



LITTLE ROCK WORKFORCE INVESTMENT BOARD

Annual Report July 1, 2012 - June 30, 2013



Photo of Little Rock Firefighter, Jeremy Jackson
by Bryan Clifton, 1st Place Winner, "Little Rock is Working" Photography Contest

Bringing People and Jobs Together

Submitted: January 2014

LRWIB Annual Report

July 1, 2012 – June 30, 2013



Contents

Introduction	2
○ Little Rock Workforce Investment Board Members	
○ Little Rock Workforce Center Partners	
Executive Summary	4
○ Economic Environment: July 1, 2012 - June 30, 2013	
○ LRWIB Funding Trends	
○ Innovation at Work	
Little Rock Workforce Center (LRWFC) Statistics.....	5
○ Workforce Center Utilization	
○ Workforce Center Partners	
Goal-Driven Performance	6
○ Performance “O” Measures	
○ Negotiated Performance Goals	
Innovative Programs and Partnerships.....	7
○ Little Rock Workforce Investment Area (LRWIA)	
○ Youth Build (YB)	
○ Summer Youth Employment	
○ National Emergency Grant (NEG)	
○ EPA Grant	
Workforce Center Events	8
○ Change Agents	
○ Income Tax “Super Saturday”	
○ Single Parent Scholarship Fund Graduation Reception	
Success Stories	9
○ Adult Success	
○ Youth Success	
○ Dislocated Worker Success	
Financial Summary	10
○ Funding Streams and Budget Statement - July 1, 2012 - June 30, 2013	
○ Financial Monitoring	

LRWIB Annual Report

July 1, 2012 – June 30, 2013



Little Rock Workforce Investment Board Members (*Executive Committee Members)

BUSINESS

Mike South, Chairman*
Flake & Kelley

Eric Tate, Vice-Chairman*
Dassault Falcon Jet – Little Rock

Joey Dean, Secretary/Treasurer*
Little Rock Regional Chamber of Commerce

James McCarther*
Global Janitorial Services, Inc.

James E. (Jim) Nickels (Business and Union)*
ALFCIO

Brian Itzkowitz (Business and Community-Based Org)*
Goodwill Industries of Arkansas

Ernest E. Edwards
Pan-Ark, Inc.

Mary Parham
JKelly Referrals & Information Services, Inc.

Jim McGill
O'Neal Manufacturing Services

Claudia Barone (Business and WIA Service Provider)
UAMS

Ginny Hensley
Arkansas Children's Hospital

Douglas L. Murphy Ph.D.
UAMS

Lorraine Frazier, Ph.D., MS, RN, FAHA, FAAN
UAMS College of Nursing

PUBLIC SECTOR

Mayor Mark Stodola, CEO
City of Little Rock

Linda Kindy (Adult Education)*
Little Rock Adult Education Center

Donnie Frier (Labor Org)
Laborers International Union of North America

Charles Mobley (Juvenile Justice)
Pulaski County Juvenile Services

Lois Bethards (American Indian)
American Indian Center of Arkansas

Debra Coleman (Services for the Blind)
AR DHS, Division of Services for the Blind

Andre Bernard (Housing)
City of Little Rock, Planning and Development

Marvin Burton (School District)
Little Rock School District

Jeanette Williams (DWS, TANF, UI, Veterans)
Department of Workforce Services

Patty Wooten (Job Corps)
Little Rock Job Corps

Scott Holladay
National Academy for State Health Policy

Staff
W.J. Monagle, Executive Director
Janet Davis, Office Manager
Marie Boyce, Administrative Asst./Internal Monitor

Mission Statement

The Little Rock Workforce Investment Board is committed to building a comprehensive regional workforce development system that is extremely positive and responsive to the needs of its customers, job seekers, businesses and incumbent workers and is highly accessible, sensitive, flexible and accountable.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



Little Rock Workforce Center Partners*

Arkansas Department of Career Education (ADCE)

- o Arkansas Rehabilitative Services Division (ARSD)

Arkansas Department of Workforce Services (ADWS)

- o Career Pathways
- o Career Readiness Certificate (CRC)
- o Employment Services (ES)
- o Temporary Assistance to Needy Families (TANF/TEA)
- o Trade Adjustment Assistance (TAA)
- o Unemployment Insurance Division (UI)

Central Arkansas Development Council (CADC)

Little Rock Job Corps (LRJC)

Little Rock School District (LRSD) – Adult Education

Little Rock Workforce Investment Act (LRWIA)

- o ResCare, Inc. dba Arbor E & T (Arbor)
- o Little Rock Workforce Investment Board (LRWIB)

National Emergency Grant (NEG)

Pulaski County Sheriff's Department (PCSD)

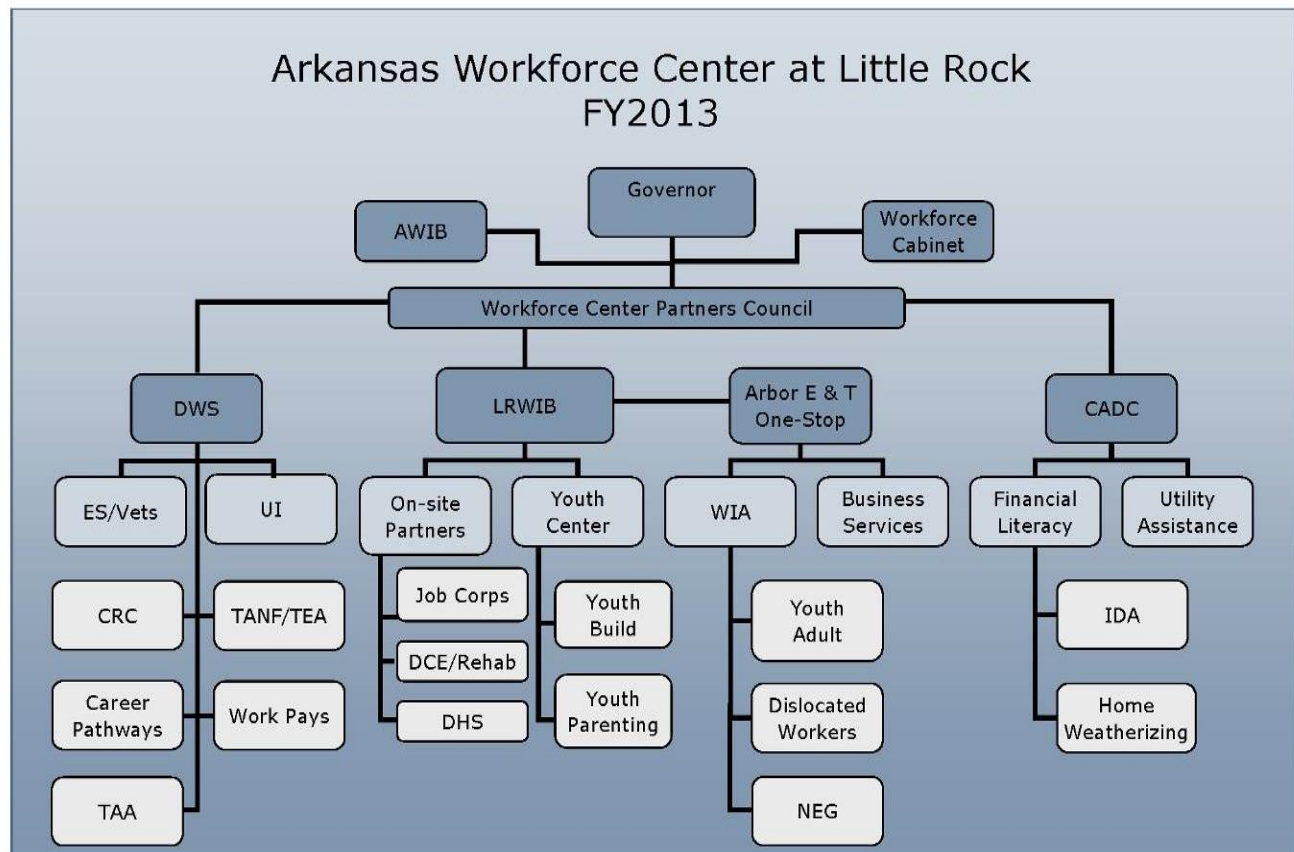
Pulaski County Special School District – Adult Education

Veteran's Administration (VA)

Young Parenting Demonstration Grant (YPDG)

YouthBuild (YB)

* Refer to this page for acronyms, which designate Little Rock Workforce Center partners, in the remainder of the annual report.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



Executive Summary

Economic Environment: July 1, 2012 – June 30, 2013

During this period, the LRWIB faced substantial challenges in securing long-term, sustainable employment for its customers.

The LRWIA continued to feel the effects of a national recession, high unemployment, and widespread hardship. Business closures in key industries, like manufacturing and aerospace, increased the need to provide unemployment, educational, and job search services to a larger population of dislocated workers. The hiring strategies of companies in the LRWIA demand specialized and preferred, not just essential, skill levels from potential employees.

Workforce areas in Arkansas are additionally challenged by historically high performance measures, which require increasingly higher percentages of success. Since adoption of the nine common measures and the DOL's willingness to negotiate performance levels, this challenge is becoming more manageable.

LRWIB Funding Trends

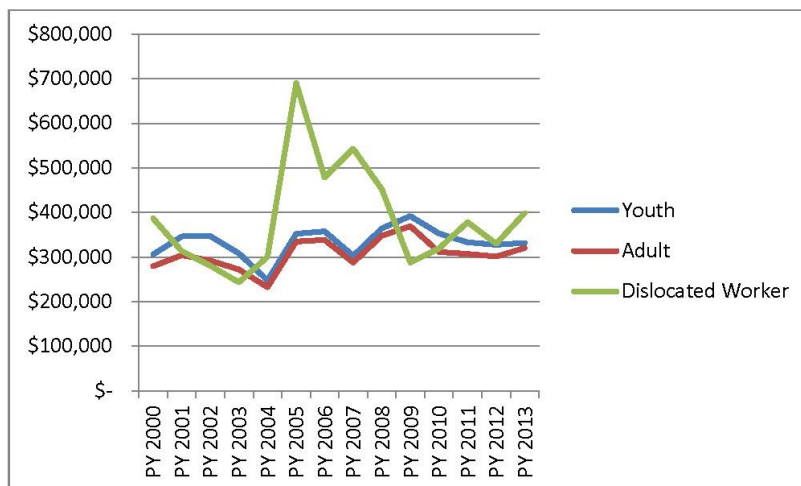
While ADWS has experienced a 41% reduction in funding between 2000 and 2013, the allocation to the LRWIA has remained relatively flat. However, funding for the LRWIA has not kept pace with the needs of the adult, youth, and dislocated worker programs authorized by Title I of the WIA. According to base allotments, the LRWIA has experienced an 8% increase in funding over the past 13 years. Funding for individual programs increased by the following

amounts: youth program (8%); adult program (14%); and dislocated worker program (3% - despite a significant spike 2005-2008). The chart below depicts the trend in available funding since 2000.

Innovation at Work

The LRWIB developed innovative new partnerships and funding sources, while maintaining recognizable WIA programs, to help create opportunities and success stories for Little Rock's youth, adults, and dislocated workers. The LRWIA exceeded 8 of its 9 common measures and made significant progress toward the 9th measure (Adult Average Earnings), which will be attained in 2014 under renegotiated performance levels.

Despite the challenges, the Little Rock Workforce Investment (LRWIB); its Board of Directors, its WIA one-stop contractor, Arbor E&T; and the LRWIB Executive Director and staff successfully navigated July 1, 2012 through June 30, 2013 in sound financial and programmatic condition.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



LRWFC Statistics

Workforce Center Utilization and Partners: July 1, 2012 – June 30, 2013

In May 2013, the LRWIB and its Little Rock Workforce Center partners celebrated the four-year anniversary of providing services from the newly renovated workforce center at 5401 S. University Avenue.

A work environment that is welcoming, professional and state-of-the-art continues to positively impact the LRWIB's ability to provide high-quality services to job-seeking customers and market itself to the public and business community.

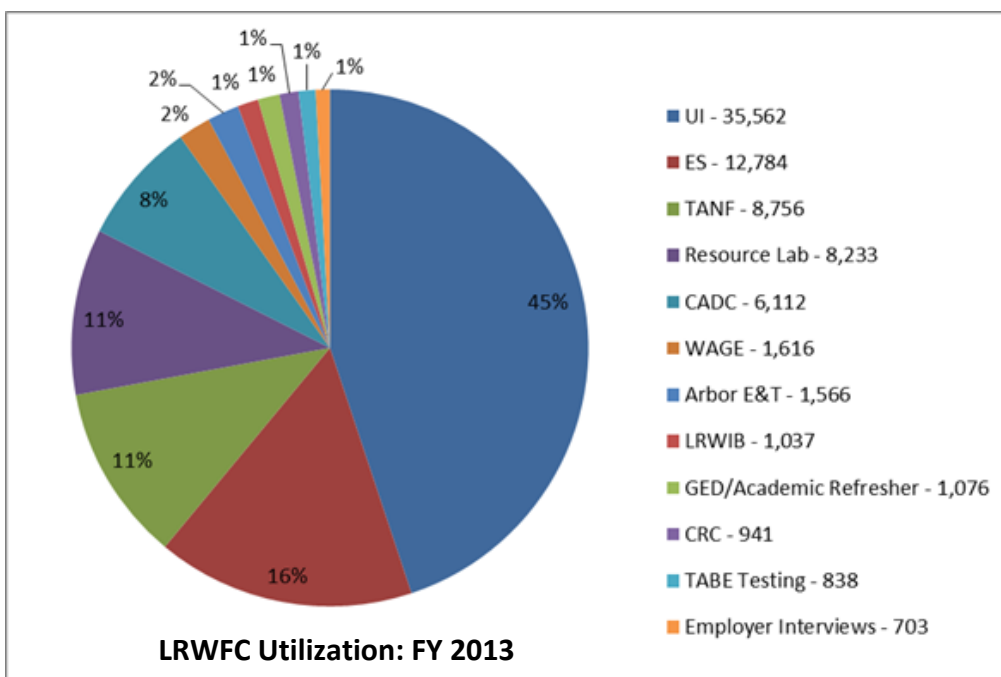
As the chart below illustrates, the Little Rock Workforce Center welcomed more than **79,000 separate visits** in July 1, 2012 - June 30, 2013 with visits spread over a variety of service types.

The Little Rock Workforce Center (LRWFC), a certified comprehensive center, integrates the services of **15 partner organizations**, representing grant programs; local, state and federal government; and non-profit and for-profit corporations.

The LRWFC uses a “demand driven” concept, leveraging strategies like an Employer Toolbox and Business Advisory Team, to enhance partnerships with local employers.

In the present economy, the Unemployment Insurance division was a key driver in creating customer flow. However, each partner generated its share of innovative outreach efforts to meet the many needs of Little Rock residents - by offering community and business meeting space, utility payment assistance, financial literacy and family budgeting programs, mini-career fairs, youth employment programs, and other services.

The partners at the LRWFC understand that no single organization can come close to offering all the services and information that customers want and demand, but that by taking proactive steps and supporting each other's work, they have created an extremely resourceful One-Stop Center to better serve our constituents.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



Goal-Driven Performance

Arbor Education and Training

Arbor Education and Training is the Little Rock Workforce Investment Area (LRWIA) Title I provider and the LWIA one-stop operator. Arbor E&T's delivery model is customized to the LRWIB's local requirements. As a one-stop operator, Arbor has implemented internal training and monitoring systems to ensure that projects meet and exceed WIA performance measures.

Performance "O": Common Measures: July 1, 2012 - June 30, 2013

The table below provides an overview of performance outcomes against the nine Common Measures for July 1, 2012 - June 30, 2013. These metrics, which focus on services for youth, adult, and dislocated workers (DLW), serve as a streamlined performance measurement system for assessing accountability for Arkansas workforce centers.

During this period the LRWIB exceeded **eight of nine Common Measures**, including:

- 1) Placement Employment/Education - Youth
- 2) Attainment of Degree or Certification - Youth
- 3) Literacy - Numeracy Gain - Youth
- 4) Entered Employment Rate -Adult

- 5) Entered Employment Rate -DLW
- 6) Retention Rate - Adult
- 7) Retention Rate - DLW
- 8) Average Earnings Rate - DLW

The LRWIA made significant progress toward the ninth common measure, producing an average earnings rate of \$10,743 for adults (goal of \$13,900).

Negotiated Performance Goals

In the months before the end of the 2013 fiscal year on June 30, 2013, the DOL indicated to the ADWS that it would entertain negotiations to lower the historically high performance levels for the State of Arkansas since the inception of WIA in 1999. The ADWS advised each local WIA of the DOL proposed performance levels, and asked each area for input on whether those levels were reasonable given the local economic environment. The AWIB approved the final changes in early July 2013 and those new performance levels will be reflected in next year's annual report. DOL's concessions came with the state's assurance that it would focus attention upon, and achieve higher enrollments of, the "Harder-to-Serve" populations of persons with disabilities, homeless, ex-offenders, out-of-school youth, and veterans.

Common Measures: July 1, 2012 – June 30, 2013									
	1	2	3	4	5	6	7	8	9
	Placement Emp/Ed- Youth	Attainment Deg/Cert - Youth	Literacy Numeracy Gain - Youth	Entered Employment Rate		Retention Rate		Average Earnings Rate	
				Adult	DLW	Adult	DLW	Adult	DLW
Negotiated Perf. Level	79.70%	76.90%	48.00%	92.00%	92.50%	93.50%	95.5%	\$13,900	\$12,200
Actual Perf. Level	90.00%	78.69%	100.00%	93.10%	93.10%	95.38%	95.92%	\$10,743	\$12,952
	Exceeded	Exceeded	Exceeded	Exceeded		Exceeded		Not Met/Exceeded	

LRWIB Annual Report

July 1, 2012 – June 30, 2013



Innovative Programs and Partnerships

The LRWIB initiated a number of groundbreaking partnerships and initiatives between July 1, 2012 and June 30, 2013).

Little Rock Workforce Investment (LRWIA)

The LRWIB continued to serve the city limits of Little Rock, with a No Wrong Door Policy for other customers. The organization's programs are credited with reaching over 22,000 low to moderate income adults and youth as well as dislocated workers. Programs also focused on needs of the local business community, major employers in the area and other customers as required by funding.

Youth Build (YB)

The Youth Build program is designed to ensure that 60 youth between the ages of 16-24 years have the opportunity to pursue a G.E.D. and build academic skills; acquire and apply construction skills; participate in community service projects, leadership life skills and soft skills workshops; and make connections to employment or education along their career pathway. At least 75% of the youth in this program are high school dropouts; the other 25% are low-income, basic skills-deficient, or face other significant stated barriers.

Summer Youth Employment

The Summer Youth Employment program for July 1, 2012 - June 30, 2013 placed 38 youth workers at 24 worksites across Little Rock. Summer workers performed a variety of jobs, including Classroom Assistant, Childcare Aide, Physical Therapy Aid, Shipping and Receiving Clerk, Radio Technician, Receptionist and Legal Assistant. They worked across multiple business sectors in medical, educational, sales, production and

office/clerical work environments. One participant commented:

"The people at the Arkansas Democrat Gazette help me learn something related to what I'm trying to do later in life. Now, I have some real experience. I'm not just starting from scratch the next time I apply for a job."

Nathaniel Green

National Emergency Grant (NEG)

The LRWIB was notified on March 14, 2013 that it would receive a \$140,000 NEG to employ 12 long-term unemployed persons through the City of Little Rock's Parks & Rec Dept. to assist in the cleanup from the December 2012 Severe Winter Storms. By June 30th the program had advertised, recruited, and interviewed its initial crew of 6 and were preparing to start work in July 2013. While small, the partnership felt this would be good practice for the two agencies to work together to develop best practices and a working knowledge of the federal requirements in preparation for future natural disasters that may have wider and more serious impact on the community.

EPA Grant

Beginning October 1, 2012, the LRWIB and Arbor E&T entered into a partnership with the Arkansas Construction Education Foundation (ACEF) to recruit, train and place homeless residents of Central Arkansas in careers with skills needed to safely conduct remediation work at solid and hazardous waste-contaminated sites. Recruitment, training, and placement activities are funded by the EPA via an Environmental Workforce Development Job Training Grant.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



Workforce Center Events

The Little Rock Area Workforce Center hosted a variety of events at its new location during July 1, 2012 - June 30, 2013. Highlighted events include:

Change Agents

On Saturday, July 21, 2012, Arkansas United Community Coalition had the privilege of launching an immigrant organizing program called Change Agents - hosted by and at the LRWFC - which supported 27 first- and second-generation immigrants from Rogers, Springdale, Fort Smith, DeQueen, Little Rock and Jonesboro - to learn about community organizing by doing. Change Agents have indicated that they want to work on worker issues for their communities and continue collective training to help them solidify their immigrant organizing network.

Income Tax “Super Saturday”

The Earned Income Tax Credit (EITC) Coalition hosted its 10th annual “Super Saturday,” a Volunteer Income Tax Assistance event for qualifying employees and all eligible working individuals and families on Saturday, February 2, 2013. A record 160 tax returns were filed. Volunteer certified tax assistance experts from the IRS and the AARP helped working families or

individuals complete and file tax returns, maximize tax refunds, obtain free credit reports, and avoid the scams and fees lying in wait for them.

Over 50 volunteers from business and community organizations - like AARP, Arbor E&T (ResCare), CADC, CCCS-Family Service Agency, IRS, Little Rock Workforce Center, LRWIB, and Regions Bank, Entergy, Mayor Mark Stodola and the City of Little Rock - helped to make the event a success.

Single Parent Scholarship Fund (SPSF) Graduation Reception

The Little Rock Workforce Center also hosted the graduation reception for the Single Parent Scholarship Fund of Pulaski County on May 16, 2013. Twenty-nine graduates, including 7 with nursing degrees, and over 100 family members and supporters shared inspiring stories, and Professor Phyllis Fields was the featured speaker.

Such events reinforced the collaborative ties between the LRWFC and the Single Parent Scholarship Fund that help SPSF further its mission of supporting high-potential single parents with financial needs in Pulaski County to further their goal of a higher education.



LRWIB Annual Report

July 1, 2012 – June 30, 2013



Success Stories

The Little Rock Area Workforce Center produced several success stories between July 1, 2012 and June 30, 2013. Success profiles range across the spectrum of customers, including adults, youth and dislocated workers. Examples include:

Youth Success

Through the WIA Youth program, **Shakala Perry** completed high school and strengthened her work experience and work ethic. She is in her second year at Pulaski Technical College in pursuit of a nursing degree. She was recently interviewed by St. Vincent's Hospital for a potential position.

Deshaun Green participated in the WIA Youth Program and Summer Youth Employment Program. After joining the National Guard and attending basic training under the Split Option Program, he graduated from Central High School and from job-specific training at Fort Leonard Wood in 2013.

Nadia McIntosh has been enrolled in the WIA Youth Program since she was a 10th grader at McClellan High School. She now attends Pulaski Technical College. She works full-time at KidSmart Educational Services, where she was hired after the Summer Youth Employment Program ended.

Adult Success

Lawana Stockstill sought job search assistance from the LRWFC after being unemployed for two years. She received assistance with her résumé, interviewing techniques, and job searches in Arkansas JobLink. A referral to a TAA Specialist position and additional help from her Case Manager led to Lawana's employment with the Department of Workforce Services.

Maman B. Laouali was hired by Schneider Facility as a Truck Driver. Following a training period, he will be paid approximately 29 cents per mile.

Gabriel Rice received WIA funds to help her complete the Practical Nursing (PN) Program at Baptist Health Schools with honors in July 2012. Gabriel also successfully passed the NCLEX (National Council Licensure Examination) and is listed as a LPN (Licensed Practical Nurse) with the Arkansas State Board of Nursing. She currently works as a LPN with Fox Bridge Assisted Living.

Devonte Brown successfully passed all four sections of state GED testing. He hopes to obtain his Commercial Driver's License (CDL).

Dislocated Worker Success

After faithfully serving in the U. S. Marine Corps, **Curtis Harden** worked for the Target Distribution Center for 19 years. When the center closed, Curtis received WIA funds to help him complete an Associates of Science in Medical Radiography Radiology degree from the University of Arkansas for Medical Sciences in 2013. Curtis is now employed with UAMS as a Radiology Technician.

After being laid off from a job with Custom Direct in 2012, **Shawana Washington** received WIA funds to help her complete a second Bachelor's Degree in Cytotechnology at the College of Health Related Professions at UAMS. Shawana is now successfully employed with UAMS as a Research Technician.

Christopher Drennan began employment with England Oil Field Service as a welder with an hourly wage of \$15.00/hour.

LRWIB Annual Report

July 1, 2012 – June 30, 2013



Financial Summary

Funding Streams

July 1, 2012 – June 30, 2013

As of June 2013, the Arkansas Workforce Investment Board reported that the LRWIA served **20,240** customers through funding streams across a variety of adult, youth and dislocated worker programs.

The LRWIB expended a total of **\$1,608,688** to serve these customers.

The LRWIB All Funding Streams Summary, which illustrates funding streams, expenditures and financial balances as of year-end 2013 in greater detail, is available upon request.

Note: Financial procedures established by the Board of Directors require that the LRWIB maintain cash reserves equal to one (1) month of operating expenses.

Budget Statement

July 1, 2012 – June 30, 2013

During this period, the LRWIB approved an operating budget totaling **\$355,000**.

Shared costs (with the designated One Stop Operator) for the Little Rock Workforce Center facility maintenance and utilities equaled **\$5,280**.

The Board of Directors also approved a WIA program budget totaling **\$800,000** for the One-Stop Operator, Arbor Education and Training.

In addition to the annual WIA allocation, program-related funds were also budgeted in the following amounts between July 1, 2012 and June 30, 2013:

- Young Parenting Demonstration Grant: **\$172,010.50** (ended December 31, 2012)
- YouthBuild: **\$515,222.51**
- EPA Environmental Workforce Developmental Training Grant: **\$4,890.00**

The LRWIB Budget for July 1, 2012 through June 30, 2013 and monthly financial statements, which illustrate planned and actual expenditures in greater detail, are available upon request.

Financial Monitoring

The LRWIB performs regular financial oversight, activities, including:

- Monthly review of allowable expenditures
- Annual WIA financial monitoring of programs
- Annual financial audit by independent auditor
- Annual financial monitoring by Arkansas DWS

In December 2012, the LRWIB awarded a contract to BKD, Inc. to perform an annual financial audit of the organization. In December 2013, the BKD, Inc. auditors spent a week onsite at the LRWIB reviewing its accounting system and financial reports, and for the 2nd year in a row issued an audit report for the period July 1, 2012 to June 30, 2013 with an unmodified opinion that the organization's internal financial controls showed no significant deficiencies or material weaknesses. The organization further qualified as a low-risk auditee, as that term is defined by OMB Circular A-133. The LRWIB has received an unmodified audit opinion for the previous five years in a row. The financial audit of the LRWIB for the period ending June 30, 2013 is available upon request or at www.lrwib.org.