

# AGENDA

Little Rock Workforce Development Board  
Full Board Meeting  
June 27, 2019

PAGE

Call to Order/Welcome	Bryan Day	
Taping of Meeting	Bryan Day	
Roll Call/Determine Quorum	Janet Davis	
Minutes Previous Meeting April 25, 2019 ( <b>ACTION ITEM</b> )	Bryan Day	2-15
Ratify Actions of the Executive Committee	Bryan Day	
• Approval of Eight Policies ( <b>ACTION ITEM</b> )		
Approval of Four Policies ( <b>ACTION ITEM</b> )	Bryan Day	
• Services for Dislocated Worker Policy		16-29
• Services for Adult Policy		30-41
• Case Management & Participant Files Policy		42-46
• Travel Policy		
PY19 WIOA Budget	W.J. Monagle	47
LRWDB Chair's Report	Bryan Day	
• Performance Evaluation of Executive Director		
• Election of Officers		
○ Nominating Committee	Jo Keegan	
Committee Reports		
• One-Stop Partners Advisory Committee	Jo Keegan	
• Services to Persons with a Disability Committee		
• Services to Youth Committee	Kathy Fulks	
WIOA Service Provider's Report	Sheena Fluker	
Executive Director's Report	W.J. Monagle	
• Activity Report		48
• Financial Report ( <b>ACTION ITEM</b> )		49-65
Announcements - Adjourn	Bryan Day	

## MINUTES

Little Rock Workforce Development Board  
Full Board Meeting  
April 25, 2019

### PRESENT

Members Present: Bryan Day, Kristi Barr, James McCarther, Kathy Fulks, Mark Bremer, David Stephens, Jo Keegan,  
LRWDB Staff: W.J. Monagle, Colleen Lassiter  
Abor Education & Training: Sheena Fluker  
LRWDB Attorney: Steve Riggs  
AWDS: Angela Cook  
Guest: Fred Harris, Beverly Smith

### CALL TO ORDER/ROLL CALL

Chairman Bryan Day called the meeting to order at 12:00PM. The audience was welcomed and reminded that the meeting was being recorded for assistance in preparing the minutes. Chairman Day made special mention of Kristi Barr's efforts within the negotiation to bring CZ USA to the Port of Little Rock, which will generate more than 600 new jobs. Roll was called, and it was determined that a quorum was present.

### MINUTES FROM PREVIOUS MEETING

Upon a motion by Jo Keegan, duly seconded by James McCarther, it was unanimously **RESOLVED:** To approve the minutes of the February 28, 2019 meeting as presented.

### RATIFY ACTIONS OF EXECUTIVE COMMITTEE

Upon a motion by David Stephens, duly seconded by Kathy Fulks, it was unanimously **RESOLVED:** To ratify the actions of the Executive Committee approving eight policies.

### MONITORING POLICY

Upon a motion by Kathy Fulks, duly seconded by James McCarther, it was unanimously **RESOLVED:** To approve the Monitoring Policy as presented.

### FINANCE AND PROCUREMENT POLICY

Upon a motion by James McCarther, duly seconded by Kathy Fulks, it was unanimously **RESOLVED:** To approve the Finance and Procurement Policy as presented.

### CHAIRMAN'S REPORT

#### Transitional Four Year Plan Updates

Upon a motion by James McCarther, duly seconded by Kathy Fulks, it was unanimously **RESOLVED:** To approve the Transitional Four Year Plan Updates as presented.

## Committee Reports

### One-Stop Partners Advisory Committee

Jo Keegan reported that the building conducted a fire drill and the building was evacuated in less than five minutes. She reported that LRWFC employees attended the CAHRA Job Fair and visited with 315 job seekers. She reported that ADWS was receiving additional mobile units. The joint Manager's Meeting will be on May 11-14 2019.

### Services to Persons with a Disability Committee

The Committee is currently seeking a Chairperson and did not meet.

### Services to Youth Committee

Kathy Fulks reported that they held a meeting on April 22, 2019. In attendance were the City of Little Rock Community Programs, Children International-UALR, YouthBuild, Job Corps and WIOA Youth staff. The City of Little Rock is gearing up for the Summer Youth Employment Program. They are currently full and referring youth to a wait list. Job Corps campus is full. YouthBuild reported it is winding down the three year grant and is currently providing follow up services

## WIOA SERVICE PROVIDER'S REPORT

Sheena Fluker presented LRWD Briefing Report for the period March 2019 (Exhibit I).

## EXECUTIVE DIRECTOR'S REPORT

### Activity Report

Director Monagle presented the Executive Director's Report dated April 25, 2019 (Exhibit II).

### Financial Report

Director Monagle presented the financial report for February 2019. Upon a motion by James McCarther, duly seconded by Kathy Fulks, it was unanimously **RESOLVED:** to approve the financial report as presented.

## ANNOUNCEMENTS

Bryan Day announced that the Scott Script has been released. It contains 92 pages of recommendations made by the Transitional Team Committees, which W.J. Monagle served as a member of the Economic Development Committee. The LRWDB figured predominantly in the section concerning Workforce Development and Training.

## ADJOURNMENT

Upon a motion made and duly seconded, unanimously **RESOLVED:** To adjourn meeting at 1:08PM.



Little Rock Workforce Development Board

**WIOA Transitional Local Plan**  
**Little Rock**  
**Workforce Development Area**  
**June 13, 2017**  
(Updated June 20, 2019)



A proud partner of the American Job Center Network



5401 S. University Ave, Ste. 146.  
Little Rock, AR 72209

Bryan Day, Board Chair  
W. J. Monagle, Executive Director

---

## Local Transitional Plan

Section 1: Workforce and Economic Analysis.....	3
Section 2: Strategic Vision and Goals.....	17
Section 3: Local Area Partnerships and Investment Strategies.....	21
Section 4: Program Design and Evaluation.....	31
Section 5: Compliance.....	39
Section 6: Assurances.....	43
Appendices.....	46

## Appendix F: Local Area WIOA Negotiated Performance Goals

### Little Rock Workforce Area

<b>WIOA Performance Measures</b>	<b>Local Area PY16 Performance Goals</b>	<b>Local Area PY17 Performance Goals</b>	<b>Local Area PY18/ PY19 Performance Goals</b>	<b>ADWS Performance Goals PY18/PY19</b>
<b>Employment (Second Quarter after Exit)</b>				
<b>Adult</b>	<b>82.0%</b>	<b>82.0%</b>	<b>91.1%</b>	<b>91.1%</b>
<b>Dislocated Worker</b>	<b>77.0%</b>	<b>77.0%</b>	<b>91.0%</b>	<b>91.0%</b>
<b>Youth</b>	<b>75.0%</b>	<b>75.0%</b>	<b>73.0%</b>	<b>75.0%</b>
<b>Employment (Fourth Quarter after Exit)</b>				
<b>Adult</b>	<b>78.0%</b>	<b>78.0%</b>	<b>85.80%</b>	<b>85.80%</b>
<b>Dislocated Worker</b>	<b>74.5%</b>			<b>85.5%</b>
<b>Youth</b>	<b>71.2%</b>	<b>71.2%</b>	<b>78.0%</b>	<b>78.1%</b>
<b>Median Earnings (Second Quarter after Exit)</b>				
<b>Adult</b>	<b>\$5,842</b>	<b>\$5,842</b>	<b>\$6,300</b>	<b>\$6,281</b>
<b>Dislocated Worker</b>	<b>\$6,400</b>	<b>\$6,400</b>	<b>\$6,900</b>	<b>\$7,000</b>
<b>Credential Attainment Rate</b>				
<b>Adult</b>	<b>75.3%</b>	<b>75.3%</b>	<b>75.0%</b>	<b>74.2%</b>
<b>Dislocated Worker</b>	<b>75.0%</b>	<b>75.0%</b>	<b>75.0%</b>	<b>76.1%</b>
<b>Youth</b>	<b>70.0%</b>	<b>70.0%</b>	<b>74.0%</b>	<b>75.0%</b>
<b>Measurable Skill Gains</b>				
<b>Adult</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>
<b>Dislocated Worker</b>	<b>Baseline</b>	<b>Baseline</b>		
<b>Youth</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>
<b>Effectiveness in Serving Employers</b>				
<b>Adult</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>
<b>Dislocated Worker</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>
<b>Youth</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>	<b>Baseline</b>

## Appendix G: Transitional Local Plan Update Summary April 2019

Appendix G serves as the Little Rock Workforce Development Board’s (LRWDB’s) update to the narrative of the Local Transitional Plan as of April 2019. Changes to the plan narrative are as follows.

### 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)]

Updated data sources (page 3) to reflect current economic conditions and employment needs:

- 2022 Occupational Projections from the Arkansas Research Center  
Data consistent with target sectors, occupations and employer needs; no update available.
- Expect More Arkansas: Our Jobs, Our Future report from the Winthrop Rockefeller Foundation  
Data consistent with target sectors, occupations and employer needs; no update available.
- Economic Modeling Specialists International (EMSI) Occupational Overviews (Goodwill Industries)  
Data consistent with target sectors, occupations and employer needs; no update available.
- 2017 Arkansas Labor Market Report from the Arkansas Department of Workforce Services (ADWS)  
Data consistent with target sectors, occupations and employer needs; updated report available.
- Demand Occupations: Arkansas’ 2017-2018 Hot 45  
Data consistent with target sectors, occupations and employer needs; updated report available – featuring Nursing Assistants, Licensed Practical Nurses (LPNs) and Registered Nurses (RNs) as well as Hand Laborers and Freight, Stock, and Material Movers.
- 2018 Bureau of Labor Statistics wage survey  
Data consistent with target sectors, occupations and employer needs; updated report available.
- 2018 Arkansas Labor Market Report  
Data consistent with target sectors, occupations and employer needs; new report available.

Updated chart from 2017 Arkansas Labor Market Report from the Arkansas Department of Workforce Services (page 4) shows top supersectors in Little Rock:

**Top 5 Industry Supersectors**

NAICS Code	NAICS Title	Employment		Net Change	Percent Change
		2016 Estimated	2018 Projected		
102100	Trade, Transportation, and Utilities	29,290	30,261	971	3.32%
102500	Education and Health Services	50,157	51,065	908	1.81%
102300	Financial Activities	14,748	15,376	628	4.26%
102600	Leisure and Hospitality	14,503	15,096	593	4.09%
102400	Professional and Business Services	24,040	24,587	547	2.28%

### 2017 Arkansas Labor Market and Economic Report

## Appendix G: Transitional Local Plan Update Summary April 2019

### Top Industries

NAICS Code	NAICS Title	Employment		Net Change	Percent Change
		2016 Estimated	2018 Projected		
<b>Top 10 Growth</b>					
722000	Food Services and Drinking Places	11,313	11,837	524	4.63%
621000	Ambulatory Health Care Services	9,418	9,912	494	5.25%
524000	Insurance Carriers and Related Activities	7,633	8,063	430	5.63%
541000	Professional, Scientific, and Technical Services	10,034	10,423	389	3.88%
622000	Hospitals	21,160	21,444	284	1.34%
236000	Construction of Buildings	1,423	1,682	259	18.20%
999200	State Government, Excluding Education and Hospitals	13,013	13,266	253	1.94%
484000	Truck Transportation	2,345	2,570	225	9.59%
624000	Social Assistance	4,940	5,125	185	3.74%
551000	Management of Companies and Enterprises	3,846	3,999	153	3.98%

### 2017 Arkansas Labor Market and Economic Report

Updated chart from 2018 Bureau of Labor Statistics wage survey (page 5) shows data on mean wage for target occupations in Little Rock. For example:

29-2061	<a href="#">Licensed Practical and Licensed Vocational Nurses</a>	detail	12,060	2.9%	9.964	2.06	\$18.81	\$19.02	\$39,570	0.8%
29-1141	<a href="#">Registered Nurses</a>	detail	25,380	4.2%	20.977	1.03	\$28.68	\$29.22	\$60,780	1.3%

### 2018 Bureau of Labor Statistics Wage Survey

- 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)]

Updated Manufacturing wage data for Arkansas and Non-Farm Jobs for the Little Rock MSA supplement Projected Employment Growth by Education Level for the City of Little Rock (page 8):

	Durable Goods Manufacturing			Nondurable Goods Manufacturing		
	Dec 18	Nov 18	Dec 17	Dec 18	Nov 18	Dec 17
Average Weekly Hours	45.9	43.3	43.0	Average Weekly Hours	39.4	41.4
Average Hourly Earnings	20.60	20.72	18.22	Average Hourly Earnings	15.65	15.67
Average Weekly Earnings	945.54	897.18	783.46	Average Weekly Earnings	616.61	648.74

NAICS	Dec 18	Nov 18	Dec 17	OTM	OTY
Total Nonfarm	370.1	369.6	362.8	0.5	7.3
Goods Producing	37.3	37.2	37.8	0.1	-0.5
Mining, Logging & Construction	17.0	17.0	17.6	0.0	-0.6
Manufacturing	20.3	20.2	20.2	0.1	0.1
Service Providing	332.8	332.4	325.0	0.4	7.8
Trade, Transportation & Utilities	72.4	72.0	71.2	0.4	1.2
Wholesale Trade	15.1	15.1	15.2	0.0	-0.1
Retail Trade	40.4	40.3	39.6	0.1	0.8
Trans., Warehousing & Utilities	16.9	16.6	16.4	0.3	0.5
Educational & Health Services	59.7	59.6	57.5	0.1	2.2
Leisure & Hospitality	34.7	35.0	33.8	-0.3	0.9

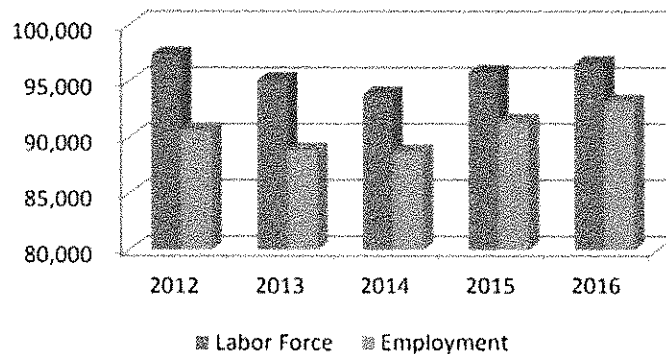
### 2017 Arkansas Labor Market Report



## Appendix G: Transitional Local Plan Update Summary April 2019

- 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)]

Updated Unemployment data for the Little Rock Workforce Development Area (LRWDA) supplements Unemployment data for the City of Little Rock (page 10):



### 2017 Arkansas Labor Market and Economic Report

- 5.6 Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. [WIOA Sec. 108 (b)(20)]
- 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 notice will be published in Arkansas Democrat-Gazette on April 28, 2019 announcing the availability of the update to the plan and asking for public comment during a 30-day period from May 1-30, 2019.

Appendices: The LRWDB also updated the Appendices of the local transitional plan based on current analysis of economic conditions, in-demand industry sectors and occupations, and labor market trends:

Appendix A: Sectors and Career Pathways Summary – no changes

Appendix B: Educational and Employer Partnerships Summary – no changes

Appendix C: Little Rock Workforce Development Board Organizational Chart – no changes

Appendix D: Little Rock Workforce Center Organizational Chart – updated chart to remove PROMISE program, add YouthBuild and Re-Entry Services under WIOA

Appendix E: Department of Career Education/Adult Education Division, RFP Timeline – inserted original timeline; Arkansas Department of Career Education indicated that it will not issue an RFP for the 2019-20 Program Year

Appendix F: Local Area WIOA Negotiated Performance Goals – added local performance goals and ADWS performance goals for PY18, PY1

## **Appendix H: New Projects since Calendar Year 2017**

Appendix G serves as the Little Rock Workforce Development Board's (LRWDB's) update to the narrative of the Local Transitional Plan as of **June 2019**.

More specifically, this update is in response to Department of Workforce Services **Issuance Number PY 19-09**, issued on May 15, 2019.

Subject: Workforce Innovation and Opportunity Act (WIOA) Regional and Local Plan Updates

III. Action Required:

C. Changes. The PY19 updates of all current plans should include the following:

1. Any new projects that have been implemented since the Calendar Year 2017

**New projects that have been implemented since the Calendar Year 2017 include:**

- Rock City Reentry Project

The Rock City Reentry Project is a response to Arkansas' status as having one of the fastest-growing prison populations in the country, largely due to its high rate of recidivism. The project is designed to create a coordinated network of services and training sites to equip 150 adults with the resources to obtain long-term, meaningful employment.

- Work Based Training Program at Our House

A new agreement connecting three employment focused entities—ADWS, the LRWDB and the Our House non-profit serves the central Arkansas homeless population. The pilot project for the Arkansas Work-Based Learning program funds paid work experience in Our House Resale stores in Little Rock and North Little Rock through June 2019. The participants are also required to take classroom, computer-based training at the Our House Career Center to teach work skills, adult education and literacy, and life skills.

- Sector Partnership – Advanced Manufacturing

The LRWDB and the Little Rock Regional Chamber of Commerce worked in partnership to hold the first hiring event to target the manufacturing industry. The event on October 30, 2018 brought together job seekers and over 14 local manufacturers with 200+ job opportunities. A second manufacturing hiring event is planned for 2019.

The LRWDB and Human Resource Management Association of Arkansas (HRMA) hosted a FAME USA event on June 13, 2019 under the Building Sector Partnerships Grant. Local employers, educators and economic developers gathered to discuss how to Develop World-Class Technical talent. The Federation for Advanced Manufacturing Education (FAME) is composed of manufacturers and other employers of technical workers whose purpose is to implement dual-track work/study education that creates a pipeline of highly skilled workers.

## **Appendix G: Transitional Local Plan Update Summary April 2019**

- Regional Planning Grant - CAPDD and LRWDB Partnership

The Central Arkansas Planning and Development District (CAPDD) and the LRWDB held the first joint Regional Partnership Meeting on February 13, 2019. The meeting took place at the University of Arkansas – Pulaski Technical College Business and Industry Center. The joint planning session is a first step to facilitate regional planning and services delivery efforts as required under the Workforce Innovation and Opportunity Act (WIOA). Viewing workforce development initiatives with a regional focus should foster greater collaboration among partners and promote economic development.

- Latino Community Outreach

On May 12, 2018 and April 27, 2019 the LRWDB hosted the 1<sup>st</sup> and 2<sup>nd</sup> Annual Latino Job Fairs at the Little Rock Workforce Center (LRWFC).

Event organizers included the Mexican Consulate, the City of Little Rock, and the Little Rock Chamber of Commerce. A variety of companies in the Little Rock area attended the job fair to attract and recruit diverse talent within the Latino community. Company representatives were able to meet potential candidates face to face and consider them for local job opportunities.

- AAPI Apprenticeship Grant – Innovative CNA+ Apprenticeship Program

The apprenticeship program provides certified nursing assistants (CNAs) across central Arkansas the opportunity to receive hands-on training from experienced professionals; expand job knowledge, skills and confidence; increase wages while learning; begin a lifelong career, and earn national industry certification with the opportunity to transfer apprenticeship work into college credit advancing along a nursing pathway.

- OJT Programs with UAMS

On-the-job training (OJT) programs in partnership with the University of Arkansas for Medical Sciences (UAMS) offer participants the opportunity to gain real-world skills in the health professions.



ResCare Workforce Services

# LRWD Briefing Report

Reporting Period: March 2019  
Arkansas Workforce Center  
April 2019

# ResCare Monthly Briefing Report

---

## Focus Areas:

- Prior 30 Day Update
- Next 30 Day Focus

## Prior 30 Day Update

Over the past 30 days, our team has been working to meet all PY 18 performance goals as outlined in the WIOA contract

## Youth

WIOA Outreach:

- Premier High Career Day along with Workforce Career Services
- Premier High Lunch with a Professional
- Second Baptist Youth Leadership Academy

Youthbuild:

-Preparing to enter the follow-up phase of the grant. Three students recently completed CDL training and 1 practicing for CDL exam

## WIOA ADULT/DLW

Our House Work Based Pilot

-21 participants have entered the WBL program. There are 3 pending enrollments and 6 exits. Debra Mcgee is working participants due to exit in May with career search efforts and training ideas.

## Next 30 Day Focus

Continue increasing stop operator duties (center wide trainings, monthly center participant trainings, define duties amongst partners, referral process)

## Monthly Reporting

Youth WIOA:

- Annual Enrollment Goal-40
- Actual-29 YTD,
- 73% of annual goal met

Adult WIOA:

- Annual Enrollment Goal-50
- Actual -58 YTD
- Annual goal exceeded

DLW WIOA:

- Annual Enrollment Goal-30
- Actual-27 YTD
- 90% of annual goal met

Community Outreach Measures:

- Annual Enrollment Goal-48
- Actual-71 YTD
- Annual goal exceeded

# ResCare Monthly Briefing Report

---

## Maintain Community Access Points:

- Actual-2 YTD
- Shorter College, Arkansas Community Corrections

## Hiring Events\Recruitment:

- Annual Enrollment Goal-48
- Actual-38 YTD
- 70% of annual goal met

## OJT Contracts:

- Annual Enrollment Goal-3
- Actual-2YTD to begin 5/6/19

## WIOA Youth 14 Elements

- Annual Enrollment Goal-14
- Actual-13 YTD

## Reentry Enrollment

- 2 Year Program Enrollment Goal-150
- Actual 181

## Success Story

Darretta Nelson had a youth participant, Darankendria Lewis, to come in prior to her first day of work for a meeting with the employer (Thompson Law), however she came in with clothing that she deemed appropriate, pajama pants and a t-shirt. For her, this wasn't technically work but through our team, she was able to gain a better understanding and more importantly, support. Darretta and Yolanda Carman worked with her again on interviewing skills, professionalism training, and with the help of Bernita Jones and TANF, she received some clothing for her meeting. This was all done in one day and prior to the employer arriving for their visit. This is a great example of teamwork, utilizing our partners, and providing exemplary support to those we serve. The participant didn't feel judged and was open to all suggestions. She left our facility feeling confident, supported, and ready for work. She even arrived early on her first day, prior to the employer making it to the office. WIOA and TANF have since provided her additional clothing for the week!

ResCare Workforce appreciates the opportunity to provide services to the Arkansas Workforce Center at Little Rock. This monthly report has been provided as a briefing of the work completed by our team during the month of January 2018. If you have any questions, please contact Sheena Fluker, Project Director, at (501) 523-0036 or [Sheena.Fluker@Arkansas.gov](mailto:Sheena.Fluker@Arkansas.gov)



April 25, 2019  
LRWDB Executive Director's Report  
W.J. Monagle

I. Important Accomplishments and Notices (\*indicates more is on the LRWDB website)

- On 3/29/19 The Single Audit submission for the LRWDB was accepted by the Federal Audit Clearinghouse (FAC).
- On 4/3/19 ADWS delivered to LRWDB the penultimate response in the dispute resolution of the PY17 monitoring report. The state maintains that over \$56,000 remain as questioned costs. The LRWDB has until 4/25/19 to respond for final determination. Staff, board chair and attorney have crafted the response and are preparing to follow the appeal process if necessary.
- On 4/8-12/19 the LRWDB and Arbor/ResCare were visited by the ADWS Monitoring and Compliance Unit to conduct its annual monitoring visit. This monitoring was thorough and comprehensive, especially the financial section.
- \*On 4/10/19 the USDOL announced its program allotments to states for WIOA PY19 Adult (-10%), DW (-3%) and Youth (-10%) activities. The LRWDB levels have not been issued, but this is a good indication of reduced program income.

II. Outreach, Training and Attendance

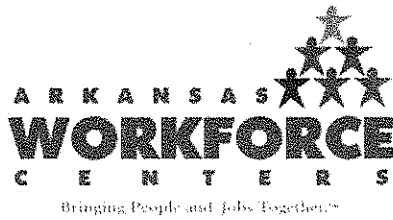
- On 4/4/19 the LRWDB executive director attended the ADWS monthly meeting with the WIOA Directors and Administrators at the Central Office.
- On 4/16/19 the LRWDB executive director attended the ADWS sponsored CEO & Perkins CTE Training. Mayor Frank Scott Jr. & staff were invited to attend.
- On 4/17/19 the LRWDB executive director attended the Our House appreciation luncheon for its many community partners and supporters.
- On 4/18/19 the LRWDB attended the Job Corps' Community Relations Council meeting and luncheon on the Little Rock campus.
- On 4/22/19 the LRWDB Youth Services Committee met.
- \*4/22-27/19 is Reentry Week and the LRWFC staff is attending several events.
- On 4/23/19 the LRWDB One Stop Partners Committee met.
- On 4/26/19 the LRWDB executive director facilitated a synthesis session for a group of 12 African delegates representing Youth Workforce Service providers. The US State Department and Global Ties Arkansas sponsored the trip.
- \*On 4/27/19 the LRWDB, ADWS and Arbor/ResCare Business Advisory Team will host the 2<sup>nd</sup> Annual Latino Job Fair, coordinated by the Consulate of Mexico

III. Budget and Financials

IV. Next Steps –

- \*The next meeting of the full LRWDB will be June 27, 2019.
- \*The Sector Partnership grant will host a major workshop at the Airport Holiday Inn on June 13, 2019 with guest presenters from the KY FAME program.
- \*Prepare REO grant submissions to DOL for Adult and Young Adult by 4/25/19.
- \*Prepare PY19 grant submission to ADWS to continue the WBTI at Our House.





# Arkansas Workforce Center at Little Rock

## LRWDB Program Directive

**LITTLE ROCK WORKFORCE DEVELOPMENT BOARD**  
 5401 South University Ave, Ste 146, Little Rock, AR 72209  
 Tel: 501-682-0228/ TDD: (800) 250-6691

Directive Number	SUBJECT
<b>PY' 2019</b>	<b>Statement of Service for Dislocated Workers</b>
Date of Issuance	POLICY IMPACT
<b>June 20, 2019</b>	<b>One Stop Career Center Operator</b>
Effective Date	Revision Date
<b>Immediately</b>	<b>June 20, 2019</b>

## **PURPOSE**

The purpose of this policy is to describe and define the Little Rock Workforce Development Board's eligibility requirements and services for dislocated workers in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, and 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 Arkansas Workforce Development Board (AWDB).

## **POLICY**

Dislocated workers are individuals who have lost jobs through no fault of their own. The goal of services to dislocated workers is to help them find appropriate jobs in in-demand industries [Introduction to Part 680 of WIOA Final Rule].

Dislocated worker services provided by the LRWDB consist of two types: career services and training services, to be provided through the Little Rock Workforce Center and partner entities [20 CFR 680.100 & 680.140(a)].

Career services consist of three types: basic services, individualized services, and follow-up services [20 CFR 678.430; TEGL 19-16].

An individual becomes a participant in a particular program when the registered person is declared eligible for that program, and then receives his or her first service, other than self-service or information-only [20 CFR 680.110].

### **Eligibility**

To be eligible for the Dislocated Worker program, an individual must meet requirements for eligibility in four areas: age/birthday, Social Security number (SSN), compliance with the Military Selective Service Act, and eligibility to work in the United States.

More specifically, the individual must be at least 18 years old [20 CFR 680.120].

Proof of social security number must be requested for participation in any WIOA program, but the SSN cannot be required unless/until the individual goes to work for an employer that uses E-verify or prepares for occupational training in a postsecondary program that qualifies for a Federal Pell Grant [8 USC 1324a; [www.fasfa.gov](http://www.fasfa.gov)]. It is unlawful to deny services other than employment to an individual simply because the individual is unwilling or unable to disclose a SSN, but some services may be limited if a SSN is not provided, such as work services [8 USC 1324a] and training services [[www.fasfa.gov](http://www.fasfa.gov)]. Case managers must notify applicants that the use of the SSN is used for program performance purposes [Privacy Act of 1974 (5 U.S.C. 552a) § 7(a)(1) & (2)]; 8 U.S.C. 1324a; TEGL 5-08; Comments in WIOA Final Rule concerning §§677.155 & 677.175].

With certain exceptions, each male must have enrolled for the Selective Service System (SSS) within 30 days of his 18th birthday and before he reaches the age of 26. In general, a man age 26 or older who was not exempt from SSS registration cannot receive WIOA services [50 U.S.C 3801 et seq.].

A man who has reached the age of 26 and who did not register for Selective Service when required may present evidence to document an exception described below, may contact the Selective Service System to request a Status Information Letter for possible exception, or may provide documentation establishing that his failure to register was not knowing and willful [50 U.S.C 3801 et seq.; TEGL 11-11 Change 2]. The evidence must describe in detail the circumstances that prevented him from registering and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances [TEGL 11-11 Change 2]. All appropriate documentation must be maintained in participant file. Males seeking WIOA services who are not registered for Selective Service and who have not yet reached the age of 26 must register through the Selective Serve website at [www.sss.gov](http://www.sss.gov) before receiving services. A male who turns 18 while participating in WIOA Title I-B services must register no later than 30 days after his 18th birthday. If a male under age 26 refuses to register, WIOA services must be suspended until he registers [TEGL 11-11 Change 2].

Participation in WIOA programs and activities, including receipt of funds, is available only to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General, the Secretary of Homeland Security or the Secretary's designee to work in the United States [WIOA § 188(a)(5); 20 CFR 655.5; 20 CFR 683.285(a)(5)]. Specific information and acceptable documentation can be found on the USCIS 19 Form OMB No. 1615-0047).

In addition, to be eligible for the Dislocated Workers program, individuals must meet the eligibility criteria in one of the categories given below [WIOA § 3(15 & 16)]; 20 CFR 680.130]:

**Category A: Individual Lay-off**

The applicant must meet all three of the numbered conditions [WIOA 3(15)(A)]:

1. Has been terminated or laid off or has received a notice of termination or layoff, from employment
2. Meets one of the following conditions concerning unemployment compensation
  - a. Is eligible for or has exhausted entitlement to unemployment compensation
  - b. Has been employed long enough to demonstrate attachment to the workforce (i.e., has received wages in at least one (1) quarter in the last year immediately prior to eligibility determination, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer not covered under a state unemployment compensation law

3. Is unlikely to return to a previous industry or occupation (TEGL 19-16]

Special rules for service members: A separating service member qualifies as a dislocated worker under Category A if the separation is anything other than dishonorable, whether or not he or she receives or is eligible for Unemployment Compensation. A DD-214 from the Department of Defense or other appropriate documentation that shows a separation or imminent separation from the Armed Forces qualifies as the notice of termination or layoff to meet the dislocated worker definition. ETA policy dictates that a separating service member meets the Dislocated Worker requirement that an individual is unlikely to return to his or her previous industry or occupation. A separating service member may be provided career services while he or she is still part of the Active Duty military if the service member has an imminent separation date and the discharge will be any thing other than dishonorable [TEGL 19-16].

### **Category B: Business Closure or Substantial Lay-off**

The applicant must meet one of the following conditions [WIOA § 3(15)(B)]:

1. Has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise
2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days

An applicant who is employed at a facility at which the employer has made a general announcement that such facility will close, with no specific date or a date greater than 180 days in the future, may receive services other than training services described in WIOA § 134(c)(3), career services described in WIOA § 134(c)(2)(A)(xii), or supportive services. The person may qualify for these services when one of the above numbered conditions is met [WIOA § 3(15)(B)].

Arkansas state policy defines “substantial layoff” as 50 employees or 33% of the facility workforce, whichever is less, not including employees who have worked less than 6 months in the last 12 months and those who work an average of less than 20 hours a week [TEGL 19-16].

### **Category C: Self-Employed Individuals**

An individual who was previously self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters qualifies as a dislocated worker [WIOA § 3(15)(C)]. Arkansas state policy that local areas must define “unemployed as a result of general economic conditions in the community to which an individual resides or because of natural disasters” [TEGL 19-16].

### **Category D: Displaced Homemaker**

To qualify as a displaced homemaker, an individual must meet all three of the numbered conditions [WIOA § 3(15)(D); WIOA § 3(16); 20 CFR 680.630]:

1. Has been providing unpaid services to family members in the home
2. Meets one of the conditions of losing the income of another family member:
  - a. Has been dependent on the income of another family member, but is no longer supported by that income
  - b. Is the dependent spouse of a member of the Armed Forces on active duty, and the family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of state, or the service-connected death or disability of the member
3. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

**Category E – Spouse of an active-duty member of the Armed Forces** who meets one of the following conditions [WIOA § 3(15)(E); 20 CFR 680.630; TEGL 19-16]:

1. Has lost employment as a direct result of a relocation due to a permanent change in the duty station of such member
2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

Equal opportunity (EO) data must be collected during registration for every individual who applies for WIOA financially assisted aid, benefits, services, or training [20 CFR 680.110(c)]. These data are race and ethnicity, age, sex, and disability [20 CFR 675.300]. Individuals may not be discriminated against because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, except as required by federal law for particular programs [WIOA § 188(a)(1); 29 U.S.C. 794; 42 U.S.C. 6101 et seq.; 20 U.S.C. 1681 et seq.; 20 U.S.C. 2000d et seq.]. As with all WIOA programs, priority for services is given to veterans.

Eligibility for the Dislocated Worker program does not make an individual eligible for all services in the program. The LRWDB follows its priority of service policy to determine priority of receipt of services. Nothing in this policy implies that an individual who qualifies for the Dislocated Worker program is guaranteed receipt of all individualized career and training services. An individual must demonstrate need for services before receiving them [TEGL 19-16].

### **Program Design**

The LRWDB's dislocated worker programs are designed to meet the following guidelines:

## Basic Career Services

Basic career services are universally accessible and are made available to all dislocated workers seeking employment and training services. All basic services are available through the Little Rock Workforce Center. Each individual may receive only those services that are appropriate to his or her situation. Basic services may be provided after individualized or training services or in combination with such services. Basic services are provided in coordination with Workforce Center partners, including Dislocated Worker programs, to participants who have met eligibility requirements.

Basic services are [WIOA §134(c)(2)(A)(i–xi); 20 CFR 678.430(a)]:

1. Determination of whether the individual is eligible to receive WIOA Adult, Dislocated Worker, and/or Youth services
2. Outreach, intake (including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the Little Rock Workforce Center
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps) and supportive services needs
4. Labor exchange services, including:
  - a. Job search, placement assistance, and, in appropriate cases, career counseling
  - b. Information concerning in-demand industry sectors and occupation
  - c. Information about nontraditional employment
  - d. Recruitment on behalf of employers
5. Referrals to and coordination of activities with other programs and services, including Workforce Center partners and other programs and services

Referrals to partner programs may include individualized counseling, including drug and alcohol abuse counseling, mental health counseling, as appropriate. When referring a participant to necessary counseling that cannot be provided by the program provider, the case manager must coordinate with the counseling organization to ensure continuity of service [20 CFR 681.510].

6. Accurate workforce and labor market employment statistics information relating to local, regional, state, and national labor market areas, including:
  - a. Job vacancy listings in labor market areas
  - b. Information about job skills necessary to obtain vacant jobs listed

- c. Information concerning local in-demand occupations, as well as the wages, skill requirements, and opportunities for advancement for those occupations
7. Performance information and program costs of eligible training providers and type of providers
8. Easy-to-understand information concerning local performance measures
9. Easy-to-understand information about supportive services, including, but not limited to, child care, child support, medical or child health assistance, SNAP, earned income tax credit, TANF programs (including TEA, Work Pays, the Career Pathways Initiative, HUD housing counseling and assistance, and any other available program of supportive services and transportation
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
11. Information and assistance in filing claims for unemployment compensation

Applicants must be determined eligible for a WIOA Dislocated Worker program before receiving any of the following services [TEGL 19-16 (Appendix II)]:

- Initial assessment of skill levels and supportive service needs
- Staff-assisted job search
- Staff-assisted referral to employment and placement assistance
- Staff-assisted career guidance and counseling
- Meaningful assistance in filing for UI
- Assistance in establishing eligibility for financial aid

#### Individualized Career Services

Individualized career services may be given only to individuals who are eligible for program(s) and are determined to need such services to obtain or retain employment [20 CFR 678.430(b); 20 CFR 680.110; TEGL 19-16].

The provision of individualized services is based on the employment needs of the individual as determined jointly by the individual and the case manager, and may be identified through an individual employment plan (IEP) [TEGL 19-16].

Individualized Career Services may be provided by Workforce Center staff, including partner entities [TEGL 19-16]. A participant does not have to receive basic career services before receiving individualized career services, and he or she may receive basic services after receiving individualized services [TEGL 19-16].

As appropriate, participants should be co-enrolled with other service providers to create the best array of services for the participant. The LRWDB provides individual services required to be available to qualified individuals who need these services, including [WIOA §134(c)(2)(A)(xii); 20 CFR 678.430(b); TEGL 19-16]:

1. Comprehensive and special assessments of the skill levels and service needs of the participant. The LRWDB may leverage recent (i.e., within the last six months) assessments, interviews, and evaluations of other entities, if appropriate [WIOA § 134(c)(2)(B); WIOA § 134(c)(3)(A)(ii)] assessments may include:
  - a. Diagnostic testing and use of other assessment tools
  - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Development of an individual employment plan (IEP) to identify the employment goals, achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers
3. Group and/or individual counseling and mentoring
4. Career planning (e.g. case management)
5. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances preapprenticeship programs may be considered as short-term pre-vocational services
6. Internships and work experiences that are linked to careers identified in the individual employment plan [20 CFR 678.430(b)(7) & 680.170], including transitional jobs [20 CFR 680.190; TEGL 1916, Sec. 5
7. Workforce preparation activities that help an individual acquire basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training/employment
8. Financial literacy services, such as training for [WIOA §§ 129(b)(2)(D)]:
  - a. Creating a budget, initiating a savings plan, and making informed decisions about education, retirement, home ownership, wealth building, or savings
  - b. Managing spending, credit, and debt (including credit cards)
  - c. Checking a credit report, increasing the score, and correcting any errors or problems on a report
  - d. Understanding, evaluating, and comparing financial products, services, and opportunities
  - e. Understanding financial situations as a non-English speaker



9. Out-of-area job search assistance and relocation assistance
10. English language acquisition and integrated education and training programs
11. Customer support to enable individuals with barriers to employment to navigate among multiple services

#### Follow-Up Career Services

Follow-up services, including counseling regarding the workplace, are made available by Workforce Center partners for at least 12 months after the first day of employment, to participants who are placed in unsubsidized employment [WIOA § 134(c)(2)(A)(xiii); 20 CFR 678.430(c); 20 CFR 680.150(c); Comments in WIOA Final Rule concerning §680.150; TEGL 19-16].

Follow-up services may include, as appropriate [WIOA § 134(c)(2)(A)(xiii); TEGL 19-16]:

- a. DLW mentoring
- b. Financial literacy education
- c. Information concerning community agencies or organizations that might assist with supportive services.

Follow-up services may not include supportive services listed in 20 CFR 680.900 [20 CFR 680.910; TEGL 19.16]. Follow-up career services are not a qualifying service for the receipt of supportive services [WIOA § 134(d)(2)(A); TEGL-19-16]. An individual who is only receiving follow-up services may not receive supportive services [TEGL 19-16].

Follow-up services may begin immediately following the last expected date of service in the programs included in the Common Exit date, when no future services are scheduled [TEGL 21-16].

Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit [TEGL 21-16].

All participants are offered an opportunity to receive follow-up services that align with their individual service strategies. Follow-up services do not have to be provided if the participant declines to receive services or if the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the discretion of the LRWDB and the program provider. The types of services provided and the duration of the services are determined based on the needs of the individual. Follow-up services include more than a contact attempted or made for securing documentation in order to report a performance outcome [20 CFR 681.580(c)].

Participants are to be informed at the time of enrollment that follow-up services will be provided for 12 months following exit. Documentation is placed in a participant's case file when he/she cannot be located or contacted or if an individual requests not to receive or continue follow-up services [TEGL 21-16].

The exit date is determined when the participant has not received services in the DLW program or any other program included in a common-exit program in which the participant is co-enrolled for 90 days, and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service [20 CFR 677.150(c)].

An individual who is employed is not required to exit the DLW programs simply because he or she is employed. If the participant is enrolled in other common-exit programs or if he or she needs additional career services (other than follow-up services or self-service, and information-only services and activities), training services, or both, the participant is not exited until these services are no longer needed.

### Training Services

Training services are available for eligible participants as long as services meet an individual's educational and career goals, abilities and skill gaps. The need for training services is documented in case management files [20 CFR 680.220(b)].

To receive Training Services a participant must meet all of the following criteria:

1. Meet all eligibility requirements for the Dislocated Worker program.  
Is determined eligible in accordance with the LRWDB's priority system in effect for DLW if training services are provided through the DLW formula funding stream [TEGL 19-16]
2. Has been determined after an interview, evaluation, or assessment, and after career planning that the individual meets all of the following criteria [WIOA § 134(c)(3)(A)(i)(I); 20 CFR 680.210(a) & 680.220(a); TEGL 19-16]:
  - a. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency, as determined by the LRWDB, or wages comparable to or higher than wages from previous employment, through career services alone
  - b. Is in need of training services to obtain or retain employment leading to economic self-sufficiency, as determined by the LRWDB, or to wages comparable to or higher than wages from previous employment
  - c. Has the skills and qualifications to participate successfully in training services

Where appropriate, the LRWDB may leverage a recent (i.e., within the last six months) interview, evaluation, or assessment [WIOA § 134(c)(2)(B); 20 CFR 680.220(a); TEGL 19-16]. Case files are to contain a determination of need for training services as determined through the interview, evaluation, or assessment, career planning using local labor market information and training

provider performance information, or other career service received. If career services are not provided before training, the case manager must document the circumstances that justified the determination to provide training without first providing career services [20 CFR 680.220(b)].

3. Select a program of training services that is directly linked to the employment opportunities in the Little Rock area, or geographic areas to which individuals are willing to commute or relocate [WIOA § 134(c)(3)(A)(i)(II); 20 CFR 680.210(b); TEGL 19-16].
4. Is unable to obtain grant assistance from other sources to pay the costs of such training, including State-funded training funds, Federal Pell Grants, and TANF; or requires WIOA assistance in addition to these other sources. In making the determination, the LRWDB may take into account the full cost of participating in training services, including the cost of support services [WIOA § 134(c)(3)(B)(i)(I); 20 CFR 680.210(c); 20 CFR 680.230; TEGL 19-16].

LRWDB partners and other entities must coordinate funds available to pay for training [20 CFR 680.230]. A DLW participant may enroll in WIOA-funded training while his or her application for a Pell Grant is pending as long as the Workforce Center has made arrangements with the training provider and the participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the WIOA funds used to underwrite the training for the amount the Pell Grant covers, including any education fees the training provider charges to attend training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the participant for education-related expenses [20 CFR 680.230].

If the applicant is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination, training may be provided under WIOA if all other eligibility requirements are met. If the petition is certified, the worker will then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA [TEGL 19-16].

Per [WIOA § 134(c)(3)(D); 20 CFR 680.200; 20 CFR 680.350]; TEGL 19-16], training services provided by the LRWDB include, but are not limited to:

1. Occupational skills training, including training for nontraditional employment. See the LRWDB Occupational Skills Training-ITA policy for more information.
2. On-the-job training (OJT). See the LRWDB On-the-Job Training policy for more information.
3. Registered Apprenticeship (RA) training. See the LRWDB Registered Apprenticeship (RA) policy for more information.
4. Incumbent working training (limited to no more than 20% of the funds granted to the LRWDB for Adult and Dislocated Worker Training [WIOA § 134(d)(4)]. See

the LRWDB Incumbent Worker Training policy for more information.

5. Programs that combine workplace training with related instruction, which may include cooperative education programs.
6. Training programs operated by the private sector.
7. Skill upgrading and retraining
8. Entrepreneurial training
9. Job readiness training if it is provided in combination with other training listed above or transitional jobs.
10. 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 above
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training. See the LRWDB Customized Training policy for more information.

Selection of training services is conducted in a manner that maximizes customer choice [20 CFR 680.340(a)], is linked to in-demand employment opportunities in Little Rock, the surrounding planning region or in a geographic area in which the participant is willing to commute or relocate, and is coordinated to the extent possible with other sources of assistance [TEGL 19-16].

The LRWDB makes the list of eligible training providers, a description of the programs through which training is offered, and the performance and cost information about the providers available to customers [20 CFR 680.340(b)].

The LRWDB also works with representatives of secondary and postsecondary education programs to lead in the development and implementation of career pathways by aligning local employment, training, education, and supportive services needed by dislocated workers, particularly individuals with barriers to employment (e.g. displaced homemakers, individuals with disabilities, returning citizens) [A.C.A. 15-4-3711(a)(8)].

Training services, when determined appropriate, are provided through either Individual Training Accounts (ITAs) or through training contracts. Except under conditions listed below, training services are provided by an approved eligible training provider (ETP) through an individual training account (ITA) [WIOA §134(c)(3)(G)(i); TEGL 19-16]

Contracts for services are used instead of ITAs only when one or more of the following five exceptions apply and the consumer choice requirement has been fulfilled [WIOA § 122(h); WIOA § 134(c)(G)(ii); 20 CFR 680.320(a); TEGL 19-16]:

1. When the services provided are on-the-job-training (OJT), part of an Registered Apprenticeship (RA) program, customized training, incumbent worker training, or transitional jobs
2. When the LRWDB determines that there are an insufficient number of eligible training providers in the local area to accomplish the purpose of a system of ITAs. Then the determination process includes a public comment period for interested providers of at least 30 days).
3. When the LRWDB determines that there is a training services program of demonstrated effectiveness offered by a community-based organization or another private organization to serve individuals with barriers to employment. Criteria used in determining demonstrated effectiveness include [20 CFR 680.320(a)(3); TEGL 19-16]:
  - a. Financial stability of the organization
  - b. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate, attainment of the skills, certificates or degrees the program is designed to provide, placement after training in unsubsidized employment, and retention in employment
  - c. How the specific program relates to the workforce investment needs identified in the LRWDB's local plan
4. When the LRWDB determines that it would be most appropriate to contract with an institution of higher education or other eligible provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations and contract does not limit customer choice
5. When the LRWDB determines that a pay-for-performance contract is suitable consistent with 20 CFR 683.500 and the pay-for-performance contract is consistent 20 CFR 683.510. The LRWDB complies with the requirement that no more than 10% of local funds may be spent on pay-for-performance contract strategies as defined in WIOA § 3(47).

In some cases, the LRWDB may provide training through a combination of ITAs and Contracts [TEGL 19-16].

### Supportive Services

Information about supportive services for dislocated workers can be found in the LRWDB's Supportive Services policy. Such services may include, but are not limited to [WIOA § 3(59); 20 CFR 680.900,681.460(a), & 681.570; TEGLs 19-16 & 21-16]:

- Linkages to community services
- Assistance with housing
- Needs-related payments

- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications.

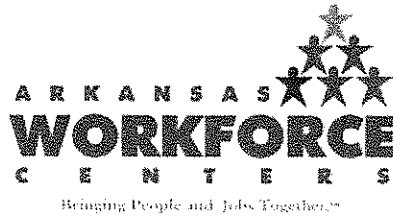
Business/Employer Services

To foster connections between dislocated workers and local businesses/employers, the LRWDB offers:

- Business access to Little Rock Workforce Center facilities for meetings, trainings, orientations, and interviews
- Hosted hiring events, which are customized to the specific needs of local businesses
- Job placement channels, organized by Little Rock Workforce Center staff
- Assistance with applicant referrals and applicant screening.
- Development and implementation of industry sector strategies (including strategies involving industry partnerships, regional skills alliances, skills standards and certification, industry skill panels, and other initiatives for meeting the workforce development needs of area employers and workers [WIOA 134(d)(1)(A)(ix)].

<b>Contact Person</b> W. J. Monagle, Executive Director	<b>Expiration Date</b> Indefinite
<b>Authorized By</b> Bryan Day, Chair	<b>Resolved</b>

**Policy Review Date: 6/20/2019**



# Arkansas Workforce Center at Little Rock

## LRWDB Program Directive

---

**LITTLE ROCK WORKFORCE DEVELOPMENT BOARD**  
 5401 South University Ave, Ste 146, Little Rock, AR 72209  
 Tel: 501-682-0228/ TDD: (800) 250-6691

Directive Number	SUBJECT
<b>PY' 2019</b>	<b>Statement of Service for Adults</b>
Date of Issuance	POLICY IMPACT
<b>June 20, 2019</b>	<b>One Stop Career Center Operator</b>
Effective Date	Revision Date
<b>Immediately</b>	<b>June 20, 2019</b>

---

## **PURPOSE**

The purpose of this policy is to describe and define the Little Rock Workforce Development Board's eligibility requirements and services for adults in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, and 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 Arkansas Workforce Development Board (AWDB).

## **POLICY**

Adult services provided by the LRWDB consist of two types: career services and Training services, to be provided through the Little Rock Workforce Center (i.e., American Job Center network) and partner entities [20 CFR 680.100 & 680.140(a)].

Career services consist of three types: basic services, individualized services, and follow-up services [20 CFR 678.430; TEGL 19-16].

An individual becomes a participant in a particular program when the registered person is declared eligible for that program, and then receives his or her first service, other than self-service or information-only [20 CFR 680.110].

### **Eligibility**

To be eligible for the Adult program, an individual must provide documentation of eligibility in four areas: age/birthday, Social Security number (SSN), compliance with the Military Selective Service Act, and eligibility to work in the United States.

More specifically, the individual must be at least 18 years old [20 CFR 680.120].

Proof of social security number must be requested for participation in any WIOA program, but the SSN cannot be required unless/until the individual goes to work for an employer that uses E-verify or prepares for occupational training in a postsecondary program that qualifies for a Federal Pell Grant [8 USC 1324a; [www.fasfa.gov](http://www.fasfa.gov)]. It is unlawful to deny services other than employment to an individual simply because the individual is unwilling or unable to disclose a SSN, but some services may be limited if a SSN is not provided, such as work services [8 USC 1324a] and training services [[www.fasfa.gov](http://www.fasfa.gov)]. Case managers must notify applicants that the use of the SSN is used for program performance purposes [Privacy Act of 1974 (5 U.S.C. 552a) § 7(a)(1) & (2)]; 8 U.S.C. 1324a; TEGL 5-08; Comments in WIOA Final Rule concerning §§677.155 & 677.175].

With certain exceptions, each male must have enrolled for the Selective Service System (SSS) within 30 days of his 18th birthday and before he reaches the age of 26. In general, a man age 26 or older who was not exempt from SSS registration cannot receive WIOA services [50 U.S.C 3801 et seq.].



A man who has reached the age of 26 and who did not register for Selective Service when required may present evidence to document an exception described below, may contact the Selective Service System to request a Status Information Letter for possible exception, or may provide documentation establishing that his failure to register was not knowing and willful [50 U.S.C 3801 et seq.; TEGL 11-11 Change 2]. The evidence must describe in detail the circumstances that prevented him from registering and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances [TEGL 11-11 Change 2]. All appropriate documentation must be maintained in participant file. Males seeking WIOA services who are not registered for Selective Service and who have not yet reached the age of 26 must register through the Selective Serve website at [www.sss.gov](http://www.sss.gov) before receiving services. A male who turns 18 while participating in WIOA Title I-B services must register no later than 30 days after his 18th birthday. If a male under age 26 refuses to register, WIOA services must be suspended until he registers [TEGL 11-11 Change 2].

Participation in WIOA programs and activities, including receipt of funds, is available only to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General, the Secretary of Homeland Security or the Secretary's designee to work in the United States [WIOA § 188(a)(5); 20 CFR 655.5; 20 CFR 683.285(a)(5)]. Specific information and acceptable documentation can be found on the USCIS 19 Form OMB No. 1615-0047).

Equal opportunity (EO) data must be collected during registration for every individual who applies for WIOA financially assisted aid, benefits, services, or training [20 CFR 68 0.110(c)]. These data are race and ethnicity, age, sex, and disability [20 CFR 675.300]. Individuals may not be discriminated against because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, except as required by federal law for particular programs [WIOA § 188(a)(1); 29 U.S.C. 794; 42 U.S.C. 6101 et seq.; 20 U.S.C. 1681 et seq.; 20 U.S.C. 2000d et seq.].

Eligibility for the Adult program does not make an individual eligible for all services in the program. The LRWDB follows its priority of service policy to determine priority of receipt of services. Nothing in this policy implies that an individual who qualifies for the Adult program is guaranteed receipt of all individualized career and training services. An individual must demonstrate need for services before receiving them [TEGL 19-16].

### **Program Design**

The LRWDB's adult programs are designed to meet the following guidelines:

#### Basic Career Services

Basic career services are universally accessible and are made available to all adults seeking employment and training services. All basic services are available through the

Little Rock Workforce Center. Each individual may receive only those services that are appropriate to his or her situation. Basic services may be provided after individualized or training services or in combination with such services. Basic services are provided in coordination with Workforce Center partners, including Adult and Dislocated Worker programs, to participants who have met eligibility requirements.

Basic services are [WIOA §134(c)(2)(A)(i–xi); 20 CFR 678.430(a)]:

1. Determination of whether the individual is eligible to receive WIOA Adult, Dislocated Worker, and/or Youth services
2. Outreach, intake (including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the Little Rock Workforce Center
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps) and supportive services needs
4. Labor exchange services, including:
  - a. Job search, placement assistance, and, in appropriate cases, career counseling
  - b. Information concerning in-demand industry sectors and occupation
  - c. Information about nontraditional employment
  - d. Recruitment on behalf of employers
5. Referrals to and coordination of activities with other programs and services, including Workforce Center partners and other programs and services

Referrals to partner programs may include individualized counseling, including drug and alcohol abuse counseling, mental health counseling, as appropriate. When referring a participant to necessary counseling that cannot be provided by the program provider, the case manager must coordinate with the counseling organization to ensure continuity of service [20 CFR 681.510].

6. Accurate workforce and labor market employment statistics information relating to local, regional, state, and national labor market areas, including:
  - a. Job vacancy listings in labor market areas
  - b. Information about job skills necessary to obtain vacant jobs listed
  - c. Information concerning local in-demand occupations, as well as the wages, skill requirements, and opportunities for advancement for those occupations

7. Performance information and program costs of eligible training providers and type of providers
8. Easy-to-understand information concerning local performance measures
9. Easy-to-understand information about supportive services, including, but not limited to, child care, child support, medical or child health assistance, SNAP, earned income tax credit, TANF programs (including TEA, Work Pays, the Career Pathways Initiative, HUD housing counseling and assistance, and any other available program of supportive services and transportation
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA
11. Information and assistance in filing claims for unemployment compensation

Applicants must be determined eligible for a WIOA Adult program before receiving any of the following services [TEGL 19-16 (Appendix II)]:

- Initial assessment of skill levels and supportive service needs
- Staff-assisted job search
- Staff-assisted referral to employment and placement assistance
- Staff-assisted career guidance and counseling
- Meaningful assistance in filing for UI
- Assistance in establishing eligibility for financial aid

#### Individualized Career Services

Individualized career services may be given only to individuals who are eligible for program(s) and are determined to need such services to obtain or retain employment [20 CFR 678.430(b); 20 CFR 680.110; TEGL 19-16].

The provision of individualized services is based on the employment needs of the individual as determined jointly by the individual and the case manager, and may be identified through an individual employment plan (IEP) [TEGL 19-16].

Individualized Career Services may be provided by Workforce Center staff, including partner entities [TEGL 19-16]. A participant does not have to receive basic career services before receiving individualized career services, and he or she may receive basic services after receiving individualized services [TEGL 19-16].

As appropriate, participants should be co-enrolled with other service providers to create the best array of services for the participant. The LRWDB provides individual services required to be available to qualified individuals who need these services, including [WIOA§134(c)(2)(A)(xii); 20 CFR 678.430(b); TEGL 19-16]:

1. Comprehensive and special assessments of the skill levels and service needs of the participant. The LRWDB may leverage recent (i.e., within the last six months) assessments, interviews, and evaluations of other entities, if appropriate [WIOA § 134(c)(2)(B); WIOA § 134(c)(3)(A)(ii)] assessments may include:
  - a. Diagnostic testing and use of other assessment tools
  - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Development of an individual employment plan (IEP) to identify the employment goals, achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers
3. Group and/or individual counseling and mentoring
4. Career planning (e.g. case management)
5. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances preapprenticeship programs may be considered as short-term pre-vocational services
6. Internships and work experiences that are linked to careers identified in the individual employment plan [20 CFR 678.430(b)(7) & 680.170], including transitional jobs [20 CFR 680.190; TEGL 1916, Sec. 5
7. Workforce preparation activities that help an individual acquire basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training/employment
8. Financial literacy services, such as training for [WIOA §§ 129(b)(2)(D)]:
  - a. Creating a budget, initiating a savings plan, and making informed decisions about education, retirement, home ownership, wealth building, or savings
  - b. Managing spending, credit, and debt (including credit cards)
  - c. Checking a credit report, increasing the score, and correcting any errors or problems on a report
  - d. Understanding, evaluating, and comparing financial products, services, and opportunities
  - e. Understanding financial situations as a non-English speaker
9. Out-of-area job search assistance and relocation assistance
10. English language acquisition and integrated education and training programs

11. Customer support to enable individuals with barriers to employment to navigate among multiple services

Follow-Up Career Services

Follow-up services, including counseling regarding the workplace, are made available by Workforce Center partners for at least 12 months after the first day of employment, to participants who are placed in unsubsidized employment [WIOA § 134(c)(2)(A)(xiii); 20 CFR 678.430(c); 20 CFR 680.150(c); Comments in WIOA Final Rule concerning §680.150; TEGL 19-16].

Follow-up services may include, as appropriate [WIOA § 134(c)(2)(A)(xiii); TEGL 19-16]:

- a. Adult mentoring
- b. Financial literacy education
- c. Information concerning community agencies or organizations that might assist with supportive services.

Follow-up services may not include supportive services listed in 20 CFR 680.900 [20 CFR 680.910; TEGL 19.16]. Follow-up career services are not a qualifying service for the receipt of supportive services [WIOA § 134(d)(2)(A); TEGL-19-16]. An individual who is only receiving follow-up services may not receive supportive services [TEGL 19-16].

Follow-up services may begin immediately following the last expected date of service in the programs included in the Common Exit date, when no future services are scheduled [TEGL 21-16].

Once 90 days of no services, other than follow-up services, self-service, and information-only services and activities, has elapsed and the participant has an official exit date applied retroactively to the last date of service, the program continues to provide follow-up services for the remaining 275 days of the 12-month follow-up requirement. The 12-month follow-up requirement is completed upon one year from the date of exit [TEGL 21-16].

All adult participants are offered an opportunity to receive follow-up services that align with their individual service strategies. Follow-up services do not have to be provided if the participant declines to receive services or if the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the discretion of the LRWDB and the program provider. The types of services provided and the duration of the services are determined based on the needs of the individual. Follow-up services include more than a contact attempted or made for securing documentation in order to report a performance outcome [20 CFR 681.580(c)].

Adults are to be informed at the time of enrollment that follow-up services will be provided for 12 months following exit. Documentation is placed in a participant's case file when he/she cannot be located or contacted or if an individual requests not to receive or continue follow-up services [TEGL 21-16].

The exit date is determined when the participant has not received services in the adult program or any other program included in a common-exit program in which the participant is co-enrolled for 90 days, and no additional services are scheduled. At that point, the date of exit is applied retroactively to the last date of service [20 CFR 677.150(c)].

An individual who is employed is not required to exit the adult programs simply because he or she is employed. If the participant is enrolled in other common-exit programs or if he or she needs additional career services (other than follow-up services or self-service, and information-only services and activities), training services, or both, the participant is not exited until these services are no longer needed.

### Training Services

Training services are available for eligible adults as long as services meet an individual's educational and career goals, abilities and skill gaps. The need for training services is documented in case management files [20 CFR 680.220(b)].

To receive Training Services a participant must meet all of the following criteria:

1. Meet all eligibility requirements for the Adult program. Is determined eligible in accordance with the LRWDB's priority system in effect for adults if training services are provided through the Adult formula funding stream [TEGL 19-16]
2. Has been determined after an interview, evaluation, or assessment, and after career planning that the individual meets all of the following criteria [WIOA § 134(c)(3)(A)(i)(I); 20 CFR 680.210(a) & 680.220(a); TEGL 19-16]:
  - a. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency, as determined by the LRWDB, or wages comparable to or higher than wages from previous employment, through career services alone
  - b. Is in need of training services to obtain or retain employment leading to economic self-sufficiency, as determined by the LRWDB, or to wages comparable to or higher than wages from previous employment
  - c. Has the skills and qualifications to participate successfully in training services

Where appropriate, the LRWDB may leverage a recent (i.e., within the last six months) interview, evaluation, or assessment [WIOA § 134(c)(2)(B); 20 CFR 680.220(a); TEGL 19-16]. Case files are to contain a determination of need for training services as determined through the interview, evaluation, or assessment, career planning using local labor market information and training provider performance information, or other career service received. If career services are not provided before training, the case manager must document the circumstances that justified the determination to provide training without first providing career services [20 CFR 680.220(b)].

3. Select a program of training services that is directly linked to the employment opportunities in the Little Rock area, or geographic areas to which individuals are willing to commute or relocate [WIOA § 134(c)(3)(A)(i)(II); 20 CFR 680.210(b); TEGL 19-16].
4. Is unable to obtain grant assistance from other sources to pay the costs of such training, including State-funded training funds, Federal Pell Grants, and TANF; or requires WIOA assistance in addition to these other sources. In making the determination, the LRWDB may take into account the full cost of participating in training services, including the cost of support services [WIOA § 134(c)(3)(B)(i)(I); 20 CFR 680.210(c); 20 CFR 680.230; TEGL 19-16].

LRWDB partners and other entities must coordinate funds available to pay for training [20 CFR 680.230]. An adult participant may enroll in WIOA-funded training while his or her application for a Pell Grant is pending as long as the Workforce Center has made arrangements with the training provider and the participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the WIOA funds used to underwrite the training for the amount the Pell Grant covers, including any education fees the training provider charges to attend training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the participant for education-related expenses [20 CFR 680.230].

If the applicant is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination, training may be provided under WIOA if all other eligibility requirements are met. If the petition is certified, the worker will then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA [TEGL 19-16].

Per [WIOA § 134(c)(3)(D); 20 CFR 680.200; 20 CFR 680.350]; TEGL 19-16], training services provided by the LRWDB include, but are not limited to:

1. Occupational skills training, including training for nontraditional employment. See the LRWDB Occupational Skills Training-ITA policy for more information.
2. On-the-job training (OJT). See the LRWDB On-the-Job Training policy for more information.
3. Registered Apprenticeship (RA) training. See the LRWDB Registered Apprenticeship (RA) policy for more information.
4. Incumbent working training (limited to no more than 20% of the funds granted to the LRWDB for Adult and Dislocated Worker Training [WIOA § 134(d)(4)]. See the LRWDB Incumbent Worker Training policy for more information.
5. Programs that combine workplace training with related instruction, which may include cooperative education programs.

6. Training programs operated by the private sector.
7. Skill upgrading and retraining
8. Entrepreneurial training
9. Job readiness training if it is provided in combination with other training listed above or transitional jobs.
10. 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 above
11. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training. See the LRWDB Customized Training policy for more information.

Selection of training services is conducted in a manner that maximizes customer choice [20 CFR 680.340(a)], is linked to in-demand employment opportunities in Little Rock, the surrounding planning region or in a geographic area in which the adult is willing to commute or relocate, and is coordinated to the extent possible with other sources of assistance [TEGL 19-16].

The LRWDB makes the list of eligible training providers, a description of the programs through which training is offered, and the performance and cost information about the providers available to customers [20 CFR 680.340(b)].

The LRWDB also works with representatives of secondary and postsecondary education programs to lead in the development and implementation of career pathways by aligning local employment, training, education, and supportive services needed by adults, particularly individuals with barriers to employment (e.g. displaced homemakers, individuals with disabilities, returning citizens) [A.C.A. 15-4-3711(a)(8)].

Training services, when determined appropriate, are provided through either Individual Training Accounts (ITAs) or through training contracts. Except under conditions listed below, training services are provided by an approved eligible training provider (ETP) through an individual training account (ITA) [WIOA §134(c)(3)(G(i)); TEGL 19-16]

Contracts for services are used instead of ITAs only when one or more of the following five exceptions apply and the consumer choice requirement has been fulfilled [WIOA § 122(h); WIOA § 134(c)(G)(ii); 20 CFR 680.320(a); TEGL 19-16]:

1. When the services provided are on-the-job-training (OJT), part of a Registered Apprenticeship (RA) program, customized training, incumbent worker training, or transitional jobs



2. When the LRWDB determines that there are an insufficient number of eligible training providers in the local area to accomplish the purpose of a system of ITAs. Then the determination process includes a public comment period for interested providers of at least 30 days).
3. When the LRWDB determines that there is a training services program of demonstrated effectiveness offered by a community-based organization or another private organization to serve individuals with barriers to employment. Criteria used in determining demonstrated effectiveness include [20 CFR 680.320(a)(3); TEGL 19-16]:
  - a. Financial stability of the organization
  - b. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate, attainment of the skills, certificates or degrees the program is designed to provide, placement after training in unsubsidized employment, and retention in employment
  - c. How the specific program relates to the workforce investment needs identified in the LRWDB's local plan
4. When the LRWDB determines that it would be most appropriate to contract with an institution of higher education or other eligible provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations and contract does not limit customer choice
5. When the LRWDB determines that a pay-for-performance contract is suitable consistent with 20 CFR 683.500 and the pay-for-performance contract is consistent 20 CFR 683.510. The LRWDB complies with the requirement that no more than 10% of local funds may be spent on pay-for-performance contract strategies as defined in WIOA § 3(47).

In some cases, the LRWDB may provide training through a combination of ITAs and Contracts [TEGL 19-16].

#### Supportive Services

Information about supportive services for adults can be found in the LRWDB's Supportive Services policy. Such services may include, but are not limited to [WIOA § 3(59); 20 CFR 680.900,681.460(a), & 681.570; TEGLs 19-16 & 21-16]:

- Linkages to community services
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services

- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications.

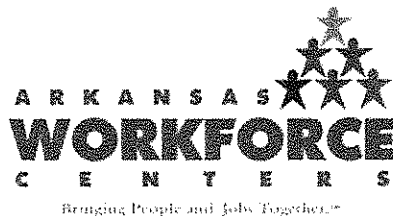
Business/Employer Services

To foster connections between adults and local businesses/employers, the LRWDB offers:

- Business access to Little Rock Workforce Center facilities for meetings, trainings, orientations, and interviews
- Hosted hiring events, which are customized to the specific needs of local businesses
- Job placement channels, organized by Little Rock Workforce Center staff
- Assistance with applicant referrals and applicant screening.
- Development and implementation of industry sector strategies (including strategies involving industry partnerships, regional skills alliances, skills standards and certification, industry skill panels, and other initiatives for meeting the workforce development needs of area employers and workers [WIOA 134(d)(1)(A)(ix)].

<p><b>Contact Person</b></p> <p>W. J. Monagle, Executive Director</p>	<p><b>Expiration Date</b></p> <p>Indefinite</p>
<p><b>Authorized By</b></p> <p>Bryan Day, Chair</p>	<p><b>Resolved</b></p>

**Policy Review Date: 6/20/2019**



## Arkansas Workforce Center at Little Rock

### LRWDB Program Directive

**LITTLE ROCK WORKFORCE DEVELOPMENT BOARD**  
5401 South University Ave, Ste 146, Little Rock, AR 72209  
Tel: 501-682-0228/ TDD: (800) 250-6691

Directive Number	SUBJECT
<b>PY' 2019</b>	<b>Case Management and Participant Files Policy</b>
Date of Issuance	POLICY IMPACT
<b>June 20, 2019</b>	<b>One Stop Career Center Operator</b>
Effective Date	Revision Date
<b>Immediately</b>	<b>June 20, 2019</b>

## **PURPOSE**

The purpose of this policy is to describe and detail the regulations concerning case management and participant files in accordance with the 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 Arkansas Workforce Development Board policies.

### **Case Manager Role**

The LRWDB defines a case manager as an essential front-line staff member, working directly with participants in WIOA (adult, dislocated workers, youth) or grant-funded programs. Case managers perform a variety of duties that include but are not limited to:

- Welcome applicants and make them feel comfortable.
- Determine eligibility for programs and particular services.
- Evaluate the assessments, skills, interests, and aptitudes of participants to help them receive the services they need to obtain or retain appropriate employment.
- Maintain regular contact with participants and serve as career counselors, progress monitors, cheerleaders, and coaches.
- Identify appropriate followup services to help former-participants be successful in their chosen occupations after they exit programs.

To be effective, case managers must:

- Regularly review local policies, procedures and forms to stay familiar with services and eligibility requirements
- Avoid potential disallowed costs and use funds efficiently by following eligibility and priority of service requirements
- Be knowledgeable about services offered by Little Rock Workforce Center partners and community entities to make appropriate referrals

Case managers may serve as mentors when adult mentors are sparse [WIOA §129 (c)(3)(A); 20 CFR 681.420(c & d); [TEGL 21-16].

### **Program Enrollment**

Eligibility requirements should be kept in mind when writing an Individual Service Strategy (ISS) or Individual Employment Plan (IEP to determine the need for services.

After an applicant has been determined eligible for a program, the case manager must enter application information into Arkansas JobLink (AJL), including demographic Information, as part of the enrollment process [20 CFR 677.150; TEGL 10-16].

A case manager should also enter appropriate information into AJL as program events happen or new information about a program participant becomes available.

If an eligible adult youth applies for a WIOA Youth program and either does not meet the enrollment requirements for that program or cannot be served by that program, the case manager must ensure that the applicant is referred for further assessment, if needed, or referred to appropriate programs to meet the basic skills and training needs of the applicant [WIOA § 129(c)(3)(B); 20 CFR 681.420(e & f)]. In addition, participants should be co-enrolled with partner programs as applicable.

### **Program Services**

Case managers should use the Individual Employment Plan (IEP) and Individual Service Strategy (ISS) 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, eligible training providers [WIOA § 134(c)(2)(A)(xii); 20 CFR 678.430(b); TEGL 19-16].

Case managers should determine the need for services through an interview, evaluation, or assessment. In some cases, case managers may work with other appropriate entities in assessing the needs of participants and creating strategies to meet those needs [WIOA § 129(c)(1)(A & B); 20 CFR 681.420(h)].

All required program activities and services must be available, but the provision of individualized career services and training services (including services specific to local program policy) must be based on the employment and service needs of the individual as determined jointly by the individual and case manager [TEGL 19-16; TEGL 21-16].

Case managers must ensure that adults and dislocated workers, who demonstrate a need for such services, receive the full array of training services offered by the LRWDB and its partner providers [20 CFR 380.220(b); TEGL 19-16].

Case managers must ensure that all 14 Program Elements are available for Youth who need them, but not all services within each element must be available. A case manager may refer participants to another entity for services which cannot be provided by the LRWDB or one-stop operator.

### **Case Notes and Files**

A case manager should make case notes when the participant is enrolled, at least once each month while the individual is a participant, and at any time something significant happens. Although the case manager should maintain contact with the participant, the case note does not have to be in response to direct contact with the participant. The note may also be due to updated information from an employer, a case manager in a partner

program, a school representative, or other such individual who can provide an update. Forms and notes must be written in ink, not pencil. No white-out may be used in files. Mistakes should be handled with a cross-through, initial, and corrected information. Forms must be dated when they are completed and signed. Applicants cannot be allowed to sign blank forms.

All documentation and notes concerning determination of eligibility must be kept in a participant's file, including details of determination of eligibility and need for particular services. The case file (electronic or on paper) must also contain a determination of need for training services as determined through the interview, evaluation, or assessment, career planning using local labor market information and training provider performance information, or other career service received. If career services are not provided before training, the case manager must document circumstances that justified the determination to provide training without first providing career services [20 CFR 680.220(b)].

Paper notes and documentation must be placed in a 6-tab folder in the order below.

TAB 1 (Front left): Data Validation & Enrollment & Eligibility Information

Information in tab: Data Validation Checklist on top, with other information in the number order on the checklist AND all documents collected related to enrollment for eligibility information.

Examples: Application, eligibility documentation, barrier information, low-income documentation, dislocated worker documentation.

TAB 2 (Front right): Notes, if printed

Information in tab: Program notes, and enrollment notes in chronological order with most recent on top.

TAB 3 (Middle left): Case Management Information

Information in tab: ISS/IEP on top, followed by assessments, testing, and other case management information in chronological order with most recent on top.

TAB 4 (Middle right): Miscellaneous Documents and AJL Printouts not in another Tab

Examples: Referral forms, Photo/Story Release Form, Exit Form, Partner Provided Form.

TAB 5 (Back Left): Training Information

Information in tab: All training information, including occupational skills training, registered apprenticeship (educational component), high school, and Youth occupational training accompanying work experience.

Examples: ITA, transcripts, degree plans, financial aid information, class schedule, attendance documents, and supportive services related to training.

TAB 6 (Back right): Work Experience and Workforce Training Information

Information in tab: All information related to work experience or workforce training, including OJT and work component of registered apprenticeship.

Examples: Contract for work, work permit, work evaluations, I-9, job description, time sheets, supportive services relating to work.

<b>Contact Person</b> W. J. Monagle, Executive Director	<b>Expiration Date</b> Indefinite
<b>Authorized By</b> Bryan Day, Chair	<b>Resolved</b>

**Policy Review Date: 6/20/2019**





June 27, 2019  
LRWDB Executive Director's Report  
W.J. Monagle

I. Important Accomplishments and Notices (\*indicates more is on the LRWDB website)

- \*On 5/30/19 the Severe Storms and Flooding Disaster Declaration prompted the LRWDB to submit a preliminary budget to ADWS on 6/10/19 for a DW-Natural Disaster Grant of \$791,771 to help the City of Little Rock Parks & Recreation Dept. hire 25 employees to clean up parks and public spaces of debris.
- On 6/17/19 the \$108,000 AAPI Grant to implement a CNA+ (MedLinc) and IT Testing & Automation (First Orion) Apprenticeship Grant enrolled its first 25 pre-apprentices. Ultimately, a total of 36 apprentice participants will be enrolled.
- \*On 6/13/19 The FAME USA workshop held at the Airport Holiday Inn was a big success with 55 persons attending, including LRWDB members Kristi Barr, Joe Morgan, Cindy Varner and Bentley Wallace. The Federation for Advanced Manufacturing Education (FAME) explained its history and program structure with an eye toward establishing more FAME Chapters in Arkansas.

II. Outreach, Training and Attendance

- From 5/28-30/19 the LRWDB bookkeeper attended DOL financial training at the Dallas Regional Office which was attended by many states in our region.
- On 5/30/19 the LRWDB staff met with ADWS-LMI to establish the In-Demand Jobs threshold and we identified 14 as the number of new openings required.
- \*Also on 5/30/10, the LRWDB executive director had a phone conference with the AR State Director of HUD and representatives of the LR Metropolitan Housing Alliance and Congressman Hill's office to discuss a partnership, which has resulted in a job fair to be held at the LRWFC on 7/26/19.
- On 6/6/19 the LRWDB office manager, on behalf of the executive director, met with ADWS management and the other WIOA Area Administrators.
- On 6/12/19 the RCRP Culinary Arts Program at Our House saw the 5<sup>th</sup> Graduation of 8 Students earning a certificate in food safety, prep and serving.
- On 6/18/19 the LRWDB executive director was asked to join the GLRCC Workforce Dev. and Education Committee to discuss the strategies to advance public education and increase both the talent pipeline & job participation rate.
- On 6/19/19 the LRWFC BAT met and discussed MHA Job Fair with their staff.
- On 6/24/19 the LRWDB Youth Services Committee met.
- On 6/25/19 the LRWDB One Stop Partners Committee met.

III. Budget and Financials – the PY19 Budget is offered for your approval

IV. Next Steps –

- \*The next meeting of the full LRWDB will be August 29, 2019.
- \*The next meeting of the LRWDB Executive Committee will be July 25, 2019.
- Prepare PY19 grant submission to ADWS to continue the WBTI at Our House.
- Prepare Susan Harwood Targeted Topic Training Grant by 7/2/19