



# LITTLE ROCK WORKFORCE INVESTMENT BOARD

## Annual Report July 1, 2014 - June 30, 2015



Submitted: January 2016

Photo of Little Rock Twilight Sky  
courtesy of Mike Anderson.

## Bringing People and Jobs Together

# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



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# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



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

#### BUSINESS

Eric Tate, Chair\*  
Dassault Falcon

Brian Itzkowitz, Vice-Chair\*  
Goodwill Industries of Arkansas

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

Mike South, Immediate Past Chair\*  
City Solutions

James McCarther\*  
Global Janitorial Services, Inc.

James Taylor, Sr.  
Amalgamated Transit Union, ALFCIO/CLC Local 704

Mary Parham  
JKelly Referrals & Information Services, Inc.

Claudia Barone (Business and WIA Service Provider)  
University of Arkansas for Medical Science

Douglas L. Murphy Ph.D.  
University of Arkansas for Medical Science

Mark Beach  
CDI Contractors

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

#### PUBLIC SECTOR

Mayor Mark Stodola, CEO (ex-officio, non-voting)  
City of Little Rock

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

Lois Bethards (American Indian)  
American Indian Center of Arkansas

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

Cassandra Norman-McGhee  
Metropolitan Career Technical Center

Jo Keegan  
Arkansas Department of Workforce Services

Bentley Wallace\*  
Pulaski County Technical College

Rodney Forte (Housing, HUD)  
Metropolitan Housing Alliance

Bryan Day  
Little Rock Port Authority

Warwick Sabin  
Arkansas Regional Innovation Hub

#### 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.

– Mayor Mark Stodola



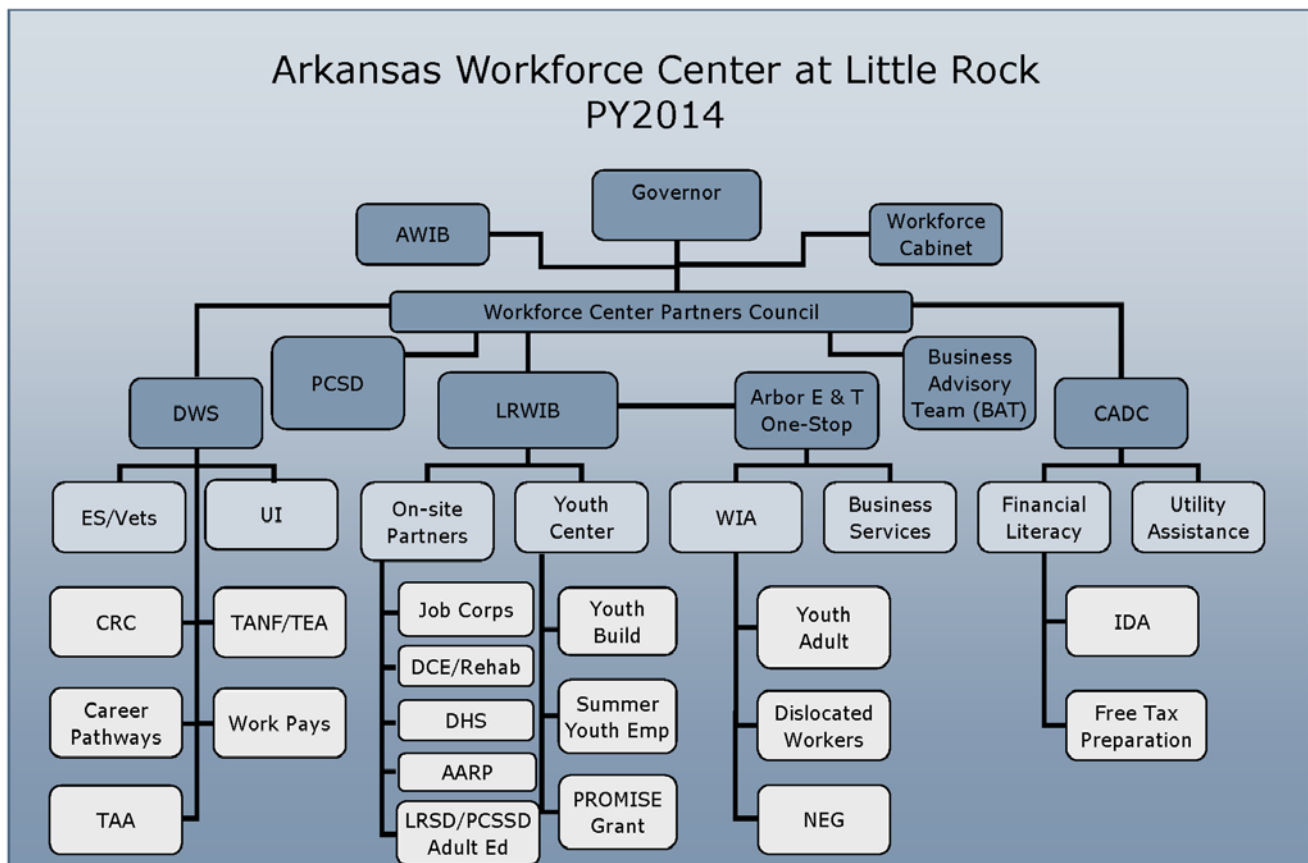
# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



- American Association of Retired Persons (AARP)
- Arkansas Department of Career Education (ADCE)
  - o Arkansas Rehabilitative Services Division (ARSD)
  - o Little Rock School District (LRSD) – Adult Education
  - o Pulaski County Special School District – Adult Education
- Arkansas Department of Workforce Services (ADWS)
  - o Career Pathways (TANF/TEA)
  - 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)
- Business Advisory Team (BAT)
- Central Arkansas Development Council (CADC)
- Little Rock Job Corps (LRJC)
- 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)
- Promoting the Readiness of Minors in Supplemental Security Income (PROMISE)
- Pulaski County Sherriff's Department (PCSD)
- Summer Youth Employment and YouthBuild (YB)
- Veteran's Administration (VA)

\* 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, 2014 – June 30, 2015



### Executive Summary

#### Economic Environment

##### July 1, 2014 – June 30, 2015

During FY2015, the LRWIB experienced sustained success in achieving performance goals and serving special populations, in a central Arkansas economic environment that reflects the national trend in employment growth but lags behind the national average in recovery of family incomes.

The unemployment rate for the Little Rock-North Little Rock-Conway Metropolitan Statistical Area (LRMSA) decreased to 4.4% in September 2015 compared to 6.8% in 2013. The number of unemployment insurance visits to the Arkansas Workforce Center at Little Rock has dropped over the past three years - from 35,562 in PY2013 to 31,208 in PY2014 to 26,978 in PY2015. This is an indication that unemployment rates are moving in a positive direction.

Metroplan estimates that about 49.4% of central Arkansas population is in the labor force in 2015, an uptick compared with 48.5% the year before and the first participation gain in a decade (as cited in the December 2015 issue of *Metro Trends*).

#### Performance Measures

For the second time in two years, the LRWIA achieved performance goals for all nine of the common measures and all four of the local measures as contracted by the LRWIB.

The LRWIB also proactively adopted and aggressively pursued 17 additional goals to

intentionally address the employment and training needs of populations of persons with disabilities, homeless, ex-offenders, out-of-school youth, and veterans.

#### The Twilight of the WIA & Dawn of the WIOA

During this fiscal period, the LRWIB received news that the Workforce Innovation and Opportunities Act (WIOA) of 2014 will replace Workforce Investment Act (WIA) legislation from 1998. The end of the WIA era means a transition in focus from “investment” to “development.” The dawn of the WIOA means that the Little Rock Workforce Investment Board (LRWIB) will become the Little Rock Workforce Development Board (LRWDB).

As the LRWDB emerges, board members, staff, and partners remain committed to serving as a resource for employers and workers throughout Little Rock. The new WIOA vision will allow us to be even more job-focused, employer-driven, customer-centered, and tailored to the needs of our regional economy.

The LRWDB is poised to become part of an integrated one-stop delivery system to usher in the next generation of workforce development.



# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



### LRWFC Statistics

#### Workforce Center Utilization and Partners: July 1, 2014 – June 30, 2015

In May 2015, the LRWIB and its Little Rock Workforce Center partners celebrated the six-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.

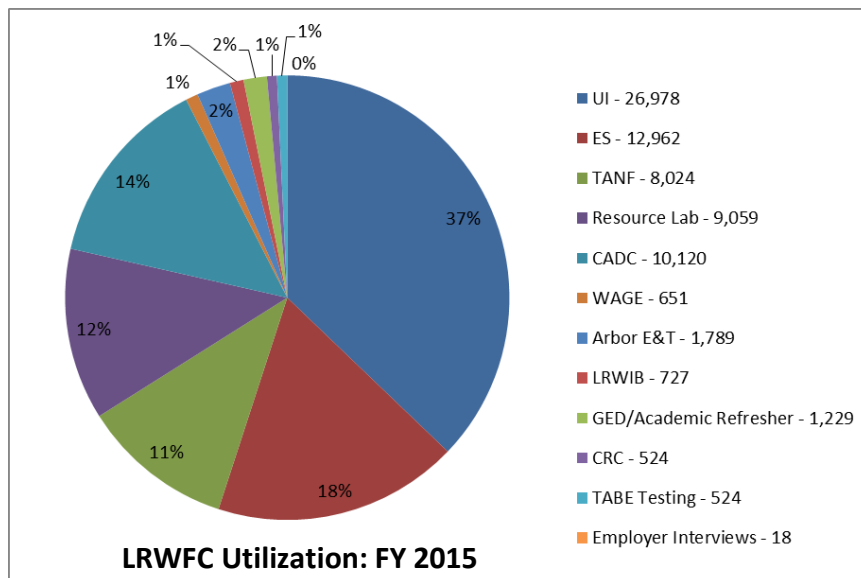
As the chart below illustrates, the Little Rock Workforce Center welcomed over **72,000** separate visits in July 1, 2014 - June 30, 2015 with visits spread over a variety of service types.

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 continues to be 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, 2014 – June 30, 2015



### Common Measures

#### 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.

- 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 - Adults/DLW
- 9) Earnings Gain (OY) - DLW

#### Performance "O": Common Measures: July 1, 2014 - June 30, 2015

The table below provides an overview of performance outcomes against the nine Common Measures for July 1, 2014 - June 30, 2015. 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.

For the second time in two years, the LRWIA exceeded all of the performance goals for each of the 9 Common Measures, including:

- 1) Placement Employment/Education - Youth
- 2) Attainment of Degree or Certification - Youth

#### Negotiated Performance Goals

Prior to FY2015, 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 are reflected in the FY2015 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, 2014 – June 30, 2015**

	1	2	3	4	5	6	7	8	9
	Placement Emp/Ed- Youth	Attainment Deg/Cert - Youth	Lit/Num Gain - Youth	Entered Employ Rate		Retention Rate		Avg Earnings (6 months)	
				Adult	DLW	Adult	DLW	Adult	DLW
<b>Neg, Level</b>	81.70%	81.50%	72.00%	84.00%	88.00%	88.00%	93.00%	\$13,080	\$14,114
<b>Actual Level</b>	92.00%	84.62%	100.00%	96.00%	100.00%	91.670%	97.22%	\$14,697	\$14,486
	Exceeded	Exceeded	Exceeded	Exceeded	Exceeded	Exceeded	Exceeded	Exceeded	Exceeded

# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



### Local Performance Goals

#### Local Board Measures: July 1, 2014 - June 30, 2015

The LRWIB and Arbor ET&T achieved all 4 of the Local Board Measures for July 1, 2014 - June 30, 2015, including:

- 1) Enrollment Rate - Adult
- 2) Enrollment Rate - Dislocated Workers
- 3) Enrollment Rate - Youth
- 4) Ten Key Elements of Youth Development

#### Targeted Population Goals: July 1, 2014 - June 30, 2015

The AWIB approved changes to negotiated performance levels for the 9 Common Measures in July 2013 based on the state's assurance that the LRWIB would focus attention upon, and achieve higher enrollments of, the "Harder-to-Serve" Populations of persons with disabilities, homeless, ex-offenders, older persons, out-of-school youth, ESL and Hispanic persons, and veterans.

The LRWIB and Arbor E&T staff also achieved 11 out of 17 Targeted Populations goals as of 6/30/15 - as outlined in the table below.

Targeted Population goals July 1, 2014 – June 30, 2015								
	1	2	3	4	5	6	7	8
	Adult Enroll	DLW Enroll	Youth Enroll	Employment Analysis Report	Homemaker Enroll	UI Exhaustee Enroll	Dropout Enroll	Parenting Youth Enroll
<b>Goal</b>	40	40	40	1	5	20	25%	12%
<b>Actual</b>	51	40	40	1	0	9	25%	23%
	Exceeded	Achieved	Achieved	Achieved	Not Met	Not Met	Achieved	Exceeded

	9	10	11	12	13	14	15	16	17
	TANF Co-Enrolled	Housing Assists	Youth w/ Disability Enroll	ARS Rep Days in Center	Older Worker Program	Latino Outreach Events	DACA Enroll	Homeless Enroll	Homeless Employers
<b>Goal</b>	4	10	50	3	-----	3	2	10	2
<b>Actual</b>	5	3	53	3	-----	4	1	10	1
	Exceeded	Not Met	Exceeded	Achieved	Not Begun	Exceeded	Not Met	Achieved	Not Met





## Innovative Programs and Partnerships

The LRWIB initiated and continued a number of groundbreaking partnerships and initiatives between July 1, 2014 and June 30, 2015.

### 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 18,349 low to moderate income adults, youth and dislocated workers. Programs also focused on needs of major local employers and target populations, like Dislocated Workers, Long-Term Unemployed Adults, Persons with a Disability, Out-of-School and/or Parenting Youth, and Ex-Offenders.

### Youth Build (YB)

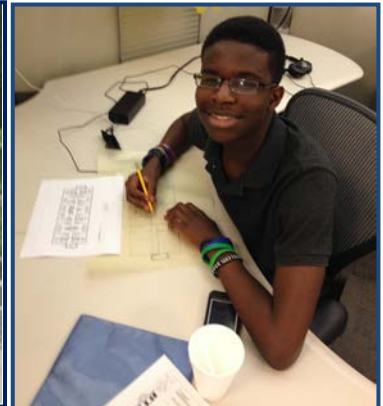
During FY2015, the LRWIB received notice that the YouthBuild Little Rock program would be refunded at \$720,000 to serve 40 youth in acquiring a GED and industry recognized and accredited certifications in highway construction, commercial truck driving, weatherization technology, certified nursing assistantship, and, of course, construction apprenticeship. 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 Program (SYEP)

The LRWIB began its partnership with the Arkansas PROMISE Grant consortium in January 2015 to operate a summer youth work experience program to run in concert with the Summer Youth Employment Program (SYEP.) Of 55 PROMISE Youth enrolled from our area, 42 tried a summer job experience. The results were astounding. The majority of participants and employers reported positive experiences; 34 of 42 participants (81%) completed at least 180 hours of the 200 allowable work experience hours. A follow-up assessment revealed that employers rated 77.14% of youth as proficient in 10 main work readiness categories.

### PROMISE Grant

PROMISE—Promoting Readiness of Minors in Supplemental Security Income—is a joint initiative of the Social Security Administration (SSA) and the U.S. Departments of Education (ED), Health and Human Services, and Labor. Arkansas was selected as one of six programs nationally to promote positive changes in education and employment outcomes for the target population. AR PROMISE provided innovative educational, vocational, and other services to youth SSI recipients, age 14 to 16, and their families. The LRWIA expects to ultimately serve around 275 youth.



# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



### Workforce Center Events

The Little Rock Area Workforce Center hosted a variety of events at its new location during July 1, 2014 - June 30, 2015. Highlighted events include:

#### Citizenship and DACA Renewal Workshops

Continuing its efforts to reach out to the Hispanic and ESL community, the LRWIB and its LRWFC partners provided space and staff support to enable state community coalitions to conduct Citizenship and DACA renewal workshops in December 2014 and February 2015. Approximately 65 persons attended the two events. The Super Saturday event also included a Hispanic outreach focus. The partnership includes coordination with Arkansas United Communities Coalition and the Arkansas Coalition for DREAM, with support from The Walmart Foundation, LULAC, Catholic Charities of Arkansas, Arkansas Interfaith Alliance, and the Consulate of Mexico.

#### Income Tax “Super Saturday”

The Earned Income Tax Credit (EITC) Coalition hosted its 12<sup>th</sup> annual “Super Saturday,” a Volunteer Income Tax Assistance event for qualifying employees and all eligible working individuals and families on Saturday, January 31, 2015. A total of 218 working individuals or families were assisted with their tax returns. Volunteer certified tax assistance experts from the AARP, CADC, and ACO helped working families or individuals complete and file tax returns,

maximize tax refunds, obtain free credit reports, and avoid scams and fees lying in wait for them. For the first time, the event was held at the Arkansas State Fairgrounds to expand the number of participants served.

If each of the participants received on average of \$2,000 earned income tax credits, then \$436,000 of EITC was returned to the local economy.

#### Women and Children First Center

In December 2014, the LRWFC conducted a clothing, toys, and supplies drive for the Women and Children First Center Against Domestic Violence. The center-wide staff project was focused on helping the WFC continue its programs to provide a shelter for victims of domestic violence, a court advocacy program, Prevention Education in local schools, on-site mental health counseling, and child care for eligible clients.

#### Career Fairs

The most demonstrable way that the Little Rock partnership has of meeting employers at the point of demand is attendance at career fairs. In FY2015, 65 career fairs were created, hosted, or attended by local partners and staff from the agencies located at the LRWFC, including: City of Refuge Ex-Offender Job Fair, “Put Arkansas Back to Work” Job Fair, and Tele Tech job fair.





## Success Stories

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The Little Rock Area Workforce Center produced several success stories between July 1, 2014 and June 30, 2015. Success profiles range across the spectrum of customers, including youth, adults, dislocated workers, and ex-offender participants. Examples include:

### Youth Success

**Quinton Davis**, returned to Arkansas in hopes of mending the relationship with his birth mother as he was aging out of foster care. He obtained his high school diploma and expects to complete CNA training at Medlinc in September 2015. While waiting to take his CNA certification exam, he is submitting employment applications with local employers like CHI St. Vincent.

**Ms. Japonica Bailey**, an older out-of-school youth, is participating in CNA training at Medlinc and anticipates completing her course of study in September 2015. She plans to apply for a position with a local employer like CHI St. Vincent. She is looking forward to attending the appreciation event for the CNA graduating class.

### Adult Success

**Ms. Rae Nelson** was an Honorable discharge from the Navy in May 2011, and she is actively listed in the United States Navy Reserves. When she enrolled in the Adult program on March 13, 2013, she was employed at Walgreens as a Cashier/ Pharmacy Technician making \$8.00 hourly. She is working on a Bachelor of Science in Nursing degree from the University of Arkansas for Medical Sciences and anticipates taking the NCLEX in September 2015, which would make her a Registered Nurse. She is employed with Correction Care Solutions in Little Rock as a Registered Nurse

making \$21.00 hourly and at Baptist Health in Little Rock as a Registered Nurse making \$20.00 hourly.

**Sarena Love** was employed with Home Helpers as a CNA and Home Health Aid with an hourly wage of \$9.00 when she enrolled in Adult services in 2014. She completed the Practical Nursing Program at Pulaski Technical College and, on July 21, 2015, she passed the NCLEX, making her a Licensed Practical Nurse. She is employed with West Markham Subacute & Rehabilitation Center as a LPN making \$21.00 hourly, or \$43,680.00 annually. Ms. Love's new income exceeds the 185% Self-Sufficiency of \$21,775.00 for a household of one.

### Dislocated Worker Success

**Kesia Green** was a Dislocated Worker from Aerotek making \$10.25 hourly as a Customer Service Associate at the time of DLW enrollment in 2013. Ms. Green was awarded a Diploma for Practical Nursing from Baptist Health School of Nursing in Little Rock and, on March 11, 2015, she passed the NCLEX, making her a Licensed Practical Nurse. She is currently employed with Valley Ranch Nursing and Rehab as a LPN with a wage of \$19.35 hourly.

**George Marshall** became a Dislocated Worker because of a termination from American Mobile Transportation due to a change in policy regarding the hiring of ex-offenders. On July 9, 2015, he obtained employment with C & M Distribution Beer, Wine & Spirits as a Truck Driver with an hourly wage of \$11.00. After three months of employment or 300 hours of truck driving time, the client's hourly wage will increase to \$16.50.

# LRWIB Annual Report

## July 1, 2014 – June 30, 2015



## Financial Summary

### Funding Streams

#### July 1, 2014 – June 30, 2015

As of June 2015, the Arkansas Workforce Investment Board reported that the LRWIA served **18,349** customers through funding streams across a variety of adult, youth and dislocated worker programs.

The LRWIB expended a total of **\$1,321,362** to serve these customers compared to \$1,302,632 in FY2015.

The LRWIB All Funding Streams Summary, which illustrates funding streams, expenditures and financial balances as of year-end 2015 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, 2014 – June 30, 2015

During this period, the LRWIB approved an operating budget totaling **\$344,700**.

Shared costs (with the designated One Stop Operator) for the Little Rock Workforce Center facility maintenance and utilities equaled **\$69,389**.

The Board of Directors also approved a WIA program budget totaling **\$897,694** 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, 2014 and June 30, 2015:

- Promise Grant: **\$211,610** for FY2015 and expected **\$375,000** for FY2016.
- YouthBuild: direct funds of **\$50,593** and contracted funds of **\$255,918**.

The LRWIB Budget for July 1, 2014 through June 30, 2015 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

Beginning in October 2014, BKD, Inc. conducted its annual financial audit of the LRWIB. BKD reviewed the LRWIB accounting system and financial reports, and for the 4th year in a row issued an audit report for the period July 1, 2014 to June 30, 2015 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, 2015 is available upon request or at [www.lrwib.org](http://www.lrwib.org).