertified, all criteria must be assessed as “Meets” and all indicators must be met. In making their decisions, LWDBs may require additional evidence other than that provided in this application.**

## Workforce Center Certification Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED
John	Craig	Board
Julie	Gordon	Adult Education
Ashlie	Ross	WAPDD- Monitoring

## Documents Reviewed

**Check the boxes for the documents that were reviewed by the Center Certification Team (add notes as appropriate on separate paper, and attach to this application):**

- ☒ Local MOU and IFA
- ☐ Business Plan
- ☒ Local Plan
- ☒ Local policies, procedures, manuals (List names of policies, procedures, and manuals reviewed on separate paper:
- ☐ Complaint and compliance findings
- ☐ Marketing and other printed materials
- ☐ Training schedules
- ☒ Customer feedback reports
- ☐ Customer employment plans / case notes
- ☒ Local grievance, complaint, and appeals policy, including the document posted at the Workforce Center, including State one-page procedure for individuals
- ☒ Most recent annual EO monitoring report in accordance with WIOA §188
- ☒ Recent external monitoring reports, including financial reports
- ☐ Plan for providing services after-hours

## Partners Represented in Workforce Center

**Instructions:**

Check the appropriate box for each required Program/Partner.

If the programs or activities of a listed entity are not available in the area serviced by the Workforce Center, the entities are not required to be represented in the center and must be marked as Not Applicable.

See Policy 6.4 concerning requirements for comprehensive and affiliate centers

“On-Site scheduled hours per week” is the normal number of hours each week that at least one representative is physically at the Workforce Center.

“Off-Site Electronic Connection” means that a partner is normally available by phone or computer during all business hours to assist Workforce Center Customers.

“Non-Compliant” means:

- A representative of WIOA title I-B Adult, Dislocated Worker, and Youth program is not normally available during all business hours at a comprehensive center; or
- A representative of a required partner provides services in the local area, but not at this comprehensive center.

PARTNERS REPRESENTED IN WORKFORCE CENTER				
Partner	On-Site scheduled hours per week	Off-Site Electronic Connection	Not Applicable	Non-Compliant
WIOA title I-B Adult, Dislocated Worker, and Youth programs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA title I-B Job Corps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D YouthBuild		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D Native American programs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WIOA title I-D (Sec. 167) Migrant and Seasonal Farmworker programs	Available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WIOA title II Adult Education and Family Literacy Act (AEFLA) programs	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title III Wagner-Peyser Act Employment Service programs	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WIOA Title IV-B Vocational Rehabilitation (VR) – Arkansas Rehabilitation Services	1/2 Day Monthly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Service Employment Programs authorized under title V of the Older Americans Act of 1965	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career and Technical Education Programs authorized under the Carl D. Perkins Act of 2006 (usually local state-supported college or technical institution)	Promoted at Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (Chapter 2 of the Trade Act of 1974)		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jobs for Veterans State Grants programs (Chapter 41 of title 37, U.S.C. §4102A(b)(5))	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Employment and training activities carried out by the Department of Housing & Urban Development		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unemployment Compensation	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reentry Employment Opportunities (REO) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532 and WIOA 169	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Temporary Assistance for Needy Families authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.	Full Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:	SNAP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Partner:	SDB/Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Service Checklist

**Purpose:** To establish what services are provided in the Workforce Center

### Requirements:

A comprehensive center must provide on-site all basic career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200.

An affiliate center must provide at least one or more of the partner programs. The frequency of program staff's physical presence in the affiliated site is determined at a local level. Affiliate sites are access points in addition to the comprehensive one-stop center(s) in each area, and they must be implemented in a manner that supplements and enhances customer access to services.

**Instructions: Identify if the following services are available on-site for customers. ("yes" means all services within a row are available.)**

For comprehensive Workforce centers, customers must have access to the programs, services, and activities listed below during regular business. Affiliate centers must provide services depending on what programs are available in the center during which times (Affiliate centers may consider "during all business hours" in the charts below to mean "during the scheduled time the partners providing these services are available.")

"Access" to each partner program and its services means:

- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct link through technology to program staff who can provide meaningful information or services. "A direct link" means providing direct connection at the one-stop center, within a reasonable time by phone, or through a real-time Web-based communication to a program staff member who can provide program information of services to the customer. "A direct linkage" cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

A comprehensive Arkansas Workforce Center must have at least one WIOA title I-B staff person physically present during all business hours.

Basic Career Services	Is Service Provided on site during all business hours?
1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the Workforce delivery system. For TANF programs, individuals must be provided with the opportunity to initiate an application for TANF assistance and non-assistance benefits and services.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needed.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Labor exchange services, including job search, placement assistance, career counseling (information on in-demand industry sectors and nontraditional employment), and appropriate recruitment and other business services on behalf of employers (including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the Workforce delivery system and, when appropriate, other workforce development programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas (including job vacancy listings in labor market areas and information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skills requirements, and opportunity for advancement for those jobs.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance. (including childcare, child support, medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, assistance under TANF, and other supportive services and transportation provided through that TANF.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



10. Provision of information and meaningful assistance to individuals seeking assistance in filling a claim for unemployment compensation. ("Meaningful assistance" means (a) providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or (b) providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Individualized Career Services** must be made available if determined to be appropriate in order for an individual to obtain or retain employment. All of these services must be provided at comprehensive Workforce Centers. At affiliate Workforce Centers, the services must be provided if an included partner is authorized to provide such services.

<b>Individualized Career Services</b>	<b>Is Service Provided on site during business hours?</b>
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers (i.e. diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of and information about the eligible training providers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Group counseling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Individual counseling	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Career planning	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

7. Paid or unpaid internships and work experiences (a planned, structured learning experience that takes place in a workplace for a limited period of time) that are linked to careers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Workforce preparation activities	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Financial literacy services	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Out-of-area job search assistance and relocation assistance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. English language acquisition and integrated education and training programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Other Career Services		Is Service Provided on site?
1. Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. TANF agencies must identify employment services and related support being provided by the TANF program within the local area that qualify as career service and ensure access to them via the local one-stop delivery system.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

**Notes:**

**Training Services: Eligible Adults and Dislocated Workers through WIOA title I-B must have access to the following training services through the Arkansas Workforce Center, if they are eligible for such services, need training in order to obtain employment leading to self-sufficiency, cannot obtain employment leading to self-sufficiency without such services, have the ability to be successful in such training, and such training is available. Determination of eligibility, the availability, and appropriateness of training services, as well as starting the process for such services, must be available during business hours.**

Training Services	Is Service Provided?
1. A. Occupational skills training, including training for nontraditional employment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. On-the-job training (OJT).	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Incumbent worker training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Programs that combine workplace training with related instruction, which may include cooperative education programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Training programs operated by the private sector.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Skills upgrading and retraining.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Entrepreneurial training.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Job readiness training provided in combination with training listed in 1-7 above	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, if they are provided concurrently or in combination with training listed in 1-7 above	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Business Services:** Services to businesses are vital to the success of Arkansas Workforce Centers. Although most of these services are provided by WIOA title III Wagner-Peyser representatives, the following services may be provided by other partners, including a Business Services Team. Each Arkansas Workforce Center should have a Business Services Team to assist employers in their service areas.

## Workforce Center Business Services Team Members

FIRST NAME	LAST NAME	AGENCY/ENTITY REPRESENTED	Program(s) Represented
Ashlie	Ross	WAPDD	Title I-B
Vanessa	Caldwell	ADWS	Wagner-Peyser
Theresa	Baggett	Crawford County Adult Ed	Adult Ed
Danny	Arreola	Fort Smith Adult Ed	Adult Ed
Dana	Byrum	Arkansas Rehabilitation	Rehab
Dennis	Williamson	WAPDD	Title I-B

The following business services must be available through the Arkansas Workforce Center:

Business Services	Is Service Provided?
1. Workforce and Labor Market Information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Develop, convene, or implement industry or sector partnerships	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Establish and develop relationships and networks with large and small employers and their intermediaries.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Customized services to employers, employer associations, or other such organizations, on employment-related issues.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

5. Customized recruitment events and related services for employers including targeted job fairs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Customized labor market information for specific employers, sectors, industries, or clusters.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Customized assistance or referral for assistance in the development of a registered apprenticeship program.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9. Listing of Job Orders.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Applicant Referral.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11. Employer Needs Assessment.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
12. Access to Facilities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
13. Translation Services.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
14. Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

# Arkansas Workforce Center Certification Criteria

The local center certification team shall assess and determine if the one- stop center has met each criterion below by indicating “Meets” or “Not Meets”.

**Please Note:** To be certified the center must meet all certification criteria as identified in below.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
<b>A.1</b>	<b>Integrates available services for participants and businesses.</b>  <i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available through the Workforce Center? How are partners collaborating to ensure customers receive the most appropriate services? Interview business services staff. Are all core partners represented on the business services team? Are business outreach efforts coordinated amongst partners to avoid duplication?</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence: Partners are co-located. Literature is available and staff is cross-trained. All core partners are represented on the business team. Efforts are coordinated.		
<b>A.2</b>	<b>Meets the workforce development needs of participants and the employment needs of local employers.</b>  Evidence: Open contact with qualified staff that are cross-trained with each program and service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>A.3</b>	<b>Operates in a cost-efficient manner.</b>  <i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement among all partners attached to the local MOU.</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:		

Standards		Meets	Not Meets
A.4	Coordinates services among the Workforce partner programs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>How does the Workforce Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings among center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:	Managed by Center Director, avoids unnecessary duplication. Cross training, communication, signage, *referrals. While referrals are being made amongst Mena OS staff to each other, referrals are still lacking to partner agencies outside of center and Board approved referral form and process are not being used.	
A.5	Evaluations take into account feedback from Workforce Center customers, including a process for obtaining customer feedback from both employers and job seekers regarding how Workforce services are provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:	Surveys are available online and written. Customer satisfaction survey and on-site surveys	
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through Workforce Centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:	Julie Gordon on site.	
A.7	Services funded through other partner programs are accessed through Workforce Centers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:	Literature available on site. - Through literature, referrals, co-enrollments.	

Standards		Meets	Not Meets
A.8	<b>Identify Sector strategies that meet the needs of local businesses are undertaken through Workforce Centers.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?</i>		
	Evidence:	Machining work in demand, nursing also in demand, CNAs etc.	
A.9	<b>Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the Workforce Centers in a local area.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?</i>		
	Evidence:	Yes, literature and programs available on site. Career Pathways are on-site.	
A.10	<b>Identify Workforce Center customer flow business process and how job seekers access career and training services.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interview and observation.</i>		
	Evidence:	Person greets and directs all clients properly on-site. Participant comes through the front door, is greeted and then directed where to go.	
A.11	<b>The Local MOU between the local workforce board and all required Workforce partners is signed and in place.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review copy of the local MOU to ensure the requirement has been met.</i>		
	Evidence:	We have a signed copy.	
A.12	<b>There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Interview Local Equal Employment Officer and Center Manager</i>		
	Evidence:		



Standards		Meets	Not Meets
A.13	<b>The Center has a “Center Manager” (may be referred to by other titles) who has oversight of center operations.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Identify the Center Manager.</i> Evidence: Sheri Dominguez		
A.14	<b>The Workforce Center adheres to branding requirements and utilizes the official Arkansas Workforce Center logo.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i> Evidence: Yes, everything is branded.		
A.15	<b>Workforce Center staff utilize the Arkansas Job Link System to document all customer activities for job seekers and employers.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews.</i> Evidence: On a daily basis- AJL form filled out by participant, entered by staff. Used for documentation and tracking.		
A.16	<b>The Workforce Center abides by Veterans Preference and Priority of Service Requirements.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable).</i> Evidence: Policy in place.		
A.17	<b>The Workforce Center ensures Priority of Service for Adult program participants, in accordance with.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of the Requirements of WIOA I-B Policy 2.3 Eligibility for Adult Program?</i> Evidence:		

Standards		Meets	Not Meets
A.18	<b>A directory containing partner agency contact information and services offered is available to all center staff.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:	On-site	
A.19	<b>A menu of available services that is provided to individuals entering the Center.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Is this menu of services provided verbally via a Center visitor orientation or in written form?</i>		
	Evidence:		
<b>B. Evaluations of Physical and Programmatic Accessibility</b>			
B.1	<b>Provision of reasonable accommodations for individuals with disabilities.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:	Computer referral to ARS.	
B.2	<b>Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		

Standards		Meets	Not Meets
B.3	<b>Administration of programs in the most integrated setting appropriate.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.4	<b>Communication with persons with disabilities is conducted as effectively as with others.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.5	<b>Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence:	Computers and translators are available.	
B.6	<b>Verify that programmatic and physical accessibility exists.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence:		

Standards		Meets	Not Meets
B.7	Identify how services will be made available to customers outside regular business hours, including whether physical Workforce access is available outside regular business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Staff interview: Does the center provide services outside of regular business hours when the need is identified?		
	Evidence:	Signage and website directions	
B.8	There is at least one WIOA Title I staff member present at the Workforce Center at all times during business hours.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through observation or timesheets.		
	Evidence:	Via internet	
B.9	Regular business hours are clearly visible outside of the Workforce Center building.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through observation.		
	Evidence:	Yes	
B.10	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?		
	Evidence:	In process now.	
B.11	The required Equal Opportunity tagline is included on all documents.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Verify through document inspection. Review forms, brochures, and handouts given to all customers		
	Evidence:	All printed documents.	

Standards		Meets	Not Meets
B.12	<p><b>There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed.</b></p> <p><i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
<b>C. Continuous Improvement</b>			
C.1	<p><b>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area.</b></p> <p><i>How is the center staff involved in the negotiation of local levels of performance?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
C.2	<p><b>Contributes to negotiated local levels of performance.</b></p> <p><i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence:</p>		
C.3	<p><b>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.</b></p> <p><i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<p>Evidence: Hot line complaints</p>		

Standards		Meets	Not Meets
<b>D. Quality Assurance</b>			
<b>D.1</b>	<b>Customer Relations: Job seeker and business customer satisfaction survey results.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Evidence:		
<b>D.2</b>	<b>Operations: Registrations, participants, service and training activities, job orders, hires, and customers served.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>How does the center track and analyze number of registrations, participants, service, and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
	Evidence:	Job board, orders, etc. People served.	
<b>D.3</b>	<b>Professional Development: Activities and staff certifications.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
	Evidence:	Professional development required	
<b>D.4</b>	<b>Adherence to the MOU?</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>MOU clearly defines infrastructure cost sharing.</i>		
	Evidence:		
<b>D.5</b>	<b>Assure standards established for state workforce performance are met.</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
	Evidence:		

## Best or Notable Practices

The One-Stop Operator is encouraged to suggest examples of noteworthy practices below.

### Best Practices or Notable Practices

Identify any best or notable practices of this Workforce Center in the categories below:

Creation and implementation of virtual tools due to COVID-19,  
Partner relationships,  
Business Services Team, and  
Communication Efforts.

1. I use Zoom for meeting when COVID is an issue.
2. I send current and updated information to Mena regarding partner programs, and trainings. Mena staff is invited to all of the trainings that I offer for partners.
3. Mena allows local businesses to set-up in the center so that they can recruit workers. I stay in contact with the local chamber to keep abreast of what is going on in Mena, and how we can participate in local business activities, or events.
4. Mena is included in all of emails that I send out to partners regarding all events, job fairs, or job listings.

## Improvement Opportunities

The One-Stop Operator is encouraged to suggest areas the center should consider strengthening its performance:

### Improvement Opportunities

Identify any areas that the center could improve performance, using the categories below:

Develop relationships with local partners (City, Civic, or Service Organizations),

Develop training sessions for Employers on services and tools they can utilize at the Workforce Center,

Continue to work and comply with all social distancing and other CDC recommendations post COVID, and

Enhance job seeker and business feedback regarding services provided.

1. Continued efforts are made to network with local partners. They are invited to all of the meetings that I hold in Mena, and local partners also receive my emails regarding any training sessions, or Core 4 meetings.
2. The QR code, or survey, is also in the Mena office which allows for customers to comment on services, or programs within the center. Staff have been trained on how to use the google document, and referral form. The Mena office also has a job fair in partnership with the college, where they educate the local business sector on the services that they provide.
3. The Mena Center follows the CDC guidelines as well.
4. The survey form is provided in paper, and a QR code is also available for use that directly links to the customer satisfaction survey.



Each time an LWDB certifies a Workforce Center, it must submit the completed Arkansas Workforce Center Application for Certification to the Arkansas Division of Workforce Services.

Please submit the completed and signed Arkansas Workforce Center Application for Certification to: [WIOA@arkansas.gov](mailto:WIOA@arkansas.gov)

LWDA Name:	Western
Name of Workforce Center:	Mena
Comprehensive or Affiliate Status:	Affiliate
Address of Workforce Center:	1000 College Drive Mena, AR 71953
Hours of Workforce Center:	8 a.m.- 4:30 p.m. Monday through Friday
Phone Number of Workforce Center:	479-777-6155
Website of Workforce Center:	www.arjoblinks.arkansas.gov
Completion Date of the Workforce Center Certification:	2/23/23
Review: Certification Period:	2023
Certifying Body (LWDB or AWDB):	LWDB
Center Certification Team Reviewers:	John Craig, Julie Gordon, Ashlie Ross
Lead Reviewer Contact Email and Phone:	john.craig@bxs.com 479-785-8437

Recommendation:

- ☒ Certified  
☐ Provisional  
☐ Not Certified

If Provisional Status specify date that final review must occur by (within 3 months):

--

I certify to the best of my knowledge and belief that the information in this Workforce Center Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein and the recommendation category selected.

Printed Name of LWDB/AWDB Chair:

Rachel Mize

Signature of LWDB/AWDB Chair:

*Rachel Mize*

Date of Signature:

3/21/23

Printed Name of Chief Elected Official:

Daniel Rogers

Signature of Chief Elected Official:

*Daniel Rogers*

Date of Signature:

*Daniel Rogers* 3-18-23

# Checklist for Existing Facilities version 2.1

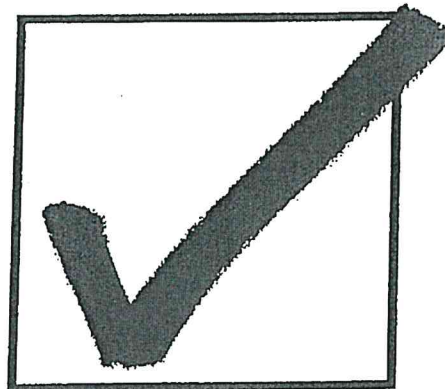


Angie Oliver, Western EEO Office

  
Shari Dominguez, Center Manager

  
Dennis Williamson, Board Staff

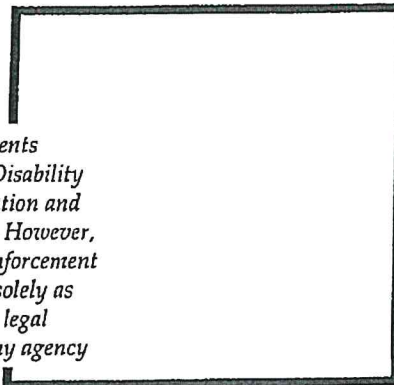
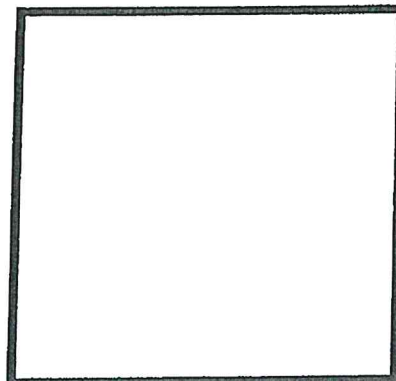
3/15/22  
Date of Validation



To obtain additional copies of this checklist, contact your Disability and Business Technical Assistance Center. To be automatically connected to your regional center, call 1-800-949-4ADA. This checklist may be copied as many times as desired by the Disability and Business Technical Assistance Centers for distribution to small businesses but may not be reproduced in whole or in part and sold by any other entity without written permission of Adaptive Environments, the author.

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**The Americans with Disabilities Act  
Checklist for Readily Achievable Barrier Removal**  
August 1995

# Checklist for Existing Facilities version 2.1

## Introduction

Title III of the Americans with Disabilities Act requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from our country's businesses and services, and to afford our businesses and services the opportunity to benefit from the patronage of all Americans.

The regulations require that architectural and communication barriers that are structural must be removed in public areas of **existing facilities** when their removal is **readily achievable**—in other words, easily accomplished and able to be carried out without much difficulty or expense. **Public accommodations** that must meet the barrier removal requirement include a broad range of establishments (both for-profit and nonprofit)—such as hotels, restaurants, theaters, museums, retail stores, private schools, banks, doctors' offices, and other places that serve the public. People who own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement.

The removal of barriers can often be achieved by making simple changes to the physical environment. However, the regulations do not define exactly how much effort and expense are required for a facility to meet its obligation. This judgment must be made on a case-by-case basis, taking into consideration such factors as the size, type, and overall financial resources of the facility, and the nature and cost of the access improvements needed. These factors are described in more detail in the ADA regulations issued by the Department of Justice.

The process of determining what changes are readily achievable is not a one-time effort; access should be re-evaluated annually. Barrier removal that might be difficult to carry out now may be readily achievable later. Tax incentives are available to help absorb costs over several years.

## Purpose of This Checklist

This checklist will help you identify accessibility problems and solutions in existing facilities in order to meet your obligations under the ADA.

The goal of the survey process is to plan how to make an existing facility more usable for people with disabilities. The Department of Justice (DOJ) recommends the development of an Implementation Plan, specifying what improvements you will make to remove barriers and when each solution will be carried out: "...Such a plan...could serve as evidence of a good faith effort to comply...."

## Technical Requirements

This checklist details some of the requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by DOJ, became the Standards. The Standards are part of the Department of Justice Title III Regulations, 28 CFR Part 36 (*Nondiscrimination on the basis of disability... Final Rule*). Section 36.304 of this regulation, which covers barrier removal, should be reviewed before this survey is conducted.

However, keep in mind that full compliance with the Standards is required only for new construction and alterations. The requirements are presented here as a guide to help you determine what may be readily achievable barrier removal for existing facilities. The Standards should be followed for all barrier removal unless doing so is not readily achievable. If complying with the Standards is not readily achievable, you may undertake a modification that does not fully comply, as long as it poses no health or safety risk.

In addition to the technical specifications, each item has a scoping provision, which can be found under Section 4.1 in the Standards. This section clarifies when access is required and what the exceptions may be.

Each state has its own regulations regarding accessibility. To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement for every modification you make; that is, the requirement that provides greater access for individuals with disabilities. The barrier removal requirement for existing facilities is new under the ADA and supersedes less stringent local or state codes.

## What This Checklist is Not

This checklist does not cover all of the requirements of the Standards; therefore, it is **not** for facilities undergoing new construction or alterations. In addition, it does not attempt to illustrate all possible barriers or propose all possible barrier removal solutions. The Standards should be consulted for guidance in situations not covered here.

The Title III regulation covers more than barrier removal, but this checklist does **not** cover Title III's requirements for nondiscriminatory policies and practices and for the provision of auxiliary communication aids and services. The communication features covered are those that are **structural** in nature.

## Priorities

This checklist is based on the four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

- Priority 1: Accessible **approach and entrance**
- Priority 2: Access to **goods and services**
- Priority 3: Access to **rest rooms**
- Priority 4: Any **other measures** necessary


*Note that the references to ADAAG throughout the checklist refer to the Standards for Accessible Design.*

## How to Use This Checklist

✓ **Get Organized:** Establish a time frame for completing the survey. Determine how many copies of the checklist you will need to survey the whole facility. Decide who will conduct the survey. It is strongly recommended that you invite two or three additional people, including people with various disabilities and accessibility expertise, to assist in identifying barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements.

✓ **Obtain Floor Plans:** It is very helpful to have the building floor plans with you while you survey. If plans are not available, use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying.

✓ **Conduct the Survey:** Bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel

tape measure. With three people surveying, one person numbers key items on the floor plan to match with the field notes, taken by a second person, while the third takes measurements. ***Be sure to record all dimensions!*** As a reminder, questions that require a dimension to be measured and recorded are marked with the ruler symbol.  Think about each space from the perspective of people with physical, hearing, visual, and cognitive disabilities, noting areas that need improvement.

✓ **Summarize Barriers and Solutions:** List barriers found and ideas for their removal. Consider the solutions listed beside each question, and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making the proposed modifications.

✓ **Make Decisions and Set Priorities:** Review the summary with decision makers and advisors. Decide which solutions will best eliminate barriers at a reasonable cost. Prioritize the items you decide upon and make a timeline for carrying them out. Where the removal of barriers is not readily achievable, you must consider whether there are **alternative methods** for providing access that *are* readily achievable.

✓ **Maintain Documentation:** Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

✓ **Make Changes:** Implement changes as planned. Always refer directly to the Standards and your state and local codes for complete technical requirements before making any access improvement. References to the applicable sections of the Standards are listed at the beginning of each group of questions. If you need help understanding the federal, state, or local requirements, contact your Disability and Business Technical Assistance Center.

✓ **Follow Up:** Review your Implementation Plan each year to re-evaluate whether more improvements have become readily achievable.

To obtain a copy of the Title III regulations and the Standards or other technical information, call the U.S. Dept. of Justice ADA Information Line at (800) 514-0301 Voice, (202) 514-0381 TDD, or (800) 514-0383 TDD. For questions about ADAAG, contact the Architectural and Transportation Barriers Compliance Board at (800) USA-ABLE.



Priority

# 1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

Yes No

## Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

Is there a route of travel that does not require the use of stairs?


☒ ☐

- ☐ Add a ramp if the route of travel is interrupted by stairs.
- ☐ Add an alternative route on level ground.

Is the route of travel stable, firm and slip-resistant?

☒ ☐

- ☐ Repair uneven paving.
- ☐ Fill small bumps and breaks with beveled patches.
- ☐ Replace gravel with hard top.


 Is the route at least 36 inches wide?

☒ ☐  

36 3/4

  
width

- ☐ Change or move landscaping, furnishings, or other features that narrow the route of travel.
- ☐ Widen route.

 Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?

☒ ☐  

80 +

  
distance  
from wall/  
height

- ☐ Move or remove protruding objects.
- ☐ Add a cane-detectable base that extends to the ground.
- ☐ Place a cane-detectable object on the ground underneath as a warning barrier.


**In order to be detected** using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

☒ ☐

- ☐ Install curb cut.
- ☐ Add small ramp up to curb.

## Ramps (ADAAG 4.8)

 Are the slopes of ramps no greater than 1:12?

☐ ☐  

N/A

  
slope

**Slope is given as a ratio of the height to the length.** 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, **at least** one foot of ramp length is needed for each inch of height.

- ☐ Lengthen ramp to decrease slope.
- ☐ Relocate ramp.
- ☐ If available space is limited, reconfigure ramp to include switchbacks.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?

Yes No

☒ ☐

☐ Add railings.



Are railings sturdy, and between 34 and 38 inches high?

☒ ☐

height

☐ Adjust height of railing if not between 30 and 38 inches.  
☐ Secure handrails in fixtures.



Is the width between railings or curbs at least 36 inches?

☒ ☐

width

☐ Relocate the railings.  
☐ Widen the ramp.

Are ramps non-slip?

☒ ☐

☐ Add non-slip surface material.



Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

☒ ☐

length

☐ Remodel or relocate ramp.



Does the ramp rise no more than 30 inches between landings?

☒ ☐

rise

☐ Remodel or relocate ramp.

### Parking and Drop-Off Areas (ADAAG 4.6)



Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

Total spaces	Accessible
1 to 25	1 space
26 to 50	2 spaces
51 to 75	3 spaces
76 to 100	4 spaces

☒ ☐

number of accessible spaces

Note widths of existing accessible spaces:

☐ Reconfigure a reasonable number of spaces by repainting stripes.



Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?

☒ ☐



width/  
vertical  
clearance

☐ Reconfigure to provide van-accessible space(s).

**At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).**

## QUESTIONS

## POSSIBLE SOLUTIONS

		Yes	No	
<b>Parking and Drop-Off Areas, continued</b>				
Are the access aisles part of the accessible route to the accessible entrance?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Add curb ramps. <input type="checkbox"/> Reconstruct sidewalk.
Are the accessible spaces closest to the accessible entrance?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Reconfigure spaces.
Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Add signs, placed so that they are not obstructed by cars.
Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Implement a policy to check periodically for violators and report them to the proper authorities.
<hr/>				
<b>Entrance (ADAAG 4.13, 4.14, 4.5)</b>				
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.
<b>Do not use a service entrance as the accessible entrance unless there is no other option.</b>				
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Install signs before inaccessible entrances so that people do not have to retrace the approach.
Can the alternate accessible entrance be used independently?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.
	Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Widen the door to 32 inches clear. <input type="checkbox"/> If technically infeasible, widen to 31-3/8 inches minimum. <input type="checkbox"/> Install offset (swing-clear) hinges.
		<div style="border: 1px solid black; padding: 2px; display: inline-block;">32</div> clear opening		
	Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Remove or relocate furnishings, partitions, or other obstructions. <input type="checkbox"/> Move door. <input type="checkbox"/> Add power-assisted or automatic door opener.
		<div style="border: 1px solid black; padding: 2px; display: inline-block;">30</div> clear space		




## QUESTIONS

## POSSIBLE SOLUTIONS


Yes No

Entrance, continued

 Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

☒ ☐  
"  
 height

- ☐ If there is a single step with a rise of 6 inches or less, add a short ramp.
- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.

 If provided, are carpeting or mats a maximum of 1/2-inch high?


☒ ☐  
"  
 height

- ☐ Replace or remove mats.

Are edges securely installed to minimize tripping hazards?

☒ ☐


- ☐ Secure carpeting or mats at edges.

 Is the door handle no higher than 48 inches and operable with a closed fist?

☒ ☐  
"  
 height

- ☐ Lower handle.
- ☐ Replace inaccessible knob with a lever or loop handle.
- ☐ Retrofit with an add-on lever extension.


**The "closed fist" test for handles and controls:** Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.

 Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?

☒ ☐  
  
 force

- ☐ Adjust the door closers and oil the hinges.
- ☐ Install power-assisted or automatic door openers.
- ☐ Install lighter doors.

**You can use an inexpensive force meter or a fish scale** to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.

 If the door has a closer, does it take at least 3 seconds to close?

☒ ☐  
  
 seconds

- ☐ Adjust door closer.

# QUESTIONS

# POSSIBLE SOLUTIONS

Priority

## 2 Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

Yes No


### Horizontal Circulation (ADAAG 4.3)

Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

☒ ☐

Are all public spaces on an accessible route of travel?


☒ ☐

 Is the accessible route to all public spaces at least 36 inches wide?

☒ ☐  

36

  
width

 Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?


☒ ☐  

5

  
width

- ☐ Add ramps or lifts.
- ☐ Make another entrance accessible.
- ☐ Provide access to all public spaces along an accessible route of travel.
- ☐ Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.
- ☐ Rearrange furnishings, displays, and equipment.


### Doors (ADAAG 4.13)

 Do doors into public spaces have at least a 32-inch clear opening?

☒ ☐  

36


  
clear opening

 On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?

☒ ☐  

20


  
clear space

 Can doors be opened without too much force (5 lbf maximum for interior doors)?

☒ ☐  

3


  
force

 Are door handles 48 inches high or less and operable with a closed fist?

☒ ☐  

38

  
height

 Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

☒ ☐  

1/4"


  
height

- ☐ Install offset (swing-clear) hinges.
- ☐ Widen doors.
- ☐ Reverse the door swing if it is safe to do so.
- ☐ Move or remove obstructing partitions.
- ☐ Adjust or replace closers.
- ☐ Install lighter doors.
- ☐ Install power-assisted or automatic door openers.
- ☐ Lower handles.
- ☐ Replace inaccessible knobs or latches with lever or loop handles.
- ☐ Retrofit with add-on levers.
- ☐ Install power-assisted or automatic door openers.
- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- ☐ If between 1/4- and 3/4-inch high, add bevels to both sides.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)


 Are all aisles and pathways to materials and services at least 36 inches wide?

Yes No

☒ ☐

width

☐ Rearrange furnishings and fixtures to clear aisles.

 Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

☒ ☐


width

☐ Rearrange furnishings to clear more room.

Is carpeting low-pile, tightly woven, and securely attached along edges?

☒ ☐

☐ Secure edges on all sides.  
☐ Replace carpeting.

 In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?

☒ ☐

height/  
protrusion

☐ Remove obstacles.  
☐ Install furnishings, planters, or other cane-detectable barriers underneath.

### Emergency Egress (ADAAG 4.28)


If emergency systems are provided, do they have both flashing lights and audible signals?

☒ ☐

☐ Install visible and audible alarms.  
☐ Provide portable devices.

### Signage for Goods and Services (ADAAG 4.30)

Different requirements apply to different types of signs.

 If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?

☒ ☐

☐ Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)

- Signs mounted with centerline 60 inches from floor.

Y N  
☒ ☐   
height

- Mounted on wall adjacent to latch side of door, or as close as possible.

☒ ☐

- Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits).

☒ ☐   
character  
height

- Brailled text of the same information.

☒ ☐

- If pictogram is used, it must be accompanied by raised characters and braille.

☒ ☐


## QUESTIONS

## POSSIBLE SOLUTIONS

### Directional and Informational Signage

The following questions apply to directional and informational signs that fall under Priority 2.

Yes No

 If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?

☒ ☐  
☐ ☐  
 48  
 letter height


☐ Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.

Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)

☒ ☐

☐ Review requirements and replace signs as needed.

### Controls (ADAAG 4.27)

 Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?

☒ ☐  
☐ ☐  
 48  
 height

☐ Relocate controls.


**Reach ranges:** The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

Are they operable with a closed fist?

☒ ☐

☐ Replace controls.

### Seats, Tables, and Counters (ADAAG 4.2, 4.32, 7.2)

 Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?

☒ ☐  
☐ ☐  
 36  
 width


☐ Rearrange chairs or tables to provide 36-inch aisles.

Are the spaces for wheelchair seating distributed throughout?

☒ ☐


☐ Rearrange tables to allow room for wheelchairs in seating areas throughout the area.

☐ Remove some fixed seating.

 Are the tops of tables or counters between 28 and 34 inches high?

☒ ☐  
☐ ☐  
 29  
 height

☐ Lower part or all of high surface.  
☐ Provide auxiliary table or counter.

 Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?


☒ ☐  
☐ ☐  
 28  
 height/  
 width/  
 depth

☐ Replace or raise tables.

## QUESTIONS

## POSSIBLE SOLUTIONS


### Seats, Tables, and Counters, continued

 At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?

Yes No

☒ ☐  
☒ 30  
height

- ☐ Provide a lower auxiliary counter or folding shelf.
- ☐ Arrange the counter and surrounding furnishings to create a space to hand items back and forth.

 Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

☒ ☐  
☒ 36  
height

- ☐ Lower section of counter.
- ☐ Arrange the counter and surrounding furnishings to create a space to pass items.

### Vertical Circulation (ADAAG 4.1.3(5), 4.3)

Are there ramps, lifts, or elevators to all public levels?

☒ ☐

- ☐ Install ramps or lifts.
- ☐ Modify a service elevator.
- ☐ Relocate goods or services to an accessible area.

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

☒ ☐

- ☐ Post clear signs directing people along an accessible route to ramps, lifts, or elevators.

### Stairs (ADAAG 4.9)

The following questions apply to stairs connecting levels *not* serviced by an elevator, ramp, or lift.

Do treads have a non-slip surface?

☒ ☐

- ☐ Add non-slip surface to treads.

Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

☒ ☐


- ☐ Add or replace handrails if possible within existing floor plan.

### Elevators (ADAAG 4.10)

Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

☒ ☐

- ☐ Install visible and verbal or audible signals.

 Are the call buttons in the hallway no higher than 42 inches?

☒ ☐  
☒ 37  
height

- ☐ Lower call buttons.
- ☐ Provide a permanently attached reach stick.

Do the controls inside the cab have raised and braille lettering?

☒ ☐

- ☐ Install raised lettering and braille next to buttons.

## QUESTIONS

## POSSIBLE SOLUTIONS

### Elevators, continued

Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?

Yes No

☒ ☐

If an emergency intercom is provided, is it usable without voice communication?

☒ ☐


Is the emergency intercom identified by braille and raised letters?

☒ ☐

### Lifts (ADAAG 4.2, 4.11)


Can the lift be used without assistance? If not, is a call button provided?

☒ ☐

 Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?

☒ ☐

32  
clear space

 Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

☒ ☐

20  
height

☐ Install tactile signs to identify floor numbers, at a height of 60 inches from floor.

☐ Modify communication system.

☐ Add tactile identification.

☐ At each stopping level, post clear instructions for use of the lift.  
☐ Provide a call button.

☐ Rearrange furnishings and equipment to clear more space.

☐ Move controls.

Priority

## 3 Usability of Rest Rooms

When rest rooms are open to the public, they should be accessible to people with disabilities.

### Getting to the Rest Rooms (ADAAG 4.1)

If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

☒ ☐

Are there signs at inaccessible rest rooms that give directions to accessible ones?

☒ ☐

☐ Reconfigure rest room.  
☐ Combine rest rooms to create one unisex accessible rest room.

☐ Install accessible signs.

### Doorways and Passages (ADAAG 4.2, 4.13, 4.30)

Is there tactile signage identifying rest rooms?

☒ ☐

Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage. Avoid using ambiguous symbols in place of text to identify rest rooms.

☐ Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).

## QUESTIONS


## POSSIBLE SOLUTIONS

### Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?


Yes No

☒ ☐

 Is the doorway at least 32 inches clear?


☒ ☐

36  
clear width

 Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?


☒ ☐

46  
height

 Can doors be opened easily (5 lbf maximum force)?

☒ ☐


3  
force

 Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?

☒ ☐

36  
clear width

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

 Is there a 36-inch-wide path to all fixtures?

☒ ☐

36  
width

☐ If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.

☐ Install offset (swing-clear) hinges.  
☐ Widen the doorway.

☐ Lower handles.  
☐ Replace knobs or latches with lever or loop handles.  
☐ Add lever extensions.  
☐ Install power-assisted or automatic door openers.

☐ Adjust or replace closers.  
☐ Install lighter doors.  
☐ Install power-assisted or automatic door openers.

☐ Rearrange furnishings such as chairs and trash cans.  
☐ Remove inner door if there is a vestibule with two doors.  
☐ Move or remove obstructing partitions.


☐ Remove obstructions.

### Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

☒ ☐

☐ Replace inaccessible knobs with lever or loop handles.  
☐ Add lever extensions.

 Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

☒ ☐

36x69  
length/  
width

☐ Move or remove partitions.  
☐ Reverse the door swing if it is safe to do so.

## QUESTIONS

## POSSIBLE SOLUTIONS


### Stalls, continued

In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?

Yes No

☒ ☐

☐ Add grab bars.


 Is the toilet seat 17 to 19 inches high?

☒ ☐

☐ Add raised seat.

height

### Lavatories (ADAAG 4.19, 4.24)


 Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

☒ ☐

- ☐ Rearrange furnishings.
- ☐ Replace lavatory.
- ☐ Remove or alter cabinetry to provide space underneath.
- ☐ Make sure hot pipes are covered.
- ☐ Move a partition or wall.

A maximum of 19 inches of the required depth may be under the lavatory.


clear space

 Is the lavatory rim no higher than 34 inches?

☒ ☐

☐ Adjust or replace lavatory.

height

 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

☒ ☐

☐ Adjust or replace lavatory.

height

Can the faucet be operated with one closed fist?


☒ ☐

☐ Replace with paddle handles.

Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?

☒ ☐

- ☐ Lower dispensers.
- ☐ Replace with or provide additional accessible dispensers.

 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

☒ ☐

- ☐ Lower or tilt down the mirror.
- ☐ Add a larger mirror anywhere in the room.

height


### Priority

## 4 Additional Access

*Note that this priority is for items not required for basic access in the first three priorities.*

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

### Drinking Fountains (ADAAG 4.15)

 Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

☒ ☐

☐ Clear more room by rearranging or removing furnishings.


clear space



## QUESTIONS

## POSSIBLE SOLUTIONS

### Drinking Fountains, continued

 Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?


Yes No

☒ ☐

32  
height

Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?

☒ ☐

 Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?

☒ ☐


27  
height/  
protrusion

- ☐ Provide cup dispensers for fountains with spouts that are too high.
- ☐ Provide accessible cooler.

- ☐ Replace the controls.

- ☐ Place a planter or other cane-detectable barrier on each side at floor level.


### Telephones (ADAAG 4.31)

 If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

☒ ☐

30x48  
clear space


- ☐ Move furnishings.
- ☐ Replace booth with open station.

 Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

☒ ☐

36  
height

- ☐ Lower telephone.

 Does the phone protrude no more than 4 inches into the circulation space?

☒ ☐

4  
protrusion

- ☐ Place a cane-detectable barrier on each side at floor level.

Does the phone have push-button controls?

☒ ☐

- ☐ Contact phone company to install push-buttons.

Is the phone hearing-aid compatible?

☒ ☐

- ☐ Have phone replaced with a hearing-aid compatible one.

Is the phone adapted with volume control?

☒ ☐

- ☐ Have volume control added.

Is the phone with volume control identified with appropriate signage?

☒ ☐

- ☐ Add signage.

If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?

☒ ☐

- ☐ Install a text telephone.
- ☐ Have a portable TT available.
- ☐ Provide a shelf and outlet next to phone.

Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

☒ ☐

- ☐ Add signage.

**Board Report**  
**One-Stop Operator**  
**March 2023**

**Partner Meetings:**

02/27- Teresa Lillard-SCSEP

03/08- Core 4 Meeting

**Job Fairs**

02/13- (23) total partner/business/resource participants

0328- Next scheduled job fair at Workforce Center

**Presentation of Partner Programs-Workforce Center Services:**

02/23- Kathy Smith-Howard Elementary School-Parent Job and Resource Fair

02/27- Salvation Army Board meeting-resources available

02/28-Homeless Coalition Meeting

**Community Involvement:**

01/17- Fort Smith Chamber Breakfast Club

01/17- Evening Chamber Event at Crawford County Adult Education

02/17- Van Buren Workforce Business Training

02/21- Fort Smith Chamber Breakfast Club

02/27- Salvation Army Board Meeting

03/01-Next Step Day Shelter Board Meeting

**Total New Business Contacts for Workforce Center Job Fairs- 39**

Copy of Customer Satisfaction Survey

Q1 Did you request a specific agency to meet with, or were you referred?  
(ex. Job Services, WAPDD, Job Corps, Adult Education, Veteran Services,  
AARP, etc.)

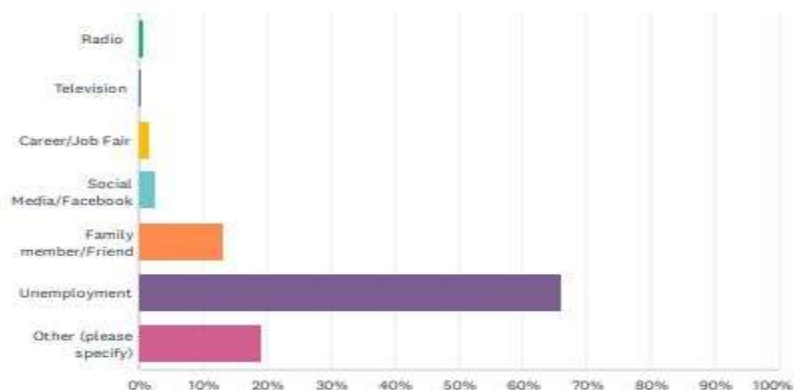
Answered: 446 Skipped: 20



ANSWER CHOICES	RESPONSES	
Requested	21.52%	96
Referred	17.94%	80
Walk In	60.54%	270

### Q3 How did you hear about services available?

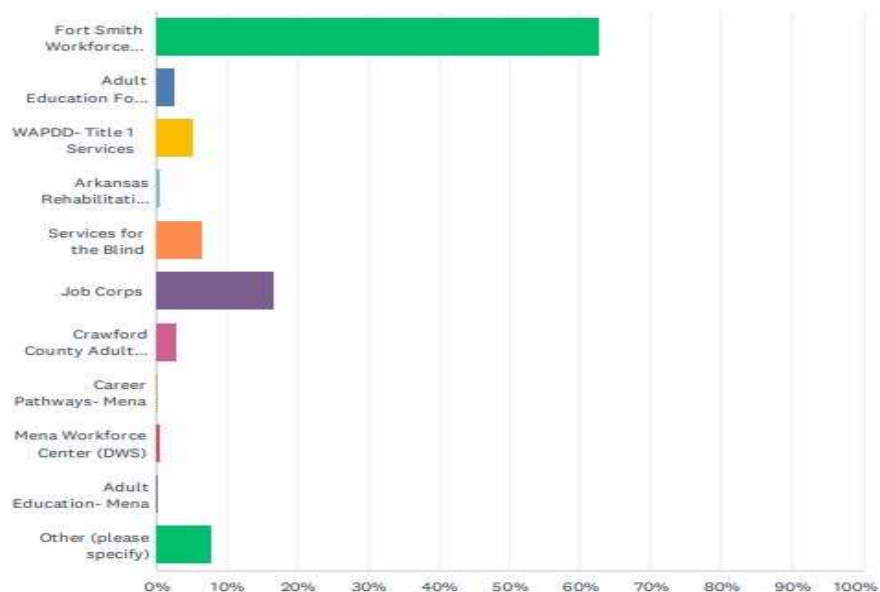
Answered: 325 Skipped: 141



ANSWER CHOICES	RESPONSES	
Radio	0.62%	2
Television	0.31%	1
Career/Job Fair	1.54%	5
Social Media/Facebook	2.46%	8
Family member/Friend	13.23%	43
Unemployment	66.15%	215
Other (please specify)	19.08%	62
Total Respondents: 325		

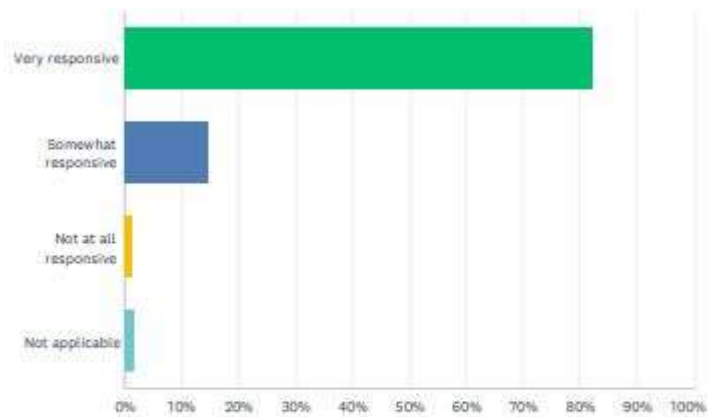
### Q2 What Agency are you taking the survey for?

Answered: 458 Skipped: 8



## Q5 How responsive have we been to your questions or concerns about our services?

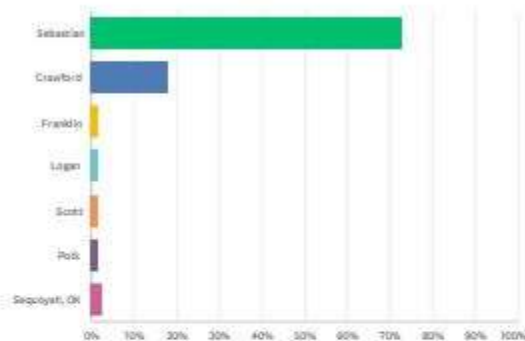
Answered: 459 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very responsive	82.35%	378
Somewhat responsive	14.81%	68
Not at all responsive	1.31%	6
Not applicable	1.53%	7
<b>TOTAL</b>		<b>459</b>

## Q6 In which county of Arkansas do you live?

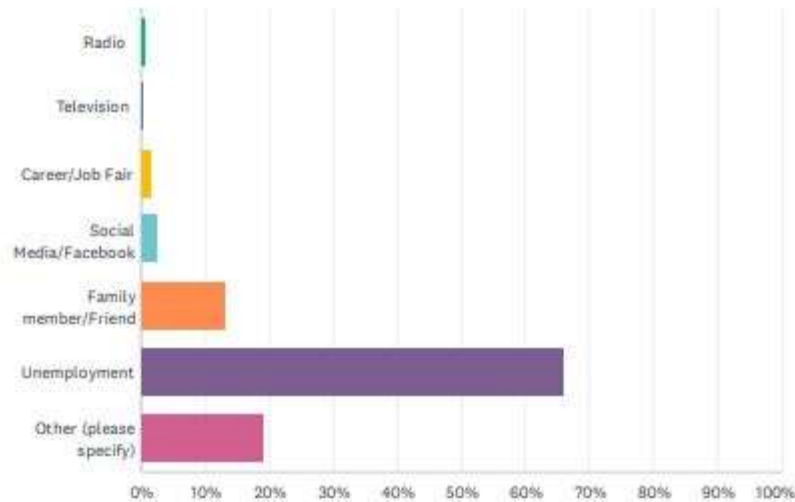
Answered: 460 Skipped: 5



ANSWER CHOICES	RESPONSES	
Sebastian	72.61%	334
Crawford	16.04%	73
Franklin	1.74%	8
Logan	1.52%	7
Scott	1.52%	7
Polk	1.74%	8
Sequoyah, OK	2.83%	13
<b>TOTAL</b>		<b>460</b>

### Q3 How did you hear about services available?

Answered: 325 Skipped: 141



ANSWER CHOICES	RESPONSES	
Radio	0.62%	2
Television	0.31%	1
Career/Job Fair	1.54%	5
Social Media/Facebook	2.46%	8
Family member/Friend	13.23%	43
Unemployment	66.15%	215
Other (please specify)	19.08%	62
Total Respondents: 325		

The survey process and the referral process are going well for the One-Stop. The past two months have been a little challenging because of the weather, and holidays. January and February are always two of the hardest months to get things scheduled because of this.

At the Workforce Center, we have been able to get all of our partners in the center together. In February, SCSEP moved into the center cubicles with the rest of the partners. This should allow for better communication between partners, and hopefully more referrals as well. Since January, 44 referrals between partners have been documented by the One-Stop Operator.

## Workforce Funding vs Expenditure Monthly Report

Funds Expended as of December 31, 2022 :								Funds Remaining as of December 31, 2022:					
Award Amount		Current	Total Admin Entity Exp.	Total Fiscal Agent Exp.	Total Program Exp	Grant Total	FUR %	Remaining Admin Entity	Fiscal Agent Entity	Remaining Program	Remaining Totals	Grant End Date	
		Month Total Exp.											
\$18,935.00	Adult FY21 (Reallocation)	0.00	0.00	1,893.00	17,042.00	\$18,935.00	100%	Adult FY21 (Reallocation)	0.00	0.00	0.00	0.00	12/31/2022
\$66,901	Adult PY21	0.00	937.00	5,753.00	60,211.00	\$66,901.00	100%	Adult PY21	\$0.00	\$0.00	\$0.00	\$0.00	6/30/2023
\$410,312	Adult FY22	32,448.36	1,341.18	25,047.91	147,775.39	\$174,164.48	42%	Adult FY22	\$3,439.82	\$11,202.09	\$221,505.61	\$236,147.52	6/30/2023
\$65,280	Adult PY22	0.00	0.00	0.00	0.00	\$0.00	0%	Adult PY22	\$522.00	\$6,006.00	\$58,752.00	\$65,280.00	6/30/2024
\$291,726	Adult FY23	0.00	0.00	0.00	0.00	\$0.00	0%	Adult FY23	\$6,710.00	\$22,462.00	\$262,554.00	\$291,726.00	6/30/2024
\$50,409	DLW PY21	2,007.61	706.00	4,334.00	39,580.89	\$44,620.89	89%	DLW PY21	\$0.00	\$0.00	\$5,788.11	\$5,788.11	6/30/2023
\$119,491	DLW FY22	350.09	631.04	4,199.00	0.00	\$4,830.04	4%	DLW FY22	\$1,005.96	\$6,113.00	\$107,542.00	\$114,660.96	6/30/2023
\$48,519	DLW PY22	0.00	0.00	0.00	0.00	\$0.00	0%	DLW PY22	\$388.00	\$4,463.00	\$43,668.00	\$48,519.00	6/30/2024
\$192,757	DLW FY23	0.00	0.00	0.00	0.00	\$0.00	0%	DLW FY23	\$4,433.00	\$14,842.00	\$173,482.00	\$192,757.00	6/30/2024
\$376,468	Youth PY21	0.00	3,153.89	34,492.11	338,822.00	\$376,468.00	100%	Youth PY21	\$2,004.11	-\$2,004.11	\$0.00	\$0.00	6/30/2023
\$307,911	Youth PY22	18,495.46	221.67	4,484.55	35,636.91	\$40,343.13	13%	Youth PY22	\$2,466.33	\$23,618.45	\$241,483.09	\$267,567.87	6/30/2024
\$15,430	HC Youth PY21	0.00	143.56	1,399.44	13,887.00	\$15,430.00	100%	HC Youth PY21	\$0.00	\$0.00	\$0.00	\$0.00	2/28/2023
\$316,310	TANF Pre-APP	1,548.19	0.00	9,720.88	87,023.04	\$96,743.92	31%	TANF Pre-APP	\$0.00	\$7,514.12	\$212,051.96	\$219,566.08	6/30/2023
\$12,500	Reg. Plan. PY21	275.27	0.00	375.00	8,046.78	\$8,421.78	67%	Reg. Plan. PY21	\$0.00	\$0.00	\$4,078.22	\$4,078.22	1/31/2023
\$12,500	Sector Part. PY21	1,388.90	0.00	375.00	5,894.53	\$6,269.53	50%	Sector Part. PY21	\$0.00	\$0.00	\$6,230.47	\$6,230.47	1/31/2023
\$2,305,449	Total	\$56,513.88	\$7,134.34	\$92,073.89	\$753,919.54	\$853,127.77		Total	\$20,969.22	\$94,216.55	\$1,337,135.46	\$1,452,321.23	

PY21 Youth YTD % - Expended:			
ISY	\$86,571.61	25.96%	25% Max.
OSY	\$246,959.60	74.04%	75% Max
Total	\$333,531.21		

PY21 Youth Work Experience % - Expended:			
ISY	\$30,889.48		
OSY	\$46,956.27		
Total	\$77,845.75	22.98%	20% Min.

Youth PY21 (25% IS)-vs-(75% OS):	
\$376,468.00	Total Youth Grant
\$37,646.00	Admin Budget
\$338,822.00	Total Program Budget
\$84,720.00	25% Max In-School Budget
\$254,102.00	75% Max Out of School Budget
\$338,822.00	Total Program Budget
-\$1,851.61	Remaining In-School Funds
\$7,142.40	Remaining Out of School Funds
\$5,290.79	Total Remaining Program Funds

PY22 Youth YTD % - Expended:			
ISY	\$3,088.01	8.67%	25% Max.
OSY	\$32,548.90	91.33%	75% Max
Total	\$35,636.91		

PY22 Youth Work Experience % - Expended:			
ISY	\$0.00		
OSY	\$7,026.55		
Total	\$7,026.55	19.72%	20% Min.

Youth PY22 (25% IS)-vs-(75% OS):	
\$307,911.00	Total Youth Grant
\$30,791.00	Admin Budget
\$277,120.00	Total Program Budget
\$69,280.00	25% Max In-School Budget
\$207,840.00	75% Max Out of School Budget
\$277,120.00	Total Program Budget
\$66,191.99	Remaining In-School Funds
\$175,291.10	Remaining Out of School Funds
\$241,483.09	Total Remaining Program Funds

Funding	Remaining	20% Carry Over	Adjusted Total	%	Average per Month	Months Remaining Based on Avg per Month
Adult PY21	\$0.00	\$0.00	\$0.00	0.00%	\$44,254.22	0
Adult FY22	\$236,147.52	\$0.00	\$236,147.52	22.19%	\$44,254.22	5
Adult PY22	\$65,280.00	\$0.00	\$65,280.00	6.14%	\$44,254.22	1
Adult FY23	\$291,726.00	\$58,345.20	\$233,380.80	21.93%	\$44,254.22	5
DLW PY21	\$5,788.11	\$0.00	\$5,788.11	0.54%	\$15,442.53	0
DLW FY22	\$114,660.96	\$0.00	\$114,660.96	10.78%	\$15,442.53	7
DLW PY22	\$48,519.00	\$0.00	\$48,519.00	4.56%	\$15,442.53	3
DLW FY23	\$192,757.00	\$38,551.40	\$154,205.60	14.49%	\$15,442.53	10
Youth PY21	\$0.00	\$0.00	\$0.00	0.00%	\$36,350.94	0
Youth PY22	\$267,567.87	\$61,582.20	\$205,985.67	19.36%	\$36,350.94	6
Totals	\$1,222,446.46	\$158,478.80	\$1,063,967.66	100.00%		

Participants Served July 1, 2022 - Jan 18, 2023					
	Adult	DLW	OSY	ISY	Totals:
Total Enrolled	42	3	27	4	76
Services Ended	22	1	12	4	39
Current Totals	20	2	15	0	37

[illegible]





**ARKANSAS DIVISION OF WORKFORCE SERVICES  
SUBGRANT AWARD  
FUNDING ALLOCATION**

<b>SUBGRANT ORGANIZATION:</b>	<b>Western Arkansas Planning &amp; Development District</b>		
<b>SUBGRANT NUMBER:</b>	<b>05-P22-HCY-60</b>		
<b>PROGRAM YEAR:</b>	<b>2022</b>	<b>MODIFICATION NUMBER:</b>	<b>0</b>

<b>ADMINISTRATION <i>(Limited to 10%)</i></b>	
Administrative Entity	\$155.84
Fiscal Agent	\$2,960.87
One-Stop Operator	
<b>ADMINISTRATION TOTAL</b>	<b>\$3,116.71</b>

<b>PROGRAM ACTIVITIES</b>	<b>In-School Youth</b>	<b>Out-of-School Youth</b>	<b>Total</b>
Work Experience <i>(Minimum of 20%)</i>	\$1,402.52	\$4,207.56	\$5,610.08
Pay-for-Performance Contracts <i>(Limited to 10%)</i>			
Other Training		\$561.00	\$561.00
Other Program Related Expenses	\$5,610.08	\$16,269.23	\$28,050.39
<b>PROGRAM ACTIVITIES</b>	<b>\$7,012.60</b>	<b>\$21,037.79</b>	<b>\$28,050.39</b>

<b>TOTAL FUNDING</b>			<b>\$31,168.00</b>
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**For Consideration of the  
Arkansas Workforce Development Board**

**February 21, 2023**

**AGENDA ITEM 5 – INFORMATION:** Explaining Arkansas' Labor Shortage

**INFORMATION/RATIONALE:** This presentation is from the Labor management Information section within ADWS. The information being presented will provide the members of this Board a look into the issues Arkansas is faced with from a labor shortage perspective.

Since the Board's role is strategic, this will provide a good foundation to start brainstorming ways to reach the populations in need. The Board is encouraged to ask questions during or after this presentation.

## Explaining Arkansas' Labor Shortage

### ADWS, Labor Market Information

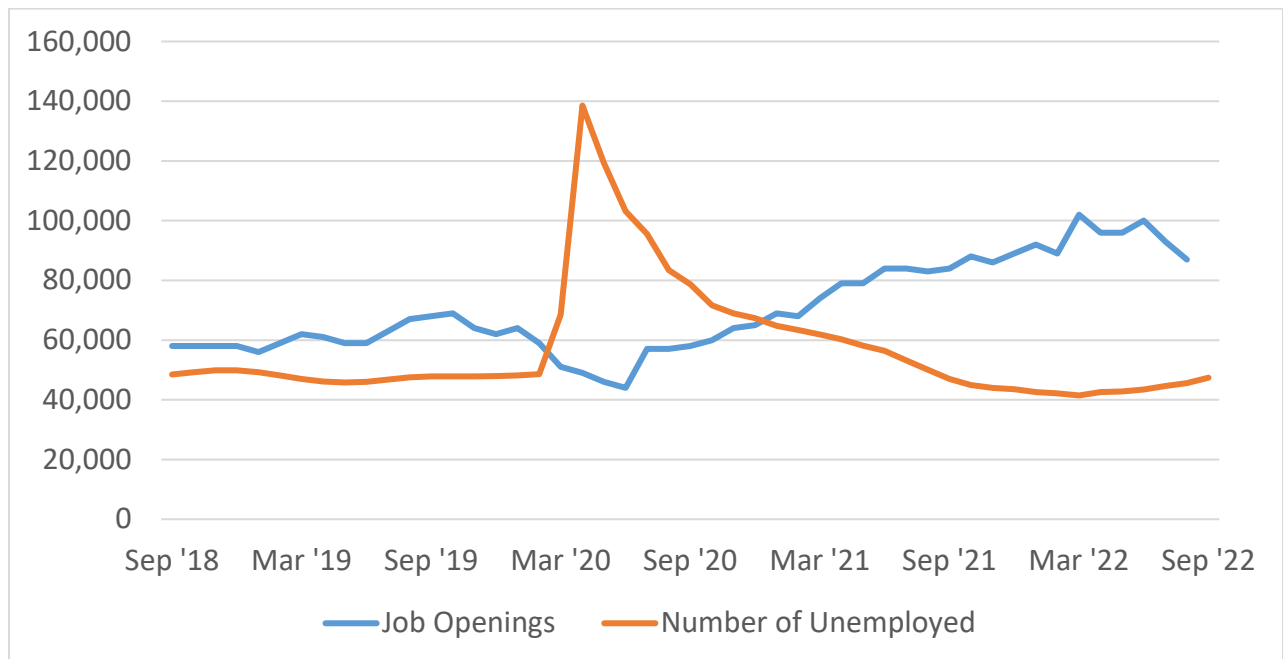
#### November 2022

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### Labor Shortage in the Workforce

The Bureau of Labor Statistics produces a data series called Job Openings and Labor Turnover Survey (JOLTS). JOLTS data tracks job openings at the statewide level.

State of Arkansas  
Job Openings vs Number of Unemployed  
September 2018 – September 2022



- In 2018 and early 2019, there were roughly 10,000 more job openings each month than unemployed persons looking for work
- By late 2019, that number had doubled to 20,000
- The number of job openings and unemployed persons converged in December 2020
- Since then, the number of job openings has outpaced the number of unemployed by 2:1, with roughly 40,000 – 60,000 more job openings than unemployed

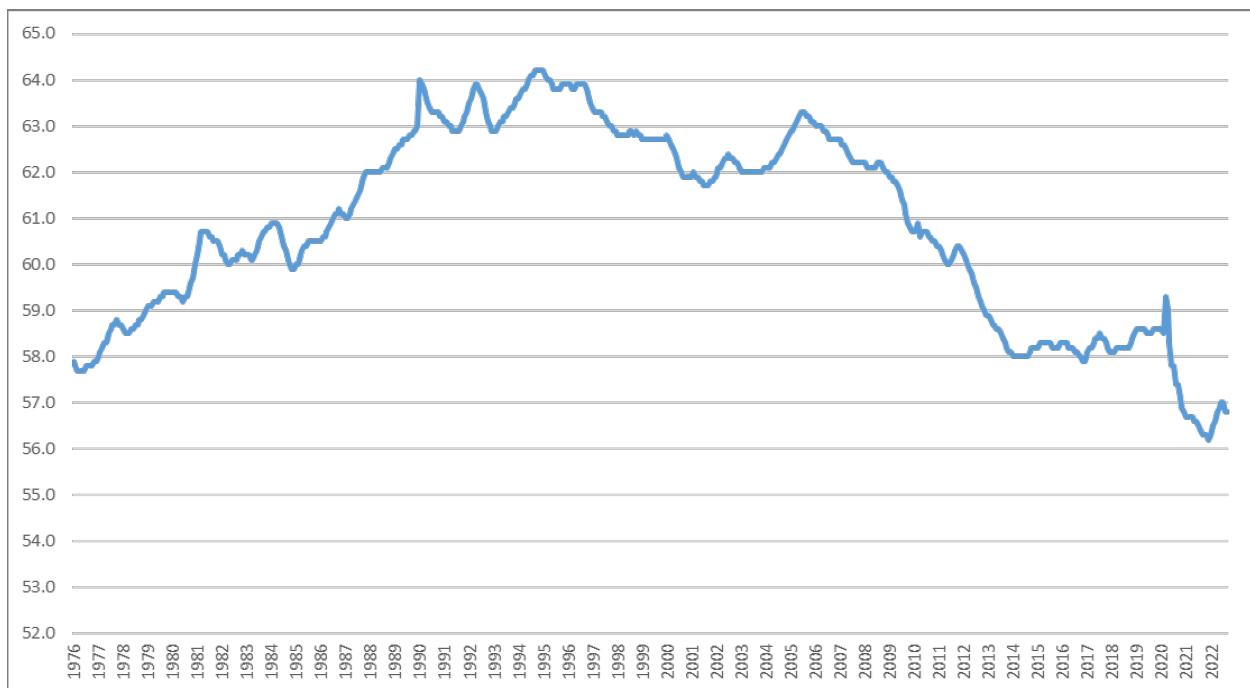
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## Labor Force Participation Rates

The Labor Force Participation Rate (LFPR) is the percentage of the civilian non-institutionalized population (aged 16+) that is either working or actively looking for work.

- Arkansas' LFPRs peaked in the mid-1990s, reaching 64.2% in 1994
- Similar levels occurred in 2005 (63.3%) but have steadily declined since then
- Record low levels were seen in December 2021 (56.2%) but have slightly increased to 56.8% in August and September 2022

Arkansas' Labor Force Participation Rates (Seasonally Adjusted)  
January 1976 – September 2022



- In September 2022, Arkansas had the 3<sup>rd</sup> lowest LFPR in the country behind NM, MS, and WV
- All border states (except Mississippi) have higher LFPRs than Arkansas

## Labor Force Participation Rates by State (Seasonally Adjusted) September 2022



- Researchers from various fields and governmental agencies have conducted studies on declining LFPRs and have isolated 6 possible causes\*
  - Aging Population
    - Arkansas has a higher percentage of people over aged 60 than US average
  - Decline of Men in the Labor Force
    - LFPR levels for working aged men has declined sharply
  - Trends in Young Workers and Educational Attainment
    - Arkansas has lower than average levels of both HS and College graduates
  - Increase in the Number of Disabled
    - In 2021, 476,600 Arkansans (aged 16+) report having a disability
    - Of those, 73.4% or 349,800 report not participating in the Labor Force due to the disability
  - High Incarceration Rates
    - Arkansas has a higher-than-average rate of incarcerated adults
    - 27,700 Arkansans were incarcerated in 2019
  - Addiction and Drug Abuse
    - In 2018, roughly 93.5 opioid prescriptions were written per 100 people
    - Arkansas has nearly twice the national average of opioid prescriptions

\*More Detail available in the Labor Force Participation Rate PowerPoint Presentation

\* \* \* \* \*

## Arkansans Not in the Labor Force

In September 2022, there were approximately 47,428 unemployed Arkansans (aged 16+) who were actively looking for work in the previous 4 weeks. These people are included in the count of the Civilian Labor Force.

What about the Arkansans that are neither employed nor unemployed (actively looking for work)?

Current Population Survey  
Based on Monthly Survey of 1,000 Arkansas Households  
12-Month Moving Average

	Sep '18	Sep '19	Sep '20	Sep '21	Sep '22
Average Weeks Unemployed	18.4	14.1	15.9	27.1	17.4
16+ <u>Not</u> in Labor Force	1,000,800	985,300	985,800	1,018,000	1,013,600
Do Not Want a Job	955,600	940,600	944,400	966,200	973,000
Do Not Want a Job (55+)	568,400	573,200	579,900	610,200	628,600
Want a Job Now	45,200	44,700	41,300	51,800	40,600
Want a Job- Haven't Looked in a Year	27,100	27,600	26,700	34,100	23,900
Not Available to Work	2,200	4,300	2,500	4,400	4,700
Discourage- Job Prospects	5,800	3,000	3,800	5,100	3,300
Discouraged- Other	10,000	9,800	8,400	8,200	8,700

- The number of Arkansans Not in the Labor Force remains around 1 million
  - 95% of Arkansans Not in the Labor Force report that they 'Do Not Want a Job'
  - 62% of Arkansans that 'Do Not Want a Job' are over the age of 55
    - That number has increased 60,200 between September 2018-September 2022
    - Most of the increase due to retirement
    - Number is expected to continue to increase, as our largest population cohort (Baby Boomers) are all above the age of 58 now
- In September 2018, approximately 387,200 Arkansans (aged 16-54) 'Do Not Want a Job'
- In September 2022, approximately 344,400 Arkansans (aged 16-54) 'Do Not Want a Job'
  - Pre vs Post Pandemic, there are now 42,800 fewer Arkansans (aged 16-54) reporting that they 'Do Not Want a Job'
  - During this same time, the number of employed Arkansans has only increased by 2,452

State of Arkansas  
Civilian Labor Force Estimates (Seasonally Adjusted)  
September: 2018 - 2022

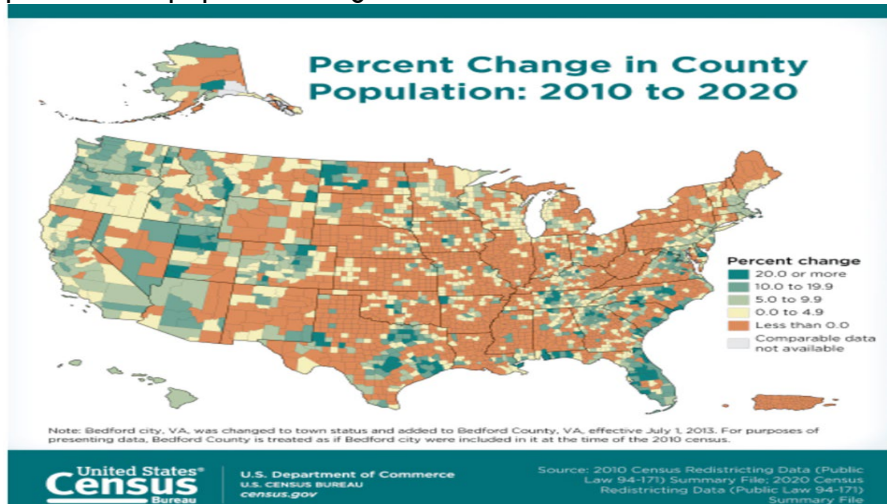
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Civilian Labor Force	1,352,197	1,366,734	1,345,464	1,330,685	1,353,637
Employment	1,303,757	1,318,945	1,266,785	1,283,697	1,306,209
Unemployment	48,440	47,789	78,679	46,988	47,428
Unemployment Rate	3.6	3.5	5.8	3.5	3.5
LFP Rate	58.2	58.6	57.4	56.3	56.8

- Arkansas' Civilian Labor Force in September 2022 is almost identical to the Civilian Labor Force in September 2018 with one exception
  - The LFPR has declined from 58.2% to 56.8% in the last 5 years
  - There are roughly 42,800 fewer working aged (16-54) Arkansans out of the Labor Force because they 'Do Not Want a Job'

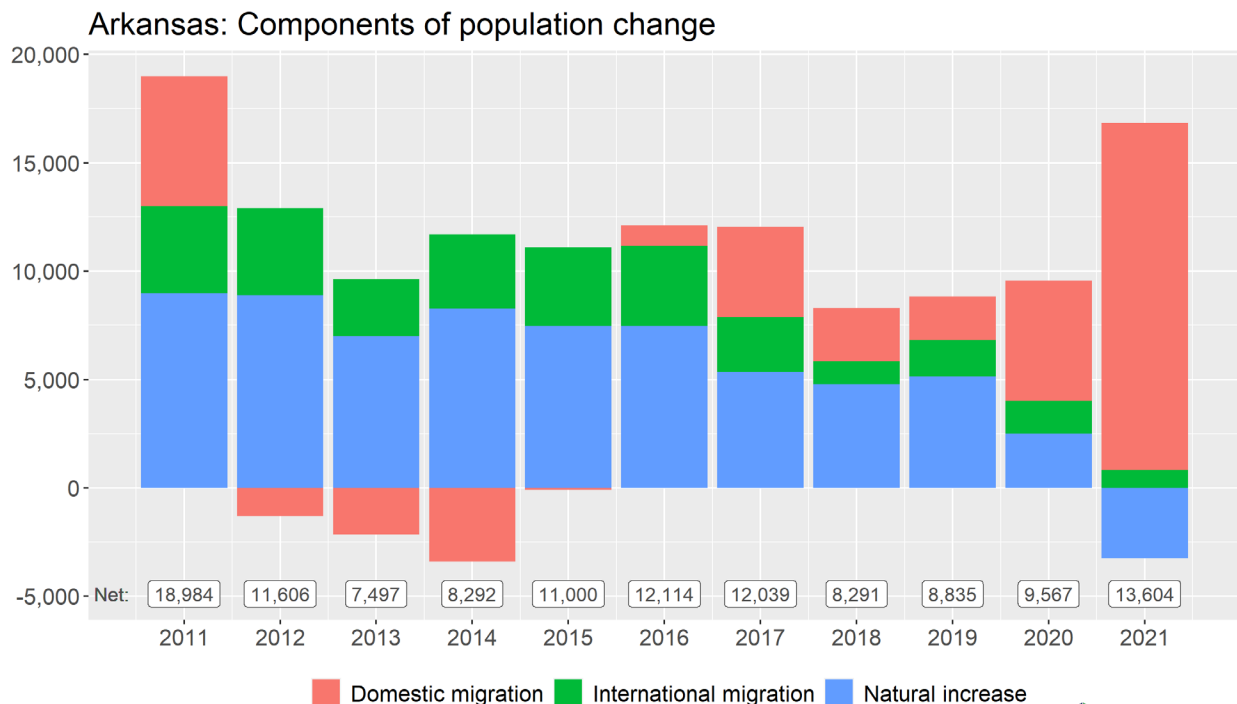
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## Population/Demographic Shifts

- How is the Labor Force the same while the LFPR is declining and fewer working aged Arkansans are in the Labor Force?
- Recent research is focusing on the population and demographic shifts occurring across the country
- The US Population grew 0.1% in 2021, the slowest rate of growth since the establishment of the Census Bureau
  - Except for the Northwest corner of the State, most counties in Arkansas experienced a population stagnation or decline between 2010 and 2020



- While Arkansas' total population continues to trend upward, the reason for our population increase has changed in the last decade.
  - In 2011, Arkansas' population increased by 18,984
    - Roughly 8,000 was due to more births than death (natural increase)
    - Roughly 4,000 was due to international migration into the State
    - Roughly 6,000 was due to domestic migration (moving to AR from other States)
  - Between 2012-2015, the trend changed as the population increased at a slower rate
    - Birth/Death ratios were relatively stable
    - International migration into the state began to decline
    - People started to leave Arkansas to move to other States
  - Between 2016-2020, Arkansas' population increase slowed even more
    - Birth/Death ratios changed as fewer births occurred each year
    - International migration declined even more
    - More people began to move to Arkansas from other states
  - In 2021, the trend shifted again
    - Deaths outpaced births for the first time by 2,500
    - International migration fell to the lowest levels in a decade
    - The vast majority of Arkansas population growth in 2021 was attributed to domestic migration of people moving to Arkansas from other states



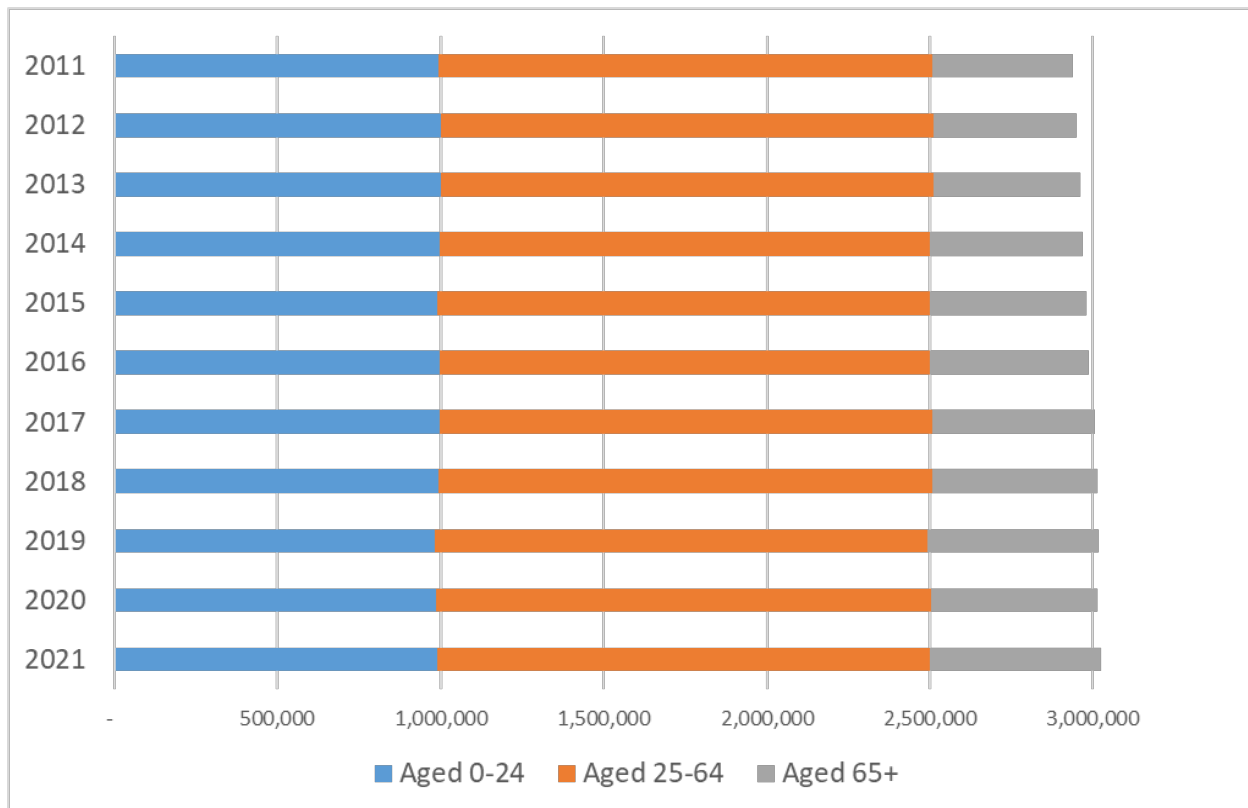
Source: U.S. Census Bureau, Population Division





- In 2021, the largest percentage of domestic migration was in the 18-24 age group, indicating that much of the migration is due to people moving to Arkansas to attend college
- In addition to components of change, there have also been demographic population changes in the last decade
  - Between 2011 and 2021, Arkansas' total population increased 87,912
  - Between 2011 and 2021, Arkansas population aged 0-24 declined 4,909
  - Between 2011 and 2021, Arkansas' population aged 25-64 declined 3,387
  - Between 2011 and 2021, Arkansas' population aged 65+ increased 96,208

State of Arkansas  
Total Population by Age Cohort  
Census Population Data: 2011- 2021



\* \* \* \* \*

## Skills Gap in the Workforce

While there are currently twice as many job openings than unemployed Arkansans looking for work, there is also a disconnect between the types of jobs available and the skills/education possessed by those looking for work. This is known as the 'Skills Gap'. The data below shows the disconnect between job openings and the number of people skilled for those jobs, based on required education level for the jobs.

State of Arkansas  
Gap Between Workers and Demand (2021-2023)  
No Formal Education

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Fast Food and Counter Workers	-7,768
Laborers and Freight, Stock, and Material Movers, Hand	-6,254
Cashiers	-5,372
Waiters and Waitresses	-3,475
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	-3,121
Industrial Truck and Tractor Operators	-2,693
Cleaners of Vehicles and Equipment	-1,782
Packers and Packagers, Hand	-1,610
Cooks, Restaurant	-1,470
Maids and Housekeeping Cleaners	-1,263
Farmworkers and Laborers, Crop, Nursery, and Greenhouse	-1,204
Meat, Poultry, and Fish Cutters and Trimmers	-1,122
Farmworkers, Farm, Ranch, and Aquacultural Animals	-1,050
Food Preparation Workers	-950
Cooks, Institution and Cafeteria	-863
Landscaping and Groundskeeping Workers	-825
Passenger Vehicle Drivers, Except Bus Drivers, Transit and Intercity	-776
Construction Laborers	-751
Refuse and Recyclable Material Collectors	-680
Counter and Rental Clerks	-585
Dishwashers	-503
Cooks, Fast Food	-498
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	-451
Machine Feeders and Offbearers	-428
Dining Room and Cafeteria Attendants and Bartender Helpers	-352
Bartenders	-330
Food Processing Workers, All Other	-316

State of Arkansas  
Gap Between Workers and Demand (2021-2023)  
High School Diploma/Equivalency

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Farmers, Ranchers, and Other Agricultural Managers	-3,974
Stockers and Order Fillers	-3,791
Office Clerks, General	-2,592
Helpers--Production Workers	-1,477
Insurance Sales Agents	-1,392
First-Line Supervisors of Food Preparation and Serving Workers	-1,320
Light Truck or Delivery Services Drivers	-902
Receptionists and Information Clerks	-796
Healthcare Support Workers, All Other	-778
Security Guards	-759
Inspectors, Testers, Sorters, Samplers, and Weighers	-709
Sales Representatives of Services, Except Advertising, Insurance, Financia..	-669
Electricians	-604
Childcare Workers	-599
First-Line Supervisors of Production and Operating Workers	-593
Insurance Claims and Policy Processing Clerks	-572
Shipping, Receiving, and Traffic Clerks	-540
Packaging and Filling Machine Operators and Tenders	-496
Production Workers, All Other	-405
Nonfarm Animal Caretakers	-376
Operating Engineers and Other Construction Equipment Operators	-369
Industrial Machinery Mechanics	-353
Highway Maintenance Workers	-340
Production, Planning, and Expediting Clerks	-317
Carpenters	-316

State of Arkansas  
Gap Between Workers and Demand (2021-2023)  
Some College, No Degree

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Bookkeeping, Accounting, and Auditing Clerks	-711

State of Arkansas  
Gap Between Workers and Demand (2021-2023)  
Post-Secondary Training/Certificate

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Heavy and Tractor-Trailer Truck Drivers	-4,528
Health Information Technologists, Surgical Assistants	-524

State of Arkansas  
Gap Between Workers and Demand (2021-2023)  
Bachelor's Degree

<u>Standard Occupational Classification</u>	<u>Worker Shortage</u>
Clergy	-886
Substitute Teachers, Short Term	-602
Education, Training, and Library Workers, All Other	-349
Training and Development Specialists	-311

- Short Term (2021-2023) Projections on Skills-Gaps indicates that there will be a greater shortage of workers for jobs that require little to no educational training
- These jobs tend to be filled by younger workers, which Arkansas has a lower number of compared to 10 years ago
- This is a trend that is expected to continue

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## Western Arkansas Workforce Development Area Policies and Procedures

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<b>TITLE</b>	Grievance & Complaint
<b>NUMBER</b>	P0001-23
<b>TYPE</b>	Policy – Operations
<b>APPROVING AUTHORITY</b>	Western Arkansas Workforce Development Board
<b>EFFECTIVE DATE</b>	3-14-23
<b>NEW/REPLACED</b>	Replaced P0002-22

**PURPOSE:** The purpose of this policy is to describe and to detail the regulations concerning the Title I-B grievance and complaint procedures as they apply to the local level, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the State of Arkansas. **REFERENCE:** WIOA § 181(c)(1), WIOA 20 CFR 683.600

**POLICY:** The procedure for filing a grievance or complaint is made available to each person seeking to apply for services. Reasonable efforts will be made to assure the information contained herein is understood by affected participants and other individuals, including youth and those who are limited-English speakers per 20 CFR 683.600(b).

The Local Board Grievance and Complaint Procedure includes the opportunity for the grievance or complaint to be appealed to the State if conditions in 20 CFR 683.600(c)(4) are not met. The Arkansas State Grievance and Complaint Procedure will include the process for resolving appeals from the local level, for remanding to the local area complaints and grievances that have not been through the local process, and for appealing to the State, and Secretary of Labor if appropriate.

### EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, (including pregnancy, childbirth, and related medical conditions, sex stereotyping, and gender identity) national origin (including limited English proficiency), age, disability, political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access to any WIOA Title I financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must make reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means, that upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

### What To Do If You Believe You Have Experienced Discrimination

If you think you have been subjected to discrimination under WIOA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

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## Western Arkansas Workforce Development Area Policies and Procedures

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- the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- the State of Arkansas WIOA Equal Opportunity Manager; or
- the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210 or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Inquiries May Be Addressed To:

**Local Level**

EEO Officer  
WAPDD  
Fort Smith Workforce Center  
616 Garrison Ave.  
Fort Smith, AR 72901  
(479) 785-2651  
TDD: (800) 825-1311

**State Level**

WIOA Equal Opportunity Manager  
Department of Workforce Services  
P.O. Box 2981  
Little Rock, AR 72203  
(501) 682-3106  
ARS: (800) 285-1131

**Federal Level**

Director  
Civil Rights Center  
U.S. Department of Labor  
200 Constitution Ave. NW  
Room N-4123  
Washington D.C. 20210  
(202) 693-6500

Auxiliary aids and services available upon request for individuals with disabilities.

### GUIDE TO FILING A COMPLAINT UNDER THE GRIEVANCE/COMPLAINT RESOLUTION PROCEDURE

An employee complaint resolution system is available to you as a fair and effective means of resolving work related complaints and problems. You can use the complaint resolution procedures' series of progressive steps when you feel a work-related decision is discriminatory, unfair, or inconsistent with established agency policies and practices.

Complaints or grievances may include such things as discipline transfer, job posting harassment, unfair assignment, overtime, vacation or holiday time, personal request denied, etc. You cannot use the complaint procedure to appeal the decision related to the agency's responsibility to determine program direction or strategy or operating decisions, such as the assignment of employees, establishment or rules of conduct determinations or the hours and days of work, starting and quitting time wages and benefits.

The complaint resolution system revolves a series of four steps:

Step 1: Discuss the complaint with your immediate supervisor as soon as possible. If you are not satisfied with the response, take your complaint to step 2.

Step 2: Contact your Case Manager and discuss the complaint with him/her. He/she will try to resolve your complaint. If the complaint is not mutually resolved, take your complaint to step 3.

Step 3: Submit your complaint in writing to the EEO Officer he/she will provide you with a copy of the Grievance Procedure Complaint Information Form. The EEO Officer may assist in completing the form.

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WIOA EEO Officer  
Fort Smith Workforce Center  
616 Garrison Ave.  
Fort Smith, AR 72901  
(479) 785-2651  
TDD: (800) 825-1311

Once you have completed your written complaint in the required manner, the EEO Officer will proceed to investigate your complaint and seek a mutually acceptable resolution. If you are still dissatisfied, take your complaint to step 4.

Step 4: If after you have pursued your complaint with assistance from the EEO Officer and you are still dissatisfied you may contact the State EEO office.

Equal Employment Opportunity Section  
Arkansas Division of Workforce Services  
P.O. Box 2981  
Little Rock, Arkansas 72203-0981  
(501) 682-0389  
TDD: (800) 825-1311

Once you have brought a complaint to the agency's attention, an investigation will occur. The managers and supervisors in the agency want to ensure that there is no discrimination in your workplace. Every one of them has pledges to help with the informal resolution complaints, where it is possible to resolve the matter in question.

It is not always possible for the agency to grant employees what they would like to have, but if this is the case, the agency position will be explained to you. By bringing it to the attention of the agency's staff, you are giving the agency a chance to work things out and we appreciate it. Whether or not the agency resolves your complaint to your satisfaction, it would be against the law for anyone to retaliate against you.

### **DISCRIMINATION COMPLAINT PROCEDURE**

#### **Purpose**

To establish procedures for all staff of the Grant recipient, The Local Workforce Development Board, and subcontractors for handling discrimination complaints and establish the policies and standard procedures for accepting, handling and processing resolution or complaints of discrimination filed by any applicant for participation, employment, or funding or by any participant or employee of any WIOA Title I funded entity against any entity receiving financial assistance under WIOA.

#### **Background**

Section 188 of the Workforce Innovation and Opportunity Act 2014 prohibits any individual from being excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in any organization or program receiving financial assistance on the basis of race, color, sex religion, national origin, age, disability, political affiliation or belief and, for beneficiaries only, citizenship or participation in WIOA.

#### **Scope**

This policy and the procedures issued hereunder apply to applicants for funding, participation, or employment or to participants or employees of any WIOA-funded entity (hereinafter "covered individual") who wish to file discrimination complaints against any entity receiving financial assistance under WIOA.

#### **Policy**

It is the policy of the recipient to assure nondiscrimination and equal opportunity in the operation and administration of all programs, services, and activities funded in whole or in part with federal funds. The Equal Opportunity Officer is designated as the responsible individual for affecting compliance with this part. Any individual who believes that

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## Western Arkansas Workforce Development Area Policies and Procedures

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he/she has been discriminated against has the right to file a complaint within 180 days of the alleged discriminatory act(s) in accordance with the procedures described below.

Under 29 CFR 38.69 complaint filing, an individual has the option of filing a complaint either with the recipient of WIOA Title I funds, the State or Arkansas or directly with the Directorate of Civil Rights (DCR)

1. Should the complainant opt to file with the recipient, the recipient shall process the complaint within sixty (60) days.

Recipient is defined for equal opportunity purposes as any entity to which federal financial assistance under a WIOA Title I funded program is extended, either directly through the Governor or through another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the WIOA funded program or activity and the Governor. Recipient includes but is not limited to Job Corps Center operators (excluding federally operated Job Corps Centers), Arkansas Division of Workforce Services, State-level agencies that administer WIOA funds, grant recipients and service providers, as well as National Program recipients.

Within the 60 days, the recipient shall offer a resolution of the complaint to the complainant. If by the end of 60 days, the recipient has not completed the processing of the complaint or has failed to notify the complainant of the resolution, the complainant or his/her representative may, within 30 days of the expiration of the 60-day period or upon notification of resolution, file with DCR.

2. Should the complainant opt to file directly with DCR, recipient staff shall assist the complainant (if requested) in completing the Complaint Information Form for those individuals not requesting assistance, but needing forms, addresses, etc., recipient staff shall provide the necessary Complaint Information Form.

NOTE: Complainants will be notified by the recipient that filing time for all complaints initiated more than 180 days from the date of the alleged discrimination may be extended for good cause by the director of DCR.

### **Complaint and Investigation**

1. Upon receipt of a complaint or information alleging discrimination, the EO officer/Director of the entity receiving WIOA Title I funds shall:
  - a. Promptly log and initiate a review or investigation of the complaint.
  - b. Provide notice to all parties of the specific charges.
  - c. Inform both parties of their right to representation.
  - d. Inform both parties of right to present evidence.
  - e. Inform both parties of their right to rebut evidence presented by others.
  - f. Provide for a decision made strictly on the documented evidence.
2. The name of the complainant shall be kept confidential, to the extent possible when consent has been provided for the release of complainant's identity, disclosure should be under the conditions which will promote continued receipt of confidential information.
3. No person, organization or agency may discharge or in any manner retaliate against any person because that person has filed a complaint, instituted any proceeding related to the Act, testified, or is about to testify, in any proceeding or investigation, or has provided information or assisted in an investigation.
4. The funded entity's EO officer shall review the complaint for accuracy and completeness. From the date of receipt, the EO officer has 30 days to attempt to resolve the complaint.

### **Who May File**

Any person may file who believes that he/she or any specific class or group of individuals has been or is being subjected to discrimination based on race, color, national origin, religion, sex, age, disability, political affiliation or belief and, for beneficiaries only, citizenship or participation in WIOA may file a complaint. The complaint must be in writing and filed by the complainant or by an authorized representative.



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### **Where to File**

The complainant may file a complaint with the recipient of WIOA funds or the ADWS Equal Opportunity Manager or the Civil Rights Center listed above.

### **When to File**

A complaint must be filed within 180 days of any alleged discrimination. Only the Director of DCR, for good cause shown, may extend the filing time.

### **Contents of a Complaint**

Each complaint shall be in writing and shall:

- 1) Be signed by the complainant or his/her authorized representative.
- 2) Contain the complainant's name and address (or specify another means of contacting him/her);
- 3) Identify the respondent; or
- 4) Describe the complainant's allegations in sufficient detail to allow the recipient to determine whether the complaint:
  - falls under the recipient's jurisdiction.
  - was timely filed, and
  - has apparent merit.

This information may be provided by completing DCR's Complaint Information Form.

### **Right to Representation**

The recipient's complaint-handling process should provide for

- notice to all parties of the specific charges and responses of those involved.
- the right of both parties to representation,
- the right of each party to present evidence
- the right of each party to rebut evidence presented by others, and
- a decision made strictly on the documented evidence.

### **Election of Recipient Level**

Coverage and Provision: This policy sets forth a three-level system, which allows any person or organization to file complaint at either the local level with the One Stop Delivery System EO Officer; the State EO Officer, or federal Director of the CRC.

If the complainant elects to file with CRC rather than with the recipient, the recipient can assist the complainant in filling out CRC's complaint information form and forward it to CRC.

If the complainant elects to file at the State level, the complaint will be referred to the proper contact.

If the complainant elects to file a complaint at the local level one stop, the one stop EO Officer shall review the complaint for accuracy and completeness and send a copy to the State EO officer. From the date of receipt, the EO officer has 30 days to attempt to resolve the complaint.

All complaints alleging discrimination shall remain with the sub recipient for a period not to exceed 30 days. During this period, the sub recipient shall make every effort to resolve the complaint. Should the sub recipient fail to conciliate the complaint, it shall be forwarded to the State EO Officer by the end of the thirtieth day after the date of filing.

The State will investigate in accordance with State WIOA policy. The State will render a decision within 30 days.

If the complainant elects the federal process, the complaint is immediately forwarded to DCR.

### **Notification of No Jurisdiction**

The recipient shall notify the complainant in writing immediately upon determining that it does not have jurisdiction over a complaint that alleges a violation of the nondiscrimination and equal opportunity provisions of WIOA.

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## **Western Arkansas Workforce Development Area Policies and Procedures**

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### **NON-CRIMINAL COMPLAINT PROCEDURES**

#### **Who May File a Non-Criminal Complaint and When to File:**

Any person or organization alleging a violation of the Act, regulations, grant agreement or other agreement regarding the administration of WIOA Programs may file a non-criminal complaint. A complaint must be filed within 90 days (180 days if it is a discrimination complaint) of alleged violation with the following agency:

Director of Workforce Development  
WAPDD, Inc.  
1109 S 16<sup>th</sup> St  
Fort Smith, AR 72901

Any person or organization alleging a violation of the nondiscrimination and equal opportunity provisions of WIOA Section 188.29 CFR Part 37 or the One Stop Delivery System may file a non-criminal complaint. The complaint must be filed with the following agency:

WIOA Title I Program Manager  
WAPDD, Inc.  
1109 S 16<sup>th</sup> St  
Fort Smith, AR 72901

#### **How to File a Non-Criminal Complaint:**

Each Complaint must be in writing and signed by the complainant or his/her representative. The complainant's name and address must be included, or another means of contact specified.

Each complaint must include a statement disclosing whether proceedings involving the subject of the request have been commenced or concluded before any federal, state, or local authority, and if so, the date of the commencement or conclusion; the name and address of the authority and the style of the case; and the provisions of the Act, regulations, grant, or other agreements under the Act believed to have been violated.

Upon receipt of a grievance, the appropriate respondent representative shall send acknowledgement of receipt of the grievance to all parties by certified mail, return receipt requested. The acknowledgment of receipt of the grievance shall outline the steps to be taken to resolve the matter, notify all parties of the right to request a hearing, advise of attempt to reach an informal resolution, and provide a synopsis of issues to be decided.

#### **Administrative Investigation:**

If a hearing is not requested, the appropriate official shall conduct an administrative fact-finding investigation. The investigation shall include opportunities for all parties to submit an in-depth position statement, including documentary supportive data and/or records, access to a review of appropriate official records, interview of principal parties, and an opportunity for all parties to offer rebuttal to information received, and written decision. Written decisions, resulting either from a hearing or an administrative fact-finding investigation, shall be issued within 60 days from the date the complaint was received by the respondent representative.

Written decisions shall be sent by certified mail, return receipt requested, and must contain the following: a statement assuring all steps included in the grievance procedure have been adhered to in accordance with provisions of the Act, remedies being offered, if appropriate; summary; and advisement of the right to appeal the decision, by request, for review and/or hearing by the state, as appropriate.

#### **Hearing Procedures:**

The following hearing procedures shall apply to grievances at local level. The administrative hearing shall be informal. Technical rules of evidence shall not apply to hearings conducted pursuant to these procedures. Hearsay evidence shall be admissible at the discretion of the hearing officer.

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## Western Arkansas Workforce Development Area Policies and Procedures

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Hearings shall be held at a time and place determined by the hearing officers, upon reasonable notice to the parties and the witnesses in selecting a place for the hearing.

The party requesting the hearing shall have the burden of establishing the facts and the entitlement to relief requested. The hearing procedures shall include written notice of the date, time and place of the hearing; the manner in which it will be conducted and the issues to be decided; opportunity to be represented by an attorney or other representative of the complainant's choice; opportunity to bring witnesses and documentary evidence.

The appropriate respondent representative shall cooperate in making available any persons under their control or employ to testify if these persons are requested to testify by the complainant to release requested documents relevant to the issue; allow opportunity to question any witness of parties; ensure the rights to an impartial hearing examiner; keep a verbatim record of the proceeding; and issue a written decision by the hearing examiner.

This system provides that a hearing shall be conducted within 60 days of receipt of a grievance if requested by the grievant.

The remedies that may be imposed for a violation for any requirement may include suspension or termination of payments under WIOA Title I; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; where applicable, reinstatement of other relevant terms, conditions, and privileges of employment; and where appropriate other equitable relief.

If the grievant does not receive a decision at the local level within 60 days or receives a decision, which is unsatisfactory, the grievant has a right to request a review of his or her grievance by the state. Appeals must follow the Grievance and Appeals Procedure of the State of Arkansas available at any Arkansas Workforce center or at the Arkansas Division of Workforce Services website at [https://dws.arkansas.gov/wp-content/uploads/Arkansas\\_Griev\\_Comp\\_and\\_Appeal\\_Procedures\\_for\\_WIOA\\_Title\\_I\\_Activities\\_6.1\\_Change\\_2\\_.pdf](https://dws.arkansas.gov/wp-content/uploads/Arkansas_Griev_Comp_and_Appeal_Procedures_for_WIOA_Title_I_Activities_6.1_Change_2_.pdf).

Certain grievances and complaints may be filed directly with the State or with the U.S. Department of Labor. Information concerning these circumstances is also available in the State Grievance and Appeals Procedure.

### **Notification of No Jurisdiction:**

The recipient of the complaint shall notify the complainant in writing immediately upon determining that it does not have the jurisdiction over a complaint that alleges a violation of the non-discrimination equal opportunity provision of WIOA. Complaints of discrimination will be handled in accordance with the WIOA 188 and the Department of Labor's nondiscrimination regulations implementing that section.

Questions about or complaints alleging violation of the nondiscrimination provisions of WIOA 188 may be mailed to the Director, Civil Rights Center, U.S. Department of Labor, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210. Nothing in this procedure precludes a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local law.

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**Approval Signature:** *Rachel Mize*  
Rachel Mize, Board Chair

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## Western Arkansas Workforce Development Area Policies and Procedures

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<b>TITLE</b>	Supportive Services
<b>NUMBER</b>	P0002-23
<b>TYPE</b>	Policy – Programmatic
<b>APPROVING AUTHORITY</b>	Western Arkansas Workforce Development Board
<b>EFFECTIVE DATE</b>	3/14/23
<b>NEW/REPLACED</b>	Replaces P0001-22

1. The Workforce Innovation and Opportunity Act (WIOA) requires Western Arkansas Workforce Development Board to develop a policy regarding supportive services for Title I-B participants.
2. Based on individual assessment and availability of funds, supportive services may be awarded to eligible WIOA Title I participants.
3. Supportive service awards are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment.
4. In Western Arkansas, supportive services are provided based on need as determined by the service provider.
5. To ensure referral of clients to support services recommended or necessary including those funded by sources other than Title I-B provider refer to WAWDA Referral policy P0005-21 rev 1 and WIOA Partner Referral Ticket.
6. Basic guidelines for awarding supportive services:
  - a. Individual is enrolled in a Workforce Innovation and Opportunity Act Title I Program and participating in a basic career service, individualized career service, or training activity; and,
  - b. Individual is unable to obtain supportive services through other sources, or the need is urgent and time constraints do not allow for seeking other sources; and,
  - c. Supportive service is necessary to enable the individual to participate in the Title I activity; and,
  - d. Awarded on a case-by-case basis and provided when determined necessary and reasonable; and,
  - e. Funding is available to provide supportive services.
  - f. The Title I participant must meet attendance and case contact requirements.
  - g. Adult and dislocated worker participants may not receive supportive services during follow-up and after exit.
7. Allowable supportive services:
  - a. Transportation

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## Western Arkansas Workforce Development Area Policies and Procedures

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- b. Work-related clothing and supplies
  - c. Physical exams, immunizations, and vaccinations required for employment
  - d. Drug screening
  - e. Background check
  - f. Fees for employment and training-related applications, tests and certifications
  - g. Books, school fees and supplies related to post-secondary or technical training
  - h. License fees (examples: CDL, GED/high school equivalency fees, stackable credential fees as required for work)
  - i. Day care, child, adult and elder care
  - j. Housing support
  - k. Security clearance charges aligned to Federal regulations
8. Transportation Supportive Services are to assist participants to and from training and employment activities including job search.
- a. Round trip travel over five miles per day will be paid as determined using Transportation Assistance form and will not exceed the Federal allowable rate.
  - b. Participants must provide completed travel forms with attendance verified by instructor or supervisor for proof of Title I activity.
  - c. Bus passes are available to Title I participants whose schedule and childcare arrangements can be accommodated by public transportation.
  - d. Where other forms of transportation are not readily available for Title I participants to successfully complete eligible training or work-related program prearrangements may be made with participating cab companies.
  - e. Transportation may be paid up to the second paycheck of a Title I participant who starts unsubsidized employment. In the event this supportive service is approved, the Title I participant will not be exited until after the final supportive service payment.
9. Day care Supportive Services
- a. Day care may be paid only if the individual is not eligible to receive care assistance through TANF or another funding source.
  - b. An individual may receive assistance not to exceed a weekly rate set by WAPDD.
  - c. Rates will be assessed and set quarterly based on a reasonable number of local day care provider weekly rates.
  - d. Rates will be established for the cost of one (1) individual and a rate per additional individual.
  - e. Payments will be made directly to the care provider.
  - f. Day care payments will not be made unless there is an actual cost to the Title I participant.

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## Western Arkansas Workforce Development Area Policies and Procedures

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- g. Service providers will make agreements and utilize vouchers with licensed ~~child~~ care providers.

### 10. Work-Related Clothing and Supplies

- a. Uniforms, tools, shoes, and other occupational specific equipment may be provided when such items are required for training or is a condition of training related employment.
- b. A limit of three sets of uniforms, one set of tools, one pair of work shoes, or other occupational specific items will be paid on an invoice basis.
- c. Costs of \$500 or more requires three written quotes.
- d. The lowest bid meeting work requirements will be accepted.
- e. Receipts are required on all purchases.
- f. Participants will sign an acknowledgement requiring these items be returned if they drop from a program prior to completion of training or leave before their employment term.

### 11. Housing Support

- a. Rent and utility assistance may be paid as determined necessary and appropriate for up to \$500 on a one-time basis.

### 12. Supportive services documentation:

- a. Participant Status Change (PSC) form.
- b. The Individual Employment Plan (IEP) or Individual Service Strategy (ISS) shall document the need and award of supportive services.
- c. Case notes shall document detail related to the need and award of supportive services including attempts to find other sources of funding.
- d. Documentation of denial from other available community resources referred to by service provider.
- e. Travel assistance form for verification of daily transportation to and from Title I activity, if applicable.
- f. Verification of need and necessity for work-related clothing and/or supplies.
- g. Receipts of purchases

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Approval Signature: *Rachel Mize*

Rachel Mize, Board Chair

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

THE purpose of this agreement is to describe the roles and responsibilities under the Workforce Innovation and Opportunity Act (WIOA) of the Chief Elected Officials (CEO) and the Local Workforce Development Board (LWDB) herein designated as the Western Arkansas Workforce Development Board (WAWDB) in the Western Arkansas Workforce Development Area (WAWDA). The governance and operation of the Local Workforce Development System is contingent on a successful partnership between the CEOs and the WAWDB related to their respective roles which are outlined in the agreement between the CEOs and the WAWDB. In accordance with the WIOA and regulations, the following agreement is provided to ensure that the necessary regulatory and operational elements are described, included, and understood by both parties. This will facilitate the delivery of optimal workforce development services for individuals and employers within the Workforce Development Area. **The WAWDB by-laws may not alter or circumvent this agreement.**

WHEREAS, Crawford, Franklin, Logan, Polk, Scott, and Sebastian counties have been designated as the WAWDA for purposes of the allocation of funds under the WIOA in Arkansas; and

WHEREAS, the CEOs have been designated as the recipient of WIOA funds for Western; and

WHEREAS, the members of the WAWDB have been appointed by the CEOs to provide guidance and support to the WAWDA in the development and implementation of policies and programs designed to accomplish the goals of WIOA; and

NOW THEREFORE, in order to establish clear roles and responsibilities for each entity involved herein it is hereby agreed as follows:

### **Joint Functions of the CEO & LOCAL BOARD (20 CFR §679.310 and 679.370)**

- The Local Board shall develop a budget for the purpose of carrying out the duties of the local Board. The Chief Local Elected Officials must approve the budget. (679.370)
- The Local Board, in partnership with Chief Local Elected Officials, shall develop the vision, goals, objectives, and policies for the local workforce development area. The vision should be aligned with both the economic development missions for the local area and local workforce development boards' goal. (679.310)
- The Local Board, in partnership with the Chief Local Elected Officials, shall develop and submit to the Governor, a local strategic plan that meets the requirements in Section 108 of the Workforce Innovation and Opportunity Act. (679.310 & 679.370)
- The Local Board, with the agreement of the Chief Local Elected Officials, shall designate or certify one-stop operator(s) and may terminate for cause the eligibility of one-stop operators. [679.370 (k) - Negotiate with CEO and required partners on the methods for funding the infrastructure costs of one-stop centers in the local area in accordance with §678.715 of this chapter or must notify the Governor if they fail to reach agreement at the local level and will use a state infrastructure funding mechanism.]

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- The Local Board, in partnership with the Chief Local Elected Officials, shall conduct oversight with respect to local programs of youth (under the WIOA sec. 129(c)), adult, and dislocated worker employment and training activities under WIOA secs. 134(c) and (d), and the entire one-stop delivery system in the local area. (679.370)
- The Local Board, in partnership with the Chief Local Elected Officials, will ensure the appropriate use management, and investment funds to maximize performance outcomes under WIOA sec. 116. (679.370)
- Negotiate and reach agreement on local performance indicators. (679.370)

### **Functions of the Chief Elected Officials (CEO) (§679.310, 320, 350)**

“The term chief elected official means – (A) the chief elected executive officer of a unit of general local government in a local area; and (B) in a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 107(c) (1) (B).” (WIOA Section 3 (9))

1. Appoints the Local WDB in each local area in accordance with State criteria established under WIOA sec. 107(b) and is certified by the Governor every 2 years, in accordance with WIOA sec. 107(c)(2). (679.350)
2. The chief local elected official must establish by-laws, consistent with State policy for Local Board membership, that at a minimum address:
  - a) The nomination process used by the chief local elected official to elect the Local Board chair and members;
  - b) The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year;
  - c) The process to notify the chief local elected official of a board member vacancy to ensure a prompt nominee;
  - d) The proxy and alternative designee process that will be used when a board member is unable to attend a meeting and assigns a designee as per the requirements at §679.110(d)(4);
  - e) The use of technology, such as phone and Web-based meetings, that will be used to promote board member participation; and
  - f) The process to ensure board members actively participate in convening the workforce development system’s stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities;



## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- g) A description of any other conditions governing appointment or membership on the State Board as deemed appropriate by the chief local elected official
3. Chief Elected Official selects Local WDB members through an established formal nomination consistent with criteria established under WIOA sec. 107(b)(1) and the criteria established by the Governor, and must meet the requirements of WIOA sec. process 107(b)(2). (§679.320)
4. The Chief Elected Official may convey voting privileges to non-required WDB members. (679.320)
5. In workforce areas with more than one unit of local government the Chief Elected Official may execute an agreement that specifies the roles of the other individual Chief Elected Officials and ensure that all units of government in the workforce area participate in workforce development activities. (679.310)

### **Functions of the Local Board (WIOA Sec 107(d), 20 CFR §679 Subpart C)**

Consistent with section 108, the functions of the local board shall include the following:

- Local Plan
  - Workforce Research & Regional Labor Market Analysis
  - Convening, Brokering, Leveraging
  - Employer Engagement
  - Career Pathways Development
  - Proven & Promising Practices
  - Technology
  - Program Oversight
  - Negotiation of Local Performance Accountability
  - Selection of Operators and Providers
  - Coordination w/Education Providers
  - Budget & Administration
  - Accessibility for Individuals w/Disabilities
1. Local Plan – The Local Board, in partnership with the chief elected official for the local area involved, shall develop, and submit a local plan to the Governor that meets the requirements in section 108. If the local area is part of a planning region that includes other local areas, the Local Board shall collaborate with the

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

Local Boards and chief elected officials from such other local areas in the preparation and submission of a regional plan as described in section 106(c)(2).

2. Workforce Research and Regional Labor Market Analysis – In order to assist in the development and implementation of the local plan, the Local Board shall –
  - a) Carry out analyses of the economic conditions in the region, the needed knowledge and skills for the region, the workforce in the region, and workforce development activities (including education and training) in the region described in section 108(b)(1)(D), and regularly update such information;
  - b) Assist the Governor in developing the statewide workforce and labor market information system described in section 15(e) of the Wagner-Peyser Act (29 U.S.C. 491-2(e)), specifically in the collection, analysis, and utilization of workforce and labor market information for the region; and
  - c) Conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the board, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions.
3. Convening, Brokering, Leveraging – The Local Board shall convene local workforce development system stakeholders to assist in the development of the local plan under sections 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. The Local Boards, including standing committees, may engage such stakeholders in carrying out the functions described in this subsection
4. Employer Engagement – The Local Board shall lead efforts to engage with diverse range of employers and with entities in the region involved –
  - a) to promote business representation on the Local Board.
  - b) to develop effective linkages with employers in the region to support employer utilization of the local workforce development system & support local workforce investment activities.
  - c) to ensure that workforce investment activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers;
  - d) to develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- establishment of industry/sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.
5. Career Pathways Development – The Local Board, with representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
  6. Proven & Promising Practices – The Local Board shall lead efforts in the local area to -
    - a) identify and promote proven & promising strategies/initiatives for meeting the needs of employers, workers, and jobseekers to the one-stop delivery system;
    - b) identify/disseminate information on proven & promising practices carried out in other local areas for meeting such needs.
  7. Technology – The Local Board shall develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers by -
    - a) Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area;
    - b) Facilitating access to services provided through the one-stop delivery system involved, including facilitating the access in remote areas;
    - c) Identifying strategies for better meeting the needs of individuals with barriers to employment
    - d) Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment.
  8. Program Oversight – The Local Board, in partnership with the CEO for the local area, shall -
    - a) (i) conduct oversight for local youth workforce investment activities  
(ii) ensure the appropriate use and management of the funds

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- b) For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under section 116.
- 9. Negotiation of Local Performance Accountability Measures – The Local Board, the CEO, and the Governor shall negotiate and reach agreement on local performance accountability measures as described in section 116(c).
- 10. Selection of Operators and Providers –
  - a) Selection of One-Stop operators – consistent with section 121(d), the Local Board with the agreement of the CEO for the local area –
    - (i) Shall designate or certify one-stop operators...
    - (ii) May terminate for cause the eligibility of such operators
  - b) Selection of Youth Providers – consistent with section 123, the Local Board –
    - (i) Shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis...
    - (ii) May terminate for cause the eligibility of such providers
  - c) Identification of Eligible Providers of training services...
  - d) Identification of Eligible Providers of Career Services...
  - e) Consumer Choice Requirements...
- 11. Coordination With Education Providers –
  - a) In general – the local board shall coordinate activities with education and training providers in the local area.
  - b) Applications and Agreements
  - c) Cooperative Agreement...
- 12. Budget and Administration –
  - a) Budget – The Local Board shall develop a budget for the activities of the Local Board in the local area, consistent with the local plan and the duties of the Local Board under this section, subject to approval of the CEOs.
  - b) Administration
    - (i) Grant Recipient
      - I. In general – the CEO in a local area shall serve as the local grant recipient.
      - II. Designation – In order to assist in administration of the grant funds, the CEO (or Governor) may designate an entity to serve as the local grant sub-recipient.

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- III. Disbursal – Grant recipient/entity shall disburse the grant funds for workforce investment activities.
  - (ii) Grants and Donations – The Local Board may solicit and accept grants and donations from sources other than Federal funds made available under this Act.
  - (iii) Tax-Exempt Status – For purposes carrying out duties under this Act, Local Boards may incorporate, and may operate as entities described in section 501(c)(3) of the Internal Revenue Code of 1986 that are exempt from taxation under section 501(a) of such Code.
13. Accessibility for Individuals with Disabilities – The Local Board shall annually assess the physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), of all one-stop centers in the local area.

The Local Workforce Development Board satisfies the consumer choice requirements for career services and training services – (§679.380)

In accordance with WIOA sec. 122 and in working with the State, the Local WDB satisfies the consumer choice requirement for training services by:

- a) Determining the initial eligibility of entities providing a program of training services, renewing the eligibility of providers, and considering the possible termination of an eligible training provider due to the provider's submission of inaccurate eligibility and performance information or the provider's substantial violation of WIOA;
- b) Working with the State to ensure there are sufficient numbers and types of providers of training services (WIOA sec. 107(d)(10)(E);
- c) Ensuring the dissemination and appropriate use of the State list through the local one- stop delivery system;
- d) Receiving performance and cost information from the State and disseminating this information through the one-stop delivery systems within the State and;
- e) Providing adequate access to services for individuals with disabilities.

Working with the State, the Local WDB satisfies the consumer choice requirement for career services by:

- a) Determining the career services that are best performed by the one-stop operator consistent with §§678.620 and 678.625 of this chapter and career services that require contracting with a career service provider; and

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- b) Identifying a wide array of potential career service providers and awarding contracts where appropriate including to providers to ensure:
  - i. Sufficient access to services for individuals with disabilities, including opportunities that lead to integrated, competitive employment for individuals with disabilities; and
  - ii. Sufficient access for adult education and literacy activities

The Local Workforce Development Board is to meet its requirement to conduct business in an open manner under the “sunshine provision” of WIOA (§679.390). The Local WDB must conduct its business in an open manner as required by WIOA sec. 107(e), by making available to the public, on a regular basis through electronic means and open meetings, information about the activities of the Local WDB. This includes:

- a) Information about the Local Plan, or modification to the Local Plan, before submission of the plan
- b) List and affiliation of Local WDB members
- c) Selection of one-stop operators
- d) Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities
- e) Minutes of formal meetings of the Local WDB and
- f) Local WDB by-laws, consistent with §679.310(g).

### **Conflict of Interest (WIOA Sec 107(h) and MGL 268A and B)**

1. No member of the CEOs or the Local Workforce Development Board or its standing committees shall cast a vote on any matter which has direct bearing on services to be provided by that member (or any organization which such member directly represents) or on any matter which would provide direct financial benefit to such member or the immediate family of such member, nor shall any such person engage in any activity determined by the Governor to constitute conflict of interest as specified in the State Plan.
2. CEO member(s) and/or staff so affected shall identify any real or perceived conflict of interest prior to discussion and consideration of the matter.

### **General Provisions of this agreement**

- Board staff shall obtain insurance as is necessary to indemnify itself, the CEOs and WAWDB from any liability which may attach due to its acting as the fiscal agent/administrative entity.

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

- The CEOs and WAWDB shall be responsible for deciding on a course of action or defense in the event of a mis-expenditure or other loss related to funds received for purposes of implementing this Agreement.
- It is understood and agreed that this document incorporates and includes all prior negotiations, correspondence, conversations, agreements, or understandings applicable to the matters contained herein and the parties agree that there are no commitments, agreements or understandings concerning the subject matter of this Agreement that are not contained in this document. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representation or agreements whether oral or written.
- It is agreed that no modification, amendment or alteration of the terms or conditions contained herein shall be effective unless contained in a written document executed with the same formality and of equal dignity herewith.
- When a party desires to give notice to another party, notice must be given in writing, sent by registered United States Mail with Return Receipt Requested, addressed to the party for whom it is intended, at the place last specified, and the place for giving such notice in compliance with the provision of this paragraph. The parties designate 1109 South 16th Street, Fort Smith, Arkansas 72901 , as the place for giving notice under this Agreement.
- In accordance with Arkansas and the local law, the CEOs and WDB members may be reimbursed for travel and out-of-pocket expenses to the extent allowed by the authorizing legislation governing the funding stream from which reimbursement is sought. Such reimbursement shall be in accordance with federal, state, and local WDB policies.
- Should a dispute arise among the parties in connection with this Agreement, the parties shall first attempt an informal resolution, followed by mediation.
- This Agreement shall be deemed to be a binding contract and shall be construed in accordance with and governed by the laws of the State of Arkansas.
- In the event that any provision of this Agreement or the application of any such provision to any party or circumstances be held invalid or unenforceable or the application of such provision to parties or circumstances be unenforceable, the remainder of this Agreement shall not be affected thereby and shall remain in full force and effect.
- Any waiver at the time by any party hereto of its rights with respect to any matter arising in connection with this Agreement shall not be considered a waiver with respect to any subsequent default or matter.
- This Agreement shall be enforced in accordance with the laws of the State of Arkansas and venue for any dispute involving court action shall be filed in Sebastian County, Arkansas.

### **Changes to the Agreement**

The LWDB/CEO agreement must cover the new two-year Workforce Development Board certification period. To remain a valid document, the agreement must be modified if any of the following conditions change:

- There are new Chief Elected Officials
- The term of the document has expired or has not been properly modified

## **Western Arkansas Workforce Development Board (WAWDB) / Chief Elected Official (CEO) Agreement**

### **Term of Agreement:**

This Agreement shall be effective from 3/30/2023 and shall expire upon the termination of the Workforce Innovation and Opportunity Act, dissolution of the Local Workforce Development Area, or future action taken by the CEOs to establish a new agreement.

By the elected CEO chair and Board Chair signing this Agreement, all parties agree to their respective roles and responsibilities in filling the requirements of the Workforce Innovation and Opportunity Act as detailed in this agreement in the Western Arkansas Workforce Development Area.

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Rachel Mize, Board Chair

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Daniel Rogers, CEO Chair  
Mayor of Paris



**MAGAZINE SCHOOLS THIRD ANNUAL**



# **RATTLER CAREER CONNECT**

***"GROWING YOUR NEXT EMPLOYEES"***

## **WHAT**

A networking event between students seeking internships or part-time/full-time work and potential employers. Students showcase their certifications, skills and abilities. Employers visit at their leisure.

## **BENEFITS**

- \*Student Ownership
- \*Protects business and industry time
- \*Provides time and place for local businesses and industries to connect
- \*Allows students to practice networking skills



## **WHO**

Magazine High School  
12th-Grade Students

## **WHEN**

Tuesday, April 11  
9:30-11:30 a.m.

## **STUDENTS' GOALS**

- \*Full-Time Work
- \*Part-Time Work
- \*Seasonal Work
- \*Internships

## **FEEDBACK**

Business and industry leaders provide constructive feedback to all students

**FOR MORE INFORMATION, CONTACT**

**KAREN GIPSON ([KAREN.GIPSON@MAGAZINEK12.COM](mailto:karen.gipson@magazinek12.com)) OR CHERYL DAVIS ([CHERYL.DAVIS@MAGAZINEK12.COM](mailto:cheryl.davis@magazinek12.com))**

**#RATTLERPRIDE**

**#RATTLERFAMILY**



**Mulberry  
High  
School**



**JC Westside  
High  
School**



# ***SENIOR CAREER CONNECT***

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## **What?**

A networking event  
between students  
looking for jobs and  
potential employers.  
Students show off their  
skills & certifications  
while employers visit at  
their leisure.



## **Where?**

**Mulberry  
High School  
Gym**



## **When?**

**April 13th  
9:00-10:30AM**

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**Please RSVP here**



**Want more  
information?**

**Contact  
Hannah Hays**



**[hannah.hays@wsestarfish.com](mailto:hannah.hays@wsestarfish.com)**

# SENIOR CAREER CONNECT

## WALDRON HIGH SCHOOL COMMONS

April 18  
9:00-11:00 AM

### What:

- Networking event for students seeking opportunities in the workforce.

### Student Showcase:

- Certifications
- Skills
- Abilities



### Benefits:

- Student Ownership
- Business and industry connections
- Builds Student Networking Skills
- Feedback for students from business and industry

Need more information?

Contact Kristen Atchley

[atchley.kristen@waldronsd.org](mailto:atchley.kristen@waldronsd.org)

479-637-3591



Save the date



# CAREER CONNECT

May 1, 2023 9-11:30 AM



Career Opportunities  
*for*  
Acorn & Oden Seniors

**CONTACT:**

Tammy Young  
AHS Counselor  
tyoung@orsd.k12.ar.us  
(479) 394-7339

Acorn Gym  
143 Polk Road 96  
Mena, AR 71953



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# Western Arkansas Workforce Development Area

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Regional & Local Plans  
PY 2020 – PY 2023



## Western Arkansas Local-Region Plan

The Workforce Innovation and Opportunity Act, hereafter referred to as WIOA, requires regional planning– a broad strategic approach to planning focused on the overarching vision, goals, alignment and shared responsibilities within the region. Arkansas intends to implement a two-tiered regional approach to meeting this requirement by allowing a two-year transitional plan. This approach provides latitude for regions that may not yet be able to address all the outlined elements required in a four-year regional plan.

- A. *A reference name for the planning region.*

**Western Arkansas Workforce Development Area (WAWDA)**

- B. *Identification of the local workforce development areas that comprise the planning region.*

**Western Arkansas Workforce Development Area (WAWDA)**

- C. *Identification of the counties each local workforce development area serves.*

**Crawford, Franklin, Logan, Polk, Scott, Sebastian**

- D. *Identification of the key planning region committee members charged with drafting the regional plan.*

**Rachel Mize – Stark Manufacturing LLC (private sector); Stacy Muntz – City of Mulberry (economic development); Zach Sloan (Labor); Dennis Williamson – Western Arkansas Planning & Development District (board staff); Debbie Faubus-Kendrick – Crawford County Adult Education Center (workforce); Cathy Creekmore – Harry Robinson Buick (private sector); Justin Smith – ATU-Ozark (education); Greg Aleshire – Aleshire Electric (private sector); Brandon Fisher – Arkansas Valley Electric (private sector); Erick Wiggins – Bekaert (private sector); Jennifer Turner – Guy Fenter Co-op (Perkins/education); Krystal Thrailkill – UARM (education); John Craig – BancorpSouth (private sector); Dana Byrum – Arkansas Rehab Services (workforce), Sasha Grist – (economic development), Heather Edwards – Literacy Council of Western Arkansas (workforce).**

- E. *Indication of the local workforce development area each committee member is associated with.*

**Western Arkansas Workforce Development Area (WAWDA)**

- F. *A list of key planning region committee meeting dates. [WIOA Sec. 106(a) and (c)].*

**March 5, 2020, March 10, 2020, March 14, 2020, December 15, 2020, August 30, 2021, September 21, 2021, October 24, 2022, March 13, 2023**

## Appendix A: Western Arkansas Local Plan

WIOA requires each local workforce area to develop a local plan that supports and is submitted as a component of its associated regional plan. The narratives framed in the local plan will include more detailed, actionable plans and objectives, consistent with the local plan's respective regional plan strategic visions and goals.

### Section 1: Workforce and Economic Analysis

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

~~Western Arkansas annually reviews Labor Market Information (LMI) with representatives of Arkansas Division of Workforce Services. This information provided by the state aids in identifying key occupations in the local area that are used to compile the comprehensive state list that ties training and services for Title I-B providers. In 2018, The Arkansas Division of Workforce Services contracted with Maher and Maher to provide training and guidance in developing sector strategies throughout the state and local Workforce Areas. Western Arkansas has carried out sector strategy planning with the Maher and Maher representative through conference calls and webinars. These have been used to help prepare the local board on its role in sector partnerships as well as begin the task of creating the steps and timeline of more detailed sector strategies focused on the needs of the region. In person training and panels with board utilizing sector partnerships are part of the ongoing plans for Western Arkansas. Locally the workforce board has coordinated additional extensive services with the Arkansas Economic Development Institute at the University of Arkansas, Little Rock. They have provided a series of reports and analysis that are being used in sector partnerships focused on those occupations identified as in demand or growing. These services have evaluated the region's 2 & 4 year educational institutions program offerings in comparison to training gaps of in-demand industries and occupations. During this time of transition, Western is focusing on Health Care, Advanced Manufacturing, Information Technology and the supporting occupations. This focus is based upon the most current information available at the drafting of this plan. These are the details on industry sectors, occupations and educational concerns of Western Arkansas.~~

The Western Arkansas WDA is expected to experience a net growth of employment with 8,565 jobs forecast to be added during the projection period. Goods-Producing industries are projected to have a net gain of 560 jobs, while the Services Providing industries are estimated to add 7,797. The area is predicted to gain 208 jobs for Self-Employed and Unpaid Family Workers. The population grew 1.36 percent from 2008 to 2018 for a total population of 260,744. The not-seasonally-adjusted unemployment rate for 2018 was 3.6 percent. The Education and Health Services supersector is expected to be the top and fastest growing supersector, with a gain of 3,797 jobs, a 15.93 percent increase. Driving this growth is Food Services and Drinking Places with an increase of 1,343 new jobs. Ambulatory Health Care Services is close behind with a projected gain of 1,316. Museums, Historical Sites, and Similar Institutions could more than double in size between 2018 and 2028, making it the fastest growing industry in the Western



## Western Arkansas Regional & Local Plans PY 2020-23

Arkansas WDA. On the negative side of the labor market, Fabricated Metal Products Manufacturing is estimated to lose 166 jobs between 2018 and 2028, while Nonmetallic Mineral Product Manufacturing could lose 29.63 percent of its workforce, becoming the fastest declining industry in the area. Information is slated to be the only declining supersector, losing 28 jobs, or 2.63 percent. The Western Arkansas WDA is projected to see a 7.17 percent growth of its workforce between 2018 and 2028, which is slower than the state growth rate. Around 15,091 annual job openings are expected to be available during the projection period, with 5,558 created from employees leaving the workforce, 8,677 from those changing jobs, and 856 from growth and expansion. Food Preparation and Food Serving Related Occupations is projected to be the top growing major group, with a gain of 1,502 jobs. Driving this growth is Combined Food Preparation and Serving Workers, Including Fast Food, with an increase of 748 jobs. Personal Care and Service Occupations is slated to be the fastest growing major group, increasing employment by 24.70 percent from 2018 to 2028. Personal Care Aides is predicted to be the fastest growing occupation in the area and second in numeric change, increasing by 43.10 percent. On the negative side of the job market, Assemblers and Fabricators, All Other, Including Team Assemblers is forecasted to lose 206 jobs, becoming the top declining occupation in Western Arkansas, while Pressers, Textile, Garment, and Related Materials is slated to lose 29.03 percent of its workforce, becoming the fastest declining occupation.

Western Arkansas Workforce Development Area Projected Job Growth (2018-2023) for all sectors is +1.9%

Western Arkansas Workforce Development Area Projected Job Growth (2018-2028) for all is +7.17%

<https://www.discover.arkansas.gov/docs/Publications/Projections/2018-2028/LT-LWDA-18-28.pdf>

### Western Arkansas Workforce Development Area 2018-2028 Industry Projections Rankings (by NAICS Subsector)

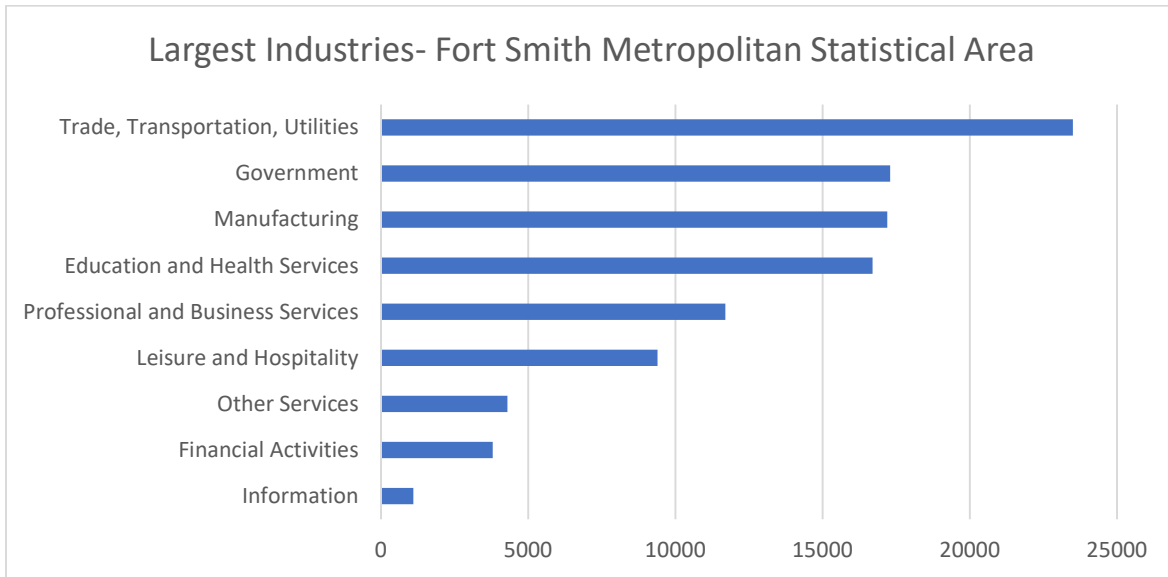
#### Top 10 Growing Industries Ranked by Net Growth

NAICS Code	NAICS Title	2018 Estimated Employment	2028 Projected Employment	Numeric Change	Percent Change
722000	Food Services and Drinking Places	7,896	9,239	1,343	17.01%
621000	Ambulatory Health Care Services	5,301	6,617	1,316	24.83%
624000	Social Assistance	2,525	3,218	693	27.45%
611000	Educational Services	8,212	8,894	682	8.30%
311000	Food Manufacturing	9,019	9,679	660	7.32%
623000	Nursing and Residential Care Facilities	3,439	4,029	590	17.16%
484000	Truck Transportation	4,060	4,581	521	12.83%
622000	Hospitals	4,359	4,875	516	11.84%
999200	State Government, Excluding Education and Hospitals	1,803	2,236	433	24.02%
813000	Religious, Grantmaking, Civic, Professional, and Similar Organizations	2,850	3,207	357	12.53%

<http://www.discover.arkansas.gov>



## Western Arkansas Regional & Local Plans PY 2020-23



<https://www.discover.arkansas.gov/Data-Search-Tool/CES>

**Top 10 Growing Occupations Ranked by Net Growth**

SOC Code	SOC Title	2018 Estimated Employment	2028 Projected Employment	Numeric Change	Percent Change	Annual Exits	Annual Transfers	Annual Change	Total Annual Openings
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	3,832	4,580	748	19.52%	335	414	75	824
39-9021	Personal Care Aides	1,580	2,261	681	43.10%	142	126	68	336
29-1141	Registered Nurses	2,495	2,909	414	16.59%	75	69	41	185
53-3032	Heavy and Tractor-Trailer Truck Drivers	3,785	4,167	382	10.09%	164	288	38	490
51-9198	Helpers--Production Workers	2,116	2,470	354	16.73%	122	216	35	373
31-1014	Nursing Assistants	2,163	2,454	291	13.45%	124	135	29	288
29-2061	Licensed Practical and Licensed Vocational Nurses	1,149	1,331	182	15.84%	42	52	18	112
35-2014	Cooks, Restaurant	721	903	182	25.24%	43	72	18	133
21-2011	Clergy	1,014	1,153	139	13.71%	47	70	14	131
35-3031	Walters and Waitresses	1,384	1,519	135	9.75%	101	178	14	293

<http://www.discover.arkansas.gov>

The local board will evaluate this data at reasonable intervals to share with system partners to assist area industry in meeting labor demands and job seekers in finding good employment.

- 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 for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B)] and [proposed 20 CFR 679.560(a)]*

Most employers need their employees to have basic knowledge and skills of literacy and math, problem solving, computing, communication, work readiness and other skills. Additionally, skills are varied and particular to each job. Advanced manufacturing employers are seeking individuals who have technical skills such as Computerized Numerical Controller (CNC). Information tech companies need individuals who are skilled and knowledgeable in computers and mathematics. Hospitals needs include the entire range of skills necessary for all the jobs in

## Western Arkansas Regional & Local Plans PY 2020-23

the facility from food service, maintenance, and laboratory, to all levels of nursing care and ancillary services.

The state had contracted Maher & Maher who assisted the board in developing sector strategies to provide value and fulfill labor needs of the areas business partners. Maher and Maher working with the Western Arkansas Workforce Development Board and partners held a series of conference calls and webinars to determine and develop sector partnerships. Continued work with their representative includes in-person convening and studies of other areas. These sessions have been used to help prepare the local board on its role in sector partnerships as well as begin the task of creating the steps and timeline of more detailed sector strategies focused on the needs of the region. In-person training and panels with the board using sector partnerships are part of the ongoing plans for Western Arkansas. As a collaborative efforts are being placed more on barrier/underserved populations like the immigrant and marginalized minorities as well as justice involved. Input is being gleaned directly from these population through directed industry roundtables as we facilitate direct communications between business and job seekers in these open meetings. Locally, the workforce board has coordinated additional extensive services with the Arkansas Economic Development Institute at the University of Arkansas, Little Rock. This provided a series of reports and analysis that are being used in sector partnerships focused on those occupations identified as in demand or growing. These services have also evaluated the region's 2 & 4-year educational institutions program offerings in comparison to training gaps of in-demand industries and occupations. The workforce board continues to review this information in partnership with the state's LMI department on an annual basis with information/research sessions being facilitated at least annually for board and CEOs both internally and with outside workforce experts like the training provided in October of 2022.

- 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 [proposed 20 CFR 679.560(a)]*

2022 LWDA Average Labor Force		2022 LWDA Average Unemployment- County	
Labor Force	118,174	Crawford	3.2%
Employment	114,281	Franklin	3.5%
Unemployment	3,893	Logan	3.8%
Unemployment Rate	3.37%	Polk	3.7%
		Scott	3.0%
		Sebastian	3.2%

<https://www.discover.arkansas.gov/Employment/Labor-Force-By-County>

# Western Arkansas Regional & Local Plans PY 2020-23

## Education Attainment, Population Age 25+ in WAWDA

	Pop 25+ (1,000s)	High School Graduate	Some College	Associate's Degree	Bachelor's Degree	Graduate Degree +	*High School Graduate+	*Bachelor's Degree +
Arkansas	1,999	34%	22.6%	7%	14.4%	8.1%	86.2%	22.6%
WAPDD	174	35.9%	23.5%	7.8%	11.1%	5.3%	83.7%	16.5%
Crawford	42	37.4%	24.2%	8.2%	10.5%	4.8%	85.2%	15.3%
Franklin	12	40.1%	23.1%	7.6%	9.0%	2.8%	82.6%	11.8%
Logan	15	45%	21.4%	6.6%	8.3%	3.8%	85.1%	12.1%
Polk	14	37.4%	24.1%	9.9%	8.0%	5.3%	84.6%	13.3%
Scott	7	43%	20.0%	6.8%	4.8%	4.3%	78.9%	9.1%

U.S. Census Bureau, American Community Survey, S1501, Educational Attainment 2018

The Arkansas Division of Career and Technical Education (ADCTE), Arkansas Rehabilitation Services (ADCTE/ARS) and the Division of Services for the Blind (DSB) provide vocational rehabilitation services to people with disabilities. According to the March 2017 report on Disability Employment Statistics on individuals ages 16 and over from the Department of Labor Statistics, (<https://www.dol.gov/odep/>) nationwide there is a 20.4% labor force participation for persons with disabilities and a 68.7% participation rate of persons without disabilities. The unemployment rate of persons with disabilities is 10.6%, while the unemployment rate of people without disabilities is 4.3%. According to the September 2022 report on Disability Employment Statistics on individuals ages 16 and over from the Department of Labor Statistics (<http://www.dol.gov/odep>) nationwide there is a 23.2% labor force participation for persons with disabilities and a 67.8% participation rate for persons without disabilities. The unemployment rate of persons with disabilities is 7.3%, while the unemployment rate of people without disabilities is 3.1%.

- 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 [proposed 20 CFR 679.560(a)]

Western Arkansas's workforce development activities are coordinated through the following agencies at the local level: Western Arkansas Planning & Development District (WAPDD), the Arkansas Division of Workforce Services (ADWS), the Arkansas Division of Career and Technical Education (ADCTE), the Department of Human Services (DHS), Division of County Operations (DCO), and Division of Services for the Blind (DSB).

The Western Arkansas Workforce Centers are at the forefront of the workforce activities in the area and represents Arkansas's version of the American Jobs Center. There is one comprehensive workforce center in Fort Smith and an affiliate center in Mena with multiple access points across the six-county area with the capability to provide service locations in rural parts of the Western Arkansas via mobile workforce center units that travel the state. The Western Arkansas Workforce Development Board (WAWDB) directs the Arkansas Workforce Centers in the Western Arkansas Workforce Development Area in cooperation with other state

and local workforce agencies. The local board is comprised of representatives of local businesses, labor, partner agencies, and other key stakeholders to create a diverse and functional group. The board, in alignment with the states' vision, provides front line strategic implementation for statewide initiatives in addition to locally determined priorities. State initiatives include sector strategies, career pathway development, and delivery of standardized business services. Local priorities include layoff aversion, specific career pathway development, youth programs, targeted sector partnerships, and various work-based learning. The local board is responsible for procuring a One-Stop operator for the oversight of daily operations of the center(s) in accordance with WIOA 121(d). The board coordinates workforce activities with workforce partners through a Memorandum of Understanding (MOU) to implement core, non-core, and other partner programs. Operating as a fully integrated shop the Western Arkansas Comprehensive Workforce Centers support WIOA Title I Adult, Dislocated Worker, and Youth programs, Wagner-Peyser, Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Unemployment Insurance (UI), Adult Education and Family Literacy, and Vocational Rehabilitation. With this foundation for service integration, the Western Arkansas Workforce Development System operates under the "No Wrong Door" philosophy. This design creates an intake process that identifies the needs of the individual, gathering information and utilizing the appropriate resources to meet those needs regardless of the partner that provides them. These resources are also initiated by a referral system between partner programs. Customers are provided solutions and follow up steps to their questions, barriers, and issues by connecting them directly to the appropriate workforce delivery system partner, which is all a part of this philosophy. The Arkansas Division of Career and Technical Education/Adult Education Division (ADCTE/AED) funds six local adult education programs and four literacy councils. The local service delivery system is diverse to meet a variety of needs and situations. The funding for these programs comes from the public-school systems and community colleges. Local programs provide adult education services such as teaching academic skills to people who function from beginning reading through a 12.9 functioning grade level and English as a Second Language (ESL). These services are free and provided in classes held in locations throughout each county. Additional programs such as family literacy and Workforce Alliance for Growth in the Economy (WAGE™) are offered in some counties. DSB supports an accessible kiosk for consumers at the Western Arkansas Comprehensive Workforce Center location. The kiosk provides consumers the same access to the Internet to search for jobs as a sighted person seeking services from the workforce center. DSB provides training to workforce center staff and clients on the use of the kiosk.

**Workforce Delivery System Services** - The Western Arkansas Comprehensive Workforce Center offers the full array of career services outlined in WIOA 134(c)(2) for unemployed and underemployed jobseekers. Basic career services are available at all service locations throughout Western Arkansas. The comprehensive center has computers, printers, copiers, printed resources, and staff to assist jobseekers. Many of the services, including Arkansas Job Link and Discover Arkansas Labor Market Information Portal, are accessible through the internet via computer, smart phone, or tablet. Arkansas Job Link is the state job matching system and the virtual one stop shop where Arkansans can centralize all their career search activities. It allows jobseekers to self-enter resumes and job search anytime. Arkansas Job Link also provides access to a toolbox of job search assistance links, including career exploration,

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training resources, self-marketing tools, unemployment insurance information, and additional job banks. It also has a built-in event calendar that communicates upcoming hiring events, job fairs, and other workforce activities. The Western workforce area is part of the development team working with FutureFit AI on the revamp of the Ready For Life web based platform to create a seamless virtual workforce entry point for job seekers in the state of Arkansas. The program team is working in concert with the developer and other local areas to make this a tool that minimizes duplication for staff and end users to create quicker turn times on entry to services and exits to successful workforce engagement.

Discover Arkansas LMI Portal allows jobseekers to make informed data-driven career decisions. This labor market system provides a wide variety of local and regional labor market services, such as labor trends, statistics, economics, demographics, salaries, and employer data. It allows jobseekers to set up a personal page for their career exploration data to be readily accessible. Basic career services also extend beyond the virtual world. After the initial assessment customers, as appropriate, may be provided with direct linkages to additional workforce activities, including multiple education and training opportunities across the workforce delivery system through partner referrals. The workforce center has representatives available from most of the partners.

**Jobseeker Services** - The Western Arkansas Comprehensive Workforce Center offers a full range of activities to prepare jobseekers to meet the needs of today's workplace. Services offered aid jobseekers with soft skills and technical training assistance employers desire and need in the modern labor pool. These services include job search assistance, job referral, placement through Title 1-B Provider, Adult Education Centers, Arkansas Rehabilitation Services, Wagner-Peyser, and Career Readiness Assessment and Certification, occupational skills assessment from the same as well as 2 & 4- year institutions in the region. These services are driven by the demand occupations of the area based on information validated through sector partnerships. Labor exchange services provide labor market information to the individuals seeking services. The information is regularly updated and includes information on local, regional and national labor markets. Also provided is information such as job vacancies, skill requirements for jobs, in-demand occupations and related earning potential, and opportunities for advancement in those occupations. The state and Western Arkansas Workforce Development Area partners are members of the America's Job Link Alliance for job matching. Jobseekers, as well as employers, utilize this database for employment purposes. Arkansas Job Link provides self-service, case management, fiscal management, reporting, and more.

**Career Services** - Basic career services provided are outreach, intake and orientation, initial assessment, labor exchange services, eligibility determination, program referral, performance and cost information, information on unemployment insurance, financial aid information, and follow-up services. This allows the One-Stop and partners to ensure the appropriate services are offered for individuals to obtain or retain employment. These services include Individual Employment Plan (IEP), Individual Service Strategy (ISS), career planning and counseling, comprehensive assessment, occupational skills assessment, short-term prevocational services, internships and work experience, which work with transitional jobs and industry partnerships.



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Workforce preparation, out-of-area job search, English language acquisition, and financial literacy are also available.

Specific services include adult basic skills and occupational interest assessment, career development facilitation, career readiness preparation and certification offered and complimented between partners based upon program criteria. Pre-apprenticeship and Apprenticeship opportunities are supported by the local workforce delivery system through referral among core partners and educational institutions. Adult Education Centers, Title 1-B, Vocational Rehabilitation Services and Division of Services for the Blind provide other services such as English literacy, citizenship instruction, financial and health literacy services based upon the client's system entry point and needs.

Career Pathways Initiative aligns services with the Arkansas Division of Workforce Services, Department of Human Services, Adult Education, community and faith-based organizations, and other programs to ensure that barriers are overcome, and that employment and educational needs are met without duplication of services. The career pathway approach is a paradigm shift in how we prepare individuals for work and lifelong learning. It reorients existing education and workforce services from myriad disconnected programs to a structure that synchronizes employers' workforce needs with individuals' education and training needs.

**Training Services** - Typical career services are not always enough to enable job seekers to obtain self-sufficient employment. In some instances, formal training is required such as General Education Diploma (GED) preparation, skills testing, basic education services and digital literacy. Arkansas Workforce Centers and Area partners offer multiple training services such as occupational skills training, on-the-job training (OJT), registered apprenticeships, pre-apprenticeship programs, incumbent worker training, skill upgrading and retraining, entrepreneurial training, adult education and family literacy activities. The National Apprenticeship Training Foundation and the Arkansas Apprenticeship Coalitions hosted a regional apprenticeship meeting for the Western Arkansas Workforce Development Area. This meeting focused on aligning the enrollment process and eliminating barriers between workforce delivery system partners to increase referrals to apprenticeship programs. Other services provided by the region's workforce delivery system are training services funded through WIOA programs, Pell Grants, partner programs, and state and local grants which the program assists participants in obtaining. To improve employability, the local area follows all federal and state guidelines as they pertain to implemented programs. Through multiple initiatives and projects, the region is focusing training and career development activities on sector strategies and demand sector partnerships. These round tables will also define career pathway development.

Arkansas Promoting Readiness of Minors on Supplemental Security Income (PROMISE) was a research project, completed in 2018, open to youth ages 14 to 16 who currently receive Supplemental Security Income (SSI) benefits. For 1000 youth, PROMISE provided additional services to youth and their families to support their education and career goals. Services included intensive case management, two paid competitive work experiences, education and employment training and support for youth and families, health and wellness training, and benefits counseling. The region participated in the program and provided the work experience

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opportunities in the local communities. Students were placed in appropriate career fields for the required number of hours.

At the state level, the Eligible Training Provider List (ETPL) is updated pursuant to WIOA Sections 122 and 134. This list ensures that Arkansans can make informed decisions on training providers and programs based on accurate data including completion and placement rates, labor market information, and wage expectations. To add validation and current relevance of training to job demand the area received grants to implement sector strategies and create sector partnerships to advance the business approach to lowering unemployment and improving the prevailing wage.

**Supportive Services** - These services are available to eligible jobseekers to assist in obtaining or retaining employment through career or training services. Arkansas Workforce Centers offer a variety of supportive services with the Western Arkansas Workforce Development Board providing policy that outlines types, eligibility, and limits for these services. Examples of supportive services include childcare, transportation, needs-related payments, tools and equipment, uniforms, and other required clothing. In addition to WIOA-funded supportive services, local areas have developed relationships with community partners that assist with utility payments, food, shelter, and other basic needs to aid those working within the system. Supportive services are coordinated based on program eligibility, the economic need thresholds of the partner agencies, and the availability of program funds.

WIOA Title I, Adult, Dislocated Worker, and Youth services provide supportive services. Services include transportation assistance, childcare assistance, needs related payments, and other services as the case may require, to job seekers that assist in obtaining and retaining employment. Through assessments and evaluations, Career Planners determine the needs of each participant and create an Individual Employment Plan or Individual Service Strategy to address the identified barriers. Transportation assistance is provided once client need is established in the form of a reimbursement or contracted public transit, when available. Child day care assistance is provided through vouchers to state approved childcare and adult care facilities agencies. Needs Related Payments are provided through a stipend. Referrals to partner agencies are made to ensure the participants are receiving the optimal services to meet the individual's need. This process is facilitated and organized based on the local board referral policy and referral ticketing process. All partners to the system as they are added, including community based organizations, are trained on this process by the one stop operator.

Adult Education Centers in the Western Arkansas Workforce Development Area provide referrals to Career Pathways at local community colleges, career assessments, Career Coach assistance, job readiness /soft skills training, and educational and career goal planning. The Centers aid with childcare, transportation, tuition, and materials. Pre-apprenticeship programs introduce students to specific trades and the Centers partner with area employers to provide apprenticeship opportunities. Each adult education center has a local service directory that is utilized for student support services. Supportive services such as transportation, daycare, etc. are coordinated with partner agencies through participant referrals. Adult Education coordinates with Arkansas Rehabilitation Services to help provide persons with disabilities

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access to services, evaluations of capabilities and limitations, guidance and counseling, assistive technologies, and job placement.

Arkansas Rehabilitation Services and the Division of Services for the Blind are mandated to research and apply all comparable benefits for services from other resources prior to using vocational rehabilitation funds. The most frequently applied comparable resources come from sources outside of the core partner agencies. Examples are tuition assistance in the form of grant funding, housing assistance from Housing and Urban Development, the individual's own medical insurance that is applied first for physical and mental restoration services. The supportive services provided by Arkansas Rehabilitation Services and the Division of Services for the Blind are arranged and coordinated according to an individual plan for employment which specifies a career goal and the areas that the individual may need supports to reach that goal. The supports needed are determined through assessments, evaluations, as well as the analysis and application of state and federal regulations and policies. The following supports services are assessed, evaluated, and analyzed for applicability and comparable services/similar benefits to each individual case: maintenance assistance to participate in employment or training that leads to employment, personal care attendant services, physical and mental restoration services, rehabilitation engineering, rehabilitation technology, and transportation to participate in employment or training activities. for eligibility determination and priority for services. Substantiality of services will be ongoing utilizing comparable services/benefits to each individual case: maintenance assistance for determining eligibility and vocational rehabilitation needs, counseling and guidance, physical and mental restoration services, rehabilitation engineering, and transportation to participate in employment or training activities. These support services are time limited and must accompany a substantial service that is directly related to obtaining or maintaining employment. The most frequently applied comparable resources come from sources outside of the core partner agencies. For example, tuition assistance in the form of grant funding, housing assistance from Housing and Urban Development, the individual's own medical insurance must first be applied to physical and mental restoration services."

**Business Services** - The focal point of all workforce delivery system activities is business and industry as well as overall economic development of the area. A renewed effort of business outreach is continuing as a collaboration of workforce delivery system partners develops the business outreach team. This team of cross agency individuals coordinate business visits and share pertinent data to help focus system resources on demand occupations and to layoff aversion efforts. The board is completing development of workforce delivery system portal as a shared partner resource to businesses and job seekers. Activities include access to Workforce Center facilities, allowing businesses to conduct meetings, trainings, orientations, or interviews to name a few. Other services provided are assessments to measure the skills, interests and/or personality traits of potential or current employees. Business education is a service offered in the form of seminars, round tables, workshops, and focus groups. Information is available to existing or new employers pertaining to the various incentive programs or other information that provides a benefit to that business. Hiring events are customized for employers to assist in recruiting, interviewing, and hiring for open positions or upcoming needs.



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Planning and hosting of job fairs event for area employers assists in recruiting, interviewing, and hiring for open positions or future needs. Job openings are posted by staff or via web-entered job orders approved by Center staff. Labor market information is available on state and local labor market conditions, industries and occupations, and characteristics of the area workforce. Information on identified skills needed by local businesses, employer wage and benefit trends, short and long-term industry and occupational projections, worker supply and demand, and job vacancies survey results are all made available to area companies. The state's Rapid Response team working with the local board provides a variety of services to businesses facing restructuring and downsizing. More information on available services is found at <http://www.arkansas.gov/esd/Programs/GDWTF/index.htm>. The services will work to design and provide specific training and retraining to aid businesses with current or future employee needs. These programs include, but are not limited to On-the-Job Training, Work Experience, Incumbent Worker Training, or some other related service based upon skills needs.

**Services to Disabled Persons** - The Arkansas Division of Career and Technical Education, Arkansas Rehabilitation Services (ADCTE/ARS), and the Division of Services for the Blind (DSB) provide vocational rehabilitation services to people with disabilities. According to the March 2017 report on Disability Employment Statistics on individuals ages 16 and over from the Department of Labor Statistics, (<https://www.dol.gov/odep/>) nationwide there is a 20.4% labor force participation for persons with disabilities and a 68.7% participation rate of persons without disabilities. The unemployment rate of persons with disabilities is 10.6%, while the unemployment rate of people without disabilities is 4.3%. According to the September 2022 report on Disability Employment Statistics on individuals ages 16 and over from the Department of Labor Statistics (<http://www.dol.gov/odep>) nationwide there is a 23.2% labor force participation for persons with disabilities and a 67.8% participation rate for persons without disabilities. The unemployment rate of persons with disabilities is 7.3%, while the unemployment rate of people without disabilities is 3.1%.

Historically, there are significant barriers to the inclusion of people with disabilities into Arkansas's economic development strategy. ARS in partnership with the Arkansas Department of Human Services, Division of Services for the Blind (DSB) are leading the charge for providing targeted training and education for people with disabilities to develop the skills and abilities needed to obtain competitive integrated employment in Arkansas. It is a part of the local strategy that all partners be active participants in these efforts.

Through Governor Hutchinson's January 14, 2016 renewal of Governor Beebe's Executive Order 10-17, which was signed in 2010 all Arkansas state agencies are charged with monitoring and recruiting, training, and retaining qualified persons with disabilities in state government. It also ensures that state agencies will work towards coordinating efforts to increase employment of Arkansans with disabilities through the Employment First Taskforce.

### **Strengths and Weaknesses of Workforce Development Activities**

#### **Strengths:**

- Executive Staff - communicating and developing partnerships.

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- CEOs are invested in workforce development system in the region.
- WAWDB has a very active board especially private sector participation.
- The partners in the region have a passion for change focused on improving the local workforce delivery system.
- Pursuing multiple programs to diversify opportunities to assist greater number clients both business and job seekers.
- The local board is being provided training in a variety of manners to aid them in carrying out their support role to the workforce delivery system.
- There is a strong belief in regionalism and all counties within the region are involved at some level to continually improve and support a regional approach to workforce development.
- Partners, private and public are committed long-term to the workforce development system for the region.

### Weaknesses:

- Still a lack of visibility of the workforce development system.
- The system is difficult to navigate and is not user friendly especially for those not directly working in workforce.
- Programming is typically targeted and following traditional directions of past regulations and philosophies.
- Partners at federal, state and local levels are poor at promoting the services that can be provided by the local workforce development system.

### Opportunities:

- It is a good time for private and public sectors to work together to evolve the future of the workforce delivery system.
- Funding challenges encourage shared resources.
- With unemployment at historic lows and the speed of technology changes it forces innovation.
- Greater political awareness of the importance of quality workforce development.

### Challenges:

- There are challenges to funding due to political decisions and policies.
- Artificial intelligence is creating sweeping systematic changes.
- Speed of technology changes makes it difficult to maintain or anticipate workforce needs.
- Generational mindset differences create communication challenges that translate to program failures.
- Societal ignorance of workforce needs challenge support of funding and program sustainability.

## 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*

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*accountability measures based on primary indicators of performance described in section 116(b)(2)(A) in order to support regional economic growth and economic self-sufficiency. [WIOA Sec. 108(b)(1)(E)]*

Western Arkansas has adopted the state's Vision and Goals and adapted them to the local area. The local board will strive to prepare an educated and skilled workforce through partnerships with all core partners through various means including adult education, apprenticeship, institutional training, literacy training, on-the-job training and work experience. Further to ensure inclusion and appropriate services are provided to all citizens throughout the region aid in completing an education program or to secure and hold employment the local board has defined additional assistance barriers for youth. These are defined as an individual that lives in a remote rural area where training and employment are almost non-existence that requires proof of address; physical or mental limitations that will require a doctor statement or school IEP; is from a single parent family with proof as listed on the application; is a member of a family receiving food stamps, TEA, or SSI requiring a letter from DHS; has not held a fulltime job for more than three (3) consecutive weeks and is looking for, but unable to secure a job must be listed in the employment history on the application; is eligible for the free or reduced school lunch program must have a letter from school; lives with a grandparent(s) or caretaker other than natural parents requires family verification; lacks transportation with self-attestation.

### **Vision**

To carry out this mission a collaboration of the workforce delivery system partners and sector industry partners will utilize job market data to align services to provide improved long-term employability of citizens within the Western Arkansas Workforce Development Area.

### **Mission**

The Western Arkansas workforce development system will create a workforce that is well educated, skilled, and supported to ensure the long-term labor needs of the Region's business community are met. This supports Arkansas's economy, keeping it competitive in the global marketplace.

### **Goals**

*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:

1. Expand employer partnerships through the support of industry engagement.
2. Identify and promote best practices (private and public) for developing and sustaining partnerships.
3. Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
4. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.

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

Goal 2 Objectives:

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1. Utilize a common intake process developed by the state for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
2. Identify and utilize an integrated data system that will enable information sharing between partner agencies to provide efficient services for employers and jobseekers.
3. Develop a menu of services available at each system access point listing the services and training opportunities available through Arkansas's talent development system.

### *Strategic Goal 3: Increase awareness of the state's Talent Development System*

#### Goal 3 Objectives:

1. Increase access to the workforce development system through a "No Wrong Door" approach to services.
2. Utilize an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the state.
3. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
4. 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 4 Objectives:

1. Participate in a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.
2. Help to implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.
3. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program as well as other available assessment tools.

The local board will strive to prepare and educate a skilled workforce through partnerships with all core and other partners.

- 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 C: Transitional Planning References and Resources)*

The Western Arkansas Workforce Development Board's vision and goals align with the state's and will strive to have a workforce that is well educated, skilled and working to keep Western Arkansas competitive in the global marketplace.

- 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.*

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The Western Arkansas Workforce Development area shares the Governor's vision as illustrated in the adoption of the Governor's goals stated in section 2.1 for Economic Development and the state's Strategic Plan that defines a stronger partnership between education, economic development and the state workforce system to attract, retain and grow Arkansas's high growth industries. The local area reinforces the Governor's goals to support employer partnerships through expanded outreach strategies and including more partner programs that can improve skills and supportive services for the developing labor pool. As stated, promotion of better communication with all partners will also support these goals with improved opportunities of co-enrollment. The local board has established a desire for local partners and support programs to utilize tools that will allow for common intake that also promote co-enrollment. The local board has identified tools and applications of technology to expand awareness of the local workforce delivery system including a central website promoting programs within the regions workforce delivery system. This site has been created to increase access to program information for both employers and job seekers. The local area uses state, local and outside sources to analyze skills needs and gaps to align available tools from system programs to minimize duplication but promote gains.

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

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 to ensure higher retention rates at program exit. For participants receiving basic and individualized career services the same goal applies. The board has an intensified focus on business engagement to ensure job training aligns with job demand. This will be evaluated by business participation and lowered unemployment numbers. Better development of the local workforce delivery system's business engagement is necessary; however, this will improve with regional industries through sector partnerships.

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

3.1 *Taking into account the analysis described in Appendix B - Section 1, describe the local board's strategy to work with the entities that carry out the core programs to align resources available to the local area, in order to achieve the strategic vision and goals described in element 2.1. This analysis should 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.
- The Chief Elected Officials of Western Arkansas are comprised of 17 county judges and mayors of tier 1 cities. ~~Crawford County Judge Dennis Gilstrap~~, Daniel Rogers, Mayor of city of Paris, nominated by his peers, is the chair and signatory. These individuals are the Governor's subgrant awardees responsible for Title I funds in the WAWDA.
  - The Western Arkansas Workforce Development Board meets all the WIOA requirements and is comprised of 51%+ business representation. Standing committees include the

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- executive committee, youth committee, One-Stop and disability committee. The board is made up of appointees of the Chief Elected Officials with the responsibility to research, guide, and provide direction of the workforce delivery system in meeting the areas workforce needs.
- Western Arkansas Planning & Development District, Inc. (WAPDD) is the appointed Administrative and Fiscal entity for the Western Arkansas Workforce Development Area. It is responsible for administration of these subgrant funds, coordinates partnerships among workforce entities, and serves as staff to the board.
  - The Title I-B program operator of the Adult/Dislocated Worker/Youth programs as appointed by the local workforce board and chief elected officials is also Western Arkansas Planning & Development District. WAPDD works with business and job seeking clients providing a variety of services described under WIOA.
  - Required program partners include Title II Adult Education Providers Fort Smith Adult Education, Crawford County Adult Education, Arkansas Tech University-Ozark Campus Franklin and Logan County Adult Education, University of Arkansas Rich Mountain, Scott and Polk County Adult Education; Title III Wagner-Peyser Arkansas Division of Workforce Services; Title IV Arkansas Rehabilitation Services and Arkansas Department of Human Services, Services for the Blind. These are some of the partners described under WIOA. They provide varied services to diverse populations within the community to provide opportunity to all individuals seeking employment and a better life.
- B. A list of all Arkansas Workforce Centers in the local area; include address, phone numbers, and hours of operation.

Arkansas Workforce Center at Fort Smith, 616 Garrison Ave. Room 101, Fort Smith, AR 72901. (479) 783-0231 Center is open 8:00am to 4:30pm.

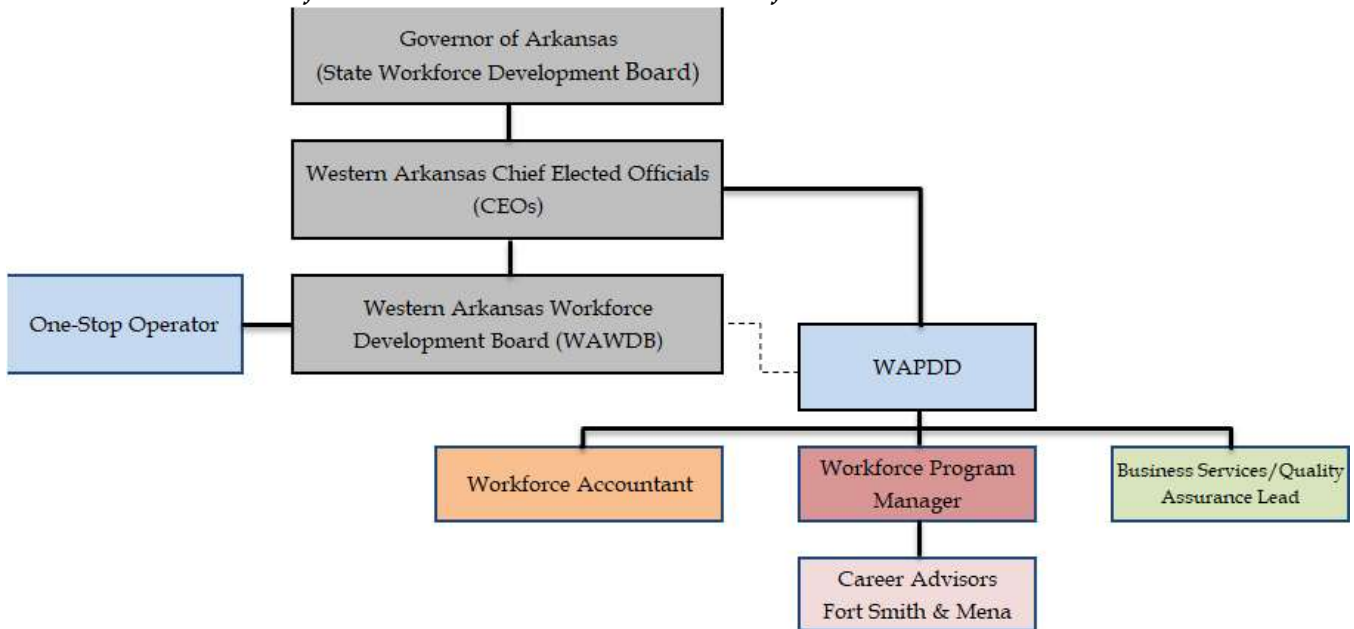
Arkansas Workforce Center at Mena, 1100 College Ave., Mena, AR 71953. (479) 394-3060 Center is open 8:00am to 4:30pm.



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

*Flowchart of the WIOA Governance and Flow of Funds in the Western Arkansas LWDA*



*Western Arkansas Planning Development District (WAPDD) is Fiscal Agent/Administrative Entity and provides staff to the Western Arkansas Workforce Development Board. It has been appointed as provider of Title I Adult, Dislocated Worker and Youth programs.*

- 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 section 102(b)(1)(E). [WIOA Sec. 108(b)(2)]

The Western Arkansas Workforce Development Area is a system of core and non-core partners who work towards common goals. The delivery system partners include Western Arkansas Planning & Development District providing Title I services to adults, dislocated workers, and youth, Arkansas Division of Workforce Services delivering services under Wagner-Peyser, three locations of Arkansas Division of Career and Technical Education that provide WIOA Title II services of adult education and family literacy, and Arkansas Vocational Rehabilitation Title I services as well as the Department of Human Services that provides Title I vocational services for the blind. Non-core programs that are also critical to the delivery system provide services such as Temporary Assistance for Needy Families program, Migrant and Seasonal Farmworker assistance, and Trade Adjustment Assistance. The delivery system coordinates services with Job Corp, AARP Foundation, and various veteran services as well. Not all providers are within each workforce center, but the board and One-Stop operator facilitate regular communication and meetings among all partners and as new technologies become available through the state or other means shares this out to the delivery system.

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The Workforce center is expected to be a one-stop solution for job seekers and regional businesses with the overarching goal of improving community prosperity. The primary and satellite Workforce centers are committed to be a community resource and provide excellent customer service. The Western Arkansas Workforce Development system understands that to provide a complete menu of services that support the entire region, partners must collaborate on common goals. Services are delivered in a comprehensive One-Stop center, through partner connections and affiliate sites. Services are also made available virtually at these sites to insure no one walks without assistance or information to gainful employment.

Building strategic partnerships and designing innovative workforce solutions, will create a pipeline of skilled and talented workers to support regional employers. The system needs to be adaptive as to provide life changing opportunities and economic stability to the citizens we serve. Targeted employment services help job seekers via career pathways, skills updates and work-related training. These programs provided through partner specific criteria increase employability, retention and long-term earning potential. Continuous improvement will be necessary to create the seamless integration of partner services that will minimize overlapping of services. In developing the talent pipeline, the board and system also work closely with educational institutions including University of Arkansas at Fort Smith, Arkansas Tech University – Ozark campus, and University of Arkansas Rich Mountain. During this period the local area has also piloted pre-apprenticeship projects connected to registered apprenticeship programs in several of the regions high school in a partnership with the Perkin CTE Cooperatives.

To this end the Western Arkansas Workforce Development Board will provide oversight of the local delivery of systems. The local board will coordinate work with the core programs through a referral process that ensures an individual seeking services is made aware of the available core program services. The board and staff will regularly monitor planned service provisions to meet reasonable performance measures in the region. The board will also provide research and cultivate partnerships across private sector, public and non-profit organizations to ensure an understanding of industry need, which will provide jobs for seekers.

- 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)]*

Workforce center staff will review the individual's needs to determine what programs may provide the appropriate services and then refer that individual. Perform outreach to targeted populations, increase referrals between system partners, coordination with colleges on career pathways. By driving sector partnerships and community roundtables, the board will assist the system partners in understanding the needs of industry in the region. Promoting the requirements shared by business partners to create curriculum in the regions education system with a focus on skills that will allow job seekers to continue on a path to livable wages and economic prosperity. These career pathways can connect through the traditional education



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system, pre-apprenticeship and apprenticeship opportunities, and other non-traditional training services. Aligning services means removing partner boundaries and understanding that shared information and customers will allow the system to transform so that every Arkansan that want a job can get a meaningful job. The system will work together to overcome individual agendas to make the focus for the community's greater good.

- 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.

Western is conducting business forums throughout the area, with an emphasis on small business and workforce needs. The Western Arkansas Workforce Development Board will engage targeted industries via business forum format and develop sector partnerships. The sector partnerships will define critical occupations and the skills needed for those occupations. The sector partnerships will then engage with training institutions to develop training to satisfy identified needs. The board has begun securing data to provide value to local businesses with a focus on demand industries and occupations. The board has become more educated on sector strategies through the assistance of Maher and Maher as well as the information services of the Arkansas Economic Development Institute at University of Arkansas, Little Rock. With these tools and the work of the local workforce delivery system's business outreach team the area will improve the employability of the labor pool while focusing on the needs of the region's industries. The local area has also held a business outreach training facilitated by experienced trainers from Business Retention Expansion International (BREI), University of Arkansas Extension Services, state and local practitioners.

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

Improved outreach to the regions businesses of the full array of services at the Arkansas Workforce Centers through business services, outreach, job fairs, and expos, open house at workforce centers, apprenticeships, on-the-job training, and work-based learning are ways that the local workforce development system may meet the needs of businesses. The area needs will be identified through sector partnerships with demand industry partners. This endeavor requires time and trust to build, but through continued outreach, utilizing the relationships of workforce delivery system partners and regional Chief Elected Officials will net benefit to the area's business community and overall economy.

- C. Better coordinate workforce development programs and economic development.

The Western Arkansas Workforce Development Board will leverage resources with the Western Arkansas Planning and Development District by participating in community outreach events. They will also work with Chambers of Commerce, Arkansas Economic Development Commission staff, and economic developers throughout the region. Western Arkansas Workforce Development Board recognizes economic and workforce developments are interdependent, and that job placement activities must coincide with job creation activities. It is

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crucial to include the private sector in the decision-making process, and all decisions pertaining to training programs must be data driven.

The local area will work with our partner agencies to inform the business community on what services each of our partner agencies can provide to support, build, and maintain their workforce. The goal is to employ the strategies mentioned above like on-the-job training, apprenticeship training, educational training, support services, job fairs, and technical assistance. We do currently partner towards this end. Through Adult Education, we can ensure that the appropriate level of reading, writing, and math skills apply to entry-level position. Through Workforce and Vocational Rehabilitation, we can target advanced training requirements. Vocational Rehabilitation will also provide assistive technology technical assistance, devices, or services as appropriate.

D. Strengthen linkages between the One-Stop delivery system and unemployment insurance programs.

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) & (B)].

Unemployment Insurance is co-located in all Western Arkansas Workforce Centers. Partners at the workforce centers routinely meet to discuss better methods of serving customers, including unemployed individuals.

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 Western Arkansas Workforce Development Board (WAWDB) will continue to build partnerships with the Small Business Administration (SBA), Arkansas Small Business and Technology Development Center (ASBTDC), The Innovation Hub and by leveraging the various programs promoted by the planning district to connect clients who wish to open their own business with partners who provide those specific services. By building relationships with Small Business Administration and Arkansas Small Business and Technology Development Center, the WAWDB 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 WAWDB through the Business Services team, Western Arkansas Planning and Development District and WIOA can link jobseekers to small business employment opportunities.

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. These meetings will allow comparison of services and identify gaps of each independent program as

they relate to specific services to job seekers and businesses. By identifying opportunities to partner programs will share their resources on activities according to their specific mission thereby providing support necessary to overcome the different program shortfalls and at the same time involved partners will identify who will supply specific services to guard against duplicating services. These opportunities of co-enrollment or if necessary, handoff between programs will be facilitated through partner meetings as shared need and outcomes are analyzed by to ensure the right programs are involved to secure success for participants and business clients alike. These opportunities to work together to provide a support network will also minimize the probabilities of duplicating services. There is also collaboration between the board, secondary and postsecondary education programs providing services to the youth following the same practices as allowed under WIOA.

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)]*

All supportive services will be coordinated through the core programs as well as other resources available. Supportive services are coordinated based on program eligibility, the economic need thresholds of the partner agencies, and the availability of program funds. Title 1 Adult, Dislocated Worker, and Youth services provide supportive services such as transportation assistance, childcare assistance, needs related payments, and other supportive services (tools and equipment, uniforms, and other clothing), to job seekers to assist in obtaining and retaining employment. Through assessments and evaluations, Career Advisors determine the needs of each participant and create an Individual Employment Plan or Individual Service Strategy to address the identified barriers. Transportation assistance is provided once client need is established and when available. Childcare assistance is provided through vouchers to state approved childcare agencies. Needs Related Payments are provided through a stipend. Referrals to partner agencies are made to ensure the participants are receiving the optimal services to meet the individual's need.

Arkansas Rehabilitation Services and the Division of Services for the Blind are mandated to research and apply all comparable benefits for services from other resources prior to applying vocational rehabilitation funds. The supportive services provided by Arkansas Rehabilitation Services and the Division of Services for the Blind are arranged and coordinated according to an individual plan for employment which specifies a career goal and the areas that the individual may need supports to reach that goal. The supports needed are determined through assessments, evaluations, as well as the analysis and application of state and federal regulations and policies. The following supportive services are assessed, evaluated, and analyzed for applicability and comparable services/similar benefits to each individual case: maintenance assistance to participate in employment or training that leads to employment, personal care attendant services, physical and mental restoration services, rehabilitation engineering, rehabilitation technology, and transportation to participate in employment or training activities. These support services are time limited and must accompany a substantial service that is directly related to obtaining or maintaining employment. The most frequently applied comparable resources come from sources outside of the core partner agencies. For example, tuition assistance in the form of grant funding, housing assistance from Housing and Urban

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Development, the individual's own medical insurance must first be applied to physical and mental restoration services.

Adult Education provides referrals to Career Pathways at local community colleges, career assessments, Career Coach assistance, job readiness /soft skills training, and educational and career goal planning. Career Pathways assists with childcare, transportation, tuition, and materials. Each adult education center has a local service directory that is utilized for student support services. Supportive services such as transportation, daycare, etc. are coordinated with partner agencies through participant referrals. Adult Education and Arkansas Rehabilitation Services partner to help provide individuals with disabilities access to services, diagnosis and evaluations of capabilities and limitations; guidance and counseling; assistive technologies; and job placement.

- 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)]*

Wagner-Peyser staff and the Adult/Dislocated Worker and Youth provider staff are co-located in all the Workforce Centers, which simplifies the process. Central to WIOA is the integration of service delivery among multiple workforce and talent development programs. Western has strong partnerships among state agencies, community colleges, economic development, and community-based organizations. A priority of the local board and central to the implementation of the strategic plan is to prevent and eliminate duplication across programs and align core programs.

Alignment of core and optional programs are executed via the following strategies:

- **Reflect Robust Partnerships** – Reflect the establishment of robust partnerships among partners. The One-Stop operator facilitates an integrated, co-located partnership that seamlessly incorporates services of the core partners and other workforce center partners. They have regular partner meetings.
- **Organize Service by Function** – Organize and integrate services by function (rather than by program); when permitted by a program's authorizing statute and as appropriate, and by coordinating staff communication, capacity building and training efforts. Functional alignment includes having workforce center staff that is cross-trained to serve all customers seamlessly (including target populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope and requirements of each program.

- 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)]*

A function of local workforce boards, identified under section 107(d)(11) of the Workforce Innovation and Opportunity Act (WIOA), is to coordinate local workforce activities with education and training providers, including providers of adult education and literacy activities under Title II of WIOA. The coordination of education and training activities includes the

review of applications for providing adult education and literacy activities submitted to the Division of Career and Technical Education, Adult Education Division for funding under Title II. Local board review of Title II applications is to ensure that applications for providing adult education and literacy activities are consistent with local workforce board plans (WIOA, 107(d)(11)(B)(i)(I)). If a local workforce board determines that an application is not consistent with the local workforce board plan, the local workforce board shall make recommendations to the eligible provider that “promote” alignment of the application to the local plan (WIOA, 107(d)(11)(B)(i)(II)). Local workforce boards are not responsible for approving or denying applications submitted under Title II of WIOA. However, they are expected to evaluate the extent to which an application submitted under Title II addresses the requirements of the local plan developed in accordance with WIOA (WIOA, 108(b)(13)).

The board committee received the application on February 28<sup>th</sup>, 2017. Each committee member independently reviewed and scored the 5 applications received from the Arkansas Division of Career and Technical Education. The committee met on March 6<sup>th</sup>, 2017 to discuss the merits of each application per the provided rubric and a consolidated score was given. The committee presented the information to the Western Arkansas Workforce Development Board minus those representing an applicant on March 8<sup>th</sup>, 2017. The consolidated score sheets were submitted to the Arkansas Division of Career and Technical Education.

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;



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- 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.
- ✓ Healthcare, emerging and ongoing
- ✓ Construction Trades, emerging
- ✓ Advanced Manufacturing, emerging and ongoing
- ✓ Retail and Hospitality, exploring
- ✓ Transportation and Logistics, emerging

Early in 2015 a committee met to begin forming a partnership in healthcare. There was limited success with contact made with one local hospital. The limited data available hampered further meetings. There is now a partnership of local care centers participating in outreach and training entry level clients as CNAs. Several are now participating in an exploratory opportunity with apprenticeship in this occupation and have begun discussions of career pathways. This effort, started in early 2019 and carried into 2020, was based on data and analysis the board received from the Arkansas Economic Development Institute (AEDI) in 2018. Opportunities with ATU-Ozark have been discussed as a coordinated effort with Adult Education and Mercy hospital to meet a similar need. Efforts will be made Arkansas College of Osteopathic Medicine to offer training and resources to meet the health occupation needs in Western Arkansas.

Several board members are working to stimulate partnerships in advanced manufacturing. This is also a sector in need of skilled labor though the demand is there the job growth is low and data is very limited. There have been round table meetings of manufacturers initiated by the business outreach team in coordination with economic development agencies. Discussions continue to seek solutions to the sector partner's needs. A successful pilot program of apprenticeship with a small manufacturer was provided through a partnership of Adult Education and Title I. A second program is currently underway started in fall 2019 with Simmons Foods creating a standard program of development while setting a baseline for future growth.

Transportation and logistics are an ongoing effort with the local institutions of higher education at the forefront. Programs have been designed with input from local companies like USA Truck and ArcBest to help fulfill current and future needs particularly in CDL certification.

The board is still exploring the needs of the restaurant, hospitality, and retail trades. Though these are typically low wage, entry positions there is evidence that new entrants to the workplace gain opportunities to advance and even base skills that translate or allow access to

unrelated fields. With living wage and economic stability being regional initiatives options like apprenticeship, on-the-job training, and work experience may be an option pursued by the local system.

There is a substantial amount of evidence that the construction trades are suffering due to limited skilled candidates. Representatives of the board have met several times with construction sector partners to discuss needs and potential solutions through coordinated efforts of public and private organizations. Apprenticeship has been used as a connecting tool with local contractors. This has allowed for recruitment of new employees into career fields of electrical and mechanical trades including clients with barriers.

- 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? Briefly describe the additional funding and how it will impact the local system. If the local board does not currently have oversight of additional funding, describe any plans to pursue them.*

The board currently leverages and has oversight of funding outside WIOA Title I. Additional funding includes National Emergency Grants that focus on community recovery from events like disastrous weather or a significant layoff. Department of Labor Discretionary Grants provides support to initiate innovative projects like those that bring value to industry to collaborate on workforce development. The Promoting Readiness of Minors in Supplemental Security Income (PROMISE) Grant served youth with disabilities receiving Supplemental Security Income providing them with the experience to work and learn skills employers value. The intent of this experience was that employing people equals employment outcomes. This grant ended in September of 2018. The region has launched two apprenticeship initiatives under AAPI and AREA grant funding and intends to continue to promote the expansion of apprenticeship in Western Arkansas. Programs underway at this time have been developed to share out to other areas of the state that have interest in apprenticeship expansion. Leverage resources include WAPDD community and economic development funds for joint projects such as career center development in Logan and Sebastian Counties. With a more holistic community approach, the workforce delivery system will look to partner with community outreach organizations such as Project Restore Hope, The Hope Campus and Antioch Youth and Family Mission. We will also apply for future opportunity grants as they become available.

### **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 jobseekers. [WIOA Sec. 108(b)(6)(A)]

The board ensures continuous improvement by monitoring of contracted service providers and review and evaluation of eligible training providers and applications closely to ensure that the training provided is meeting the needs of employers and that employers are hiring from those

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training programs, additionally meeting with the educational institutions to ensure needs are understood and conveyed on an ongoing basis. The board will also use a report created by the Arkansas Research Center for the Division of Workforce Services pursuant to Act 852 of 2105 which provides Employment and Earnings Outcomes for Arkansas graduates of state supported higher learning institutions

<http://dws.arkansas.gov/News/PDF/Act%20852%20Economic%20Security%20Report.pdf>

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

Two Workforce Centers cover the six counties that make up the workforce development area. Access to a Center may be limited in very remote areas. In these cases, staff will travel to work with participants and employers on an as needed basis. Arkansas Job Link is the state's technology system that allows participants and employers to access many services on a self-serve basis as well as in Centers. As technology continues to evolve, Western will continue to utilize it to reach out and serve participants and employers alike. As needed, the Arkansas Mobile Workforce Unit is available. The board is finalizing the development of a workforce delivery system portal utilizing the most current web technologies for ease of use by business and job seeking customers.

- 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 persons with disabilities. [WIOA Sec. 108(b)(6)(C)]

The Western Arkansas Workforce Development Area will comply with WIOA section 188 by ensuring accessibility of facilities, programs and services, technology, and materials for persons with disabilities by providing staff training and support by Arkansas Rehabilitation Services and Services for the Blind. Periodic monitoring and reports to the local workforce board will be directed by the Services to Persons with Disabilities committee to ensure compliance. Western Arkansas Workforce Centers provide the magnification software MAGic and Jobs Access with Speech (JAWS). JAWS computers are designed for visually impaired individuals to gain access to job services. These systems are available in both comprehensive and affiliate sites.

- 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)]

The required partners for the Western Arkansas Workforce Delivery Area are Adult Education, Title I (Adult, Dislocated Worker, and Youth Services), DWS – Employment Services, and Arkansas Rehabilitation. Arkansas Community Corrections has been a significant partner in the Western area by providing referrals through the Alternative Sentencing Program. Western has



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two (2) one-stop centers located at 616 Garrison Ave, Fort Smith, AR and 1000 College, Mena, AR that host several of these partners and many of the local workforce delivery system services are available via partner websites.

Adult Education provides many services to assist individuals in preparation for employment, such as: GED, TABE, WAGE certification, CRC certification, pre-employability skills training, and ESL classes. These services are available in Fort Smith at 501 S 20<sup>th</sup>, Mena at 1100 College, Van Buren at ~~605 Alma Blvd, Cir.~~ **301 Mt. Vista Blvd**, and Ozark at Highway 23 N.

Title I Adult, Dislocated Worker and Youth provide services to individuals through basic career services, individualized career services, and training services. Title I assist clients in paying for training costs, as well as supportive services to alleviate barriers to employment. Services are available at both one-stop centers and at 1109 S 16<sup>th</sup> in Fort Smith.

Arkansas Division of Workforce Services (ADWS) provides employment services through Unemployment Insurance and Job Services for those individuals working towards re-entry into the workforce. DWS also provides Temporary Assistance to Needy Families (TANF) to help decrease the burden of living expenses. These services are available at both one-stop centers.

Arkansas Rehabilitation offers services to people with disabilities and provides them with the appropriate accommodations to be successful in the workforce. They also provide training assistance to those who are seeking an education and qualify for their services. The offices of ARS are located at 400 Rogers Ave., suite C, Fort Smith with some services available at the one-stop centers by appointment.

- 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)]

Our local area advocates and supports an integrated information system at the state and local level that would allow entities that carry out core programs to better coordinate service delivery for mutual customers 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 maximizes the utilization of currently available technology to consolidate, streamline services and enhance the overall customer experience.

Western Arkansas intends to participate with partners as integrated case management systems are developed that insure secure customer service throughout the customer's interaction with the integrated system. The area seeks to utilize systems allowing information collected from customers at intake to be captured once. Customer information is properly secured in accordance with 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)]*

The local board follows the WIOA Act in determining the type of employment and training activities that may be provided to adults and dislocated workers. Through coordinated efforts of the area partner's business outreach team, college campuses, and other eligible training providers listed on the Arkansas Consumer Report System the region has sufficient training providers available to meet the needs of the participants. Basic Career services and Individualized Career Services, Work Experience, On-the-Job Training, Registered Apprenticeship, partner with the schools for occupational skills, provide supportive services such as transportation, housing and childcare, Individual Training Account's, job search, labor market information, career counseling.

Examples of industry outreach and interaction are illustrated through the specialized training University of Arkansas, Fort Smith created to provide unique training to workers laid-off after the Whirlpool plant closure in Fort Smith. Participants were offered training in modern manufacturing skills with a curriculum established from request of local industry leader. ATU-Ozark establishes skills certification training based upon request from industries in need of qualified labor. Cooperative efforts of the region's Adult Education Centers and the Building Association have created apprenticeship-training opportunities in demand construction trades. These are examples of recent efforts. The sector partnerships which are now being built to establish a stronger bond with the region's businesses will allow the area to provide a business demand approach to help put more participants to work quicker while solidifying the economic base at the same time.

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 is an early intervention designed to coordinate transitional services at the earliest point possible for employers and workers affected by mass layoffs or plant closure. Rapid Response works closely with the local workforce development board and local elected officials in adversely affected areas to ensure that dislocated workers receive program information and services. More program information is available at the Arkansas Division of Workforce Services <http://www.arkansas.gov/esd/Programs/GDWTF/index.htm>.

The Governor's Dislocated Worker Task Force is responsible for the statewide rapid response and layoff aversion activities. Immediately upon receiving notice of a closure or workforce reduction, the Task Force contacts company officials. A community meeting is scheduled with elected officials and business leaders to create action plans to assist both the community and dislocated workers. To avoid duplication and confusion, local Arkansas Workforce Center staff does not initiate contact with an employer regarding a layoff without first speaking with the Task Force Coordinator.

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The Governor's Dislocated Worker Task Force team may conduct a worker assistance workshop, to be attended by representatives of local and state agencies and affected workers to review available resources. Services and needs discussed at the workshop may include retraining and educational opportunities, unemployment insurance, social service programs, credit counseling, insurance options and resources to find a new job.

The Task Force Coordinator also serves as the liaison to the local chambers of commerce in the area. Information is provided to them about the affected workers, including their occupations and their educational and skill levels. The local Arkansas Workforce Center staff builds on the services provided through the Governors Dislocated Worker Task Force by providing information and services to the affected employees.

Dislocated workers are given a full array of services through the Arkansas Workforce Center partnership and community organizations.

State and local WIOA partners will continue to build and maintain relationships with the business community to help with early warning of potential layoffs and promote early intervention. Together, the following services will be provided:

- 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, and the WIOA Dislocated Worker Program
- Necessary services and resources, such as workshops, resource and job fairs to support re-employment assistance
- Trade Act petition services through the Governors Dislocated Worker Task Force

**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.*

The Western Arkansas local area operates under an umbrella MOU including most partners and agencies listed in the following agencies. As additional agencies may be included, they will be recommended to join the existing MOU or be required to participate under a separate MOU. Within the elements where not directly identified, services are provided by the Title I-B program provider, WAPDD.

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## WIOA Youth Program Elements

	Element	Implementation
1.	<b><u>Tutoring, study skills training and instruction leading to high school completion, including dropout prevention strategies.</u></b> Dropout prevention strategies can include, but are not limited to, placement in an alternative secondary school services setting, facilitating involvement of families and community, taking an individualized approach based on youth's individual needs.	Title I and ARS provide services on-line coursework, one-on-one instruction, peer-to-peer interaction, or in a group setting. By referrals to partners providing educational services and the use of on-line tutorials. The primary goal of local WIOA youth programming is to ensure youth completion of a High School Diploma. When this is not possible the local system refers individuals to the adult education program closest to their home. The primary centers are located in Fort Smith, Van Buren, Ozark and Mena with secondary sites in Booneville, Paris and Waldron.
2.	<b><u>Alternative secondary school services</u></b> which offer specialized, structured curriculum inside of the public-school system which may provide work, study and/or academic intervention for students with behavior problems, physical/mental disabilities, who are at risk of dropping out, and/or who are institutionalized or adjudicated youth. <b><u>Or, dropout recovery services</u></b> through Adult Education facilities which allow youth to gain their High School Equivalency Diploma.	WIOA youth programs will work closely with alternative schools, AE programs, and Literacy Councils throughout the Western Arkansas Region. Alternative schools, like Future School in Fort Smith and Belle Point Center, a part of the Fort Smith School System are local sources for referrals of eligible WIOA Youth participants as their services become available. Job Corps system operated throughout the state is connected to the local one-stop system. WIOA youth services are designed to complement activities occurring within alternative schools. The primary goal is for the youth to obtain their high school diploma or its equivalency.
3.	<b><u>Paid and unpaid work experiences</u></b> , including internships and job shadowing; are short-term, planned, structured learning experiences that occur in a workplace and are focused on career exploration and the development of work readiness skills. The primary purpose of work experiences is to expose youth to the requirements of work and to employer's expectations. An employer may benefit from the work done by a youth, but the primary benefit must be to the youth.	Work opportunities with an emphasis on jobs in in-demand and emerging industries are coordinated by ARS and Title I. These opportunities will not be limited to just not-for-profit entities. These placements target individual youth interests and goals with the goal of introducing the youth to the field they wish to pursue.
4.	<b><u>Occupational skills training</u></b> constitutes 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. These include programs that lead to the attainment of a certificate or credential, participation in Job Corps, apprenticeship programs, and training programs that provide skills necessary to enter or advance in a specific occupation.	Enrollment into programs that provide recognized degrees, certifications, or marketable skills for in-demand and emerging occupations. We use local colleges and universities surrounding our area as well as utilize apprenticeship opportunities that best fit with the youth's specific goal(s) in mind.
5.	<b><u>Education offered concurrently with workforce preparation and training for a specific occupation</u></b> – an integrated education model using workforce preparation	The combination of several previously mentioned elements are provided to make a customized plan for the participant. These elements include #s 2,3, and 4 to create an

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	<i>activities, basic academic skills, and hands-on occupational skills training to assist youth with their goals.</i>	integrated and customized education plan to meet the individual youth's needs.
6.	<b><u>Leadership development opportunities</u></b> , which include community service and peer-centered activities that encourage responsibility, employability, and other positive social behaviors. Examples include community volunteering, peer mentoring or tutoring, character education, citizenship education, including how and why to vote, serving on a youth council, community or advocacy organization board, leadership training consisting of how to work in a team, how to run meetings, diversity training, and life skills training such as parent education, financial education, goal setting and conflict resolution.	Participation in community service-learning projects, peer centered activities, teambuilding, life-skills training, healthy lifestyle choices provided by Title I, Adult Education and Literacy Council. Pre-Employment Transition Program is offered through ARS. DSB to provide soft skills training with a focus on social behaviors to enhance the development of employment skills fostering the knowledge and growth of independent living skills, communication, and interpersonal skills prompting an understanding of employer expectations related to timeliness and performance on the job. ARS will provide or coordinate services to students with disabilities to the Youth Leadership Forum designed to foster leadership skills.
7.	<b><u>Supportive services</u></b> to enable an individual to participate in WIOA Youth program activities. These may include, but are not limited to, housing, meals, medical care, day care, transportation, school related supplies, training related supplies, etc.	DHS, TEA/TANF and Title I offer assistance with transportation, childcare, clothing, supplies, and related needs. ARS and DSB can also arrange Supportive services related to the employment goal of the individuals. Referrals to Antioch Consolidated Association to assist individuals in response to food insecurity.
8.	<b><u>Adult mentoring</u></b> for a duration of at least 12 months; this service may occur during program participation or during the Follow-up period. Adult mentoring is a one-to-one supportive relationship between an adult and a youth that is based on trust. High-quality adult mentoring programs include an adult role model who builds a working relationship with a youth and who fosters the development of positive life skills in youth.	Referral to community, faith based, and other organizations to provide one-on-one encouragement, confidence, employability, self-determination and direction. Youth in program element #3 may receive Adult Mentoring from an employee of the work site as illustrated in job site agreements. Employers sponsoring Registered Apprenticeship programs can likewise mentor WIOA eligible youth hired as apprentices.
9.	<b><u>Follow-up services</u></b> include activities after completion of participation to monitor youths' success during their transition to employment and further education and to provide assistance as needed for a successful transition. Follow-up services must be provided for not less than 12 months after obtaining employment and/or completion of participation.	Frequent interaction, including guidance and counseling, support services, and other assistance for at least 12 months after completion of services as required by agency under WIOA. These services will be utilized to ensure continued success in employment or gaining a secondary or post-secondary program. These services will be made available as long as the youth requests and needs them.



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10.	<b><u>Comprehensive guidance and counseling</u></b> which may include drug, alcohol, mental health counseling. Referrals to counseling as appropriate to the needs of the individual youth.	Advisors and councilors will make referrals to qualified professionals as deemed necessary when such services cannot be provided by the local program provider. Advisors and counselors will work closely with partner programs and qualified professionals to ensure the success of youth participants.
11.	<b><u>Financial literacy education</u></b> to help youth gain the skills needed to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals. An example of financial literacy education is the FDIC approved Money Smart curriculum.	Local program provider will work with the Fort Smith Literacy Council, banks and credit unions to provide information on how to manage money, balance a check book, saving for the future etc. in workshops and/or one-on-one instruction.
12.	<b><u>Entrepreneurial skills training</u></b> including the use of curriculum based training modules that teach youth the value of being skilled and applying those skills to meet a consumer need or demand; to think creatively and critically; to problem solve; how to recognize opportunities, and other skills related to entrepreneurialism.	Entrepreneurial skills training is supported by activities such as partnerships with economic development agencies, like WAPDD and referrals to business development organizations. Partners may plan events with Winrock International.
13.	<b><u>Services that provide labor market information</u></b> through career awareness, career counseling, and career exploration by using LMI data about in-demand industry sectors or occupations available in the local area.	Workshops and other services that prepare youth for careers in demand and/or emerging occupations are provided by each of the core partners. Information is provided through the local one-stops or on-line systems such as the Arkansas Job Link O*Net, and LMI data. Information about in-demand industry sectors or occupations is available in areas, such as career awareness, career counseling, and career exploration services.
14.	<b><u>Activities that help youth prepare for and transition to post-secondary education and training</u></b> includes the delivery of activities listed within the 14 WIOA program elements and other activities that provide exposure to post-secondary education options; assisting youth with placement into post-secondary education; and placement into training opportunities such as apprenticeships and occupational skills training.	Individual guidance and counseling, including career pathway discussion; assistance with applications for FAFSA; and referral to enrollment and career counseling services at post-secondary institutions are provided by ARS, DSB, Adult Education and Title I. The region has three (3) local public institutions of ATU-Ozark, UA Fort Smith, and UA Rich Mountain.

- 4.5 Describe local board actions to become and/or remain a high-performing local board, consistent with the factors developed by the Arkansas Workforce Development Board. These factors have not been determined but will include effectiveness and continuous improvement criteria for local boards. [WIOA Sec. 108(b)(18)]

The local board will continuously monitor program to ensure compliance with the laws and performance measures are met. Board members are continually working to improve their knowledge and understanding of WIOA and the part they play to ensure the integrity and sustainability of the local workforce delivery system. Policies and procedures regularly reviewed for relevance and to maintain an adaptive system to meet local workforce needs. The board assist in research and analysis of the economic conditions, knowledge and skills needs, and the resources necessary to provide a quality workforce in the region. The members

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participate in board retreats and training activities to remain knowledgeable and current on workforce development activities essential to respond to changing industry needs.

PowerNotes, LLC facilitator Mary Ann Lawrence worked with the local board at a retreat on March 14, 2020, at the Wilkinson Pavilion in Greenwood, AR. Members continued training to deepen knowledge of WIOA and their role in the workforce delivery system. The 2020-2023 plan was a focus and discussion around a more in-depth approach to performance management. The board discussed dashboards and scorecards to drive performance as well as the creation of a performance committee. The board committed to continued training to ensure continual improvement of the knowledge and skills of the board to assist the local workforce development process and to the ability to adapt to changing economic conditions. Using training tools provided by DOL and other outlets to educate board and CEOs including bringing workforce and development experts in to facilitate continuous improvement and learning opportunities on the latest effective practices. Board members also give their personal time to attend workforce development related conferences with staff to network and participate in workshops sharing new practices with the full board and committees.

- 4.6 *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 will include on-the-job training, work experience, apprenticeship, classroom training, customized training or incumbent worker training.

The individual training accounts (ITA) system is used by participants who are eligible for training services and choose to attend training. A Career Advisor will work with the participant to determine their financial and training needs. The individual selects the course of study from the eligible training provider list. The individual must have made application and have received determination from other funding sources and present the award letter to the career specialist to show the monetary amounts of unmet financial need. They must also present a statement of how much the family will be able to contribute to the cost of the training. 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. Employment/Training Advisors 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 career coach. The Eligible Training Provider bills 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)~~ Arkansas Job Links (AJL) eligible training providers list.

- 4.7 *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)]*

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The projected employment opportunities list is available to the customers for them to select a training program that is in demand. The Eligible Training Providers list is available online in all workforce centers. Participants approved for training through the ITA system must choose one of the approved programs to receive an ITA. Contracts may be used if it reflects a training program that is in demand.

- 4.8 *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 Arkansas Job Links (AJL). All training must be directly linked to employment opportunities either in the local area or in an area to which an individual is willing to relocate. Training for a participant that is paid by WIOA funds must be on the Projected Employment Opportunities List for the state or 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. The providers and accepted training they offer are screened annually based upon the occupation demand list agreed upon by the state and Western's board annually. 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 is procuring services from Maher and Maher to assist in developing Sector Partnerships with demand industries/occupations. It is also procuring services, which can provide data, and analysis information that is more current on a county-by-county basis. This information will be processed and compared to the educational institutions in the region to evaluate future needs in training and services to meet demand of sector partners.

Adult Education can negotiate employer specific training as it relates to services available within Adult Education's capabilities. This includes adult basic education and adult secondary education courses. Adult Education can accommodate such employer demands by providing courses on site at the employer's location, providing specific on-demand basic education courses, providing flexible class schedules, assessments, etc. These services will be negotiated between the employer and Adult Education Director.

### Section 5: Compliance

- 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 persons 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)]* Interagency agreements typically are memoranda of understanding. These will be developed by the state Transition Roundtable Policy Committee as part of the Workforce Certification document.



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Local Arkansas Rehabilitation Services 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 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 persons 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 persons 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. Copies of the agreement will be maintained by the local manager and Chief Fiscal Officer of Arkansas Rehabilitation Services.

The local workforce board will assist in facilitating cooperation among the delivery system partners and their involvement in these agreements. The rehabilitation services committee will also provide oversight and report to the Western Arkansas Workforce Development Board any deficiencies in services among the partners. The board will work with partners to overcome issues and any issues they are unable to resolve will be forwarded to the state workforce board for further assistance.

### 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)]*

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The Western CEO's have appointed the Western Arkansas Planning & Development District, Inc. as the administrator and fiscal agent for the Workforce Innovation and Opportunity Act.

Dennis Williamson, Director of Workforce Development  
Western Arkansas Planning & Development District  
1109 S. 16<sup>th</sup> St, Fort Smith, AR 72901  
479-785-2651

- 5.3 *Describe the competitive processes to award the subgrants 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 Request for Proposal (RFP) or Request for Qualifications (RFQ) process to award One-Stop Operator contract as outlined in Workforce Innovation and Opportunity Act Title I-B Financial, Procurement, Monitoring Policies & Procedures adopted by the board and approved by the Western Arkansas Workforce Development Area Chief Elected Officials. The notice advertising the RFP or RFQ is placed in a statewide newspaper, provided to ADWS for posting to their website and on the administrative entity's website. Additional media sources may be used. Each proposal submitted scored based on specific criteria. After the evaluation, the score of each proposal is presented to the full board. The board selects the operator based upon the specified criteria and presented to the chief elected officials for final approval. Western Arkansas Planning & Development District (WAPDD) has been appointed to provide Title I services to adults and dislocated workers by the local board and approved by the chief elected officials per WIOA regulations. At the discretion of the local elected officials, as outlined in WIOA regulations, have designated WAPDD to also provide Title I services to youth.

The following addresses conflict of interest and is outlined in the policy mentioned in the previous paragraph. Each recipient shall ensure that no individual in a decision-making capacity, including board members, will engage in an activity, including participation in the selection, award, or administration of an award or contract supported by WIOA funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the individual, any member of the individual's immediate family, the individual's partner, or an organization that employs, or is about to employ, any of the above, has a financial or other interest in the firm or organizations selected for award.

- 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: Local performance measures for each local area will be the same as the state goals.)

Western WIOA Performance Measures	Western PY18-PY9 Performance Goals
Employment (Second Quarter after Exit)	
Adult	90.0 85.0%
Dislocated Worker	89.1 85.0 %
Youth	68.0 75.0%
Employment (Fourth Quarter after Exit)	

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Adult	85 84.0%
Dislocated Worker	85.1 87.0%
Youth	80 78.0%
Median Earnings (Second Quarter after Exit)	
Adult	\$6000 6649
Dislocated Worker	\$7500 7427
Credential Attainment Rate	
Adult	80 81.0%
Dislocated Worker	67 81.0%
Youth	65 64.0%
Measurable Skill Gains	
Adult	73.0%
Dislocated Worker	70.5%
Youth	61.0%
Effectiveness in Serving Employers	
Adult	Baseline
Dislocated Worker	Baseline
Youth	Baseline

- 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)]

Local and state monitoring of the fiscal agent, Title I Service Provider and One-Stop Operator will be conducted at least annually. The local board will be made aware of any issues or concerns that may arise from the monitoring. Performance reports will be presented to the board at the end of each program year for the board to approve/disapprove once sufficient data for accountability has been established by DOL and ADWS. The fiscal agent, Title I service provider and One-Stop operator shall be audited on an annual basis as required in WIOA. The board will be presented the eligible training provider list and programs as requested. The board staff is required to review and approve all acceptable programs as established annually by designated committee in cooperation of the LMI department of ADWS. The fiscal agent will ensure funds are expended timely as mandated under WIOA and is required to report variances to the board as appropriate. Service providers are expected to provide quarterly reports to the board related to the negotiated performance measures along with stories of client successes supporting performance. The one-stop operator will be reviewed annually by the board and staff utilizing available reporting tools that include contracted and regulatory requirements. Successes, improvements, opportunities and deficiencies will be reported to the one-stop committee and made available to all board members at the quarterly meeting following the review.

- 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

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*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)]*

The Vision of the Arkansas Workforce Development Delivery System was shared at the March 2016 board meeting. This provided the board with overview of the Governor's vision for the system under the Workforce Innovation and Opportunity Act.

During the June 2016 meeting, the board was asked for input into the development of the local plan. At the September 2016 meeting the guidance and template from Arkansas Division of Workforce Services was shared with the board members and a request was made for input on the development of the plan. A committee was formed to work on the plan. Much of the work was performed via email and teleconference. An initial draft of the regional plan was forwarded to the board volunteers for input and review. Further CEO input has been requested at the December 2016 meeting and through review via email.

Workforce Center partners provided input into the plan at the ongoing partner meetings. Businesses, labor organizations, partner agencies, educators, and economic developers from the local area are all represented on the board and had the opportunity to comment.

Since that time the board or committees have met routinely and as necessary to update this plan as outlined in the Regional Plan portion in section 1.1, subsection F. A significant amount of update work was performed at the board retreat on March 9, 2019. This work was continued on March 14, 2020 along with a deeper discussion on performance.

On October 24, 2022, WAPDD and WAWDB staff facilitated workforce planning training open to all partners and the public to work on consideration for resource development and to provide continue development of staff, board members, CEOs, and community representatives in understanding the intent and scope of WIOA and employment development activities at the local level. This training was intended to provide insight and resource discovery to evaluate current activities and initiate brainstorming of innovative ideas to connect workforce development resources to those barrierred to sustainable employment in the region. This included the approach of understanding business outreach to discover need and receptiveness of business partners to populations previously not considered for opportunities. Adaptions in the plan update were cultivated from that training that was funded through state discretionary funding and facilitated by an industry expert.

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

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

A public notice was run in the SW Times Record and Arkansas Democrat Gazette newspaper advising of a public comment period of 30 days starting on March 16, 2023 on the plan update. It is also available online at [www.westernarkansasworks.com](http://www.westernarkansasworks.com) and at the Western Arkansas Planning & Development District office at 1109 S. 16<sup>th</sup> St., Fort Smith, AR.

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

No public comments were received.

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

No public comments were received.

- 5.8 List the name, organization, and contact information of the designated Equal Opportunity Officer for each workforce center within the local area.

Donna Scott WAPDD [dscott@wapdd.org](mailto:dscott@wapdd.org) (for both centers)

Arkansas Workforce Center at Fort Smith  
616 Garrison Ave. Room 101, Fort Smith, AR 72901  
(479) 783-0231

Arkansas Workforce Center at Mena  
1100 College Ave, Mena, AR 71593  
(479) 394-3060

### Section 6: Plan Assurances

	Planning Process and Public Comment	References
<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 public for a period that is no less than 30 days.	WIOA Sections 108(d); proposed 20 CFR 679.550(b)
<input checked="" type="checkbox"/>	6.2 The final local plan is available and accessible to the public.	Proposed 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); proposed 20 CFR 679.390 and 679.550
	Required Policies and Procedures	References
<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.	Proposed 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); proposed 20 CFR 679.410(a)-(c)

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☒	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); proposed 20 CFR 678.500-510
☒	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)
☒	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); proposed 20 CFR 679.390(k) and 677.210(b)
☒	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; proposed 20 CFR 678.600-615 and 681.400
☒	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; Proposed 20 CFR 679.370(l)-(m) and 680.410-430
☒	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); proposed 20 CFR 683.600
☒	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); proposed 20 CFR 678.305
☒	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 persons with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
☒	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
☒	6.15 The local board implements universal access to programs and activities to individuals through reasonable recruitment	WIOA Section 188; 29 CFR 37.42



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	targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	
☒	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)
☒	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
☒	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
☒	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
☒	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; proposed 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); proposed 20 CFR 679.560(a)(15); WIOA Section 134(c)(3)(G); proposed 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); proposed 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	WIOA Section 184(c); 20 CFR Part 652; proposed 20 CFR

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	documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	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); proposed 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.	Proposed 20 CFR Part 680 Subparts A and B; proposed 20 CFR Part 681 Subpart A
☒	6.27 The local board follows guidelines for determination of eligibility, determination of need, and assignment of ITA.	WIOA Section 134(c)(3)(G); Proposed 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); proposed 20 CFR 680.900-970; proposed 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 information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09



## Appendix B: Planning References and Resources

### I. 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 jobseekers 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 jobseekers 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 jobseekers, 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.**

Goal 1 Objectives:

1. Expand employer partnerships through the support of industry engagement.
2. Identify and promote best practices (private and public) for developing and sustaining partnerships.
3. Expand partnership with economic development to refine sector strategies.
4. Improve communication/participation between education entities, local and state boards, government agencies, community-based organizations, and employers.
5. Increase accountability and clarity of action between all workforce related boards.
6. Increase the utilization of Registered Apprenticeship programs as viable talent development opportunities.
7. Increase connections with employers and Vocational Rehabilitation agencies to provide support and employment for youth and adults with disabilities.
8. 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.
9. 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).
10. Expand small business participation.

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## **Strategic Goal 2: Enhance service delivery to employers and jobseekers.**

### Goal 2 Objectives:

1. Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
2. Develop an integrated data system that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
3. Promote training that leads to industry recognized credentials and certification.
4. Support transportable skill sets for transportable careers.
5. Support career pathways development and sector strategy initiatives as a way to meet business and industry needs.
6. Expand service delivery access points by the use of virtual services.
7. Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
8. 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.
9. Utilize customer satisfaction surveys to ensure continuous improvement of the state's talent development system.
10. 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:

1. Increase access to the workforce development system through a "No Wrong Door" approach to services.
2. Change employer and jobseeker perceptions of the workforce system.
3. Develop an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the state.
4. Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
5. 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 4 Objectives:

1. Conduct a statewide skills and asset analysis to determine the skills gap present and resources available to solve the skills issue.
2. Develop and implement an action plan to close the basic core, technical, and soft skills gaps in Arkansas.

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3. Analyze the effectiveness of currently used job readiness standards and ensure coordination between the Arkansas Career Readiness Certificate program and the Workforce Alliance for Growth in the Economy (WAGE) program.

PY 2016 – PY 2019 Combined State Plan can be found at <http://dws.arkansas.gov/wioa.htm>

### II. State Policy and Guidance.

State policy can be found at <http://dws.arkansas.gov/programs/workforce-innovation/>

### III. 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 a 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 Division 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. The data available at <http://arkansasresearchcenter.org/arc/index.php?cID=153> includes:

- Industries in 2012
- Job Growth in 2022
- Projected Job Growth by Workforce Development Area
- Projected Job Growth by Industry
- Percent Workforce in 2022

These data demonstrate the current makeup of the workforce by major industry, as well as projections of the number of jobs these industries will need in 2022. To the right of the visualizations are "filters" to help explore the data choosing multiple regions to compare, such as United States vs Arkansas, Arkansas vs. workforce region, or directly compare regions. The data available at

<http://arkansasresearchcenter.org/arc/index.php?cID=154> includes:

- Arkansas Occupations, Current and 2022 Projections, which includes data visualizations concerning occupations in Arkansas, both currently and projections for 2022. Occupations are listed by their Standard Occupation Code (SOC) title. The SOC system is hierarchical. SOC Major codes are the top-level occupational areas,

such as "Construction and Extraction Occupations." At the next level would be SOC Minor, one of which for the above would be "Construction Trades Workers." Finally, there is SOC Detail, such as "Stonemasons" or "Carpenters." This web tool allows users to manipulate the data by indicating the level of detail desired.

**IV. PY 2016 Performance Targets Template.** *(state negotiated)*

**V. 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
- Americans with Disabilities Act (ADA)