

**Workforce Investment Board**  
*of Eastern Arkansas*

**FIVE-YEAR PLAN**

**PROGRAM YEARS 2012 -2016**

**JULY 1, 2012 –JUNE 30, 2017**

**SERVING CRITTENDEN, CROSS, LEE, PHILLIPS AND ST. FRANCIS COUNTIES**

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The Workforce Investment Act (WIA) of 1998, as amended, requires that each Local Board, in partnership with the chief elected officials, develops and submits a comprehensive five-year plan to the Governor which identifies and describes certain policies, procedures and local activities that are carried out in the local area, and that is consistent with the State Plan. This document represents the five-year strategic plan for the Eastern Arkansas Local Workforce Investment Area.

**I. LOCAL WORKFORCE STRATEGIC PLAN**

Describe the Local Workforce Investment Board's (Local Board) strategic vision for its local workforce investment area (local area) and the Board's overarching goals. Rather than simply compiling data from various sources, base this section on a thorough understanding of the economic strengths and employment needs of the workforce area.

Boards must review Governor Beebe's Plan for Economic Development and the State of Arkansas Integrated Workforce Plan PY 2012–2016 to ensure that their plans follow the same strategic direction. Consistent strategic direction among Board Plans will aid further integration of the Arkansas workforce system.

The State Workforce Strategic Plan includes the Governor's Vision, in order to guarantee consistency with the State Plan the Workforce Investment Board of Eastern Arkansas has incorporated the Governor's Vision as it applies to the Eastern Arkansas area in order to advance a streamline workforce development system that focuses resources on increasing educational attainment at all levels and enhancing the technical skills required by knowledge- based employers.

Governor's Vision

The Governor has shared a clear vision for Arkansas' economic development that defines a stronger partnership between economic development, education and the state workforce investment system to attract, retain and grow Arkansas' high growth industries and encourage the development of regional economies.

Governor Mike Beebe's Strategic Plan for Economic Development is predicated upon five goals that serve as the plan's foundation. Successful implementation of the Strategic Plan requires that each goal be achieved at the highest level possible.

**Five Goals for Economic Development (Arkansas Strategic Plan 2009)**

<http://www.arkansasedc.com/arkansas-edc/the-governors-strategic-plan.aspx>

1. Increase the incomes of Arkansans at a growth pace greater than the national average.
2. Expand entrepreneurship, focusing on knowledge-based enterprises.
3. Compete more efficiently in the global marketplace for new businesses and jobs, and create a business retention strategy to reduce closures.
4. Economic development will meet the special needs and take advantage of the extraordinary assets of various areas of the state. It will not be a one size fits all.
5. Increase the number of workers with post-secondary training so they are prepared when they enter the workforce and are equipped for new jobs in the future.

**AWIB Strategic Objectives (Arkansas Integrated Workforce Plan 2012-2016)**

(<http://dws.arkansas.gov/AWIB/pdfs/stateplan/PY%202012-2016%20Arkansas%20State%20WIA%20W-P%20Plan,%20FINAL,%2011-2-2012%20low%20res.pdf>)

- Serve the Range of Job Seekers
- Serve the Range of Employers
- Serve the Range of Economies
- Increase the effectiveness of local WIBs
- Gain efficiencies across the system
- Re-imagine Learning and Work
- Diversify and Link Resources

**Five Components of Economic Development**



The Governor's full plan for economic development can be found online at <http://www.arkansasedc.com/arkansas-edc/thegovernors-strategic-plan.aspx>

The Governor must designate local workforce investment areas in order for the State to receive funding under Title I of WIA. The Eastern Arkansas Workforce Investment Area consists of the counties of Crittenden, Cross, Lee, Phillips and St. Francis.

The Workforce Investment Board of Eastern Arkansas (WIBEA) consists of business owners, business organizations, labor organizations, education entities, economic development organizations, youth agencies and other community based and employment programs.

**A. LOCAL BOARD VISION AND GOALS**

Local board plans must identify the key issues, challenges, and opportunities that are expected in the next five years and that have an impact on the workforce system. Identify the goals and objectives for the workforce area. The plan must specifically address the following. [WIA §117(d)(1)], [WIA §118(a)]

In an effort to ensure continuity with the governor's Plan for Economic Development and the State of Arkansas Integrated Workforce Plan PY 2012-2016, the Eastern Workforce Investment Area is participating in the preparation of a statewide Comprehensive Economic Development Strategy (CEDS) with the Arkansas Association of Development Organizations (AADO), the Institute of Economic Advancement at the University of Arkansas at Little Rock (UALR), and the Economic Development Administration (EDA).

The primary objective of the Arkansas Statewide CEDS is to become a vital document for addressing economic development issues, challenges, and opportunities by creating broad economic development strategies that can be utilized by Arkansas's communities and regions. The planning process involves city/county elected and appointed officials as well as leaders from the private sector, banking, chambers of commerce, economic development, two/four year universities and colleges, K-12, utilities, and health care.

The top five issues and challenges submitted by the Eastern Workforce Investment Area are:

1. Generational Poverty
2. Skill Level of the Workforce
3. Labor Force
4. Lack of Educational Attainment
5. Decreasing Population

The top four issues determined through a statewide survey are:

1. Retaining and Creating Jobs
2. Educated and Skilled Workers and Leaders
3. Physical Infrastructure (with broadband as highest priority)
4. Healthy Communities, Affordable Housing, Quality of Life/Place

Regional meetings are currently being scheduled to present the survey findings and solicit reactions and further input. Future plans include development of strategies, development of web portal, and initial draft CEDS preparation.

Preliminary findings indicate cohesiveness with the Governor's five goals for economic development, the Governor's five components of economic development, and the vision and mission of the State WIB.

The preliminary findings will be honed and developed into goals, objectives, and strategies for the Eastern Workforce Investment Area with the assistance of the WIBEA and will be adopted by the board once they are finalized.

- The vision for the local workforce investment system and how the local system will appear at the end of the five-year period covered by this plan.

The Vision Statement for the local workforce investment system in Eastern Arkansas is:

- Employers will have an adequate supply of well-educated and well-trained workers that will enable them to enjoy a competitive advantage in the global economy.
- Employees and job-seekers will have access to training and employment opportunities that will empower them to become more productive members of the labor force.

This is the cornerstone upon which the workforce development system will be built in order to prepare and strengthen the workforce of Eastern Arkansas.

The five year vision for the WIBEA is:

- Expansion of services that employers view as value added (skilled workforce)
  - Increase recruitment and placement of in demand and targeted industries
  - Build stronger partner relationships
  - Expand the workforce development Infrastructure
  - Secure Employment and Training Grant with the Department of Human Services
- **How the local workforce investment system will help achieve the state workforce investment goals.**

The local workforce investment system will aligns its goals, as listed below, with the State Workforce Investment Board goals and those of the Governor. In addition, the local workforce investment system will help achieve the State goals through the recent strategic planning process by the State WIB and the statewide CEDS process which is including -- as part of its framework -- the seven objectives identified by the State WIB.

The local workforce investment system will also support the strategic objectives in the State plan by following the matrix within the State plan. Combining these planning efforts will result in consistent and unified statewide workforce development strategies and ensure that workforce investment goals are met. The local area will begin aligning its goals with those of the Governor and the State WIB as follows:

1. Increase the incomes of Arkansans at a growth pace greater than the national average.
    - ✓ Focus training in high demand areas that result in higher wage occupations.
  2. Expand entrepreneurship, focusing on knowledge-based enterprises.
    - ✓ Partner with local agencies and universities that foster entrepreneurship
  3. Compete more efficiently in the global marketplace for new businesses and jobs, and create a business retention strategy to reduce closures.
    - ✓ Align with local chambers of commerce and local economic development
  4. Economic development will meet the special needs and take advantage of the extraordinary assets of various areas of the state. It will not be a one size fits all.
    - ✓ Identify extraordinary assets in the area
  5. Increase the number of workers with post-secondary training so they are prepared when they enter the workforce and equipped for new jobs in the future.
    - ✓ Continue to emphasize training in post-secondary education and internships
- **Aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service;**

Within the one-stop comprehensive workforce center system, any workforce center partner can provide assistance with employment and training services in support of the customer's job

search or skill development by enabling the customer to access the best mix of services from the combined menu of all partners' resources. Together these partners all contribute to the overall effectiveness of providing an accessible, seamless, integrated, and comprehensive service.

- How the local board will coordinate the workforce investment activities carried out in the local area with local economic development strategies and develop other employer linkages with these activities.

The local board will coordinate with the community and economic development entities in the Eastern Workforce Investment Area to support education and training to foster development that will provide an educated and trained labor pool or workers in the area.

- How programs and activities described in the plan will support both the Governor's plan for economic development and the state's strategic plan for employment and training needs of youth and adults in the state.

The local board supports a system that provides education, job training, and career planning to job seekers and students in accordance with the Governors plan for economic development and the State of Arkansas' strategic plan.

## **B. ECONOMIC AND WORKFORCE INFORMATION ANALYSIS**

Local plans should include: *[WIA §117(d)(7); A.C.A §15-4-2212]*

- Identify the workforce needs of businesses, job seekers, and workers in the local area and how the local workforce system will address these needs.

The workforce needs for businesses, job seekers and workers are identified and addressed through meetings and planning sessions with Arkansas Delta Training and Education Consortium (ADTEC), business and industry, economic development entities, and other center and community partners.

Needs of businesses include recruiting and screening services, ability to pass drug tests, workers with employability and soft skills, trained and skilled workers, Career Readiness Certificate (CRC) candidates, job postings, and labor market information. Needs of businesses are addressed through the Arkansas Workforce Center's, CRC, and referrals with other partner agencies.

Needs of job seekers and workers include training and/or skills upgrade, workplace exposure, labor market information, work ethics and employability skills, access to job listings, career assessment (KUDER/TORQ), and skills level classification through the Career Readiness Certificate (CRC). Needs of job seekers and workers are addressed through the Arkansas Workforce Center's and referrals with other partner agencies. In addition, job seekers are encouraged to get their CRC, attend workshops, prepare a resume, use the Microsoft IT Academy and other recourses and services offered in the centers.

- Current and projected employment opportunities in the local area and the job skills necessary to obtain the employment opportunities.

*(Note: Current and projected employment opportunities are found at Discover Arkansas (<http://www.discoverarkansas.net/?PAGEID=67&SUBID=147>).*

(Note: Occupations identified as in demand and allowable for WIA scholarship funding may be found at <http://www.discoverarkansas.net/article.asp?ARTICLEID=407&PAGEID=67&SUBID=120>)

**Top Ten Current Growth Occupations  
2011-2013**

Occupation	2011 Base Employment	2013 Projected Employment	Net Growth	% Growth
1. Personal and Home Care Aides	666	722	56	8.41%
2. Childcare Workers	384	437	53	13.80%
3. Home Health Aides	715	763	48	6.71%
4. Farmers, Ranchers, and Other Agricultural Managers	2,079	2,116	37	1.78%
5. Packers and Packagers, Hand	243	276	33	13.58%
6. Preschool Teachers, Except Special Education	146	172	26	17.81%
7. Taxi Drivers and Chauffeurs	184	203	19	10.33%
8. Customer Service Representatives	380	398	18	4.74%
9. Licensed Practical and Licensed Vocational Nurses	447	434	17	3.80%
10. Combined Food Preparation and Serving Workers, Including Fast Food	883	899	16	1.81%

**Current Occupational Growth  
2011-2013**

Occupation	Estimated Employment	Projected Employment	Numeric Change	Total Annual Openings
Total, All Occupations	41,648	41,961	277	1,358
Management Occupations	3,823	3,864	41	100
Business and Financial Operations Occupations	602	620	18	21
Computer and Mathematical Occupations	137	138	1	4
Architecture and Engineering Occupations	146	142	-4	4
Life, Physical, and Social Science Occupations	124	128	4	8
Community and Social Services Occupations	939	943	4	26
Legal Occupations	192	192	0	4
Education, Training, and Library Occupations	3,477	3,494	17	110
Arts, Design, Entertainment, Sports, and Media Occupations	291	296	5	12
Protective Service Occupations	1,402	1,423	21	39
Food Preparation and Serving Related Occupations	3,176	3,183	7	128
Personal Care and Service Occupations	1,518	1,622	104	84
Sales and Related Occupations	4,250	4,248	-2	180
Office and Administrative Support Occupations	5,754	5,700	-54	146
Farming, Fishing, and Forestry Occupations	642	636	-6	22
Construction and Extraction Occupations	991	1,006	15	29
Installation, Maintenance, and Repair Occupations	1,999	2,004	5	58
Transportation and Material Moving Occupations	4,169	4,224	55	140

**Top Ten Projected Growth Occupations  
2008-2018**

Occupation	2008 Base Employment	2018 Projected Employment	Net Growth	% Growth
1. Personal and Home Care Aides	898	1,500	602	67.04
2. Bus Drivers, School	323	362	39	12.07
3. Transportation Inspectors	74	110	36	48.65
4. Dental Assistants	119	140	21	17.65
5. Accountants and Auditors	166	186	20	12.05
6. Property, Real Estate, and Community Association Managers	97	113	16	16.49
7. Correctional Officers and Jailers	768	784	16	2.08
8. Physical Therapists	55	68	13	23.64
9. Dental Hygienists	77	90	13	16.88
10. Farm Equipment Mechanics	139	152	13	9.35

**Projected Occupational Growth  
2008-2018**

Occupation	Estimated Employment	Projected Employment	Numeric Change	Percent Change	Total Annual Openings
Total, All Occupations	43,490	39,368	-4,122	-9.48	1,132
Management Occupations	3,484	3,127	-357	-10.25	62
Business and Financial Operations Occupations	910	889	-21	-2.31	24
Computer and Mathematical Occupations	142	135	-7	-4.93	4
Architecture and Engineering Occupations	167	154	-13	-7.78	5
Life, Physical, and Social Science Occupations	202	213	11	5.45	9
Community and Social Services Occupations	622	644	22	3.54	18
Legal Occupations	240	252	12	5.00	5
Education, Training, and Library Occupations	3,049	2,756	-293	-9.61	70
Arts, Design, Entertain., Sports, & Media Occupations	387	320	-67	-17.31	10
Healthcare Practitioners & Technical Occupations	2,043	2,042	-1	-0.05	50
Healthcare Support Occupations	1,018	1,075	57	5.60	20
Protective Service Occupations	1,516	1,555	39	2.57	43
Food Preparation and Serving Related Occupations	3,698	3,169	-529	-14.31	115
Bldg & Grounds Cleaning & Maintenance Occupations	1,468	1,145	-323	-22.00	24
Personal Care and Service Occupations	1,949	2,458	509	26.12	105
Sales and Related Occupations	4,474	3,943	-531	-11.87	144
Office and Administrative Support Occupations	6,342	5,586	-756	-11.92	138
Farming, Fishing, and Forestry Occupations	835	746	-89	-10.66	22
Construction and Extraction Occupations	1,218	974	-244	-20.03	21

In addition to the charts listed above, advanced manufacturing, automotive, biotechnology, transportation, allied health, and aviation technology are projected to add new jobs to the regional economy and affect the growth of area industries. These industries, including existing and emerging businesses, are being transformed by technology and innovation.

Basic skills of reading, writing and math are required by employers in most jobs as well work readiness. Computer, specialized or technical skills are required for many jobs today as well as very specific skill sets for occupations such as those in the health care, scientific or technology fields.

Employers are seeking employees who possess skills such as critical thinking, time management, mathematics to solve problems, active listening, reading comprehension, speaking, and judgment/decision making.

Specific skill alignments by occupation may be found in the Arkansas Integrated Workforce Plan in Attachment G at <http://www.accessarkansas.org/esd/AWIB/pdfs/stateplan/PY%202012-2016%20Arkansas%20State%20WIA%20W-P%20Plan,%20FINAL,%2011-2-2012%20rev%201-4-2013.pdf>.

- How local boards will work cooperatively with local economic development to identify local targeted industries that supports state identified targeted industries and the Governor's plan for economic development.

The local board will work with the area economic development entities as well as ADTEC and business and industry to identify targeted industries and supporting state identified targeted industries and aligning them with the Governor's plan for economic development. This will allow the local workforce area to be knowledgeable in encouraging job seekers to focus on training and gaining skills that will allow them to be employable and become self-sufficient in the fields where the greatest economic gain is possible.

## II. LOCAL OPERATIONAL PLAN

The local operational plan must present an overview of the workforce system in the local area.

### A. LOCAL GOVERNANCE

- Identify the fiscal agent or entity responsible for the disbursement of grant funds described in WIA § 117(d)(3)(B)(i)(III), as determined by the chief elected official(s) under WIA § 117(d)(3)(B)(i). *[WIA §118(b)(8); Act 1125 §12(b)(8); 20 CFR 661.350(a)(9)]*

The WIBEA, a 501(c)(3), is the designated fiscal agent responsible for the disbursement of grant funds. The board was appointed by the chief elected official(s) as the fiscal agent pursuant to WIA 117.

- Describe the agreement specifying the respective roles of the individual chief elected officials, including fiscal liability. *[WIA §101(6)(B); 20 CFR 667.705(c); 20 CFR 661.300(e)]*

The agreement between the Eastern Arkansas Chief Elected Officials and the Workforce Investment Board of Eastern Arkansas describes the roles and responsibilities of the parties. **(see Attachment A, CEO Agreement)**

- Describe the local workforce investment board. *[WIA §117(d)(4); Act 1125 §11(g)]*
  - How will the local board provide a leadership role in developing policy, implementing policy, and providing oversight for the local workforce investment system?

The local board convenes on a quarterly basis to review and plan activities for the workforce system. Policies are developed and implemented as needed. Policies are reviewed annually for needed updates. The local board will oversee the development of local policies. The Local board, in conjunction with service provider will develop and review policies annually or as needed.. Oversight of the system occurs through monitoring and guidance.

- How will the local board do this in partnership with the chief elected officials?

The Chief Elected Officials (CEO's) review and approve the actions of the local board. (see Attachment B, Board By-Laws)

- Describe the youth council and its development of the portions of the local plan relating to eligible youth. *[WIA §117(h); Act 1125 §11(o)]; 20 CFR 661.335; 20 CFR 661.340(b)]*

The youth council is a non-voting sub group of the local board. It makes recommendation for youth activities and providers to the board. The youth council met and reviewed the policy relating to youth activities and the definition of the sixth barrier for the youth.

- Describe the local board's plans to provide administrative services. *[WIA §117(3) (b)(ii)(4); Act 1125 §11(e)]*

The LWIB provides all administration functions at the local level to include those administration functions at the one-stop operator level.

- Identify any staff positions that will be hired directly by the board.

The board hired the Executive Director. The board entrusts the Executive Director with the responsibility to hire additional staff to perform the mission of the board.

- Describe the board's plans, if applicable, to contract for some or all of its administrative services (administrative agent).

The WIBEA serves as administrative staff to the local board and as fiscal agent & grant recipient for WIA funds in the area.

- Describe the local grievance procedure established in accordance with 20 CFR 667.600.

The Board has adopted a grievance and complaints policy that establishes the procedure for grievances and complaints. The Executive Committee is responsible for issues related to all grievances and complaints. Information related to grievances and complaints is collected and reported based on guidance from the Arkansas Workforce Investment Board and the State's EEO office. (see Attachment C, Grievance Policy)

- How will the local board ensure that the public – including persons with disabilities – has access to board meetings and activities, including information regarding the local board

membership, the designation of One-Stop operators, the award of grants or contracts to eligible providers of youth activities, notification of meetings, and meeting minutes? Per Arkansas Workforce Investment Board Open Public Meetings policy, please provide the website where notices of meetings, board agendas, and minutes will be posted. *[WIA §117(e), AWIB Open Public Meetings Policy]*

The WIBEA conducts business in an open manner and makes information regarding the Workforce system (board meetings, meeting minutes, board memberships, activities, award of grants, etc.) by submitting press releases via email to radio stations, newspapers and other news media outlets. Auxiliary aids and services are made available upon request.

The Department of Workforce Services will host a website that contains Eastern's meeting notices, board agendas, and minutes.

- Include as a separate attachment a list of the board of directors, the by-laws, and an organizational chart (**with names**) for the fiscal agent, the administrative agent, and the major entity responsible for providing core and intensive services.
  - ❖ See Attachment D, Board of Directors
  - ❖ See Attachment B, By-Laws
  - ❖ See Attachment E, Organization Chart (Fiscal Agent, Administrative Agent, and Core and Intensive Services)
  
- Also include an organizational chart (**with names**) for the local workforce investment board.
  - ❖ See Attachment F, Organization Chart (WIBEA)

## **B. ONE-STOP DELIVERY SYSTEM**

- Describe the One-Stop delivery system to be established in the local area, including the location of comprehensive centers, satellite centers, and affiliate centers. *[WIA §118(b)(2); Act 1125 §12(b)(2); 20 CFR 661.350(a)(3); 20 CFR 662.100(e)]*

The Eastern One-Stop delivery system is provided through a coordination of WIA required partners and other partner agencies either co-located at the Arkansas Workforce Centers or outside of the centers. The Arkansas Workforce Centers in West Memphis and Forrest City are certified Comprehensive. Helena is a satellite center.

- Describe the process used for selecting the One-Stop operator(s), including the appeals process available to entities that were not selected as the One-Stop operator(s). *[WIA §121(d); 20 CFR 662.410; 20 CFR 670.667(b)(1)]*

The process used for selecting the One-Stop operator was based on 20 CFR 662.420 -- the local board may be designated or certified as the one-stop operator only with the agreement of the chief elected officials and the Governor. An appeals process did not apply.

- Describe how the local board will terminate a One-Stop operator for cause. *[WIA §117(d)(2)(A)(ii); Act 1125 §11(a)(2)(B)]*

The local board is the One-Stop operator. The Department of Workforce Services will monitor the local area for compliance with applicable federal and state laws and regulations. The designation will also be reviewed biannually at the time that the local board is recertified.

- What programs and funding streams will support service delivery through the One-Stop system? How will services provided by each of the One-Stop partners be integrated and made available in the local One-Stop system? What optional partners will be included?

All required partners listed under 20CFR part 662.200 and section 121(b) of the WIA will support service delivery through the One-Stop system.

Services will be integrated and made available through a menu of services, referral process, cross training of partner staff, and dissemination of literature and information.

Optional partners may include but are not limited to: TANF, AARP, Career Pathways, Community Colleges and DHS.

- Attach a copy of each memorandum of understanding between the local board and each of the One-Stop partners concerning the operation of the local One-Stop delivery system. *[WIA §118(b)(2)(B); Act 1125 §12(b)(2)(B); 20 CFR 662.310(b)]*

❖ See Attachment G, MOU

- Typically, what information and services will be provided and how will customers access them? How will the goal of universal access be achieved?

A menu of services and other materials are located in the centers that describe services for customers. Services include core, intensive, training, case management, access to resource room, labor market information, financial assistance, assessments, job search assistance and other services provided by the various partners. When a person enters the workforce center, an initial interview is completed obtaining enough information for workforce center registration and to determine the customer's needs. A referral is done by directing the customer to the appropriate on or off-site partner.

The universal core services are available in the resource area with referrals and information about services for all partner programs as well as information on our website [www.onestop.org](http://www.onestop.org) and state website [www.dws.arkansas.gov](http://www.dws.arkansas.gov).

- What is the local plan for delivery of core and intensive services?

Core services are offered through the resource rooms in the local workforce centers and all customers who enter the center may take advantage of these services including registering in Arkansas JobLink (AJL) for job search and referral, access to labor market information, information on partner services, information on training opportunities, access to copy/fax machine, resume preparation, and referral to partner agencies. Intensive services are frequently program specific and require certain eligibility requirements. Certification for eligibility is provided by program staff such as case managers or career advisors.

- Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area. *[WIA §118(b)(4); Act 1125 §12(b)(4); 20 CFR 661.350(a)(5)]*

Adults and dislocated workers will have access to job postings, internet based job searches, local classified listings, and referrals through the Arkansas JobLink system. If core services fail, eligibility is met, and an Individual Employment Plan shows that training is needed to achieve self-sufficiency, then training activities including customized training or occupational skills training will be provided through ITAs at training providers approved through the Arkansas Consumer Reporting System. On the Job Training is also available when the job skills to be developed and the wage earned will lead the customer to self-sufficiency.

- How will the local board promote the participation of private sector employers in the statewide workforce investment system and ensure the effective provision, through the system, of connecting, brokering, and coaching activities, through intermediaries like the One-Stop operator in the local area or through other organizations to assist the employers in meeting hiring needs. *[Note the limitation on use of funds in WIA §181(e).] [WIA §117(d)(8); Act 1125 §11(k)]*

The local board partners with the chambers of commerce, Crossroads Coalition, business and industry councils, and other community organizations while promoting the services available to business and industry in the area. The board is also comprised of 51 percent business representatives which in itself encourages private sector employers to participate in the workforce investment system.

The local board (one-stop operator) also encourages the service provider and center partners to participate in both regional and local job fairs for employers as a way to help recruit applicants and fill vacancies. It also promotes and provides the opportunity to recruit business participation in the Arkansas AJL system. One-Stop partners and the business services team also promote the Arkansas Career Readiness Certificate (ACRC).

### C. SPECIAL TARGET POPULATIONS

The local operational plan must describe how all workforce system partners will work together to ensure that customers who need a broad range of services receive them. This is an opportunity for the local area to describe how the workforce center services will address more specific needs of targeted sub-populations.

Describe how the local system will meet the needs of the following groups:

- Services to the Unemployed, to include:

Registering for unemployment benefits; registering for job search and job referral; use of the resource room for making, copying, and faxing resumes; opportunity to earn an Arkansas Career Readiness Certificate; access to labor market information; access to information on partner services; access to information on training; eligibility determination for intensive services; Career assessment through the TORQ system; referral to partner agencies for additional services not provided through the Workforce Center.

- How will reemployment services to Unemployment Insurance claimants be coordinated:

Reemployment services are primarily conducted through Department of Workforce Services Reemployment Specialist (RES). The RES use resources within the center and have presentations in their required workshops by the different partners in the center on the programs available to jobseekers and also coordinate staff from the different partners in the Work-Readiness workshops they conduct. An Arkansas Career Readiness Certificate may

also be earned by the unemployed job seeker to prove their skills levels in Reading, Math, and Reading for Comprehension.

- **How will services to Trade Adjustment Assistance customers be coordinated and how will these customers be co-enrolled in these programs:**

Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) staffs make presentations to the customers during the workshops scheduled by the Governor's Dislocated Worker Taskforce. The Taskforce also shares all lay-off lists with the local WIB/WIA Program Operator so that local WIA Career Managers can contact the dislocated workers. WIA conducts joint meetings with TAA representatives in the area to coordinate co-enrollment of customers who are in WIA approved training.

- **Low-Income Individuals – Include how Temporary Assistance to Needy Families (TANF) services will be further integrated into the workforce center system and how services to TANF customers are coordinated within the workforce centers:**

TANF case managers refer their customers to partner agencies in the center who provide services that can help the TANF customer gain employment. The Arkansas Career Pathways Program, WIA, and Adult Education are the primary partners to help in this task.

TANF customers are registered in AJL to give them immediate access to job search resources. TANF clients are also encouraged to participate in Job and Career Expos. When employers or training providers are scheduled to be in the center, the TANF case managers are notified in order to disseminate this information to their customers.

- **Migrant and Seasonal Farmworkers – please specify what outreach activities the local area will make to reach this population:**

The Migrant and Seasonal Farmworkers program is co-located in the comprehensive Forrest City Workforce Center. Center information and resources are provided and referrals are made by center/partner staff. The Migrant and Seasonal Farmworkers program participates in all Job and Career Expos. Also, a Migrant and Seasonal Farmworkers representative serves on the WIBEA.

- **Veterans Services – include how the Veterans Priority of Service will be implemented in the local area:**

Local policy assures that priority of services will be implemented at the point of intake in accordance with TEG 10-09. Veterans Priority of Service follows Department of Labor guidance and all staff members have been trained to ensure Veterans Preference.

The Department of Workforce Services provides direct Veterans Services through a local Veterans Representative in the One-Stop Center. The Veterans Representative interviews veterans to analyze their need for supportive services and assists with their job search. Referrals are made to veteran's organizations and service providers as needed. Also, information is provided in the resource area for veterans on a wide range of services.

In addition, services to veterans through the Gold Card Initiative are available at the local Workforce Centers.

- **Limited English Proficiency:**

English as a Second Language is provided through the Adult Education Centers in the local service area. There are materials in the center and translators available for the Hispanic population.

- **Ex-Offenders:**

In addition to core, intensive and training services, ex-offenders will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services. There are also other agencies in the area with ex-offender grants and referrals are made as needed.

- **Mature Workers:**

Mature Workers are served in our area by Experience Works. In the Delta Region, the National Caucus and Center on Blacked Aged, Inc. also provides services, including work experience. In addition to core, intensive and training services, mature workers will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services.

- **Services to Individuals with Disabilities – Include how the local system will ensure non-discrimination and equal opportunity, as well as compliance with the Americans with Disabilities Act (ADA). [WIA §188(a)(2)]**

All offices are ADA compliant and the public is made aware of the Equal Opportunity Act and Non-Discrimination. Individuals are given information and acknowledge this in the AJL system. Youth with disabilities are encouraged to apply for WIA youth services through outreach to the school system.

The local Equal Opportunity Officer, along with the State, monitors to ensure the centers are in compliance with the Americans with Disabilities Act.

- **Youth Services – include the local area’s design framework for the youth program and the local area’s definition regarding the sixth youth eligibility criterion. Describe and assess the type and availability of youth activities in the local area, including an identification of successful providers of the activities. Also, include how the services for youth will be connected to the workforce center.**

Youth, ages 14 – 21, are enrolled in the year-round youth program and out-of-school youth program. Preparing youth for the world of work through work experiences, post-secondary education, leadership development, and accessibility to the 10 elements, continues to be a successful model.

The Youth Council and the WIBEA ensures the 10 Required Program Elements are made available to youth in the local area. The elements are provided through a collaboration of the Title I Program Provider and other local partners when deemed necessary. An ongoing challenge for serving greater numbers of youth most in need, including out-of-school youth, is the decrease in youth funding.

The program design gives 10 general services that are as follows:

- Tutoring
- Alternative secondary school service
- Summer employment opportunities
- Work experience
- Occupational skills training
- Leadership development opportunity
- Supportive services
- Adult mentoring
- Follow-up services
- Comprehensive guidance and counseling

The WIBEA defines the sixth criterion of youth eligibility – “an individual who requires additional assistance to complete an educational program or to secure and hold employment” – as a youth (including a youth with a disability) who needs additional assistance to complete an educational program or to secure and hold employment because the youth:

- Is at risk of dropping out of high school as documented by his or her school, or
- Is a high school graduate (or equivalent) who has not held a full-time regular job for more than 3 consecutive months and lacks work readiness skills necessary to obtain and retain substantial employment as documented through an objective assessment, or
- Faces significant personal challenges which include but are not limited to:
  - ✓ Dysfunctional domestic situation(s)
  - ✓ Lack of necessary supportive services
  - ✓ Documented behavioral problem(s); and/or
  - ✓ Substance dependency of the youth and/or of a family member

#### **D. GRANTS MANAGEMENT**

- Describe the process for developing a budget for the purpose of carrying out the duties of the local board. In answering this question, indicate how allowable administrative funds will be divided between the local board and the One-Stop operator(s). *[WIA §117(d)(3)(A); Act 1125 §11(a)(6)]*

The process for developing the local board’s budget for the purpose of carrying out their duties is based on the past three years of expenditures with consideration from both current and future budgetary needs. Since the WIBEA is the one-stop operator the local board staff performs the administrative functions of the one-stop operator understanding that no more than 10 percent of the overall allocation is spent on administrative costs.

- Describe the competitive process to be used to award grants and contracts in the local area for activities carried out under WIA Title I, Subtitle B, including the process to be used to procure training services that are made as exceptions to the Individual Training Account process as described in WIA §134(d)(4)(G). *[WIA §118(b)(9); Act 1125 §12(b)(9); 20 CFR 661.350(a)(10)]*

Eastern contracts for services through a competitive process by issuing a Request for Proposal (RFP). The RFP, before it is advertised in the newspaper, is approved by the Executive

Committee and/or Youth Council. (Note: The RFP contains specifications, conditions, performance requirements, evaluation criteria, etc. depending on the need or service.)

Following release of the RFP, WIBEA staff conducts a bidder's conference to present information on the RFP. Upon receipt of the proposals, staff conducts a technical review to ensure the proposals are in compliance with the technical requirements of the RFP.

The Executive Council and/or Youth Council evaluate all proposals meeting technical requirements and completes a scoring sheet on all proposals read. Each proposal is assigned an average score and the Executive Council and/or Youth Council determine which proposals to recommend for funding. The Executive Committee and/or Youth Council are then responsible for approving a service provider for recommendation to the board and CEOs for final approval.

The WIBEA follows standard procurement procedures in awarding grants and contracts as per the Department of Labor (DOL) Policies, Procedures and Guidelines and applicable OMB Circulars.

- Describe the criteria to be used under 20 CFR 663.600 to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited and the process by which any priority will be applied by the One-Stop operator. *[20 CFR 661.350(a)(11)]*

In the event that funds allocated to Eastern for adult employment and training activities are declared limited by the Board, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services.

- Describe any current plans to solicit grants and donations from sources other than WIA funds. *[WIA §117(d)(3)(B)(iii); Act 1125 §11(f)]*

The WIBEA is researching and/or considering applying for a YouthBuild Grant (SGA-DFA-PY-12-02) and Supplemental Nutrition Assistance Program (SNAP) /Employment & Training (E&T) Grant.

- How will funds received under the Workforce Investment Act be used to leverage other federal, state, local and private resources to maximize the effectiveness of such resources and expand the participation of business, employees, and individuals in the local workforce investment system? *[WIA §112(b)(10)]*

Funds received under the Workforce Investment Act will be used to leverage other resources and expand the system by cost sharing among partners located in the Workforce Centers and WIBEA office. Office spaces, staff salaries and other expenses are cost pooled.

Costs for participants can be leveraged by co-enrolling in programs and sharing the expenses for training, supportive services and other costs.

- Describe the ITA system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified under WIA §134(d)(4)(G)(ii) and 20 CFR 663.430. *[20 CFR 661.350(a)(5)]*

The Workforce Investment Act mandates that all training services (except for on-the-job training (OJT) and customized training) be provided through the use of Individual Training Accounts (ITAs) and that eligible individuals shall receive ITAs through the one-stop delivery system (Section 134(G)). The policy is applicable for all adults and dislocated workers provided training through Title

I funds under WIA. Training is not an entitlement under WIA. Eligibility requirements for training services are stipulated in the Act at Section 134(d)(4)(A)(B). The Workforce Investment Act established ITAs as the primary method for payment of occupational skills training using Workforce Investment Act funding.

The board reserves the option to contract for training special populations, such as second language barriers, multiple barriers or offenders, when there is a Community Based Organization (CBO) or other private organization which has a special and proven effective training program that meets the special needs identified. Such procurements will be assessed for cost reasonableness and cost effectiveness.

- Describe any limits on ITAs as established by local board policies, in accordance with 20 CFR 663.420. [20 CFR 663.420(c)]

The local board's policy states ITAs are limited to a maximum duration of two-years total and to a maximum total amount of no more than the highest tuition paid to an Arkansas public, post-secondary institution for a full time student enrolled in a two-year course of study, regardless of the type of program or provider.

- If the local board has determined that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs, describe the process to be used in selecting the providers under a contract for services. This process must include a public comment period for interested providers of at least 30 days. [20 CFR 663.430(a)(2)]

Currently, the WIBEA has not determined there are insufficient providers. If the WIBEA determines that there is an insufficient number of eligible providers, an RFP will be issued. A public comment period for a minimum of thirty (30) days will be included in the RFP.

#### **E. COORDINATION AND NON-DUPLICATION**

- Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate. [WIA §118(b)(5); Act 1125 §12(b)(5); 20 CFR 661.350(a)(6)]

Eastern participates in all Rapid Response activities in the area from the time of notification from the Governor's Dislocated Worker Task Force through the worker assistance workshops. Participants are enrolled in WIA services as appropriate.

- Describe how coordination with Job Corps, Youth Opportunity Grants, and other youth programs in the local area will occur. *Note the limitation on use of funds in WIA §129(c)(6)(B).* [WIA §112(b)(18)(C)]

Job Corp is a partner in the Workforce Centers in Eastern and does eligibility and orientation workshops for their participants in the Workforce Centers so their participants have access to all services in the center.

WIA Career Advisors work closely with the Boys and Girls Clubs in Eastern as both a worksite for summer employment opportunities and a resource for mentoring and other youth activities provided through the clubs. Career Advisors also include the Army National Guard and local community colleges in youth leadership activities to promote opportunities after high school or GED for the youth they serve.

Coordination with Job Corps, Youth Opportunity Grants, and other youth programs in the local area will occur through referrals and co-enrollments.

- Workforce Center staff are continuously working to strengthen ties and enhance awareness of the Job Corps' mission and the kinds of programs/services available
- Workforce staff refer youth who will benefit from the services available through the Job Corps program
- Workforce Centers make Job Corps information and brochures readily available to customers by keeping material in resource rooms
- Job Corps representatives are located in the centers and conduct orientation for new recruits
- Workforce Center staff and Job Corps collaboration provides at-risk youth with additional opportunities to pursue training in a variety of in-demand occupations.
- A Job Corps representative serves on the local Youth Council and Workforce Investment Board

- Describe the local plan for avoiding duplication of services. *[WIA §112(b)(8)(A)]*

By using the Arkansas Job Link (AJL) management information system case managers are able to see services that are being provided by partner agencies. Core and intensive activities are coordinated in each office to avoid duplication of services.

Duplication of services will be also avoided through center meetings and coordination among all of the partner agencies.

- Describe the business service team and how the team will be used to coordinate services to employers.

The business services team is comprised of WIA and DWS management who partner with other agencies in the center to promote the wide range of services in the Workforce Center to provide qualified applicants to fill the employer's needs.

Members of the team meet with business and industry leaders at various locations including their place of business, tours of the center, at chamber of commerce events, community organizations and talk to the business leaders about the services in the center and how we can serve the business community by providing qualified applicants to help with their hiring needs. The team also organizes and holds regional and local Job and Career Expos to bring jobseekers and employers together.

The local community colleges bring a more comprehensive group of services to the employer including specialized training that may be needed for their specific employment needs.

The business services team will coordinate services that meet employer/business demands in an easily accessible, transparent way.

## **F. PROFESSIONAL DEVELOPMENT AND SYSTEM IMPROVEMENT**

- Describe how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants. *[WIA §118(b)(2)(A); Act 1125 §12(b)(2)(A); 20 CFR 661.350(a)(3)(i)]*

Because of the waiver to extend initial eligibility requirements exempt providers are not required to submit performance data. Non-exempt providers must meet the State minimum eligibility requirement for performance. Those that do not meet minimum requirements are not added or will be removed from the eligible training provider list.

- How will the local board determine the satisfaction of users of the workforce system?

The local board determines the satisfaction of users through customer satisfaction surveys – both for employers and job seekers. Monitoring of the programs at each level determine if employers/participants are satisfied with the system.

- How will the board develop and implement a continuous improvement plan based on customer feedback?

The WIA Title I service provider and Department of Workforce Services (DWS) manager reviews customer satisfaction surveys which are acted upon if a problem is identified. The results -- for both problem resolution and positive feedback -- are discussed during center meetings and then shared with the Executive Committee and board staff for solutions or changes to the operations or workforce system.

If deemed necessary, and within the law and regulations, the board will adjust current policies, procedures, and any local one-stop operations concern to help ensure that the area is meeting the goals and objections set forth.

The Board as well as the Executive Committee, and Youth Council meet quarterly to assess the efficacy of the current workforce efforts and suggest activities to improve services. In addition, monthly and quarterly ADETC and Crossroad Coalition meetings are held to assess current and future goals and measures.

- Provide a staff development plan for each classification of staff working in the workforce center to include professional development goals, priorities, and training needs. Describe the plan for cross-training of partner staff.

Staff are encouraged to join a local or national organization that promotes workforce development such as the National Association of Workforce Development Professionals, attend training seminars or conferences recognized by the local WIB or state officials as relevant to workforce development, and seek to earn a credential in their profession such as becoming a Certified Workforce Development Professional.

Partner agencies may also utilize their individual agency training requirements. Each partner is responsible for making other partners aware of training sessions offered that might be relevant for cross training purposes.

## **G. PERFORMANCE ACCOUNTABILITY**

Describe and provide specific quantitative targets for the local levels of performance negotiated pursuant to WIA §136(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the One-Stop delivery system, in the local area. [WIA §118(b)(3); Act 1125 §12(b)(3); 20 CFR 661.350(a)(4) 20 CFR 661.350(c)]

Fiscal agent measures not appropriate. Collection and provision of eligible provider's performance is currently waived. One-Stop delivery system is currently under negotiated performance measures.

**Performance Measures**

WIA Requirement at Section 136(b)	PY 2012 Performance Goal
<b>Adults:</b>	
Entered Employment Rate	89%
Employment Retention Rate	84.5%
Average Six-Months Earnings	\$9,500
<b>Dislocated Workers:</b>	
Entered Employment Rate	91.5%
Employment Retention Rate	95.5%
Average Six-Months Earnings	\$12,200
<b>Youth Common Measures:</b>	
Placement in Employment or Education	79.7%
Attainment of a Degree or Certificate	76.9%
Literacy and Numeracy Gains	48%

**H. WAIVER REQUESTS**

Will the local area be requesting any waivers in accordance with WIA sections 117, 189, or 192 as part of this plan?

The Eastern Workforce Investment Area is not anticipating requesting any waivers at this time.

If so, waiver plans should be developed in accordance with 20 CFR 661.420(c) that includes the following information for each waiver requested:

- Statutory and/or regulatory requirements for which a waiver is requested.
- A description of the actions the local area has undertaken to remove state or local statutory or regulatory barriers.
- A description of the goals of the waiver, how those goals relate to workforce plan goals, and expected programmatic outcomes if the waiver is granted.
- A description of individuals impacted by the waiver.
- A description of the processes used to monitor implementation and ensure meaningful public comment, including comment from business and labor.

## I. PLAN DEVELOPMENT AND IMPLEMENTATION

- Describe the plan development process, including a discussion of the process used by the local board, consistent with WIA §118(c) to provide an opportunity for public comment – including comment by representatives of business and labor organizations – and input into the development of the local plan, prior to submission of the plan.

Eastern's local plan development process was announced and began in December 2012, during meetings with the Youth Council, Executive Committee, Board, and CEOs. The local plan development was a coordinated effort between the local board staff and Title I service provider with local partner input. The plan was submitted to the Youth Council, Executive Committee, Board (which includes business and labor representation), and CEOs for comment, review and approval prior to the 30-day public review and comment period.

- What other organizations were involved in the development of the local plan, visions, and goals, and how were they involved? *[WIA §118(b)(7); Act 1125 §12(b)(7); 20 CFR 661.350 (a)(8)]*

In addition to the WIBEA and CEO's, the planning process included economic development, colleges, private sector, and partner agencies. The plan was submitted to the Youth Council, Executive Committee, Board, and CEOs for comment and feedback.

- What was the role of the chief elected official(s) (CEOs) in developing the Plan? *[WIA §118(a)]*

The CEOs reviewed the plan and were given the opportunity to comment and recommend changes. In addition the CEOs approved the local plan in preparation of the 30-day review period process.

- Describe the method used to make copies of the local plan available through such means as public hearings, the local news media, and via the Internet. *[WIA §118(c)(1)]*

The public was notified of the request through a public notice in the statewide newspaper with a 30-day comment period and instructions regarding the submittal of comments and closing date for comments. Copies of the plan were available at the WIBEA Office, 300 Service Road West, Suite 4, West Memphis, AR or upon request via email [dave@thewib.org](mailto:dave@thewib.org) or mail.

- Attach any public comments received. How were these comments considered in developing the local plan? *[WIA §118(c)(3); Act 1125 §12(c)(3); 20 CFR 661.345(c)]*

If any comments are received they will be attached to the local plan with a plan of action addressing any disagreements as needed.

# **Signature Pages**

## **Local Board Chair & Chief Elected Officials**

Workforce Investment Board of Eastern Arkansas

**WIA Comprehensive Five-Year Local Plan Submittal**  
**July 1, 2012 – June 30, 2017**

In compliance with the provisions of the Workforce Investment Act of 1998, the final rule, and planning guidelines and instructions developed by the Governor, this WIA Comprehensive Five-Year Local Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

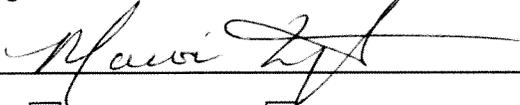
By virtue of my signature, I:

- Agree to comply with all statutory and regulatory requirements of the Act as well as other applicable state and federal laws, regulations and policies.
- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations.
- Affirm that the composition of the Local Board is in compliance with the laws, rules and regulations and is approved by the State.
- Affirm that this WIA Comprehensive Five-Year Local Plan was developed in collaboration with the Local Board and is jointly submitted with the Chief Elected Official(s) on behalf of the Local Board.
- Agree to comply with §661.310 by ensuring a firewall exists between the board and the provision of core services, intensive services, training services and the One Stop Operator.

Date:

Signature of Local Board Chair:

03-25-13

  
\_\_\_\_\_

Mr.

Ms.

Other  (Please check one)

Print Name of Local Board Chair: Marion Littlejohn

Address 1

2700 North Airport Road

Address 2

\_\_\_\_\_

City:

West Memphis

State:

AR

Zip Code: 72301

Phone:

870.268.7150

E-mail: marion.littlejohn@us.bosch.com

**Submittal directions:** Complete this form as part of the Local Plan development process and submit the entire Local Plan electronically as described earlier in this guidance. Submit this form with original signatures to: cindy.varner@arkansas.gov

# Workforce Investment Board of Eastern Arkansas

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*Note: A separate signature sheet is required for each Chief Elected Official.*

Date:

Signature of Local Chief Elected Official (CEO):

03-25-13

Woody Wheelless

Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Woody Wheelless

Title of Local CEO: Judge

Address 1: 100 Court Street Crittenden County Courthouse

Address 2

City: Marion

State:

AR

Zip Code: 72342

Phone:

870.739.3200

E-mail: [judgethewheelless@crittco.com](mailto:judgethewheelless@crittco.com)

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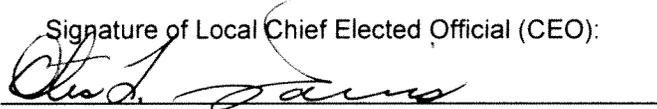
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Otis Davis

Title of Local CEO: Mayor

Address 1: PO Box 213

Address 2:

City: Earle

State: AR Zip Code: 72331

Phone: 870.792.8909 E-mail: [cityofearle@sbcglobal.net](mailto:cityofearle@sbcglobal.net)

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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Charles Patterson

Title of Local CEO: Mayor

Address 1: PO Box 498

Address 2

City: Parkin

State: AR

Zip Code: 72396

Phone: 870.755.5491

E-mail: parkin.c@att.net

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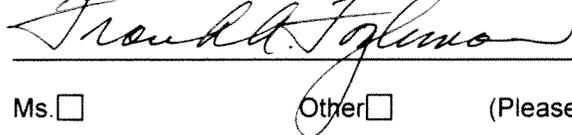
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Frank Fogleman

Title of Local CEO: Mayor

Address 1: PO Box 717

Address 2: \_\_\_\_\_

City: Marion

State: AR Zip Code: 72364

Phone: 870.739.3289 E-mail: mayormarionar@aol.com

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Date:

Signature of Local Chief Elected Official (CEO):

03-25-13



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Bill Johnson

Title of Local CEO: Mayor

Address 1 PO Box 1728

Address 2 \_\_\_\_\_

City: West Memphis

State: AR

Zip Code: 72303

Phone: 870.732.7500

E-mail: [dwallace@citywm.com](mailto:dwallace@citywm.com)

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# Workforce Investment Board of Eastern Arkansas

## WIA Comprehensive Five-Year Local Plan Submittal July 1, 2012 – June 30, 2017

In compliance with the provisions of the Workforce Investment Act of 1998, the final rule, and planning guidelines and instructions developed by the Governor, this WIA Comprehensive Five-Year Local Plan is being submitted jointly by the Local Board and the respective Chief Elected Official(s).

By virtue of my signature, I:

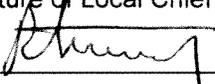
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- Affirm that the Grant recipient possesses the capacity to fulfill all responsibilities and assume liability for funds received, as stipulated in §667.705 of the rules and regulations.
- Affirm that the composition of the Local Board is in compliance with the laws, rules and regulations and is approved by the State.
- Affirm that the Chair of the Local Board was duly elected by that Board.
- Agree to comply with §661.310 by ensuring a firewall exists between the board and the provision of core services, intensive services, training services and the One Stop Operator.

*Note: A separate signature sheet is required for each Chief Elected Official.*

Date:

03-25-13

Signature of Local Chief Elected Official (CEO):

  
\_\_\_\_\_

Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Bob Stacy

Title of Local CEO: Mayor

Address 1: 206 South Falls Blvd

Address 2: PO Box 499

City: Wynne

State: AR Zip Code: 72396

Phone: 870.238.0027 E-mail: [cityofwynne@att.net](mailto:cityofwynne@att.net)

**Submittal directions:** Complete this form as part of the Local Plan development process and submit the entire Local Plan electronically as described earlier in this guidance. Submit this form with original signatures to: [cindy.varner@arkansas.gov](mailto:cindy.varner@arkansas.gov)

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Date:

Signature of Local Chief Elected Official (CEO):

03-25-13

  
\_\_\_\_\_

Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Jack Caubble

Title of Local CEO: Judge

Address 1: 705 East Union RM 4

Address 2: \_\_\_\_\_

City: Wynne

State: AR Zip Code: 72396

Phone: 870.238.5750 E-mail: jack@caubble.com

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*Note: A separate signature sheet is required for each Chief Elected Official.*

Date:

Signature of Local Chief Elected Official (CEO):

03-25-13

  
\_\_\_\_\_

Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Judge Jim Keasler

Title of Local CEO: Judge

Address 1: 15 East Chestnut

Address 2: \_\_\_\_\_

City: Marianna

State: AR

Zip Code: 72360

Phone: 870.295.7700

E-mail: jkeasler@sbcglobal.net

**Submittal directions:** Complete this form as part of the Local Plan development process and submit the entire Local Plan electronically as described earlier in this guidance. Submit this form with original signatures to: cindy.varner@arkansas.gov

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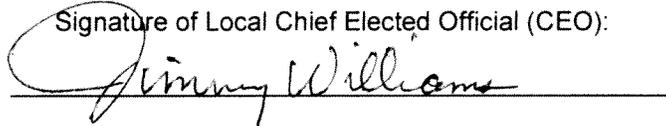
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Jimmy Williams

Title of Local CEO: Mayor

Address 1: 71 West Chestnut

Address 2:

City: Marianna

State: AR Zip Code: 72360

Phone: 870.295.6089 E-mail: [jwilliams1342@sbcglobal.net](mailto:jwilliams1342@sbcglobal.net)

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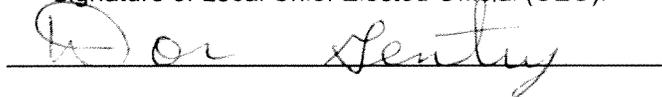
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Don Gentry

Title of Local CEO: Judge

Address 1: 620 Cherry Street, Suite 208

Address 2

City: Helena

State: AR Zip Code: 72342

Phone: 870.338.5500 E-mail: philcojudge@suddenlinkmail.com

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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



---

Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Arnell Willis

Title of Local CEO: Mayor

Address 1: PO Box 248

Address 2:

City: Helena

State: AR

Zip Code: 72342

Phone: 870.817.7439

E-mail: marilynkoutz@yahoo.com

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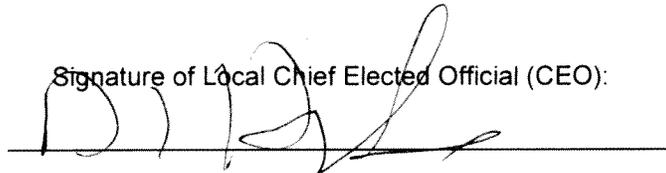
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Gary Huges

Title of Local CEO: Judge

Address 1: 313 South Izard Suite #1

Address 2: \_\_\_\_\_

City: Forrest City

State: AR Zip Code: 72335

Phone: 870.633.1315 E-mail: garyhuges@cablelynx.com

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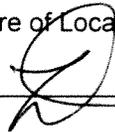
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Date:

03-25-13

Signature of Local Chief Elected Official (CEO):



Mr.

Ms.

Other

(Please check one)

Print Name of Local CEO: Larry Bryant

Title of Local CEO: Mayor

Address 1: PO Box 1074

Address 2: \_\_\_\_\_

City: Forrest City

State: AR

Zip Code: 72336

Phone: 870.633.1315

E-mail: [cityfcar@ipa.net](mailto:cityfcar@ipa.net)

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# Attachment A

## CEO Agreement

**AGREEMENT AMONG THE  
CHIEF ELECTED OFFICIALS (CEOs) OF THE  
EASTERN ARKANSAS WORKFORCE INVESTMENT AREA**

**Whereas**, the 105<sup>th</sup> Congress of the United States has by Public Law 105-220 enacted the Workforce Investment Act of 1998 (WIA), and

**Whereas**, said Act requires that the CEOs enter into an agreement concerning their respective roles and responsibilities,

**NOW THEREFORE, IT IS MUTUALLY AGREED AS FOLLOWS:**

- A. **Appointment of Members to the WIB:** The CEOs shall appoint members of the local board utilizing the criteria promulgated by the State of Arkansas WIB pursuant to Section 117 of the WIA and selected from among the nominations made by the appropriate nominating entities. The CEOs shall agree on category appointments so that each county will have adequate representation on the WIB.
- B. **CEO Responsibilities as Related to the WIB:**
1. Collectively, by majority vote of the total number, the CEOs shall
    - a. Assure that the composition and authority criteria for WIB membership are met;
    - b. Work in partnership with the local WIB to develop and submit to the Governor a local, Five Year Plan;
    - c. By agreement with the local WIB, select a One Stop Operator, and for cause shown, terminate the eligibility of same;
    - d. By agreement with the local WIB, develop the staffing capacity to carry out its duties under the Act and serve as the local grant recipient.
    - e. Negotiate and reach agreement with the local WIB and Governor on local performance measures;
    - f. Reach an agreement with the Governor as to certification if the local board desires to provide core or intensive services through the One Stop delivery system;
    - g. Cooperate with the WIB in the establishment and appointment, by the local WIB, of a Youth Council as a sub-group of the local WIB.
- C. **Oversight:** The CEOs shall work in partnership with the local WIB to conduct oversight with respect to progress of youth activities, employment and training services and the One Stop delivery system to ensure that criteria established by federal and state government are met and in support of criteria established by the local WIB.
- D. **CEO Designee:** Jim Keasler, County Judge of Lee County, shall be authorized to act on behalf of the CEOs in matters outlined in this agreement. Judge Keasler shall serve in this capacity as long as he serves in his current elected position, resigns either position or is replaced by a majority vote of the CEOs.
- E. **Time of Agreement:** This Agreement shall be effective from its execution and serves for the duration or modification of the local Five Year Plan and until changed by a majority of the CEOs representing first-class cities and counties in the Eastern Arkansas workforce investment area as designated by the Governor of the State of Arkansas.

ENTERED INTO THIS 19<sup>TH</sup> DAY OF JUNE, 2000.

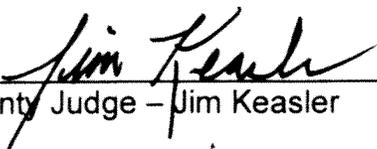
REVISED TO CORRECT THE 15<sup>TH</sup> DAY OF NOVEMBER, 2000.

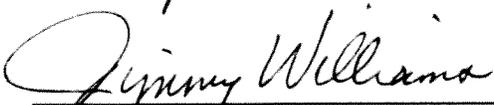
REVISED THIS 17<sup>TH</sup> DAY OF MAY, 2007.

REVISED THIS 22<sup>ND</sup> DAY OF APRIL, 2011.

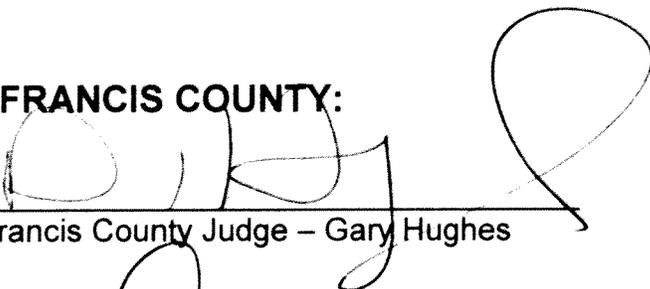
REVISED THIS 3<sup>RD</sup> DAY OF OCTOBER, 2011.

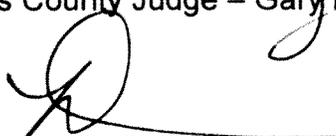
**LEE COUNTY:**

  
\_\_\_\_\_  
Lee County Judge – Jim Keasler

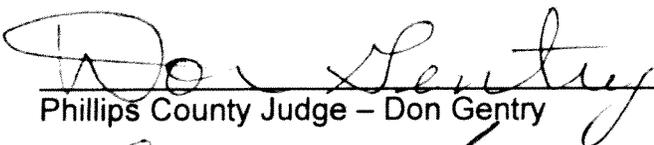
  
\_\_\_\_\_  
Marianna Mayor – Jimmy Williams

**ST. FRANCIS COUNTY:**

  
\_\_\_\_\_  
St. Francis County Judge – Gary Hughes

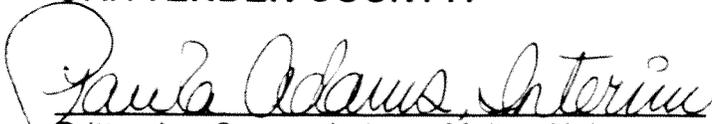
  
\_\_\_\_\_  
Forrest City Mayor – Larry Bryant

**PHILLIPS COUNTY:**

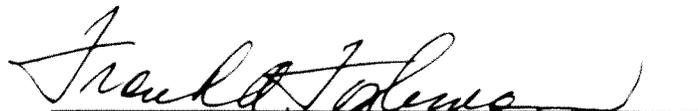
  
\_\_\_\_\_  
Phillips County Judge – Don Gentry

  
\_\_\_\_\_  
Helena Mayor – Arnell Willis

**CRITTENDEN COUNTY:**

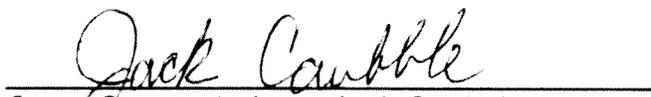
  
Crittenden County Judge – Melton Holt

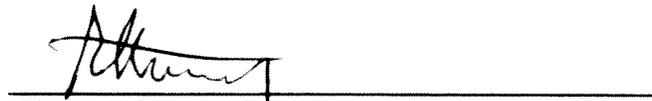
  
West Memphis Mayor – Bill Johnson

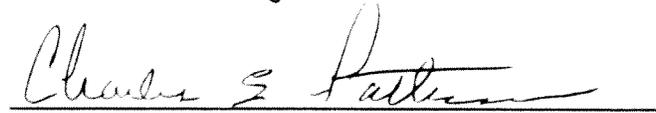
  
Marion Mayor – Frank Fogleman

  
Earle Mayor – Otis Davis

**CROSS COUNTY:**

  
Cross County Judge – Jack Caubbe

  
Wynne Mayor – Bob Stacy

  
Parkin Mayor – Charles Patters

# Attachment B

## By-Laws

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**Workforce Investment Board  
of Eastern Arkansas  
By-Laws**

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## **Article I – Name**

The name of the organization shall be the Workforce Investment Board of Eastern Arkansas.

## **Article II – Purpose**

The purpose of this organization shall be to provide guidance for the collaboration of workforce investment activities in the eastern Arkansas workforce investment area as designated by the Governor: Crittenden, Cross, Lee, Phillips and St. Francis counties. This will be accomplished by working individually and collectively with the chief elected officials of the area and other employment and training related entities to achieve seamless service delivery, more efficient and effective use of resources and improved performance.

The Workforce Investment Board of Eastern Arkansas shall be referred to as the Board throughout the remainder of this document.

## **Article III – Board Members**

### ***Membership***

The Board will be representative of the private sector, education, labor, rehabilitation, community-based organizations, persons with disabilities and one-stop partner organizations. Board membership shall comply with federal and state requirements at a minimum and will at all times have a majority representation from the private sector.

### ***Powers***

The Board shall have the following powers independent of any expressed in agreement with the Chief Elected Officials:

1. Elect its' own chairperson, who must be a private sector representative.
2. Petition the Chief Elected Officials to remove members prior to the end of fixed terms for cause. Cause may be defined by the Board and include, but is not limited to, illegal activities, or activities deemed to undermine or hinder the achievement of the purpose or goals of the Board. Removal of board members for excessive absences shall be in accordance with the following:
  - a. Within thirty (30) days after each regular board meeting, the Executive Director of the board shall notify the Chair, in writing, of any member who has been absent from three (3) successive regular meetings, without attending any intermediary called special meetings. The Executive Director's notice to the Chair shall include a copy of all meeting notices and attendance records for the past year.
  - b. Within sixty (60) days after receiving the notice and supporting documentation from the Executive Director, the Chair shall notify, in writing, the board member and the Chief Elected Officials of his intent to remove the member for cause.
  - c. Within twenty (20) days of the date of the Chair's notice, the member may request an excused absence as provided by this section or may file a dispute of the attendance records and the reasons thereby.
  - d. The Chair shall grant an excuse for illness of the member when verified by a written sworn statement by the attending physician, or other proper excuse as determined by the Chair.
  - e. After twenty (20) days of the date of the Chair's notice, if no rebuttal is received or other adequate documentation submitted, the member will be removed.
3. Provide oversight of employment and training programs in accordance with its' own procedures.
4. Hire its own staff if such is needed and funds are available.
5. Establish its own budget.
6. Solicit and accept contributions and grants from public and private sources.
7. Establish guidelines for inclusion of training providers on local training provider list.
8. Select and certify One-Stop Career Centers.

---

## ***Selection of Members***

Nominations shall be made in accordance with the process(es) required by the various groups represented on the Board. The Chambers of Commerce or other general business organizations shall make nominations for private sector members. The Chief Elected Official(s) shall make their selection from among nominations of interested groups. In the event of vacancies, the same process shall be used for new appointments.

## ***Member Terms***

In order to initially populate the Board, the initial term of office of the members shall be for one year. At the end of the first year, terms will be drawn by lots to determine the initial service terms as follows:

1. One-third shall be appointed for a term of one year.
2. One-third shall be appointed for a term of two years.
3. One-third shall be appointed for a term of three years.
4. As each initial appointment term expires, all appointments thereafter will be for three (3) year terms.

Vacant terms created by the resignation or removal of members will be filled for the time remaining in the term. A reappointment or new appointment will be required upon the expiration of the term.

When a board member's category changes and the majority of the Board's membership remains 51% in business/industry categories, such member may continue to serve on the Board; however, if that member's category change causes the business/industry majority to drop below 51%, she/he will be expected to resign from the Board; furthermore, for a member who singularly represents a statutory category and moves from eligible representation of that category, membership will automatically terminate.

## ***Meetings***

The full Board and its standing committees shall meet as often as determined necessary by the Board Chair or Committee Chairperson, consistent with Federal regulation, State policy, and these By-Laws. However, there shall not be less than three full Board meetings and not less than one meeting of each standing committee held each year. The Board is authorized to conduct these meetings in person, by conference call, email, facsimile, or other electronic methods as deemed prudent by the Chair. Meetings conducted through methods other than in person must meet the same requirements as meetings conducted in person. These requirements include but are not limited to having a quorum present to conduct business, taking minutes, and providing public notice.

## ***Youth Council***

As required under the Workforce Investment Act (WIA), a Youth Council will be established as a subgroup within the local Board. The membership of the Youth Council must include:

1. Members of the local Board, such as educators, which may include special education personnel, employers, and representatives of human service agencies, who have special interest or expertise in youth policy;
2. Members who represent service agencies, such as juvenile justice and local law enforcement agencies;
3. Members who represent local public housing authorities;
4. Parents of eligible youth seeking assistance under subtitle B of title I of WIA;
5. Individuals, including former participants, and members who represent organizations, that have experience relating to youth activities; and
6. Members who represent the Job Corps, if a Job Corps Center is located in the local area represented by the council.
7. Members who represent the private sector.

The Youth Council may include other individuals, who the Chair of the local Board, in cooperation with the chief elected official, determines to be appropriate. The Chair of the Youth Council will be selected by the Board Chair from among the private sector members. Members of the Youth Council who are not members of the local Board must be voting members of the Youth Council and nonvoting members of the local Board.

The Youth Council is responsible for:

1. Coordinating youth activities in a local area;

- 
2. Developing portions of the local plan related to eligible youth, as determined by the Chair of the local Board;
  3. Recommending eligible youth service providers in accordance with WIA section 123, subject to the approval of the local Board;
  4. Conducting oversight with respect to eligible providers of youth activities in the local area, subject to the approval of the local Board; and
  5. Carrying out other duties, as authorized by the Chair of the local Board, such as establishing linkages with educational agencies and other youth entities.

### ***Committees***

There shall be three (3) standing committees of the Board and such other committees as the board or the Chair may determine from time to time to be necessary or appropriate. Unless otherwise specified, committee members and chairpersons shall be appointed by the Chair of the Board. The standing committees are as follows:

1. Executive Committee
  2. Strategic Planning Committee
  3. Program and Performance Evaluation Committee
- 
1. Executive Committee

The Executive Committee will at a minimum consist of the Chair, Vice Chair, Secretary, Youth Council Chair, Strategic Planning Committee Chair, Program and Performance Evaluation Committee Chair, and one other member selected by the Chair representing the private sector. The Executive Committee must at all times maintain a majority private sector representation.

The Executive Committee shall have the authority of the Board to act on behalf of the Board during the interim between Board meetings but shall defer to the board, whenever practical, action on matters of major policy implications. The Executive Committee, however, shall have the responsibility for acting on the broad range of personnel issues related to Board staff within the limits of the budget approved by the full Board. Executive Committee decisions will be implemented immediately and will be ratified at the next full Board meeting. Between Board meetings the Executive Committee shall review and coordinate the work of the other committees. All Board functions not specifically enumerated and assigned to another committee by these by-laws shall be the responsibility of the full Board and the Executive Committee, unless the function is assigned by the Chair to another standing or ad hoc committee.

2. Strategic Planning Committee

The Strategic Planning Committee shall act in an advisory capacity to the Board. These functions are:

- a. Development and maintenance of the local workforce development plan.
- b. Development and continuous improvement of a local system of activities that are funded under the Workforce Investment Act (WIA) or carried out through a one-stop delivery system which receives funds under WIA including:
  - (1) Development of linkages in order to assure coordination and no duplication among the programs and activities; and
  - (2) Review of local plan
- c. Coordination of local agencies to assist in the development of the local workforce development plan
- d. Establishing procedures that will assure coordination of and avoid duplication among Workforce Investment Programs in the local area.
- e. Perform other functions related to strategic planning activities.

3. Program and Performance Evaluation Committee

The Program and Performance Evaluation Committee shall act in an advisory capacity to the Board to carry out these functions:

- a. Providing oversight and guidance to assist the local area in meeting local performance measures.
- b. Create and oversee workforce investment program accountability measures and standards.
- c. Evaluate the local workforce investment system and the local youth programs to determine if they are meeting the goals of the Workforce Investment Act.

### ***Quorums***

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A simple majority of the members shall constitute a quorum at Board, Youth Council, or committee meetings. Action shall require a simple majority vote of those members present during a meeting at which a quorum is present.

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### ***Proxies***

Proxy votes will not be allowed for Board, Youth Council, or committee meetings.

### ***Voting***

The Chair may determine the method of voting, except that any member may request individual polling. Secret balloting shall not be allowed. Any member may request that his/her vote or abstention be made part of the minutes.

### ***Conflict of Interest***

Members shall abstain from any vote which benefits them or members of their family personally, the organizations which they represent on the Board, their employers or any other affiliation or relationship which could be deemed a conflict of interest. Members must publicly state for the record that they are abstaining from voting. It is the responsibility of members to advise the Board of any potential conflict of interest in the discussion of any topic for which a conflict of interest might be inferred. Members shall abstain from discussion of any potential vote by the Board if such discussion could cause the member, the organization they represent, their employer, or any other affiliation or relationship to realize favor from such discussion and vote.

## **Article IV – Officers**

### ***Number***

The officers of the Board shall be the Chair, Vice-chair and Secretary.

### ***Selection***

The Board members shall elect the officers from their membership. The Chair and the Vice-Chair must represent the private sector.

### ***Terms of Office***

Terms of office are effective July 1 of each year. Each officer shall serve for a period of at least one year until the date of the next scheduled meeting in the fourth quarter of the following year.

### ***Vacancies***

A vacancy created in the Chair, Vice-Chair or Secretary positions by death, resignation or otherwise, shall be filled by the Board membership at its next scheduled meeting. If the Chair position becomes vacant, the Vice-Chair will act as Chair until elections are held.

## **Article V – Amendments**

These By-laws will remain in effect until repealed or amended by the Board. Said By-laws may be amended or repealed at any meeting of the Board by the vote of two-thirds (2/3) of the total membership.

# Attachment C

## Grievance Policy

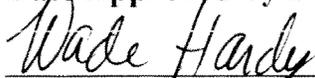
Workforce Investment Board  
of Eastern Arkansas

## WIB Grievance and Complaint Policy

**Policy Number:** WIBEA-POLICY-4

**Effective Date:** July 1, 2005

**Date Approved by Board:** January 19, 2006

  
WIBEA CHAIRMAN

  
WIBEA EXECUTIVE DIRECTOR

**Purpose:** To establish a policy to provide our customers, employees and vendors with a formal method to present grievances that they have been unable to resolve through other means.

**Background:** Each Local Workforce Investment Area is required to have a grievance process which includes resolution at the local level.

**Policy:** It is the policy of the Workforce Investment Board of Eastern Arkansas that customers, employees and vendors should have an opportunity to present their complaints and to appeal decisions through a dispute resolution procedure. The resolution of all complaints must be prompt and judicious.

An appropriate dispute is defined as an expressed dissatisfaction concerning any interpretation or application of policy by an officer of an entity acting in an official manner governed by the Workforce Investment Board of Eastern Arkansas. This definition includes:

- A belief that policies, practices, rules, or procedures have been applied inconsistently;
- Treatment considered unfair, such as coercion, reprisal, harassment (including sexual harassment), or intimidation;
- Alleged discrimination because of race, color, sex, age, religion, national origin, marital status, or disability; and
- Improper or unfair administration of benefits or entitlements.

The dispute resolution has a maximum of three steps, but disputes may be resolved at any step in the process. Disputes will be processed until the complainant is satisfied, does not file a timely appeal, or exhausts the right of appeal under the policy. A decision becomes binding on all parties whenever the complainant does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.

When acting upon an appropriate dispute, the process is as follows:

**Workforce Investment Board**  
*of Eastern Arkansas*

**Step One:** The complaint is promptly (within 72 hours) brought to the attention of an officer of the entity alleged to be at fault. The officer should investigate the complaint, attempt to resolve it and respond to the complainant in writing within 30 days. The report must contain the date and nature of the complaint and the steps taken to resolve it. If resolution is not completed within the prescribed time frame, the complaint is automatically progressed to Step Two.

**Step Two:** The resolution must be appealed within 10 days to the appropriate administrative entity in writing. The appeal must include a copy of the resolution report received in Step One. After a review of the documentation, the complainant and a representative of the entity will be interviewed for additional information. A decision will be rendered within 30 days in writing with copies forwarded to the complainant and the entity in question.

**Step Three:** The decision must be appealed within 10 days to the EO Officer of the Workforce Investment Board of Eastern Arkansas in writing. The appeal must include a copy of the resolution report and the decision report received in previous Steps. The EO Officer will review all documentation and will interview parties involved for further clarification. A final decision will be rendered within 30 days in writing with copies forwarded to the complainant and the entity in question.

Step "Three" Appeals should be marked Confidential and mailed to:

Workforce Investment Board of Eastern Arkansas  
EO Officer / Complaint  
P.O. Box 1388  
West Memphis, AR 72303

The name of the complainant shall be kept confidential, to the extent possible. When consent has been provided for the release of complainant's identity, disclosure should be under the conditions which will promote continued receipt of confidential information.

No person, organization or agency may discharge or in any manner retaliate against any person because that person has filed a complaint, instituted any proceeding related to the Workforce Investment Act, testified, or is about to testify, in any preceding or investigation, or has provided information or assisted in any investigation.

**Contents of an Appeal:**

Each appeal shall be in writing and shall:

- Be signed by the complainant
- Contain the complainant's name and address (or specify another means of contacting him/her)
- Identify the respondent

**Workforce Investment Board**  
*of Eastern Arkansas*

- Describe the complainant's allegations in sufficient detail to allow the recipient to determine whether the complaint:
  - Falls under the recipient's jurisdiction
  - Was timely filed
  - Has apparent merit

**References:** Workforce Investment Act; Final Rules; Five Year Plan; Two-Year Plan

# Attachment D

## Board of Directors

# Workforce Investment Board *of Eastern Arkansas*

## Board of Directors

Everett Adamson

Cynthia Alexander

Pat Audirsch

David Barch

Charlotte Baskins

Martin Chaffin

Mark Clark

Catherine Coleman

Gillette Drone

Pierre Evans

Jan Feldman

Keisha Grigsby

Hudson Hallum

Valla Handcock

Bill Hays

Clara Henson

Herb Holley

Clarence Johnson

Watson Light

Marion Littlejohn

Gwen McGhee

William Norman

Billy Pillow

Joe St. Columbia

Raymond Shields

Adrienne Shipp

Dejanette Smith

Kimberly Smith

Tonya Wear

Margaret Staub

Tracy Webster

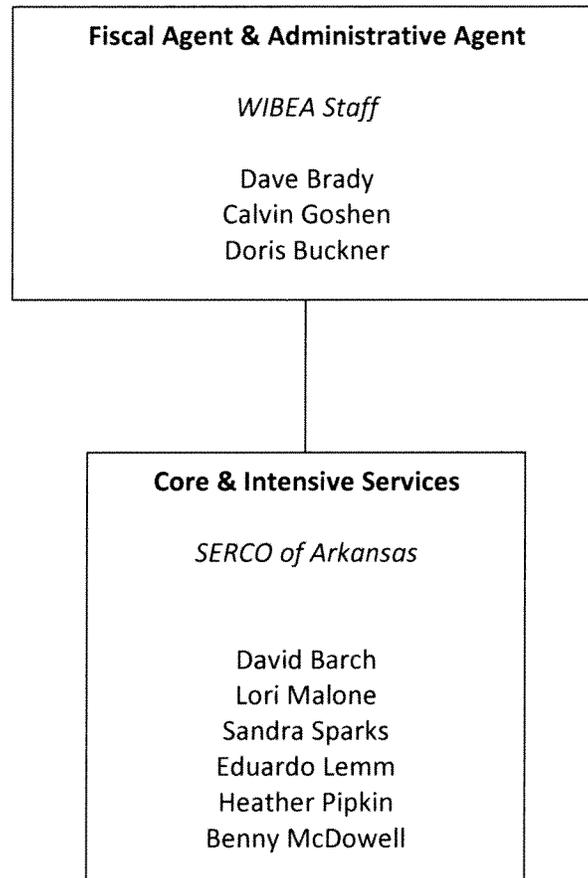
Rick Wells

Robert Williams

**Attachment E**  
**Organization Chart**  
**Fiscal Agent & Administrative Agent**  
**Core & Intensive Services**

# Workforce Investment Board *of Eastern Arkansas*

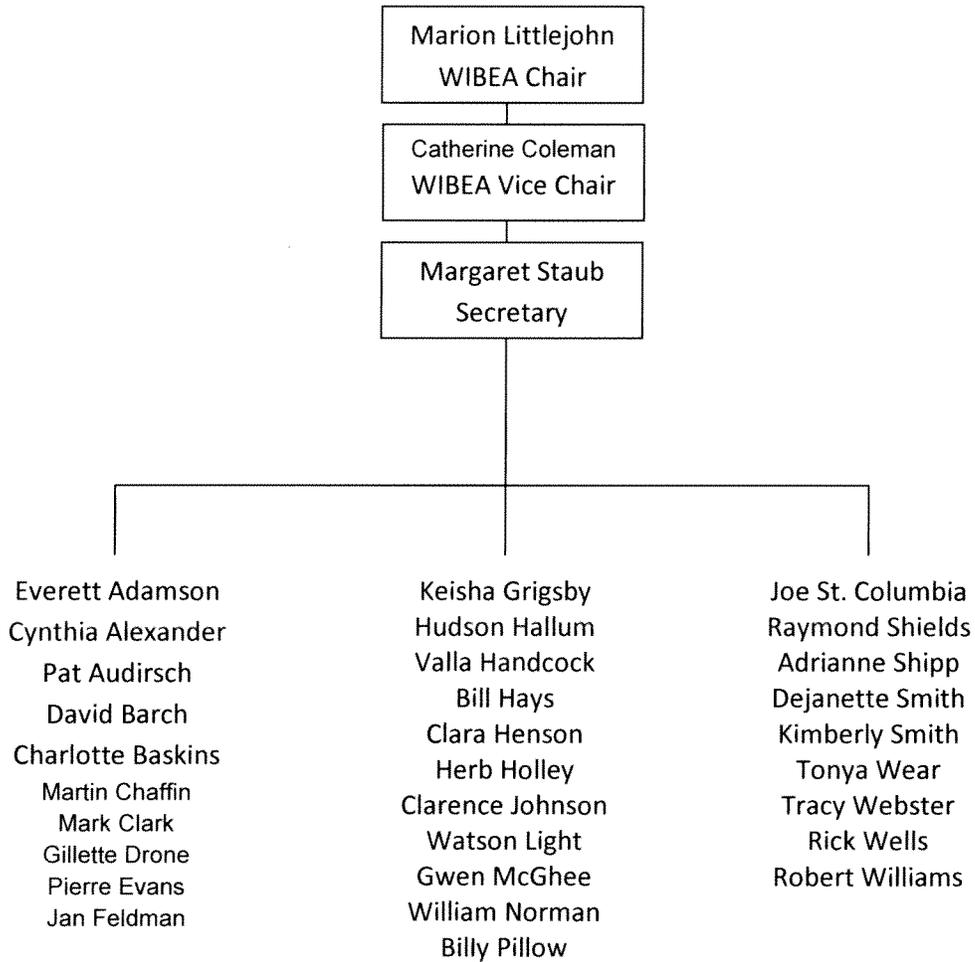
## Fiscal Agent & Administrative Agent Core & Intensive Services



**Attachment F**  
**Organization Chart**  
**Workforce Investment Board**

# Workforce Investment Board *of Eastern Arkansas*

## Board of Directors



# Attachment G

## MOU's

Workforce Investment Board of Eastern Arkansas



## Memorandum of Understanding

## **Introduction**

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This Memorandum of Understanding (MOU) is entered into in accordance with the Workforce Investment Act of 1998 (WIA). This agreement among the signature agencies and organizations describes how their resources will be utilized to better serve mutual customers in the Eastern Arkansas Workforce Investment Area, and the Workforce Center which is part of the Arkansas Workforce Investment System. It is understood that the Center will be a collaborative effort based on trust and teamwork among agencies working together as partners to accomplish a shared goal of improving the quality of life for individuals through employment, training, and education.

This collaboration will enhance economic development to better serve the present and future needs of employers in this area. This will be accomplished through comprehensive workforce centers located in Forrest City and West Memphis, and satellite centers located in Wynne, Marianna and Helena.

## **Vision Statement**

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The purpose of the Arkansas Workforce Center is to advance the economic well being of our area by developing and maintaining a quality workforce. Eastern Workforce Center partners will ensure universal access to services for all customers, provide customer choice in service and service delivery, and ensure accountability in performance and customer satisfaction. These services are designed to connect the unemployed citizen and dislocated worker to a job, prepare the underemployed citizen for a new job, and introduce youth to employment. This will be achieved through the co-location and integration of employment, training, education, and economic development services for youth, job seekers, workers, and employers.

## **Management and Structure**

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Parties to this agreement will work as partners to ensure that all youth, jobseekers, workers, and employers will be served comprehensively, in a seamless system, which addresses their needs, merges common services across programs, and minimizes duplication.

Partners will retain responsibilities for reporting and monitoring of their respective programs. In addition, any tracking request by the Workforce Center will be done as required by the law. Parties to this agreement will work under the direction of the center manager for all non-programmatic issues.

## **Duration**

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This Memorandum of Understanding shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), otherwise by action of law, or in accordance with this section.

- Any partner may withdraw from this MOU by giving written notice of intent to withdraw at least 60 calendar days in advance of the effective withdrawal date.
- The withdrawal of a partner shall not affect the cost to the remaining partners.
- Withdrawal will in no way nullify the MOU for the other partners.
- Notice shall be provided to all partners.
- All partners may agree to the termination of this MOU in writing.
- Any partner may request modification of its terms.
- Ratification of the request by all other partners will constitute the modification in question.

## **Confidentiality**

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All partners agree to honor the attached Authorization to Obtain Information, which also is available to clients online in Arkansas JobLink. Exchanged information shall remain private and confidential in accordance with the terms of the Information Technology Resources policy in AJL and with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information. Additionally, workforce center personnel and all partner staff accessing information must sign an AJL Security Form and recognize that client-counselor communications must be protected and the need for privacy accommodated. Managers are to keep the signed forms on file. All partners agree to enforce all partners' confidentiality requirements covered by this paragraph.

## **Nondiscrimination and Equal Opportunity Provisions**

The partners of this agreement and respective staff assure that applicants, claimants, and participants of our Workforce Center programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. Furthermore, if applicants are receiving WIA program benefits or are participating in any WIA Title I financially-assisted program or activity (Section 188 of WIA and 29 CFR Part 37.20 identifies civil rights laws) as a lawfully admitted immigrant authorized to work in the United States, they shall not be discriminated against in any way.

The partners to this agreement will agree on a One-Stop Equal Opportunity Officer for the workforce area who will process complaints of discrimination and attempt to address same as prescribed by 29 CFR Part 37, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA."

The partners to this agreement will abide by 29 CFR Part: Section 188 of WIA, and implementing directive issued by the State of Arkansas.

## **Veterans Preference**

The Workforce Center partners under this MOU assure that they will comply with the veteran's preference provisions of section 107-288, revised to US Code 38, chapters 41-43.

## **Cost Allocation Plan**

### **Shared Funding of Services**

This MOU will not change with the quarterly review and/or adjustments reflected by the Cost Allocation.

A partner can only pay for costs that are allocable to that partner's funding source. Each partner will contribute services and pay for costs associated with those services. If the partners are only sharing space, "fair share" will be charged according to a formula based on total number of staff as the basis for allocation. For common area computation, WIA Title I may be considered as up to three separate funding streams based on the presence of Adult, Dislocated Worker and Youth programs.

Exceptions to the general principle requiring that costs be shared proportionately may include:

- **Unrestricted Funds** may be used to pay for any portion of the costs, since there are no restrictions on the type or amount of costs these funds may pay.
- **Partially Restricted Funds** may be used to provide services to the general population.
- **Costs Fully Allowable to More Than One Fund Source** may be paid in part or in whole by one of the sources without regard to the rules on cost allocation.
- **Immaterial Costs** are costs so minor in amount that they do not need to be allocated.

Although the Eastern Arkansas centers are designed to be a seamless service delivery system for the customer, available services will be provided from various entities with different funding accountability. Because of these various funding streams, this plan has been developed to ensure that each partner bears its fair share of the costs of maintaining the Center.

Common Space, which is available for use by all partners, includes a conference room; break room, reception area, storage and restrooms, computer-resource lab, and testing room.

Dedicated Space is space intended for the use of one partner only.

## **Indemnification**

Any public liability claims against the State pertaining to the leased premises shall be submitted to the Arkansas Claims Commission for adjudication in accordance with Arkansas Code Annotated §19-10-201 et. seq.

## **Systematic Referral Process for Workforce Center Customers**

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It is agreed that the Workforce System partners of this signed MOU will conduct referral for services in the following manner. Common intake will be used to determine the customer's needs. This will allow staff to make the appropriate referral. The following process will be used for all customers referred for services.

- Customers will receive a written referral form with the date, time, and place of the appointment.
- The maximum amount of time to schedule a customer appointment should not exceed three working days.
- The individual making the appointment will be responsible for follow-up.

## **Arkansas Workforce Center Performance Criteria**

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It is agreed that the local workforce center will strive to achieve the following standard of quality service for its customers, employees, and partners.

All partner agencies can expect:

- To be listed as a source for applicable referrals for services rendered to customers.
- To work in a safe and professional environment.

All job seekers or that seeking employment enhancement can expect:

- Prompt and courteous service from the staff.
- The services designed to assist customers in achieving their educational and/or job placement goals.
- Access to job listings, which includes job description, salary, location, and required experience/education.
- Unbiased and/or non-discriminatory pre-screening practices.
- Courteous service from staff representatives.

Employer customers can expect:

- Ability to post their job openings either openly for access by any job seeker or in a masked format so that potential applicants are screened.
- Courteous service from staff representatives.
- Access to job applicants, either screened by the Workforce center or self-referred.

All employees can expect:

- To work in a safe and professional environment.
- To receive the best tools to achieve the desired outcomes for their customers.
- To be fairly compensated for their-services.

All partners will:

- Deliver high quality services through the Workforce Centers.
- Make a positive attempt to place customers in jobs with family sustaining wages.
- Make a positive attempt to place customers in jobs for a minimum of 180 days.

## **Governance of the Workforce Delivery System**

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In accordance with WIA section 117(d), the Workforce Investment Board of Eastern Arkansas will select a One-Stop operator with the agreement of the chief elected officials and conduct oversight of the workforce system, youth activities and employment and training activities under Title I of WIA, in partnership with the chief elected officials.

In accordance with WIA section 121(d), the agreement between the Local Board and the One- Stop operator shall specify the operator's role. That role may range between simply coordinating service providers within the center, to being the primary provider of services within the center, to coordinating activities throughout the local workforce system.

Each partner in the Workforce delivery system agrees to abide by the Federal and State laws and regulations that apply to their individual programs.

## Services Matrix – Eastern

### Core Services to Job Seekers

Core Services	Agencies	
<b>AJL Registration</b>	• SERCO	• DWS
<b>Orientation</b>	• SERCO	• DWS
<b>Outreach</b>	• American Indian • DHS • Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • DWS • Psychological Care Center • Services for the Blind
<b>Assessments</b>	• Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • VA (Disabled Veterans Only)
<b>Resume Development</b>	• SERCO	• DWS
<b>Job Search Placement Assistance/Career Counseling</b>	• Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • DWS • Services for the Blind
<b>Labor Market Information</b>	• EACC / CRTI / MSCC / PCC-UA • Voc. Rehab. • Job Corps	• SERCO • DWS
<b>Local Area Performance/One Stop Delivery System Information</b>	• AWCS • Experience Works	• National Caucus/Black Aging
<b>Local Area Supportive Services Information &amp; Referral</b>	• DHS • Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • VA & CVSO • DWS • Services for the Blind
<b>Filing UI Claims</b>	• DWS	
<b>Establishing WTW Financial, Training and Education</b>		
<b>Follow-Up Title I Customers</b>	• DHS • SERCO	• Job Corps
<b>WIA Title I Eligibility Determination</b>	• SERCO	• Job Corps
<b>Resource Area Customer Assistance (Internet Job Search, Training Information, Global Learning Center, etc.)</b>	• AHDC • SERCO • DWS	
<b>Job Referrals</b>	• DHS • Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • DWS • Services for the Blind
<b>Partner Referrals</b>	• American Indian • DHS • Voc. Rehab. • AHDC • EACC / CRTI / MSCC / PCC-UA • Experience Works • National Caucus/Black Aging	• Job Corps • SB • SERCO • DWS • Psychological Care Center • Services for the Blind
<b>Seminars</b>	• EACC / CRTI / MSCC / PCC-UA • SERCO	• DWS

## Intensive Services to Job Seekers

Intensive Services	Agencies
<b>Comprehensive and Specialized Assessments of Skills Levels and Service Needs</b>	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Psychological Care Center</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> <li>▪ VA (Disabled Veterans Only)</li> </ul>
<b>Development of Individual Employment Plan (IEP)</b>	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> <li>▪ DWS (VETS and TAA)</li> </ul>
<b>Group Counseling</b>	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> <li>▪ DWS (TAA)</li> </ul>
<b>Individual Counseling and Career Planning</b>	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Psychological Care Center</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SB</li> <li>▪ SERCO</li> <li>▪ VA (Disabled Veterans Only)</li> <li>▪ DWS</li> </ul>
<b>Case Management for Customers Seeking Training</b>	<ul style="list-style-type: none"> <li>▪ DHS</li> <li>▪ Voc. Rehab.</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> <li>▪ DWS (VETS Only)</li> </ul>
<b>Job Club</b>	
<b>Specialized Workshops</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>

## Training Services to Job Seekers

Intensive Services	Agencies
<b>Occupational Skills Training</b>	<ul style="list-style-type: none"> <li>▪ SERCO</li> <li>▪ Voc. Rehab.</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ VA</li> <li>▪ DWS</li> </ul>
<b>On-The-Job Training</b>	<ul style="list-style-type: none"> <li>▪ SERCO</li> <li>▪ DHS</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ DWS (VETS, TAA, Arkansas Job Links, TEA)</li> <li>▪ VA (Disabled Veterans Only)</li> </ul>
<b>Skills Upgrading and Retraining</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Voc. Rehab.</li> <li>▪ SERCO</li> <li>▪ VA</li> <li>▪ DWS</li> </ul>
<b>Job Readiness Training</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ Job Corps</li> <li>▪ AHDC</li> <li>▪ DWS</li> </ul>
<b>Adult Education and Literacy</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> </ul>
<b>Customized Training</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ DWS (TAA, VETS, Arkansas Job Links)</li> </ul>
<b>Labor Market Information (Internet/Hard Copy)</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Voc. Rehab.</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>
<b>Training Program Information</b>	<ul style="list-style-type: none"> <li>▪ American Indian</li> <li>▪ DHS</li> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SB</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>
<b>Skills Assessments Information</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ VA (Disabled Veterans Only)</li> <li>▪ DWS</li> </ul>
<b>WOTC &amp; Other Tax Credits</b>	<ul style="list-style-type: none"> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>
<b>Access to Economic Development Information</b>	<ul style="list-style-type: none"> <li>▪ AR Workforce Centers</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>
<b>Information Regarding UI, Wage &amp; Hour, Child Labor, Taxation, etc.</b>	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>
<b>Job Order In-take</b>	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>

## Intensive Services to Employers

Intensive Services	Agencies
<b>Specialized Testing and Assessments</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Voc. Rehab.</li> <li>▪ Job Corps</li> <li>▪ SERCO</li> </ul>
<b>Specialized Seminars</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>
<b>Career Planning for Employees (i.e. Continued Education Plan)</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ DWS</li> </ul>

## Training Services to Employers

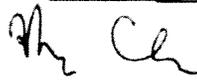
Intensive Services	Agencies
On-The-Job Training	<ul style="list-style-type: none"> <li>▪ DHS</li> <li>▪ SERCO</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ DWS (TAA, VETS, Arkansas Job Links)</li> </ul>
Customized Training	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> <li>▪ DWS (TAA)</li> </ul>
Skills Upgrading	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ SERCO</li> </ul>

## Signatures

I agree to participate and support the Arkansas Workforce Center System in Eastern Arkansas and my organization is committed to be an active participant in the planning, development and implementation of a seamless, integrated service delivery system and provide services in a manner consistent with state and local Certification standards.

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: \_\_\_\_\_



Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

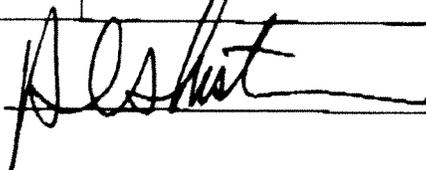
Authorizing Signature: \_\_\_\_\_



Date: 07/01/07

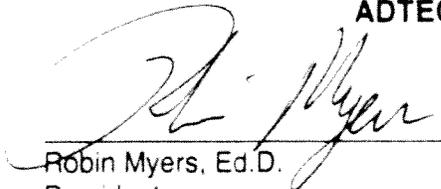
Agency:	American Indian Center of Arkansas
Partner Representation:	Native American
Name/Title:	Paul S. Austin, Executive Director
Address:	1100 N. University, Ste 143, Little Rock, AR 72211
Telephone:	501-666-9032
Fax:	501-666-5875
Email:	aicpaul@aia.com
Web Address:	

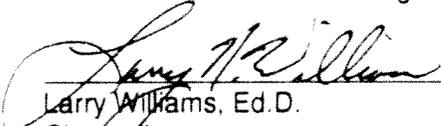
Authorizing Signature: \_\_\_\_\_

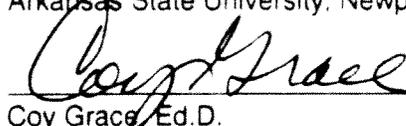


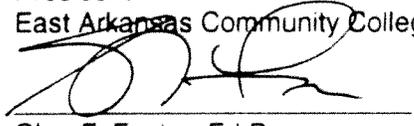
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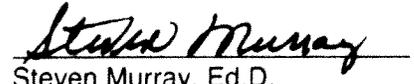
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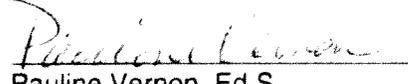
 2-28-08  
Robin Myers, Ed.D. Date  
President  
Arkansas Northeastern College

 2/28/08  
Larry Williams, Ed.D. Date  
Chancellor  
Arkansas State University, Newport

 2/28/08  
Coy Grace, Ed.D. Date  
President  
East Arkansas Community College

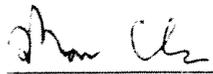
 2/28/08  
Glen F. Fenter, Ed.D. Date  
President  
Mid-South Community College

 02/28/08  
Steven Murray, Ed.D. Date  
Chancellor  
Phillips Community College of the University of Arkansas

 2/28/08  
Pauline Vernon, Ed.S. Date  
Director  
Arkansas Delta Training & Education Consortium

Local WIB

Mark Clark  
Printed name - WIBEA Chair

  
Signature

2-28-08  
Date

  
Printed name - WIBEA CEO Chair

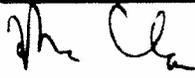
  
Signature

2/28/08  
Date

## Signatures

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Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

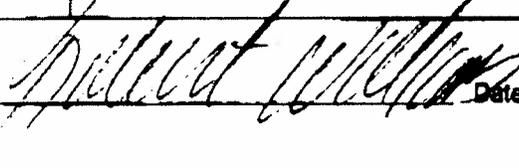
Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	Arkansas Department of Health & Human Services
Partner Representation:	Division of County Operations
Name/Title:	Robert Williams, Director
Address:	PO Box 899, Forrest City, AR 72336
Telephone:	870-633-1242
Fax:	870-633-5883
Email:	Robert.williams@arkansas.gov
Web Address:	

Authorizing Signature: 

Date: 07/01/07

## Signatures

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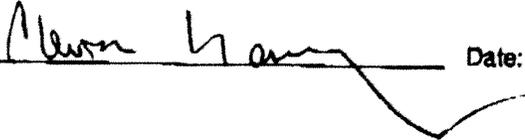
Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	Arkansas Human Development Corporation
Partner Representation:	Migrant and Seasonal Farmworkers
Name/Title:	Clevon Young/Executive Director
Address:	300 South Spring St., Suite 800, Little Rock, AR 72201
Telephone:	501-374-1103
Fax:	501-374-1413
Email:	cyoung@arhdc.org
Web Address:	

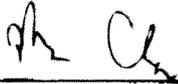
Authorizing Signature: 

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Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
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Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	Arkansas Rehabilitation Services
Partner Representation:	Vocational Rehabilitation Services
Name/Title:	Roy Albert, Assistant Commissioner
Address:	1616 Brookwood Dr., PO Box 3781, Little Rock, AR 72203
Telephone:	501-296-1642
Fax:	501-296-1687
Email:	realbert@ars.state.ar.us
Web Address:	

Authorizing Signature: 

Date: 07/01/07

8707350618

Workforce Investment Bo

12:59:48 p.m. 12-10-2007

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### Signatures

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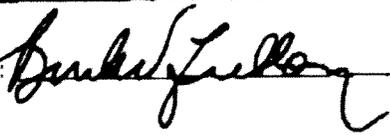
Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
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Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
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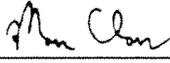
Agency:	Crowley's Ridge Technical Institute
Partner Representation:	Adult Education
Name/Title:	Burl Lieblong, President
Address:	1620 Newcastle Road, Forrest City, AR 72335
Telephone:	870-633-5411
Fax:	870-633-9328
Email:	burl@crti.tec.ar.us
Web Address:	

Authorizing Signature:  Date: 07/01/07  
62-10-07

## Signatures

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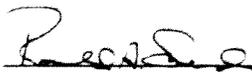
Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
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Web Address:	

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Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 07/01/07

Agency:	Department of Workforce Services
Partner Representation:	Veterans Services, Wagner-Peyser, Unemployment Insurance TAA, TRA, TEA
Name/Title:	Ron Snead, Deputy Director
Address:	#2 Capital Mall, Little Rock, AR 72201
Telephone:	501-682-2033
Fax:	501-382-3144
Email:	Ron.Snead@aesd.arkansas.gov
Web Address:	

Authorizing Signature:  Date: 07/01/07

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Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

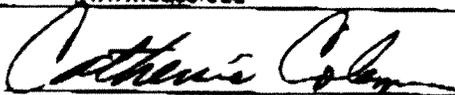
Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	East Arkansas Community College
Partner Representation:	Career Pathways
Name/Title:	Catherine Coleman
Address:	1700 Newcastle Road, Forrest City, AR 72335
Telephone:	870-633-4460
Fax:	870-633-7222
Email:	ccoleman@sacc.edu
Web Address:	www.sacc.edu

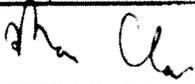
Authorizing Signature: 

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Telephone:	870-733-0601
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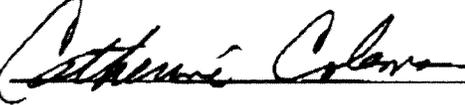
Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	East Arkansas Community College
Partner Representation:	Adult Education
Name/Title:	Catherine Coleman
Address:	1700 Newcastle Road, Forrest City, AR 72335
Telephone:	870-633-4480
Fax:	870-633-7222
Email:	cooleman@eacc.edu
Web Address:	www.eacc.edu

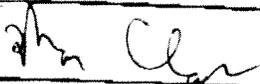
Authorizing Signature: 

Date: 07/01/07

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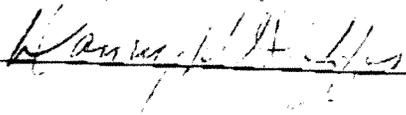
Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
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Web Address:	

Authorizing Signature:  Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 07/01/07

Agency:	Experience Works
Partner Representation:	Title V
Name/Title:	Danny Griffis
Address:	PO Box 1445, Cabot, AR 72023
Telephone:	501-843-7800, cell: 501-416-6612
Fax:	501-483-7804
Email:	Danny_griffis@experienceworks.org
Web Address:	www.experienceworks.org

Authorizing Signature:  Date: 07/01/07

## Signatures

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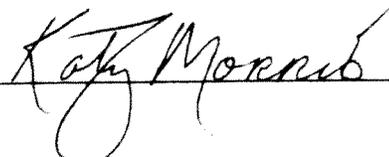
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Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 01/18/08

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 01/18/08

Agency:	Human Services
Partner Representation:	Division of Services for the Blind
Name/Title:	Katy Morris (Interim Director)
Address:	700 Main St., PO Box 3237, Little Rock, AR 72203
Telephone:	501-682-0361 (alternate - 0360, 0362)
Fax:	501-682-0366
Email:	Katy.morris@arkansas.gov
Web Address:	

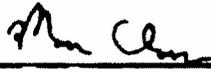
Authorizing Signature:  Date: 01/18/08

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Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WBEA Chair
Address:	PO Box 1500, West Memphis, AR 72308
Telephone:	870-738-0901
Fax:	870-738-0918
Email:	
Web Address:	

Authorizing Signature: \_\_\_\_\_



Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keaster, WBEA CEO Chair
Address:	PO Box 1500, West Memphis, AR 72308
Telephone:	870-738-0901
Fax:	870-738-0918
Email:	
Web Address:	

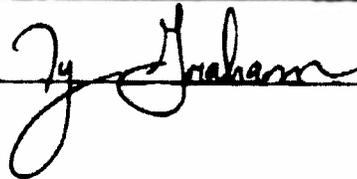
Authorizing Signature: \_\_\_\_\_



Date: 07/01/07

Agency:	Job Corps
Partner Representation:	Job Corps
Name/Title:	Demoyr McCoy, Ty Graham Center Director
Address:	2080 Vance St., Little Rock, AR 72208
Telephone:	501-378-4800
Fax:	501-378-6158
Email:	Demoyr.McCoy@jobcorps.org
Web Address:	

Authorizing Signature: \_\_\_\_\_



Date: 07/01/07

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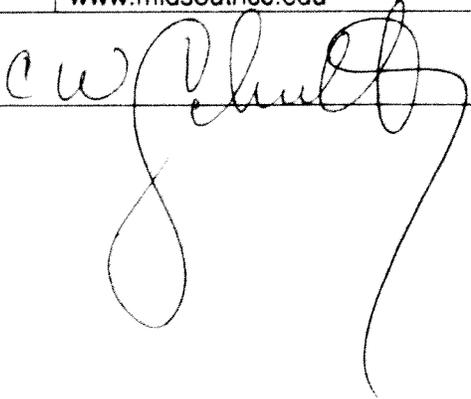
Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
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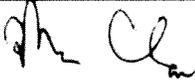
Agency:	Mid-South Community College
Partner Representation:	Adult Education
Name/Title:	Dr. C.W. Schultz, Director
Address:	2000 W. Broadway, West Memphis, AR 72301
Telephone:	870-733-6760
Fax:	870-733-6799
Email:	bschultz@midsouthcc.edu
Web Address:	www.midsouthcc.edu

Authorizing Signature:  Date: <sup>12/19/07</sup>~~07/01/07~~

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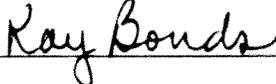
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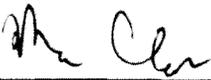
Agency:	Mid-South Community College
Partner Representation:	Career Pathways
Name/Title:	Kay Bonds, Career Coordinator
Address:	2000 W. Broadway, West Memphis, AR 72301
Telephone:	870-733-6874
Fax:	
Email:	kbonds@midsouthcc.edu
Web Address:	www.midsouthcc.edu

Authorizing Signature:  Date: 07/01/07

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Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	Phillips Community College - UA
Partner Representation:	Adult Education
Name/Title:	Gwendolyn McGhee, Dean of Adult and Developmental Education
Address:	PO Box 785, Helena, AR 72342
Telephone:	870-338-6569
Fax:	870-338-7542
Email:	gwen@pccua.edu
Web Address:	www.pccua.edu

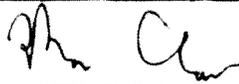
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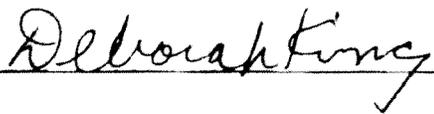
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Fax:	870-735-0618
Email:	
Web Address:	

 Authorizing Signature: 

Date: 07/01/07

Agency:	Phillips Community College - UA
Partner Representation:	Career Pathways
Name/Title:	Dr. Deborah King, Vice Chancellor for Instruction
Address:	PO Box 785, Helena, AR 72342
Telephone:	870-338-6569 4474
Fax:	870-338-7542
Email:	dking@pccua.edu
Web Address:	www.pccua.edu

 Authorizing Signature: 

Date: 07/01/07

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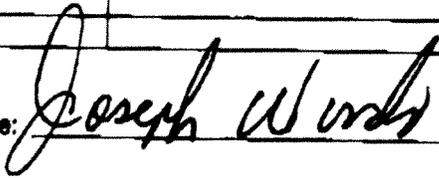
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Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  Date: 07/01/07

Agency:	SCSEP/National Caucus on Black Aged
Partner Representation:	Title V
Name/Title:	Joseph Woods
Address:	142 North St, Cleveland, MS 38732
Telephone:	662-846-6992
Fax:	662-846-6210
Email:	
Web Address:	

Authorizing Signature:  Date: 07/01/07

## Signatures

I agree to participate and support the Arkansas Workforce Center System in Eastern Arkansas and my organization is committed to be an active participant in the planning, development and implementation of a seamless, integrated service delivery system and provide services in a manner consistent with state and local Certification standards.

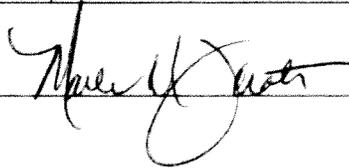
Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  \_\_\_\_\_ Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature:  \_\_\_\_\_ Date: 07/01/07

Agency:	SERCO
Partner Representation:	Adult, DLW, Youth
Name/Title:	Manuela Zarate, Vice President, SER Metro-Detroit
Address:	9215 Michigan, Detroit, MI 48210
Telephone:	(313) 945-5200 x246
Fax:	(313) 945-1566
Email:	mzarate@sermetro.org
Web Address:	

Authorizing Signature:  \_\_\_\_\_ Date: 07/01/07