

Local Workforce Development Area (LWDA)

Permanent File and Annual Reporting

I. BACKGROUND

Arkansas Department of Workforce Services (ADWS) has established a comprehensive and continuous monitoring system to fulfill its responsibility as a federal grant recipient and because effective monitoring is a key method for achieving our primary mission – quality services to job seekers and employers.

A critical component of the continuous monitoring system is a completed “LWDA Permanent File and Annual Reporting” form submitted annually by each LWDA. This form is a communication tool for LWDAs to apprise ADWS staff of challenges or achievements, new developments in the region, technical assistance needs or other concerns. Each LWDA will have an opportunity once every Program Year to help shape ADWS oversight, training and capacity building priorities through information presented in this form. The LWDA Permanent File and Annual Reporting form will cover key areas of WIOA including: governance, administrative and fiscal procedures, service delivery/operations and performance.

ADWS recognizes that initial completion of this process will require a significant investment of staff time by the LWDA; however, the information provided will be used to establish a permanent file for both financial and programmatic operations which will only require updating in subsequent years based on changes to governance, policies, procedures or other key elements of service design and delivery. ADWS will provide ample time for LWDA completion of this initial process and will continue with other oversight and monitoring activities. ADWS appreciates the local system’s contribution to this process and recognizes that each LWDA’s ability to accurately and thoroughly respond to this request reflects a commitment to ensuring full oversight of local service provider compliance and effectiveness.

The LWDA Permanent File and Annual Reporting form is provided below along with instructions for accurate and timely completion by each LWDA.

Monitoring is a shared responsibility across the federal, state and local partnership that comprises the public workforce system. Thank you for your effort to support our shared responsibilities and your commitment to ensuring a compliant and effective Arkansas workforce system!

II. INSTRUCTIONS

Each LWDA is required to adhere to the following:

- ◆ Engage in a process to complete the LWDA Permanent File and Annual Reporting form, which is your self-assessment and risk assessment, in an accurate and timely manner. This process may vary depending on the LWDA but should ensure that appropriate staff is charged with the responsibility of completing this form. Those identified to complete the LWDA Permanent File and Annual Reporting form should understand the purpose of the tool, how to complete it, and have the knowledge and understanding of the LWDA's management and operations to provide accurate information to ADWS.
- ◆ Fully respond to the questions and requests for additional information in this form. Submit this completed form with all required documents (e.g. policies, procedures, lists, etc.) as electronic copy to WIOATA@arkansas.gov. The initial request for completion of this form will be 90 days from the date of the issuance putting the LWDA on notice of the requirement.
 - Some of the requests below will include an "*" to identify which requests must be maintained throughout the year. Should the information change regarding these questions, the LWDA is required to update the information within 30 days of the change.
- ◆ Immediately notify WIOA's Accountability and Compliance unit at the WIOATA@arkansas.gov concerning any questions regarding how to complete this form or if there are any challenges that may impact timely submission. (Note: Attachments may be uploaded to the Financial Monitoring SharePoint Site via the link <http://dwssp.arkansas.gov/dfm/SitePages/Home.aspx>).

III. LWDAPERMANENT FILE AND ANNUAL REPORTING INFORMATION REQUEST FORM

Name of LWDA: Little Rock Workforce Development Board

Name & Signature of Chief Elected Official (CEO)

Printed Name: Frank Scott, Jr.

Signature:  **Date:** September 30, 2022

Please provide a point of contact for the following functions (name, title, phone, and email):

Individual Completing Form: Tanisha Lawson, Internal Monitor/Admin Asst, (501)683-3844, tanisha.lawson@arkansas.gov
Business Outreach: Rani Cooksey, HR/Business (Equus) 501-682-8038, rani.cooksey@arkansas.gov
Monitoring: Tanisha Lawson, Internal Monitor/Admin Asst, (501)683-3844, tanisha.lawson@arkansas.gov
Performance Contact: W.J. Monagle, Executive Director, 501-683-3843, wj.monagle@arkansas.gov
Fiscal: Shannon Rast, Office Manager, (501)683-3845, Shannon.rast@arkansas.gov



A) Governance

Local Workforce Development Board (LWDB):

- 1)** Please provide the name, title, category, position, and basis for policy making authority in the organization. Highlight all members appointed during the previous program year. **No new members were appointed in PY2021.**
- a. The basis of policy making authority falls on the Board of the nonprofit. The members of the Board are approved by the Mayor of the City of Little Rock. The Board Members are listed below:
- Bryan Day** – Title: Executive Director of Little Rock Port Authority; Category: Business; Position: Chair
 - Kristi Barr** – Title: Director of Business Retention and Expansion with Little Rock Regional Chamber of Commerce; Category: Business and Government/Economic Development; Position: Vice Chair
 - Mark Bremer** – Title: Vice President of Manufacturing Operations at Dassault Falcon Jet; Category: Business
 - Kathy Fulks** – Title: Director at Associated Builders and Contractors; Category: Workforce and Business; Position: Chair of Youth Services Committee
 - Terrance Boatwright** – Title: Certified Rehabilitation Counselor at Division of Services for the Blind at Arkansas Department of Workforce Services; Category: Government/Economic Development, Position: Chair of the Services to Individuals with Disabilities Committee
 - Jo Keegan** – Title: Area Operations Chief at Arkansas Department of Workforce Services; Category: Government/Economic Development; Position: Chair of One Stop Operators Committee.
 - Ron Bara** – Title: MA, Certified Substance Abuse Counselor at Bridge to Work Program at Canvas Community UMC Church; Category: Community-Based Organization and Vocational Rehabilitation.
 - Larry Schleicher** – Title: Adult Education Coordinator with Little Rock Adult Education; Category: Education
 - Tad Bohannon** – Title: CEO, Central Arkansas Water; Category: Business
 - Joe Morgan** – Title: Director of Safety and Training at Staffmark; Category: Workforce and Business
 - David Stephens** – Title: Assistant Business Manager at International Brotherhood of Electrical Workers; Category: Workforce

12. **Beverly Smith** – Title: Owner, Career Staffing Services; Category: Small Business
 13. **Montine McNulty** – Title, Executive Director, Arkansas Hospitality Association; Category: Business and Workforce
 14. **Markous Jewett** – Title: Vice President of Workforce Development Goodwill Industries of Arkansas; Categories: Business, Adult Education, Vocational Rehabilitation, Community-Based Organization, Local Educational Entity
 15. **Dr. Marla Strecker** – Title: Provost, UA- Pulaski Technical College; Category: Higher Education
 16. **Teresa Knapp Gordon** – Title: President of Little Rock Education Association; Category: Workforce
- 2)** * Please provide any current vacancies on your LWDB, the impact created by that vacancy, and your plan to fill the vacancy
- a.** We currently have vacancies for Rehabilitation Services, Higher Education and Labor representatives. These are not affecting our ability to have quorums or conduct business, but it does put the LWDB at risk for that. It is being addressed by seeking nominations from the appropriate organizations in each category. We anticipate full representative capacity by October 1, 2022.
- 3)** * Please provide all scheduled meeting dates and locations for this Program Year.
- Full Board Meeting Dates for PY2021: (2021): August 26, October 28 (Cancelled), November 4, December 2; (2022): February 24 (Cancelled), March 31, April 28, June 23; Executive Committee Meeting Dates for PY2021: July 22 (Cancelled), September 23; (2022): January 27, May 26.**
- 4)** As supporting documentation, please provide a complete LWDB roster from your last meeting including committee structure/assignments. **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**
- 5)** Please provide any materials developed within the last Program Year that articulates the LWDB's vision, priorities/goals and planned activities for this Program Year.
- a.** The LRWDB began the process of reviewing and revising the Local Transitional Plan in PY21, but to date there are no additional materials that have been officially approved by the LRWDB in the last program year to update the plan and, as such, are current local plan is reflected in that document on our website.

One-Stop Operator and Title I Service Provider:

- | | Have you made any changes to your One-Stop Operator designation? | Yes | No |
|----|---|-----|----|
| 6) | * Have you made any changes to your One-Stop Operator designation? | Yes | X |
| 7) | The LRWDA conducted a competitive Request for Proposals (RFP) process in PY21 to select a WIOA Title I Services Provider and One-Stop Operator. Arbor E&T, d.b.a. Equus Workforce Solutions successfully bid and won the 4-year renewable contract for PY21 WIOA One-Stop Operator contract through the competitive Request for Proposal process. Please See the Document(s) below in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint. | | |
| 8) | If yes, please provide the name of the new organization serving as your one-stop operator and the supporting documentation of the procurement action including the following: <ul style="list-style-type: none">• Solicitation information• Proposals received• Rating/selection factors• Proposal scores• Rationale for method of procurement• Selection of agreement or contract type• Contractor selection or rejection• Appeals and disputes• Basis for contract price• Resulting contracts/agreements• Minutes of all related meetings | | |
| 9) | How does your LWDA ensure that 75% of Youth funds are spent on out-of-school youth? (Please submit and relevant local policy or guidance.) | | |

- a. The LRWDB contracts with a service provider. In order to ensure funds are expended as necessitated, the LRWDB establishes an annual budget and monitors the monthly invoices from said service provider. The Service Provider maintains its own internal financial controls to assure this requirement is met. If it is found that the service provider is not expending 75% of Youth funds on OSY, the service provider will be placed on a performance improvement plan that will be monitored at an appropriate interval. Further sanctions may be placed on the service provider if the performance improvement plan is not successful.

10) How does your LWDA ensure that Youth Activities include a minimum of 20% Work Experience?

- a. The LRWDB contracts with a service provider. In order to ensure funds are expended as necessitated, the LRWDB establishes an annual budget and monitors the monthly invoices from said service provider. The Service Provider maintains its own internal financial controls to assure this requirement is met. If it is found that the service provider is not ensuring Youth Activities include a minimum of 20% Work Experience, the service provider will be placed on a performance improvement plan that will be monitored at an appropriate interval. Further sanctions may be placed on the service provider if the performance improvement plan is not successful.

Memoranda of Understanding (MOU) (Which includes as an attachment bylaws and Local Board Policies):

11) * Does your LWDA have a fully executed and up-to-date MOU with all of the required One-Stop partners listed:

- | | |
|---|--|
| a. WIOA Adult, Dislocated Worker, and Youth (Title I) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| b. Unemployment Insurance (UI) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| c. Wagner-Peyser | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| d. Employment and Training Program Under the Supplemental Nutrition Assistance Program (SNAP) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| e. Adult Education and Literacy Program (Title II) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| f. Vocational Rehabilitation Program (VR) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| g. Carl Perkins Career and Technical Education Programs | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| h. Community Services Block Grant | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (not in use) |
| i. Housing and Urban Development (HUD) Employment and Training | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| j. Senior Community Service Employment Program | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| k. Jobs for Veterans Program | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| l. Trade Adjustment Assistance (TAA) Program | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| m. Temporary Assistance for Needy Families (TANF) | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| n. Reintegration of Ex-Offenders Program under Second Chance Act | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| o. Work Program Authorized Under the Food and Nutrition Act | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |

- 12)** * Please provide a copy of the executed MOU required under WIOA Statute Sec. 121 (b), Bylaws, and Program Policies. **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**

B) Administrative & Fiscal

- 13)** Please provide an organizational chart (should include all staff job titles) and job descriptions for each position. **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint**
- 14)** Please provide policies and procedures [e.g., cash management, purchasing, use of credit cards, contracting, accounts payable, equipment, issuance of Individual Training Accounts (ITA), types and limits on supportive service/needs-related payments, financial reporting, property management; etc.) **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**
- 15)** Please Describe the LWDA's/One-stop operators' payroll cycle (how often; when)?
The LWDA's payroll cycle is semi-monthly, paid on the 5th and 20th; the LWDA's One-Stop operator's payroll cycle is biweekly, ending every other Friday.
- ◆ Does the LWDA/One-stop operators post an accrual for any payroll earned but not disbursed at month end? **An accrual is made for wages earned but not yet disbursed at the end of the month.**
 - ◆ Is the accrual reversed at the beginning of the next month? **Additionally, a reversal of the accrued wages from the previous month is done at the beginning of the next month.**
- 16)** Describe the accounts payable cycle (every day; one specific day of the week; twice a week, etc.)?
- a. **Accounts Payable cycle accrues as expenses are incurred. The LRWDB's Financial Policies dictate that "All WIOA requests must be to cover expenditures incurred, which are totaled on ordering days. WIOA/Grant**

funds must be expended within three (3) days of receiving cash. Other Federal Grant funds will be wire-transferred to the using agency within two (2) days of receipt, or as the grant specifies” (pg. 4). Additionally, “[s]ystems are to be in place to ensure report and payment due dates for financial reports, taxing agencies, insurance companies, etc., are met” (pg. 4). And, as necessary, any “[u]nclaimed (un-cashed) vendor and/or participant/employee checks are investigated after 90 days, where letters are written to the payee requesting confirmation of the status of the item. Replacement checks may be issued upon receipt of confirmation from the payee” (pg. 6).

17) Please provide a full general ledger chart of accounts. If numeric or alpha-numeric accounting codes are being used on the general ledger rather than account descriptions, there should be sufficient information to cross-reference reported expenditures to the appropriate accounts. **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**

18) * Provide staff names of individuals responsible for the following processes, and conclude if adequate separation of duties exists: (list title next to each duty below)

- a. Approves purchase orders: **Shannon Rast, Office Manager**
- b. Verifies receipt of order: **Shannon Rast, Office Manager**
- c. Authorizes disbursements: **W.J. Monagle, Executive Director**
- d. Prepares checks: **Shannon Rast, Office Manager**
- e. Signs checks: **Bryan Day, Board Chair; W.J. Monagle, Executive Director; Shannon Rast, Office Manager (when Executive Director is unavailable); Kathy Fulks, Secretary/Treasurer (when Board Chair is unavailable)**
- f. Compares checks with vouchers: **Shannon Rast, Office Manager; Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- g. Distributes checks: **Shannon Rast, Office Manager**
- h. Posts disbursements: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**

- i. Prepares request for funds from LWC: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- j. Receives cash: **Shannon Rast, Office Manager (for ACH)**
- k. Posts receipts: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- l. Deposits receipts: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- m. Controls petty cash: **Not Applicable**
- n. Audits petty cash: **Not Applicable**
- o. Prepares bank reconciliation: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- p. Maintains general ledger: **Shannon Rast, Office Manager**
- q. Prepares financial report: **Tanisha Lawson, Bookkeeper/Monitor/Admin Asst.**
- r. Approves financial report: **W.J. Monagle, Executive Director**

19) Please provide plan for distributing shared direct costs as well as an approved indirect cost rate (if elected or required). **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint. The LRWDB in PY21 acted to adopt the 10% De Minimis Indirect Cost Rate for the entirety of its federally funded programs.**

- ◆ Please include any updates or amendments to the cost allocation plan completed in the last year
- ◆ Please include the methodology and documentation used to distribute joint direct/indirect cost between “administrative” and “program” cost categories and between WIOA program components.

20) * Has the LWDA or its service providers purchased equipment (i.e., > \$5,000) with sub-grant funds?

a. **No.**

- ◆ Was prior approval obtained? **Not Applicable.**
- ◆ Were competitive bids or quote obtained? **Not Applicable.**
- ◆ Has the equipment been included on an inventory listing? **Not Applicable.**
- ◆ Please provide a list of current inventory. **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**
- ◆ Does LWDA have an effective system of authorizing and approving capital equipment expenditures? **Yes.**

21) * How many service provider/One-stop contracts does the LWDA have? **One.**

- ◆ Are any of these agreements for a fiscal agent? **No.**
- ◆ When was the last time service provider/One-stop operator monitoring was performed? **PY2021.**
 - ◇ Any outstanding findings from those reviews? **Yes. The service provider/One-stop operator are currently in the process of responding to the report within a 30-day window of its issuance.**

22) How does the LWDA allocate its administrative costs to its funding streams for financial reporting?

- a. **Our admin costs are attached to codes for each funding stream, which indicate the program being worked on. The specific cost is calculated by the amount of hours worked by the employee.**

23) When do LWDA’s One-stop operators obligate and expend Individual Training Accounts funds?

- a. LDWA's One-Stop Operators obligate ITA funds once the WIOA Coordination of Financial Aid (COFA) and ITA voucher are signed and dated. The COFA form details the attendance cost that the financial aid will be applied to, and it must be signed by the career counselor, client, and school official. The ITA voucher details the tuition, fees and other charges, as well as any other financial aid being provided to the client. It is signed by the client, training provider, career consultant, and program manager. The One-Stop Operator expends the ITA funds once the training provider sends an invoice to the career counselor. The invoice, along with the COFA form and ITA voucher, are then submitted to the accounting office for payment.

24) Has there been staff turnover in the fiscal staff in the last year? What position? Was the staff replaced?
No. Staff positions have remained constant in PY21.

25) Describe how cash needs are determined. (For example, how often are funds drawn?)

- a. **Cash needs are determined based on invoices guided either by contractual agreement or if the business is pay-per-service. These funds are drawn according to ADWS' schedule on an as-needed basis and can be further reviewed by our Board at a Full Board Meeting where a monthly budget is prepared.**
- ◆ Does LWDA have a cash forecasting process which will minimize the time elapsed between the drawing down of funds and the disbursement of those funds? **No.**

26) Are One-stop operators on an advance or cash reimbursement basis? **Cash reimbursement.**

- ◆ Is the payment by wire transfer or check? **Wire Transfer.**

27) Does the LWDA have a financial management system that provides records that can identify the source and application of funds for award-supported activities? Please describe. **Yes.**

- a. **Once a grant is received, it is put into our budgets in our accounting software. We use a Chart of Accounts from this system that identifies the Fund, GL costs, the Cost Type, the Location, and the Program Year that should be applied to costs and post it to the proper funding stream by keying in the proper information. The money is then ordered from the appropriate source, and again keyed into the system and posted accordingly.**

28) Does LWDA's financial system provide for the effective control over and accountability for all funds, property, and other assets (including, but not limited to comparison of expenditures with budget amounts for each award)? **Yes.**

29) Are all disbursements properly documented with evidence of receipt of goods or performance of services? **Yes.**

30) Are all bank accounts reconciled monthly? **Yes.**

31) * In the last 12 months, has LWDA implemented new or substantially changed systems related to its federal grant management? If yes, please explain. **No.**

32) Describe the method LWDA uses to support labor and benefit charges.

- a. **The method is based on hours worked in accordance with employee policies on length of tenure and percentage of hours worked applied as written and updated in our employee policies and procedures manual.**

C) Annual Reporting Requests (See [LWDA Annual Report on Financial Monitoring Website.](#))

General Information: Each state is required to submit an annual report to the U.S. Department of Labor by October 1 of each year for the previous program year's activities (July – June). The attached annual report narrative template is provided for use in collecting local activities that will be incorporated into the State's annual report. Please use the area below to describe successes achieved over the last year towards improved outcomes for employers and job seekers in your region. (Please note: ADWS is interested in learning about positive practices for replication around all areas of program implementation from small process improvements to major initiatives. Please feel free to submit any supporting material regarding your positive practice.) **Please See Document(s) in the Permanent Maintenance File Folder in the ADWS Financial Monitoring section on SharePoint.**

Arkansas Workforce Centers

List of the locations workforce centers operated throughout the program year. Indicate if any new workforce centers were opened during the year and if any centers were closed. Indicate for each center the type of center it is, i.e., comprehensive, satellite, affiliate.

WIOA Implementation Activities

A description of the activities in which the local board has engaged to implement the Workforce Innovation and Opportunity Act (WIOA). The description should include partner engagement, partner and board meetings, and efforts to integrate services to employers and jobseekers.

Employer Services

A description of the programs and strategies for serving employers at the local level.

Innovative Service Delivery

A description of the local area's unique programs and recent accomplishments. The local area should highlight any innovative service delivery strategies, including program activities that support dislocated workers, low-skilled/low-income adults and disadvantaged youth.

Services to Targeted Populations

A description of the programs, initiatives, and strategies for serving Veterans at the local level, including a description of how veterans' priority of service is being implemented for all training programs. A description of efforts and strategies employed by the local board to increase enrollments of individuals on public assistance, disabled individuals, out-of-school youth, at-risk youth, ex-offenders, high-school dropouts and other groups that may be identified by the local board as priority populations.

- a) Not a high school graduate
- b) Veterans
- c) Low-Income Persons
- d) TANF Recipients
- e) Receives Public Assistance (not TANF)
- f) Ex-offenders
- g) Single Parent
- h) Displaced Homemaker
- i) UI Exhaustee
- j) Out-of-School Youth/High School Dropouts
- k) Basic Skills Deficient Youth
- l) Pregnant/Parenting Youth

Leveraging Resources

Efforts to Leverage Additional Resources – identify the local boards efforts to identify additional funding sources, including state and federal agencies, corporate and philanthropic foundations.

Continuous Improvement

A description of the local area's efforts for continuous improvement of the services offered in the Arkansas Workforce Centers through customer feedback.

Success Stories

The local area should highlight significant successes experienced by their customers and provide media releases for those individuals. Pictures of the individuals are highly encouraged and should be submitted as .jpeg file attachments.

5. Submission Instructions: Submit electronically to wioa@arkansas.gov. The annual report should be in an MS Word file. Pictures may be imbedded in the MS Word file; however, any pictures used shall also be submitted electronically as the original .jpeg file. Please submit no later than August 31, 2018.

The following Photo and Story Release Form is included for your convenience.

Photo and Story Release Form

I hereby grant the Arkansas Department of Workforce Services and/or Arkansas Workforce Development Board permission to use my likeness, voice, and information in a photograph, video, audio recording, and print in any and all of its publications, including Web site entries, without payment or any other consideration.

I understand and agree that these materials will become the property of the Arkansas Department of Workforce Services and/or Arkansas Workforce Investment Board and will not be returned.

I hereby irrevocably authorize the above named agency(s) to edit, alter, copy, exhibit, publish or distribute this photo or story for purposes of publicizing the Arkansas Department of Workforce Services and/or Arkansas Workforce Investment Board programs or for any other lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness or story appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph or story.

I hereby hold harmless and release and forever discharge the Arkansas Department of Workforce Services and/or Arkansas Workforce Investment Board from all claims, demands and causes of action that I, my heirs, representatives, executors, administrators or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am 18 years of age and am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

(Signature)

(Date)

(Printed Name)

(Date)

If the person signing is under age 21, there must be consent by a parent or guardian, as follows:

I hereby certify that I am the parent or guardian of _____, named above,

and do hereby give my consent without reservation to the foregoing on behalf of this person.

(Parent/Guardian’s Signature) (Date)

(Parent/Guardian’s Printed Name)

D) Technical Assistance Needs

* Please use the area below to describe any training and/or technical assistance needs in your LWDA. Please include the topical area, specifics regarding the content to be provided and a suggested format for providing support (i.e. consultation, in-person training, virtual meeting or training, peer support, etc.)

The Little Rock Workforce Development Area would appreciate technical assistance in the area of developing and adopting an approved Cost Allocation Plan template and methodology which includes an acceptable practice of representing Program Costs from Administrative Costs and Direct Costs from Indirect Costs. The preferred format for receiving this technical assistance is virtual meeting/training, followed by review of submitted examples of work, possibly followed by in-person fine tuning of principles, methodology and product. This is the same request from the PY20 Permanent File and Annual Reporting Form since they are being submitted relatively contemporaneously. Thank you.

**Little Rock Workforce Development Area
PY21 (July 1, 2021 – June 30, 2022) Annual Report
Submitted to the Arkansas Department of Workforce Services
September 30, 2022**

Arkansas Workforce Centers

There is just one workforce center operated within the Little Rock Workforce Development Area (LRWDA) and that is located at 5401 S. University Avenue. The center is certified as a comprehensive center and is home to 16 partnering government, non-profit and for-profit organizations and agencies.

WIOA Implementation Activities

At its June 24, 2021 virtual meeting the membership of the Little Rock Workforce Development Board (LRWDB) were informed that the Little Rock Workforce Center had had a full and immediate but “soft reopening” on May 19, 2021. The building was reopened to the public and masks or screens were no longer required, but guests were socially distanced in the waiting areas and provided the option to wait in their cars until called. Most U.S. Citizens had been provided the opportunity to receive at least one free vaccination, for those that chose to take advantage of “Operation Warp Speed” which the government funded and rolled out. Many had already taken the 4-week follow-up vaccination. It was appearing that the worldwide COVID-19 pandemic was loosening its grip and retreating. Or was it? For the period of the previous program year from July 1, 2020 through June 30, 2021, the LRWDB labored under the restrictions of the COVID-19 protocols and tried to use its best judgements to operate programs safely by exposing its members, staff, contractors and public participants to the least amount of potential harm from the virus. For the entire period of this program year from July 1, 2021 through June 30, 2022, the LRWDB wrestled with the evolving variants of the COVID-19 virus, such as the Omicron variant, the infection spikes, 2nd waves and resurgences of the virus that seem to follow crowd gatherings after summer break, school re-openings, Thanksgiving and of course, Christmas. Like many organizations, businesses or government agencies continuously trying in PY21 to adapt, the LRWDB discussed its situation through open sharing at every board meeting, drawing upon what its members were witnessing and the pulse of the business community; in March 2022 the LRWDB began internal strategic planning to review and revise the four-year local plan in order to update its vision and fulfil its purpose to serve the employment needs and demands of our community. While never officially closed, the Little Rock Workforce Development Board conducted most of its meetings in a virtual setting. Due to the fluctuations in the falling and resurging infection and death rates, accommodations were continued to be offered so that staff could work remotely from their homes on one to two days a week and further reduce their exposure to potentially dangerous viruses introduced to the building. In this program year, many people in the center ultimately contracted the virus and were forced to quarantine for shorter periods of time with less severe symptoms, thanks to the

protection afforded by the vaccine. The LRWDB continued to take proactive steps to develop and make available various virtual platforms and processes in order to adapt to the changing environment. The LRWDB continued to offer the array of virtual job fairs and online registration processes, which it had developed in the previous program year and which it conducted with various partner agencies and organizations listed in the following section in ***bold italicized font*** under Employer Services. As PY2021 began, the LRWDB continued to use the Zoom platform to conduct its monthly meetings, the Webex platform to hold meetings between staff and partnering organizations, the MS Teams platform to attend meetings, conferences and workshops with ADWS, and the Talentspace platform to host and conduct virtual job fairs.

The first meeting of the LRWDB in PY2021 took place on August 26, 2021, when the LRWDB voted for its Executive Officers: Bryan Day, Chair; Beverly Smith, Vice Chair; Kathy Fulks, Secretary/Treasurer. It also received, reviewed and approved the final financial report of the tumultuous Program Year 2020 (PY20.)

Employer Services

The Workforce Center at Little Rock continued to find ways to focus on enhancing the development of business partnerships with the “demand driven” concept. The most demonstrable way that the Little Rock partnership has of meeting employers at the point of demand is attendance at – and referrals to – employment, community resource and career fairs. In PY20, this decreased from an all-time high of 71 in 2017 to just 22 in PY20. However, there was a slight rise to 29 in PY21. However, LRWFC staff still found alternate ways and means of assisting **an additional 53 employers** to meet their hiring needs, outlined in the Business Advisory Team the section below. With the online preregistration and virtual events listed in ***bold italicized font***, the following fairs were attended – and, in many cases, created and hosted – in PY20 by staff from the different agencies located at the Arkansas Workforce Center at Little Rock (LRWFC):

- July 10, 2021, Little Workforce Center: Hosted a Hiring fair for ABM resulted in the company hiring 2 applicants.
- ***July 17, 2021, Little Workforce Center: Hosted a Hiring fair for Amazon 26 jobseekers attended that resulted in the company hiring (20) applicants who attended 10 referrals from the job order posting that applied online.***
- August 18, 2021, Little Workforce Center: Hosted a Hiring fair for Safe-haven Security needed to hire 3 security guards, total of 6 referrals with 1 attended in person and was hired after background check.
- August 20, 2021, Little Workforce Center: Hosted a Hiring fair for CMI in Pine Bluff AR, 12 jobseekers attended.
- September 14, 2021, Little Workforce Center: Posted job opening and Hosted interviews for Southern Star network total of 3 interviewed and 3 hired.
- October 5, 12, 26 2021, Little Workforce Center: Hosted interviews for Southern Star network total of 12 interviewed and 5 hired.

- November 9, 2021, Little Workforce Center: Hosted interviews for Southern Star network total of 5 interviewed and 2 hired.
- November 15, 2021, Little Workforce Center: Hosted a Hiring fair for Bel-Flex Staffing 10 jobseekers attended in person and total of 20 referrals.
- November 17, 2021, Little Workforce Center: Hosted a Hiring fair for Aramark 10 jobseekers attended in person and total of 20 referrals
- January 11, 2022, Little Workforce Center: Hosted interviews for Southern Star network total of 7 interviewed and 3 hired.
- January 18, 2022, Little Workforce Center: Hosted a Hiring fair for Waffle House that resulted in the company hiring three (3) applicants who attended 3 referrals from the job order posting that applied online.
- January 26, 2022, Little Workforce Center: Hosted Hiring fair for SCA Pharma total of 19 attended in person with 10 referrals number hired unavailable.
- **January 31, 2022, Amazon Recruiter contacted Little Workforce Center: regarding the company's current openings posted this week. Locations: LR (66) and NLR (14). Also shared the Amazon's Upscaling Programs plans to expand the education and skills training benefits it offers to its U.S. employees with a total investment of \$1.2 billion by 2025. Through its popular Career Choice program, the company will fund full college tuition, as well as high school diplomas, GEDs, and English as a Second Language (ESL) proficiency certifications for its front-line employees—including those who have been at the company for as little as three months. Resulted in posting these openings in AR Joblink system with a total of 77 jobseekers were referrals, number of hired unavailable.**
- February 14, 2022, Little Workforce Center: Hosted Hiring fair for ADC needed to hire guards 3 attending in person and 5 referrals from the job posting, 2 hired.
- February 15, 2022, Little Workforce Center: Hosted a Hiring fair for Bel-Flex Staffing 5 jobseekers attended in person and total of 10 referrals.
- February 22, 2022, Little Workforce Center: Hosted a Hiring fair for HMS 8 jobseekers attended in person and total of 10 referrals. RM 100A
- **February 28, 2022, Little Workforce Center: Hosted a Hiring fair for Worldwide Flight Services 9 jobseekers attended in person and total of 15 referrals, company contacted the referred jobseekers resulted with 3 in person hired and 6 hired from referrals.**
- March 7, 2022, Little Workforce Center: Hosted Hiring fair for SCA Pharma total of 8 attended in person with 10 referrals 7 hired.
- March 8, 2022, Little Workforce Center: Hosted Hiring fair for Aramark total of 9 attended in person with 12 referrals number hired unavailable.
- March 8, 2022, Little Workforce Center: Hosted Hiring fair for ADC Wrightsville Complex needed to hire guards total of 4 attended in person with 7 referrals number hired unavailable.
- March 15, 2022, Little Workforce Center: Hosted interviews for Southern Star network total of 4 interviewed and 1 hired.
- April 1, 2022, Little Workforce Center: for Tucker unit needed to hire guards total of 2 attended in person with 7 referrals number hired unavailable

- April 5, 2022, Little Workforce Center: for Addus Healthcare needed to hire CNA total of 6 attended in person with 10 referrals number hired unavailable
- April 11, 2022, Little Workforce Center: for SCA Pharma, 4 attended in person with 9 referrals, number hired unavailable.
- ***May 11, 2022, Little Workforce Center: Hosted a Hiring fair for LaSill Aviation 5 jobseekers attended in person and total of 17 referrals,***
- May 12, 17, 26, 2022, Little Workforce Center: Hosted interviews for Southern Star network total of 4 interviewed and 1 hired.
- May 23, 2022, Little Workforce Center: Hosted a Hiring fair for ASAP Staffing 6 jobseekers attended in person and total of 11 referrals,
- June 7, 14, 23, 2022, Little Workforce Center: Hosted interviews for Southern Star network total of 17 interviewed number hired unavailable.
- February 15, 2022, Little Workforce Center: University of Arkansas Professional Workforce Development, Senior Managing Director and Workforce Development Coordinator with the Reimagine Workforce Grant Program, visited the LR Workforce Center to promote the Reimagine Grant Program. Provided an update and view of the Workforce involvement, which presently has over 400 potential applicants around the state of Arkansas submitting request. Providing those affected economically impacted by COVID-19, with over 100 training programs to received certificates of training in various demand occupations and internships. Services are offered to under be employed, returning citizens, public assistance recipients, rural residents and other allowing them to received internet and laptop computer (Shorter College) to complete courses of short-term duration form 6 weeks to 18 months. Attending Agency/ Dept. staff, total of 17: (3) RESEA, (3) CADDC, (1) Equus, (1) RR/DLW, (1) LRWDB, (3) TANF, (1) ARS S (1) DSB), (1) Reimagine Project Director, (2) ES.

Business Advisory Team (BAT)

The Business Advisory Team (BAT) was created in PY2012 consisting of business service representatives from partner agencies. The Business Advisory Team is responsible for business outreach to identify and present the needs, concerns, and expectations of the employers and develop a strategy to serve the employers on a customized basis. The Little Rock Workforce Center during the PY21 (July 1, 2021, through June 30, 2022, in addition to the previous employers the LR WFC have assisted the following new employers (53) with filling their employment needs:

1. GPM Investments/E-Z Mart: Needing to Hire, Store Manager
2. Little Rock Police Department: Needing to Hire, Police Officers
3. Yeh Mon Jamaican Restaurant: Needing to Hire, Food Handler/Prep
4. Horne LLP: Needing to Hire, Call Center Representatives
5. Whitey's Truck Center: Needing to Hire, Mechanic
6. Fiocchi of America: Needing to Hire, Centerfire Line Operator, Centerfire Ballistician, Priming Machine Operator, Supply Chain-Production and Purchasing

7. Safehaven Security Group: Needing to Hire, Security Guards
8. Grassmasters of Arkansas: Needing to Hire, Lawncare Workers
9. Compass Group: Needing to Hire, Equipment Distribution Technician
10. Independent Case Management: Needing to Hire, Direct Support Professional
11. U.S. Postal Service: Needing to Hire, Rural Carrier Associates
12. TAM Trucking: Needing to Hire, Class A CDL Drivers
13. SMA Medicine & Nephrology Clinic: Needing to Hire, Patient Care Technician/Dialysis Technician
14. Acura/Subaru/Mercedes Benz of LR: Needing to Hire, Lube Technician, Service Technician, Business Center Development Representative
15. Absolute Care Management: Needing to Hire, Caregivers
16. A to B Hauling Inc: Needing to Hire, Dump Truck Driver
17. US Navy: Needing to Hire, Sailors
18. Home Bank of Arkansas: Needing to Hire, Various Positions in the Banking/Finance Industry
19. Eat My Catfish: Needing to Hire, Crew Members
20. Little Rock Cleaning Systems: Needing to Hire, Bookkeeper, Marketing Manager
21. AR Youth Challenge: Needing to Hire, Youth Program Specialist
22. Skills Unlimited Staffing: Needing to Hire, Food Server, Warehouse Driver
23. MedLead Careers: Needing to Hire, Mobile Optometrist
24. Don Isbell, Inc: Needing to Hire, Commercial Paint Estimator
25. Image One: Needing to Hire, Production Workers
26. Transitional Concept of Transport: Needing to Hire, Commercial Driver
27. Wisamar LLC: Needing to Hire, Auto Body Tech
28. Brandon's Lawn Service & Landscaping: Needing to Hire, Outside Grounds/Maintenance Specialist
29. SCA Pharma: Needing to Hire, Compounding Technician, Inspection/labeling/package associate, Training Administrator
30. Grand Place: Needing to Hire, Sales Associates
31. Little Rock Coaches: Needing to Hire, Accountant
32. Hackbarth Delivery: Needing to Hire, Warehouse Sorters
33. IH Services: Needing to Hire, Janitorial
34. Primerica Financial Services: Needing to Hire, Independent Contractors
35. EPIC Technicians HVAC: Needing to Hire, Service Technician
36. Tri-Lakes Services: Needing to Hire, Multiple Construction Positions
37. Tamara Hardwood Flooring: Needing to Hire, Material Handlers
38. Small Fry Daycare: Needing to Hire, Childcare Workers
39. Benton/Bryant Lawncare: Needing to Hire, Lawn Service Provider
40. Home Health Care Agency of AR: Needing to Hire, Home Health Aide/CAN
41. Gilbert Housekeeping: Needing to Hire, Housekeeper
42. Shorter College: Needing to Hire, Faculty Position

43. MVP Sports Photography: Needing to Hire, Photography Assistant
44. Kemper Life: Needing to Hire, Sales Agents
45. BBA Corp: Needing to Hire, Warehouse Associate, Inventory/Receiving Clerk
46. Madison Heights Apartments: Needing to Hire, General Laborer
47. Excel Protection Services: Needing to Hire, Armed Security Guards
48. Betty Fortson: Needing to Hire, Sitters
49. Mom's Grocery: Needing to Hire, Store Clerk
50. Commercial Truck Repair: Needing to Hire, Mechanic
51. Rich Logistics: Needing to Hire, User Support Technician
52. W. E. Pender and Sons: Needing to Hire, Laborer/Motor Rewinder, Drill Crew and Service Technician
53. Enterprise Holdings: Needing to Hire, Customer Service Representative

The goal of the BAT team is to implement an integrated, seamless method of service delivery to fulfill the business needs of employers. This is accomplished by responding with a demand driven system while providing the highest level of customer service. The members of the Business Advisory Team ensure that the Employer Toolbox is given to employers on initial contact. This toolbox provides written information on all services available at the local Workforce Center through pamphlets, brochures, business cards, and other reading material that gives a brief description of the Center's services. The toolbox allows the Business Advisory Team to share a common message about the Center rather than program specific messages. The toolbox also educates employers on incentives available when hiring targeted populations through the Work Opportunity Tax Credit program, Federal bonding programs, work experience and on-the-job training (OJT) programs.

While the Business Advisory Team members did resume in-person meetings in PY21 on a more occasional basis due to the economic effects on the employment market caused by the COVID-19 crisis, the BAT Ambassadors did coordinate the job fairs listed above, other some industry specific events.

Innovative Service Delivery

The Program Year 2020 was witness to several new and continuing efforts to deliver workforce services to the residents of Little Rock in innovative ways. For the second year, the LRWDA implemented a DOL-funded **YouthBuild Grant** in a continuing effort to meet the great need to serve disconnected older youth in Little Rock. In a greater effort to reach out to the population of persons with criminal backgrounds reentering the community from correctional facilities, the LRWDB joined forces for a 2nd time with Equus Workforce Services, Our House homeless shelter and other community organizations under the banner of the **Rock City Reentry Project - REO Grant (RP3)** to provide a comprehensive array of services to young adults returning to the Little Rock area after serving their sentences. The LRWDB also joined forces with TANF on two grant projects. The first was to continue funding for the highly successful **Work Based Learning Program at Our House (WBLP-OH)** which is a local homeless shelter-based program which provide work skills training and work experience to Our House customers who are homeless or

at risk of being homeless, and either live at the shelter, another shelter, or do not have a current home. The second joint project with TANF was to fund the **Pipeline to Employment Project**, which aimed at providing employment experience and assistance to additional homeless and near homeless individuals residing or receiving services from Our House. Through these two programs funded by the TANF division of the Arkansas Division of Workforce Services, Our House and the LRWDB support families with children in Central Arkansas, providing Work Experience opportunities on the Our House Campus and Resale Stores and connecting clients to in-demand training opportunities. In PY21 these TANF-funded programs worked with 144 households on the path to stability.

YouthBuild Little Rock Grant

The Little Rock Workforce Development Board (LRWDB) received a YouthBuild Grant in the latter part of 2019 for \$1.1 million. This was the fourth YouthBuild Grant that the LRWDB has received since 2011, and the YouthBuild LittleRock program continued to serve participants now in the follow-up phase from the previous 2016 funding. In PY20 – which included the first full year of this grant – the goal was to enroll and serve at least 30 disconnected out-of-school youth in acquiring a GED and industry recognized and accredited certifications in Home Health services, industrial technology, certified nursing assistantship, commercial truck driving, and, of course, construction apprenticeship. The youth are required to be between 16 to 24 years old, have not completed high school and face other educational, economic and employment barriers. The enrollment of the first cohort was slightly delayed due to staff transitions and challenges in meeting the Conditions of Award. Then in March 2020, the COVID-19 pandemic emerged and prevented the program from implementation. Many of the program’s essential partners and training providers would close their doors and operations for months, such as the Adult Education program and the occupational training providers. With the availability of economic assistance through the Unemployment Insurance system and stimulus funds, combined with the prohibition or avoidance of group gatherings for transmission prevention, the incentives for youth to enroll in YouthBuild disappeared. However, with the pandemic fading by September of 2021, an energetic staff was hired and began to proactively recruit and enroll thirty-three (33) young people into the program. Many of those were able to complete CNA, CDL and other occupational training programs, however, the LRWDB was not successful in negotiating with DOL for an eight-month no-cost extension of the period of performance and the program dropped into the follow-up stage on April 1, 2022, before additional participants could be enrolled. This program was sadly an additional victim of the COVID-19 pandemic.

Reentry Employment Opportunity (REO) Grant – Rock City Reentry Project (RCRP)

Working off its enormous success and momentum from the first Rock City Reentry Project (RCRP) for Adult Offenders in 2017, the LRWDB and its Rock City Reentry Team of community partners received its second grant (RP3) from the US Department of Labor in 2019 to serve reentering Young Adults ages 18 to 24. The purpose of this grant is to provide the participants with an array of comprehensive services which will allow them to successfully re-enter the community – but perhaps more importantly the workforce – so that their role in the

community is to live a self-sustainable and productive lifestyle with the goal of diverting them from the criminal environment and pathways they followed previously leading them to incarceration. These services include, but are not limited to, intensive case management and assessment, development of an individual employment plan, access to noncriminal legal assistance, referral to mental health and/or substance abuse counseling services, referral to emergency or transitional housing resources, needs related payments, occupational training, supportive services, subsidized work experience, transportation assistance, life skills and soft skills workshops, mentoring, job search assistance, employment placement, and follow up services. Participants have received occupational credentials such as a Commercial Driver's License, a ServSafe Managers Certificate, Basic Culinary Arts Certificate, Forklift Driving Certificate, CNA/Home Care Aide Certificate, Machining and Industrial Equipment Technology Certificate. Each participant receives 12 months of follow up services. The recidivism rate in Arkansas hovers around 52% to 54%, meaning that more than half of those released from correctional facilities will return for committing different offenses within a three-year period of time. The Department of Labor requires all recipients of REO grants to maintain a recidivism rate of less than 20% to maintain funding. The first Rock City Reentry Project for Adult Offenders Completed with a 9.4% recidivism rate. Already familiar with the challenges serving this age range from its history serving young adults through the YouthBuild program, the LRWDB accepted this grant knowing the need was great within the Little Rock community for reentry services and resources of this kind for young people. It was definitely more challenging to attract and recruit this age group, and enrollment had not yet reached the halfway mark before the COVID-19 pandemic immediately impacted the program by closing access to the correctional and transitional facilities and agencies where most, if not all, of the initial recruiting into the program takes place. The jails, prisons and transitional facilities in Arkansas were highly susceptible to the risk of the virus spreading through its populations and therefore shut down facilities for more than a year to all outside programs and visitations. Staff responded by developing a specific website targeting the age group and demographic of young adult reentering citizens. The LRWD successfully negotiated with DOL for a six-month no-cost extension of the period of performance, which ended on March 31, 2022. At the close of PY21, the program had enrolled 191 participants that received reintegration services, training and support from the program. The enrollment goal for the program of 188 individuals had been exceeded. The recidivism rate was an astounding 3%.

Work Based Learning Program at Our House (WBLP-OH)

This program again proposed a one-year replication of the successful pilot project. In 2018, the work experience program for which the LRWDB and Our House applied began as a pilot project at Our House's two resale stores in Little Rock and North Little Rock, Arkansas, with 20 full time positions. In 2019-21, the program expanded to 45 positions and an additional job site--Our House's main campus. Our House's Work Based Learning Program started as a pilot project and has blossomed into a model of successful job training programs whose target population of homeless persons has multiple barriers to employment. Up to 45 Our House positions will

receive work experience opportunities of 32 up to 40 hours each week. Each participant may be employed for up to nine months. Our House will also provide participants with classroom-based and computer-based training to teach work skills, adult education and literacy, and life skills. Some skills taught may lead to credentials such as WAGE, GED, forklift certification and Commercial Driving. Our House will provide childcare as needed and available. The grant also provides bus passes or gas vouchers for all participants in need of transportation assistance. The grant will also provide forklift training for some participants. The LRWDB prepared and submitted the Arkansas Work-Based Training Program Application in concert with Our House staff, and, when successful, will consider expanding the model to additional organizations serving the homeless using Our House expertise to “Train the Trainer.”

Pipeline to Employment Project at Our House (P2EP-OH)

The Pipeline to Employment Project deploys TANF funds to provide comprehensive career case management to participants, paired with connections to Central Arkansas employers and training providers. In PY21 Our House built relationships with 288 unique employers in the community to help support TANF-eligible households, and we worked with occupational training partners in the fields of Culinary Arts, Commercial Driving, CNA, forklift, and more.

Services to Target Populations

Below is a list of target populations identified by the ADWS and the DOL-ETA Dallas Regional Office as priority populations that would require an increase of services. Please note that COVID-19 fundamentally affected all employment and training programs and efforts – and their intended beneficiaries – in a negatively manner. Following this list is a narrative description of the steps and efforts undertaken by the LRWDB in PY21 to address the special needs of each target population:

- a) Not a High School Graduate
- b) Veterans
- c) Low Income Persons
- d) TANF Recipients
- e) Receives Public Assistance (not TANF)
- f) Ex-offenders
- g) Single Parents
- h) Displaced Homemaker
- i) UI Exhaustee
- j) Out-of-School Youth/High School Dropouts
- k) Basic Skills Deficient Youth
- l) Pregnant/Parenting Youth

Not a high school graduate:

1. Increased new Adult enrollments by 61 individuals in PY 2021 exceeding the goal of 50 new enrollments.
2. PY 2021 goal is to enroll 60 new Adults, while carrying in 40 current participants. The action plan is to maintain rate of non-high school graduate to a minimum of 15% during the June 2022 – 2023 contract year.
3. Provide a 15 minute informational sessions in the GED classes at the local and satellite locations of the Little Rock Adult Education Centers and private Adult Education Centers that do not receive funding provided by Arkansas Career Education, such as the Goodwill Excel Academy.

Veterans:

1. The LRWDB has fully adopted the Priority of Service to Veterans Policy (see below.)
2. The LRWDA team worked closely with the local LVER staff as members of the Business Advisory Team.
3. Provided staff and resources that describe the benefits of the WIOA program at the job fairs that target Veterans such as those listed above.
4. The LRWIA will seek a deeper relationship in PY2021 with AR Dept. of Veterans Affairs.

Low-Income Persons:

1. The LRWDB has long adopted a priority of service to low-income persons based upon the limited availability of funds. Adult income cannot exceed 180% of poverty level to be eligible.
2. Current Low Income rate: 100%
3. At least 55 of the 60 individuals to be enrolled in PY 2022 as Adults should be Low-Income.
4. Continued to support programs that provide added financial security to low-income persons, such as the Super Saturday Free Tax Filing and EITC/CDC awareness event, as well as referrals to on-site partner CADAC financial literacy classes, LIHEAP assistance, and IDAs.
5. Partnered with other agencies that target low income participants and ask to speak to their active clients in a group setting to do an informational workshop about WIOA services. Examples of agencies include the Metropolitan Housing Alliance, City of Little Rock Jericho Way Center, Habitat for Humanity, Our House, Immerse AR.

TANF Recipients:

1. The LRWDB will work with the local TANF office supervisors and case managers that are co-located at the LRWFC to increase potential co-enrollments.
2. We will continue to speak to their active clients in a group setting to do an informational workshop about WIOA services.
3. Please see the program descriptions above of the two joint TANF/LRWDB projects, one of which is ongoing, but each of which requires the participant to be TANF-eligible. The LRWDB will seek more of these joint projects in 2022.

4. The two agencies collaborated well under the 2019-21 TANF funded grants. We will continue to examine the possibilities to expand TANF clients in other joint LRWDB-TANF programs, thereby enhancing and improving the relationship.

Receives Public Assistance (not TANF):

1. See response under Low-Income Persons above.
2. Current Public Assistance (Not TANF) rate of enrollment: 63.6%
3. Receiving Public Assistance (not TANF)/Offender/Single Parent: Worked with agencies that target these populations such as ADWS-UI and CADC-LIHEAP to set-up informational sessions about WIOA services.

Ex-Offenders:

1. In PY2021 we enrolled 20 ex-offenders into WIOA Adult and DLW programs.
2. Please see RCRP for Young Adults program described above to see LRWDB efforts to reach OSY with reentry-specific programs and resources.
3. In PY 2022 we will rededicate efforts to use and promote the WOTC and the Federal Bonding Program as effective tools to attract businesses to hire ex-offenders.
4. The LRWB is an active member and leader in the Central Arkansas Re-Entry Coalition by attending meetings, participating in job fairs, and attending legislative rallies.
5. Events such as Rights After Wrongs (RAW), Law Day and The City of Refuge Job Fair and others like it which target offenders were cancelled due to COVID-19, but the LRWDB conducted its own virtual job fair for ex-offenders, see above.
6. We will explore the possibility of convening a coalition and submitting a proposal for the next round of DOL Reentry (REO) grants when announced in PY 2022.

Single Parent:

1. Most of the participants served in the LRWDA are single parents or youth living in single parent households. Census information supports assertions that that single parents are more likely to live below the poverty line and that a greater percentage of children under 18 live below the poverty line. With a policy of priority of service to low-income individuals, it follows that a significant percentage will be single parents.
2. Enhanced our relationship with Metropolitan Housing Authority for those that qualify for housing assistance under Section 8 and other programs.

Displaced Homemaker:

1. This continues to be a challenging enrollment area in which intentional and exerted efforts will be required in PY 2022. In PY 2022, the LRWIA will raise the number of WIOA enrollees in this category by working in greater concert with Women's Shelters and homeless Shelters, such as Our House and Women & Children First, with which the LRWDB has a history of collaboration.

UI Exhaustee:

1. Increased new DLW enrollments by 14 individuals in PY 2020 thereby falling short of the goal of 30 new DLW participants – again due to the relatively low number of

layoffs and closings of substantial number in the LRWDA. The availability of other work and the relative ease of obtaining public assistance is also a factor.

2. PY 2022 goal is to enroll 20 new DLWs, while carrying in 9 current participants. That goal is being met with a better enrollment rate of 5 DLW customers in the first month of PY2022.
3. The objective was to increase rate of UI exhaustee enrollments to a minimum of 10 during PY2021. The actual enrollment was 8.
4. We will continue working in concert with the local UI office co-located at the LRWFC, the agencies listed above and other organizations to capture transitioning employees by receiving earlier notice of job fairs (to improve our presence/presentations), providing extra reorientation for job seekers (by encouraging follow up visits to the Work Center/WIOA), etc.
5. We will continue working with partnering agencies such as ADWS Unemployment Insurance Division services by working more closely together in the resource room, placing WIOA info flyers in an exit package, and by providing WIOA case manager with a referral list of those clients that have exhausted their UI benefits.
6. Be more proactive in identifying exhaust status of individuals at intake through follow-up by information sharing with UI and by validating documentation.

Out-of-School Youth/High School Dropouts:

1. Increased new youth enrollments by 37 individuals in PY 2021 thereby meeting and exceeding the goal of 30 new participants. In PY 2021 the LRWDB was required to meet or exceed the goal of expending at least 75% of WIOA Youth Funding on OSY as compared to ISY. The actual percentage of OSY to ISY is currently at 75/25%.
2. We will continue to promote a greater involvement, co-enrollment, referral and exchange with our Job Corps and TANF partners in the workforce center, as done with the PY2017-19 YouthBuild grants.
3. Continue to promote the CRC and Adult Education programs within the center.
4. Find outside, non-traditional educational opportunities for referral.

Basic Skills Deficient Youth:

1. The typical older youth enrolled in the LRWIA is Basic Skills Deficient and normally meets requirement of other barriers by this deficiency. Current BSD rate: 100%

Pregnant / Parenting

1. In PY 2022, we are projected to enroll – or become either pregnant or a parent during their enrollment – approximately 10 youth participants. That number proved to be realistic as there are currently 9/52 pregnant or parenting youth in PY2022, making 17% of total enrollments to date.
2. Approximately 20% of youth enrolled are expected to be Pregnant/Parenting.
3. Research possible grant submission for grant similar to the Young Parents Demonstration Grant awarded to the LRWDB in 2009.

Leveraging Resources

The Little Rock Workforce Development Board (LRWDB) will continue to leverage its position as a non-profit entity, a recognized local workforce development board and required grant partner, and a convener/coordinator of a comprehensive workforce delivery system to the local community. Additional resources through new and existing innovative programs, such as many of those described in the paragraphs above, will continue, such as the TANF-funded and DOL Reentry Grants, in addition to other opportunities if presented with them.

The LRWDB plans on continuing its long-term efforts to work with and reach out to the Hispanic and ESL community by organizing hiring events and job fairs focusing on the bilingual and Latino populations – as it has done in the past – through its partnerships with the Consulate of Mexico, Arkansas United (AU), El Zocalo, and LULAC, among others.

Continuous Improvement

In PY21, the LRWDA achieved 90% or better in just seven of fifteen performance goals, but that was one better than in PY20. This result must still be seen through the lens and perspective of the COVID-19 pandemic and is largely attributable to devastating societal and economic impact it had upon our entire world. The LRWDA will strive for continuous improvement of the programs, services and quantifiable outcomes offered from the Arkansas Workforce Center at Little Rock and through our widespread community partnerships as we hopefully emerge from this health and economic crisis in the coming year.

The Arkansas Workforce Center at Little Rock strives to increase its efforts for continuous improvement through several means. Each partner in the center tracks and reports monthly on the number of customers it has offered its particular services. That is collected and totaled for the entire center on both a monthly and annual basis. In 2019, there were 55,000 visits inside the center. In PY21 the actual number of physical visits within the Center may only have reached 10,000 or less, but there is vastly more contact happening online and through the 1-800 hotlines and Call Center that was established within the Little Rock Workforce Development Center in early 2022 as a result of the COVID-19 pandemic. A log is kept of any customer complaints, and if they were resolved locally or referred to a higher authority, such as the state EEO office. As needed, the center partners, both individually and/or collectively will employ customer satisfaction surveys resulting in the kinds of changes outlined in the Employer Services section of this report.

Success Stories

Dock Roberts was enrolled in the WIOA Adult program in October of 2021 with barriers such as low-income and a previous criminal background history. Dock wanted to work on his welding certification and so with the guidance of his case manager Debra McGee, he began training at Goodwill Industries. During this time, Dock struggled with his attendance due to the death of his brother and was removed from the training facility short-term. Once Dock was ready and could prove his dedication to the program, he was allowed to return to training on 03/28/2022 and graduated on August 5th, 2022. Per Goodwill, the client earned seven credentials in welding and safety, with two more potential credentials on the way. Dock was offered employment employment with DLM in Malvern as a Welder earning \$17.00 per hour.

Constance Hill was enrolled in the DLW program on 10/25/2021 due to termination from Walgreens and receiving UI benefits. The client had the following to overcome: lack of skills to become self-sufficient, low income, ex-felon, and unemployed. The client showed interest in attending a Welding program at Goodwill Industries. The client was accepted into the program at Goodwill and begin her training on 10/25/2021 and was trade completed on 03/06/2022. Constance earned a license in Welding and became gainfully employed with Caterpillar as a FT Welder Apprentice earning \$19.00.



WIOA Dislocated Worker Success Story

Constance Hill (not pictured) was enrolled in the DLW program on 10/25/2021 due to termination from Walgreens. The client had the following to overcome lack of skills to become self-sufficient, low income, ex-felon, and unemployed. Ms. Hill showed interest in attending the welding program at Goodwill Industries and with the help of her case manager, she began training on October 25, 2021. Constance completed her training and earned her certificate in Welding on March 25, 2021. She client became gainfully employed with Caterpillar as a Welding Apprentice earning \$19.00 per hour 40 plus hours a week

September Success Stories

Sylvester Stewart is a felon who was released from prison after completing 10 years. The client was employed part time with the City of Little Rock earning \$12.50 per hour. The client desired to become a licensed truck driver which would allow him to earn more money and become self-sufficient. The client had the responsibility of taking care of two children and everyday was a struggle with a part time job/not enough income to maintain his living quarters. The client was hesitant about enrolling under the WIA Adult program due to his background and the number of doors slammed in his face. The client decided to enroll with WIOA and was assisted with Occupational skills training in truck driving. The client was accepted into DDA truck driving on 06/01/2021 and was trained complete on 06/25/2021. The case manager assisted the client with employment searches and referred him to 7Up to complete an application for hire. Mr. Stewart was offered the job with 7Up the next day and is now earning \$17.00 per hour with a possibility of an increase after training with the company.



Chase Richards is a Reentry Young Adult Participant who completed welding training at Goodwill during the month of September. He has since been hired full time at DLM Systems LLC at \$18.50 hourly.

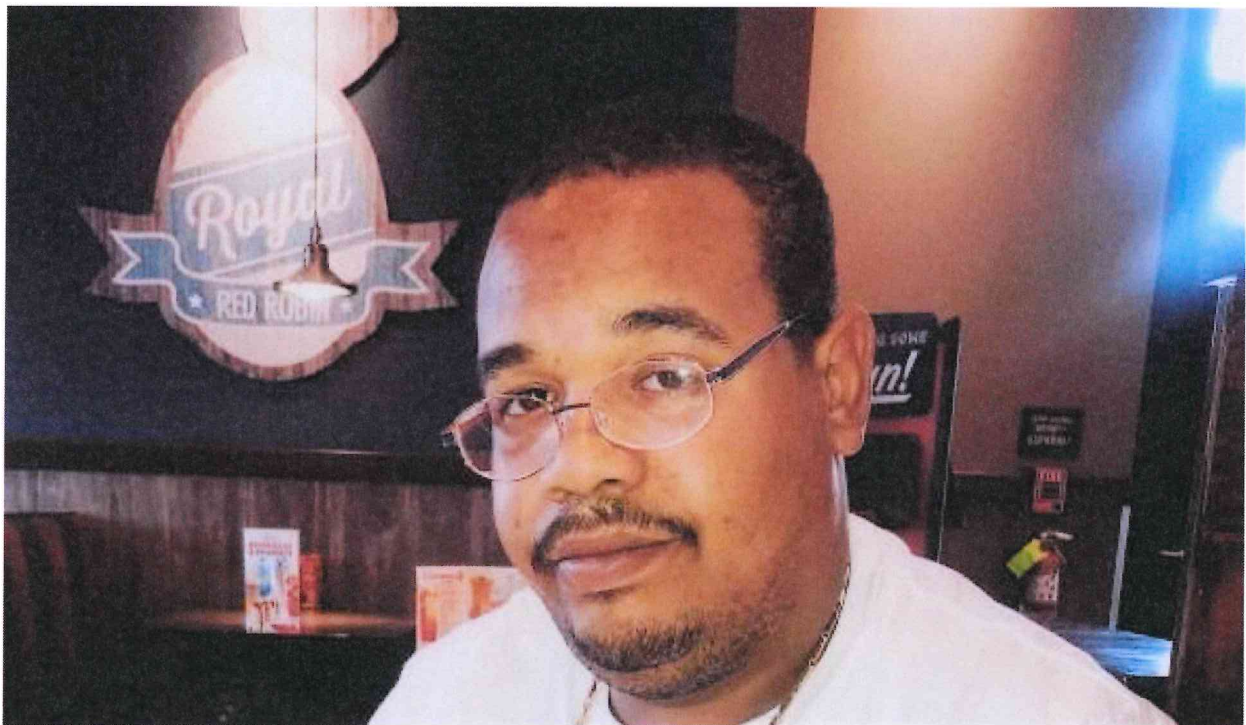
Video link below!

<https://www.dropbox.com/s/lf6reg15vzqjtc/Chase%2020Welding%20Graduate.mp4?dl=0>



Tyler Adair

Tyler Adair was co-enrolled in YouthBuild and WIOA Out-of-School Youth Program on 5/20/2022. The participant was seeking services to overcome many barriers, such as being a high school dropout, and low-income individual. Tyler was provided with supportive services, Drop-out recovery services, and paid training to obtain his CDL License. Tyler registered with World link Truck Driving Academy in North Little Rock, AR, and received an acceptance letter with a start date of June 21, 2022. With hard work and dedication, Mr. Adair was able to complete the CDL Program at World link Truck driving Academy on August 8, 2022. He received his CDL license, and a certificate of completion for successfully finishing the Class A Commercial Driving program with 160 clock hours. In addition to receiving his CDL License Mr. Adair is currently working on obtaining his GED with Little Rock Adult Education Center.



Tracy

Tracy came to Our House at the end of last year looking for a fresh start after exiting both prison and rehab. A counselor at her rehab facility directed Tracy to Our House as a place to meet good people, refocus, and get connected to resources to keep her life moving in the right direction. Tracy checked into the Shelter two days after Christmas and soon enrolled in our job training program working at the Our House Resale Store. "I was a wreck when I arrived," Tracy said. "It's been a tough journey the past year, but I've learned to take it one day at a time. With patience, success will come." After not working for several years, being in the job training program not only helped Tracy earn stable income quickly, but also allowed her the opportunity to get new work experience that otherwise would have been challenging to find.

Tracy enrolled in our new Housing Stability program and was able to receive assistance paying the deposit on her rental home in March. Tracy found her home through connections at the store and has now moved out of the Shelter into a quiet neighborhood in North Little Rock, secured a donated car at a great price through the Resale Store, and has officially been hired as a full-time staff member as the Resale Store Team Lead! Getting the house, car, and job have all been big boosts to Tracy's journey to have her son live with her full-time again after a year and a half of being apart. Looking back at how far she's come since Christmas, Tracy feels more than ready to have her family back together. Tracy recently enrolled in classes at Shorter College, and is working towards a goal of purchasing land to put a modular home on, so that she can raise her son in a place she can call their own.



Moreover, Tracy is so thrilled to remain at the store as a staff member to be able to provide guidance to other women working through the job training program. "There are a lot of mothers and single moms going through the same struggles. I wanted to be there to share my story and see where we could help each other."

Titus

For a family with three children, surviving on a minimum wage salary is nearly impossible. Titus was struggling to find work outside of the restaurant industry that would be better conducive to both his mental health and finances, so a friend recommended that he come to Our House's Career Center. As a parent, Titus qualified for our 9-month job training program, and he was placed in our Resale Store where he never missed a day of work! During his time at the store, Titus worked almost every position to help him build a strong resume and make many connections with customers that led to multiple job offers. Titus ultimately interviewed with Caterpillar and was offered the job that same day! Titus now sees himself in a career position with great benefits that allow him to build his savings and better support his family. Titus' main goal in life is to put his children through college, which he now has the foundation to do. The team at the Resale store is still family to Titus, and he often comes back to volunteer!

