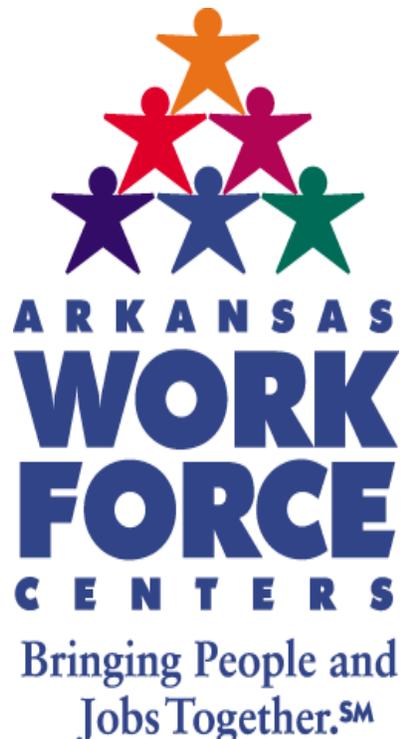


Workforce Investment Act
Comprehensive Local Five-Year Plan
for
Program Years 2012 through 2016
for the
Little Rock Workforce Investment Area
submitted by the
Little Rock Workforce Investment Board

April 1, 2013



LITTLE ROCK WORKFORCE INVESTMENT BOARD PLAN
JULY 1, 2012 – JUNE 30, 2016

The Workforce Investment Act (WIA) of 1998, as amended, requires that the local workforce investment boards submit a Local Plan to the Arkansas Department of Workforce Services that outlines a five-year strategy for its workforce investment system. Local Workforce Investment Boards must have approved local plans in place to receive formula allotments under WIA. (WIA Section 112(a), W-P Section 8 (a).) This document represents the five-year strategic plan for the Little Rock Workforce Investment Board for the period of July 1, 2012 through June 30, 2016.

I. Local Workforce Strategic Plan

A. Local Board Vision and Goals

- 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 Little Rock Workforce Investment Board will continue to serve the city limits of Little Rock, with a No Wrong Door Policy for other customers. The LRWIB's programs will continue to be targeted toward low to moderate income adults and youth as well as dislocated workers and the needs of the local business community and major employers in the area. Monitoring and aligning with performance standards, the board seeks to put the best service providers in place to guarantee that local employers and job-seekers alike are benefactors of the system and strategic vision.

The vision statement for the LRWIB is: To maintain and improve a unified, flexible, accountable workforce development system implemented through the collaboration of business, industry, labor and citizens and characterized by accessible and responsive Little Rock Workforce Center networks. The network will offer employers a resource for workers who are educated, trained, and motivated to achieve their maximum potential in existing and emerging occupations.

- How the local workforce investment system will help achieve the state workforce investment goals. 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.

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 Little Rock Workforce Investment Area is participating in the preparation of a statewide Comprehensive Economic Development Strategy (CEDS) with the Arkansas Association of Development Organizations (AADO) and the Institute of Economic Advancement at the University of Arkansas at Little Rock (UALR). The statewide CEDS process began June 1, 2012 and is scheduled to be completed by March 3, 2014. It has included a kickoff meeting; submission of a preliminary list of issues and challenges by each PDD/EDD region; follow-up meetings to consider the Governor's plan for economic development and the Department of Workforce Services plan for a frame for the statewide CEDS; prioritization of the preliminary list of issues and challenges from a statewide perspective; a statewide survey, which was deployed from October to December 2012; and regional meetings during January, February and March of 2013 to present the survey findings and solicit reactions and further input.

Findings for the Little Rock area indicate cohesiveness with the Governor's five components of economic development. Using CEDS findings as a guide, the LRWIB developed goals, objectives, and strategies that have been adopted by the Board. The LRWIB Strategic Plan serves as a blueprint to utilize the strategic assets within the Little Rock Workforce Investment Area to the requirements and challenges of economic development and for the employment and training needs of youth and adult in central Arkansas and the state to:

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 the Regional Alliance Economic Development Plan.
 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 local extraordinary assets such as the healthcare industry and emerging energy markets.
 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. Continue coordination with two-year and four-year colleges, technical institutions, and high schools.
- How the local workforce investment system will help achieve the Arkansas Integrated Workforce Plan.

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

- 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

The LRWIB will also leverage its participation in the statewide Comprehensive Economic Development Strategy (CEDS) process to help achieve the Arkansas Integrated Workforce Plan. The LRWIB will continue to utilize collaborative efforts with Workforce Center Partners and other agencies to achieve accessible, seamless, integrated, and comprehensive services for job seekers, employers and local economic proponents. Within the Little Rock Workforce Center Partners are cross-trained to conduct different functions and to communicate across agency lines in service to customers. Information about services a customer received is shared electronically to avoid duplication of services. The LRWIB will strengthen existing and develop new partnerships with labor unions, , training providers, literacy groups, apprenticeship associations, and other organizations to identify new approaches to learning and work and diversify its pool of resources.

- Aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service

The LRWIB, through coordination and collaboration, will align efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive services for employers and job seekers.

Every 6 months a Workforce Center-wide orientation is held for new employees, and a similar annual orientation is held for all Partner employees. These orientations are intended to give every employee an initial understanding of the integrated customer service concepts and culture at the LRWFC. To the extent required, partner staff are cross-trained to conduct different functions and to communicate across agency lines in service to customers. Information about services a customer received is shared electronically to avoid duplication of services, make assessments, provide case management, manage in-house reports to track outcomes, and to make employer contacts.

Equally important is continued collaboration with the partners not located in the Little Rock Workforce Center that contribute to the comprehensive system of employers and educational institutions.

- 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 link with Regional Economic Development agencies and Chambers of Commerce to determine best method to achieve local economic development strategies. Through this process, the local board will develop other employer linkages.

The Little Rock Workforce Investment Board, by design, has a majority membership comprised of individuals that are business representatives responsible for economic growth through their business activities and others that are active members of local economic development organization, including a local Chamber of Commerce Vice President. The CEO of the LRWIB is Mayor Mark Stodola and under his leadership, the board brings key business and community leaders together to increase awareness of challenges facing business and the workforce system. These individuals serve as liaison to local employers and other members of the economic community. This composition creates an avenue for two-way communication between employers and the local board. This combination of knowledge of the business world, economic development planning efforts and workforce development needs ensure that workforce development activities and programs will be complimentary and work hand in hand with the economic development strategies to meet the needs of new and existing business.

The demands of the new economy are centered upon the increasing and rapid transformation of the economy and the new ways and means of doing business. In Arkansas, the new economy is focused upon the skills required to work smarter, faster, and more cost efficient. To address these new challenges the LRWIB will become more even more actively involved in the workforce development needs of local business in addressing their employment needs, training needs, other related benefits and tax credits that are required for these business to expand and remain competitive. The LRWIB has always been a partner of its local two-year college, Pulaski Technical College, and each entity has mutually supported the other on numerous new grant efforts and initiatives. The LRWIB and workforce center partners are fully supportive of the \$14 million PACE Grant (Path to Accelerated Completion and Employment) – an initiative that will target high-demand CTE programs by compressing and streamlining curriculum in order to facilitate credit accumulation and increase graduation in technical fields in demand by employers.

B. Economic and Workforce Information Analysis

- o 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 LRWIB will identify and address the needs of businesses through recruiting and screening services, job postings, training skilled workers, and labor market information. The LRWIB will identify and address the needs of jobs seekers and workers through access to job listings, career assessment, skills upgrades and occupational skills training, leading to (re)employment and career advancement. The LRWIB’s activities will be targeted toward high-growth occupations and industries in Little Rock, using local economic and workforce data – see example below (Little Rock Labor Market and Economic Report, 2012). The LRWIB will work cooperatively with local initiatives to identify local industries that support state identified targeted industries and the Governor’s plan for economic development.

City of Little Rock WIA

Top 10 Growth Occupations	Top 10 Growth Industries
35-3021 Combined Food Preparation, Serving Workers - 9.22%	561000 Administrative and Support Services – 3.62%
29-1111 Registered Nurses - 2.67%	722000 Food Services and Drinking Places - 3.38%
41-9041 Telemarketers - 5.44%	621000 Ambulatory Health Care Services - 2.69%
31-1012 Nursing Aides, Orderlies, and Attendants - 1.59%	541600 Mgmt, Scientific, Technical Consulting - 16.09%
51-9061 Inspectors, Testers, Sorters, Samplers, Weighers - 7.34%	622000 Hospitals - 0.85%
43-9061 Office Clerks, General - 0.77%	336000 Transportation Equipment Manufacturing - 7.94%
41-1011 First-Line Supervisors of Retail Sales - 1.86%	333000 Machinery Manufacturing - 21.74%
43-4051 Customer Service Representatives - 0.75%	541000 Professional, Scientific & Technical Services - 1.61%
21-1093 Social and Human Service Assistants - 3.57%	452000 General Merchandise Stores - 3.56%
35-2011 Cooks, Fast Food - 5.52%	999100 Federal Government - 2.54%

The following industries are of particular note in analysis of the Little Rock economic environment:

- o **Healthcare:** Central Arkansas is the healthcare center of the State of Arkansas. It features the University of Arkansas for Medical Sciences (UAMS) and Arkansas Children’s Hospital. The UAMS Center for Aging is an asset from which to target geriatric care and assisted living. UAMS is also the cornerstone of the state’s medical biotech research. The Educational Services, Health Care and Social Assistance industry segment in Little Rock currently includes 29,807 professionals, of which 68.90% work in management, business, science, or arts occupations. Of those 8,579 individuals work as health diagnosing and treating practitioners; another 3,012 serve as health technologists and technicians (2011 American Community Survey 1-Year Estimates). The Nursing Aides, Orderlies and Attendants occupation is expected to grow at a rate of 4.24%, for a total of 2,927 employees in 2012. The projected growth rate for the Registered Nurses occupation, which offers continued career growth for CNAs, is 4.54%, totaling 2,970 employees by 2012 (Arkansas Labor Market and Economic Report, 2011). The Institute for Economic Advancement at the University of Arkansas at Little Rock projects additional growth for Nursing, Psychiatric, and Home Health Aides in Pulaski County, estimating that 5,360 individuals work in this occupation in 2012 and that healthcare jobs at Nursing Care Facilities in Pulaski County will grow 12% between 2012 and 2021. The LRWIB will target occupations like Certified Nursing Assistant (CNA) that serve as feeder groups for other high-growth healthcare occupations like Registered Nurses (RNs). The LRWIB also has a long history of working with schools and colleges of nursing at UAMS, UALR, PTC, Baptist School of Nursing and Allied Health Professions, and will continue to pursue opportunities as partners in the Partners in Nursing’s Future (PIN) grant.

- **Logistics and Distribution:** Central Arkansas’s central location, excellent transportation infrastructure, and low cost of doing business make it an excellent location for distribution. Within the greater Little Rock-North Little Rock-Conway metro area 10,723 individuals 16 and over worked in Transportation occupations by 2011 (2011 American Community Survey 1-Year Estimates). In Little Rock 4,817 individuals worked in the Transportation and Warehousing occupation in 2010 (Institute for Economic Advancement, University of Arkansas at Little Rock). The projected growth rate for the Truck Drivers, Heavy and Tractor-Trailer occupation is one of the highest in central Arkansas with a growth rate of 4.83% between 2010 and 2012, resulting in 4,992 employees in 2012 according to a recent Arkansas Labor Market and Economic Report. The LRWIB will target preparation of Commercial Truck Drivers to enter the high-growth Truck Transportation industry.
- **Weatherization/Green Energy:** A 2011 study by the American Council for an Energy-Efficient Economy sheds light on the emerging weatherization industry and related “in-demand” occupations within central Arkansas. The study projects 11,399 new jobs in Arkansas through 2025 as a direct result of industries that promote energy efficiency. The study highlights the Little Rock-North Little Rock-Conway metro area as one of two high-density population geographies that are targeted for this type of economic activity within the state. Pulaski Technical College, a long-standing LRWIB partner, has a new Weatherization Training Center for job seekers who want to pursue local career possibilities for skilled Weatherization Technicians. The LRWIB partners with the PTC Weatherization Center through its YouthBuild Grant and will continue to trade resources and referrals as other opportunities present themselves in the expanding green technology industry.

II. Local Operational Plan

The operational plan for the LRWIB, which presents an overview of the workforce system in the local area, is outlined below.

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 LRWIB, 501(c)3 quasi-municipal government workforce agency, is the designated fiscal agent for the Little Rock Workforce Investment Area (LRWIA). The Board of Directors is appointed as the fiscal agent/entity responsible for disbursement of grant funds pursuant to WIA 117. All fiscal support shall be in accordance with generally accepted accounting principles and in accordance with WIA guidelines.

- 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 Mayor of Little Rock is the designated Chief Elected Official for the Little Rock Workforce Investment Board. The Mayor’s role and responsibilities include serving as a non-voting member of the LRWIB and reviewing/approving all policy and fiscal decisions made by the Board. The city of Little Rock, and the Mayor as its Chief Elected Official, assumes fiscal liability for disbursement of WIA grant funds.

- 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 Little Rock Workforce Investment Board is organized under the provisions of Act 1125 of 1999, the Arkansas Workforce Investment Act, and Public Law 105-220, the Workforce Investment Act of 1998, both of which define the membership and duties of the Local Workforce Investment Board.

It is the role of the local Chief Elected Officials (CEOs) and the Central Arkansas Workforce Investment Board to conduct financial, Program and Planning Oversight, and monitoring in the local workforce investment area [WIA § 117 (d) (4)].

The Board meets at least quarterly to review and plan activities, unless otherwise approved by resolution of the Board. The Executive Committee meets monthly and takes action on items requiring more regular or necessary attention. These actions are reviewed by the full Board for ratification and approval.

The Local board, in conjunction with the one-stop operator, develops and reviews 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 review and approve the actions of the Little Rock Workforce Investment Board. A copy of the bi-laws is attached.

- 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 subgroup within the local Board It is comprised of members as set forth in the WIA Act.

The Youth Council makes recommendations to the local board regarding youth providers and activities. The Youth Council met individually and jointly with the local board to development of policies relating to youth activities, recommendations/oversight with respect to eligible youth service providers, and the definition of the sixth barrier for the youth.

The Little Rock Youth Council strives to prepare youth for entry into the workforce system. The Youth Council works in partnership with public officials, the local Chambers of Commerce, and other partnering agencies to encourage business and industry to more fully utilize this untapped resource.

Through the Youth Council, the LRWIB retains an emphasis on serving youth of Little Rock, ages 16 to 24, which experience the highest rates of unemployment, and their future labor market prospects are poor given their lack of education and work experience. The LRWIA will continue to develop strategies to engage this population, such as ensuring that they make up a high percent of the Summer Youth Employment Program participants. For older and out-of-school youth who are not returning to school following the summer months, the LRWIB will consider work experience, OJT and other appropriate activities beyond the summer months including training opportunities and reconnecting to academic opportunities through multiple education pathways. Co-enrolling eligible youth in adult training services will also be a strategy, particularly youth ages 22 to 24.

- Describe the local board's plans to provide administrative services. [WIA §117(3) (b)(ii)(4); Act 1125 §11(e)]. Identify any staff positions that will be hired directly by the board. Describe the board's plans, if applicable, to contract for some or all of its administrative services (administrative agent).

The LRWIB employs an Executive Director, who is housed in the Little Rock Workforce Center site. The Board entrusts the Executive Director with the responsibility to hire additional staff to perform its mission. The board also establishes a budget and guidelines for inclusion of training providers on a local provider list. The Board conducts all administrative functions with the exception of the annual independent audit.

- Describe the local grievance procedure established in accordance with 20 CFR 667.600. Attach a copy of the local grievance policy.

The LRWIB has established and maintains a grievance procedure in accordance with 20 CFR 667.600. A copy of the local grievance policy is attached to this document.

- 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 Little Rock Workforce Investment Board conducts business in an open manner by making the activities of the board available to the public on a regular basis through open meetings as required by §661.305 (b) and WIA section 117 (e). The LRWIB makes available to the public, including persons with disabilities, on a regular basis through open meetings, information regarding activities of the board and, on request, minutes of formal meetings of the board. The LRWIB notifies the public of meetings and activities through the news media, website, and email (if requested).

- 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 attached documents.

- Also include an organizational chart (with names) for the local workforce investment board.

See attached organizational chart.

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)]*

Arbor Education and Training is the Little Rock Workforce Investment Area (LRWIA) Title I provider and the LWIA one-stop operator. Arbor E&T's delivery model is customized to the LRWIB's local requirements. Arbor E&T's delivery system helps to provide a full array of services to employers, workers, and job seekers.

The newly renovated Little Rock Workforce Center at 5401 S. University Avenue serves as the comprehensive center for the Little Rock area. The LRWFC has integrated the services of 19 partner organizations (both co-located and off-site), representing grant programs; local, state and federal government; and non-profit and for-profit corporations. Partners collaborate to meet the needs of Little Rock residents – by offering

community and business meeting space, utility payment assistance, financial literacy and family budgeting programs, mini-career fairs, youth employment programs, and other services. The partners at the LRWFC, understanding that no one organization can offer all the services and information that customers want and demand, take proactive steps to create a true One-Stop Center.

All of the core services that are applicable to program partners are made available at the Arkansas Workforce Center at Little Rock. The LRWIB is responsible for ensuring that One-Stop partners are providing all of the core services attributable to that program and are outlined in the Memorandum of Understanding (MOU) between all partners located in the workforce center. Customers may also access many core services via the internet, from a remote location or within the resource room (unemployment insurance, labor market information, eligible training provider list, labor exchange, self-assessments, career exploration, etc.). Arkansas Job Link (AJL), the case management information system for WIA and Trade Adjustment Assistance, and the state's labor exchange system, is used by customers to access core services. The LRWIB has adopted a priority of service policy which makes it very clear that the expectation is that funds be expended on the most in need. This population includes recipients of public assistance and other low income individuals to include the hardest to serve youth. At 5401 S. University, the Arkansas Workforce Center is located directly between the two most economically disadvantaged areas of Little Rock: Midtown and Southwest.

- 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 Little Rock Workforce Investment Board, with the agreement of the chief elected officials of the local area, is responsible for selecting the one-stop operator for the Little Rock Workforce Investment Area. A request for proposal (RFP) is used to determine the selection of the One-Stop Operator.

Respondents may make written protest to the Little Rock Workforce Investment Board once notified of non-selection under the RFP process. The full Workforce Investment Board membership will consider the protest, and their decision will be final.

- 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 Little Rock Workforce Investment Board enters into a written agreement outlining the duties, responsibilities, privileges and expected performance of the One-Stop operator. If the One-Stop Operator fails to meet the requirements of the agreement, the Executive Committee of the LRWIB will require a written plan of action from the One-Stop Operator that is designed to correct any problems and meet all performance standards. The administrative staff will provide monitoring of the plan and assistance during the period of corrective action. If the Operator fails to make required improvements or fails to meet the LRWIB's performance measures for WIA, the LRWIB may terminate the contract by giving written notice to the Operator at least 5 days prior to the date of termination. If a representative, employee or agent of the Operator causes a financial obligation on the part of the LRWIB without proper authorization or represents themselves as an authorized agent of the LRWIB, the contractor will be liable for the cost incurred and the contract shall be terminated for cause.

The Executive Committee will make recommendations to the LRWIB that the agreement be terminated if needed. The LRWIB will immediately consider the recommendation of the Executive Committee to terminate the agreement with the One-Stop Operator. Any conflicts of interest will be avoided as prescribed by this plan,

states and federal law rules and regulations. Any action taken by the LRWIB concerning termination of the One-Stop Operator will be reported to the Chief Elected Official for concurrence.

Should this serious action be necessary, the LRWIB will identify an alternate One-stop Operator so that no service to customers is not disrupted. The One-stop Operator will have the opportunity to challenge any action it feels is not justified through the LRWIB Grievance Policy.

- 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?

The LRWIB is composed of mandatory and non-mandatory partners to offer as many of the community's resources and services as possible, while serving as the focal point for employment and training services. 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. Optional partners include the DHS Division of Services for the Blind, the National Academy for State Health Policy, Pulaski Technical College, LIUNA, Little Rock Adult Education, and the Center for Youth and Families.

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. The planned integrated service delivery model minimizes the number of times a client is asked to give the same information, and does not require clients to navigate between providers to the service mix they want or need. This plan is designed to offer the broadest level of multi-program cooperation as possible, and to put customer choice as the defining driver of every client's plan.

The LRWIB has partnered with the state to ensure full collaboration between Wagner-Peyser, Unemployment Insurance, and Trade Act services through the utilization and integration of these programs within the Arkansas JobLink (AJL) management information system. The Workforce Investment Act, Wagner-Peyser and the Trade Act programs all share the same data base (AJL). UI has been integrated indirectly into AJL via a newly developed interface that pushes claimant data into AJL that results in an open enrollment in Labor Exchange. The end result of this integration is total transparency between the programs and the case managers using AJL. This transparency will enhance both the job seekers search for employment and the employer's access to qualified applicants. The use of Arkansas Joblink, the state client tracking system, ensures shared participation in handling client services and contributing to overall progress, shared accountability and record keeping among one-stop partners.

- 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 attached memorandum – Resource Sharing Agreement.

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

The LRWIB operates in a manner to comply with the requirements of 29 CFR Part 37.42 relating to the provision of universal access to programs and activities. A menu of services offered by the partners at the workforce centers is available to the customers. Services include 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, orientation to services is provided by the staff. The menu of Services and other signage located throughout the centers and available at any terminal online describes the services for customers. The goal of universal access will be achieved at key connection points throughout the LRWIA by accessing partner services through the dissemination of information. A “no wrong door” approach will also integrate services through the building blocks of the system -- integration, co-location, collaboration, and performance.

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

Core services are offered through the resource rooms at the Little Rock Workforce Center. Intensive services are frequently program specific and are provided by program staff such as case managers or workforce specialists. Customers will have access to core and intensive services at the local One-stop center level and/or the Arkansas Job Link system.

Eligibility and locally imposed limitations for intensive and training services are outlined in the attached SOP Intensive and Training Services document.

- 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 these core services fail and an Individual Employment Plan shows that training is need to achieve self-sufficiency, then training activities including customized training or occupational skills training will be provided through Individual Training Accounts (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 majority of the board is comprised of business representatives, which encourages private sector employers to participate.

The local board promotes the participation of private sector employers in the workforce system (and the Little Rock Workforce Center) through job fairs, informational meetings, recruitment, screening, work experience opportunities, providing space for employers to conduct interviews, presentations at meetings, and referrals. Business and industry partnerships will continue to be leveraged to provide pre-employment training for local employers and work experience/internships for job seekers.

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 Services to the Unemployed, to include: How will reemployment services to Unemployment Insurance claimants be coordinated.

In addition to core, intensive and training services, Unemployment Insurance claimants will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services alone.

In particular, access to Career Assessment through the TORQ system and the opportunity to earn an Arkansas Career Readiness Certificate (to prove their skills levels in Reading, Math, and Reading for Comprehension) may serve as useful resources.

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

An experienced TAA representative is collated at the LRWFC and customers are assessed and co-enrolled with WIA when appropriate. Workforce partners have met and designed a system specific to TAA customers to address the individual needs of the customer and to avoid duplication of services. In addition to Rapid Response activities, core, intensive, and training services, Trade Adjustment Assistance customers will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services.

- 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 is located in the Little Rock Workforce Center and persons are co-enrolled as appropriate. In addition to core, intensive and training services, low-income Individuals will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services. TANF Case Managers refer their customers to partner agencies in the center who provide services that can help the TANF customer gain employment. TANF participates in all job and career expos held in the delivery service area and their clients are encouraged to attend. When employers or training providers are scheduled to be in the center, TANF Case Managers are notified and encouraged to relay this information to their customers.

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

The LRWIA has a formal MOU and partnership with the Arkansas Human Development Corporation [AHDC], the current Migrant and Seasonal Farmworker (MSFW) grant holder, but being an urban center there is not a great need to help identify and locate MSFW clients. Migrant and Seasonal Farmworkers customers are offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services. Individuals are co-enrolled as appropriate.

- 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. Services for veterans are integrated within our delivery network through a variety of means. Primarily, veteran staff is co-located at the Little Rock Workforce Center and is an integral part of the employer outreach team. This assignment also makes them available to directly provide assistance to veteran clients that may have other serious barriers to employment such as offender status, physical disability, or those that are educationally disadvantaged. In addition to these activities, veteran staff conducts outreach to and network with local veteran service organizations (e.g. ARVets) both as a means of developing additional referral contacts for services outside the scope of employment, and promoting available services targeted to veterans. Services to veterans through the Gold Card Initiative (a joint effort of the Department of Labor's Employment and Training Administration -ETA and the Veterans' Employment and Training Service -VETS) are available at the Little Rock Workforce Center. An eligible veteran can present the Gold Card at the Little Rock Workforce Center to receive enhanced intensive services, including:

- Job readiness assessment, including interviews and testing;
 - Development of an Individual Development Plan (IDP);
 - Career guidance through group or individual counseling that helps veterans in making training and career decisions;
 - Provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions;
 - Referral to job banks, job portals, and job openings;
 - Referral to employers and registered apprenticeship sponsors;
 - Referral to training by WIA-funded or third party service providers; and
 - Monthly follow-up by an assigned case manager for up to six months.
- Limited English Proficiency

ESL 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. An interpreter is available upon request for those individuals who have limited English proficiency. The Arkansas Career Readiness Certificate Key Train curriculum is available in Spanish at the Little Rock Workforce Center. In addition to core, intensive and training services, limited English proficiency customers will be offered counseling and referrals to services designed to meet their individual needs and address barriers that cannot be resolved through WIA services.

- 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. Staff members work with probation and parole agencies to serve ex-offenders as they reenter society and the workforce. Case management staff works with employers to solicit openings for ex-offenders and encourages ex-offenders to utilize the Work Opportunity Tax Credit (WOTC) program as an incentive to market themselves to potential employers. The LRWIB is a member of the Central Arkansas Re-Entry Coalition and partners with that group on matters relating to grants, local and state initiatives, and services related to the ex-offender population. The LRWIB and its WFC partners are also principal components of the NPOWR!, a program sponsored by the Office of Child Support Enforcement and designed to connect those with court ordered child support cases to employment and training resources, allowing them their freedom from incarceration and wider latitude in keeping their privileges while paying child support and providing for their families.

- Mature Workers

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. Mature workers are often referred to AARP and Experience Works. The partners at the LRWFC often enjoy the additional assistance of a mature worker assigned to the receptionist or clerical areas of the center as a work experience assignment.

- 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. *[WIA §188(a)(2)]*

The Little Rock Workforce Investment Board recognizes its responsibility to provide equal access for qualified individuals with disabilities under the Rehabilitation Act of 1973 and the American with Disabilities Act (ADA). Qualified applicants with disabilities, as defined in the Rehabilitation Act of 1973 and the ADA, are invited to request any needed accommodation to participate in the application process covered by area offices. This process includes information related to completing the application, intake/eligibility determination, assessment and testing.

Reasonable accommodation for specific disabilities will be made whenever possible. These provisions may include, but is not limited to, TDD numbers, Braille readers, interpreters and other aids, necessities, and assistance to the disabled as required. Brochures, business cards, letterhead, etc. have the Equal Opportunity Statement and the TDD numbers on them. The JAWS system is provided for customers who are visually impaired. The Little Rock Workforce Center is accessible to individuals with disabilities and is ADA compliant. Youth with disabilities are encouraged to apply for WIA youth services through outreach to the school system. The One-stop Operator ensures that all center staff members are trained in ADA regulations and laws.

In the Arkansas Workforce Center at Little Rock, efforts have been made to assure that the buildings are physically accessible to individuals with disabilities. Assistive technology is in place and has been purchased with WIA funds and other partner programs funding. In addition, a disabled person is a member of the LRWIB and the Arkansas Department of Rehabilitative Services occupies and staffs a cubicle to serve customers at the center. The LRWFC is exploring the program and possibility of becoming an Employer Network through the Ticket To Work Program.

- 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.

The ten required elements for youth are provided by the Title I Service Provider—either directly by Workforce Center staff, through referrals to partners or other agencies, or through subcontracts. The LRWIB will select the local provider of youth services and activities funded by Title I of the Workforce Investment Act. This will ensure that parents, participants, and other members of the community with experience relating to programs for youth are involved in the design and implementation of the programs for youth under the Workforce Investment Act.

The youth council will ensure that funds allocated to the local area for WIA Title I youth activities are used to conduct youth programs that provide: objective assessment of academic skill levels and service needs of each participant; strategies for each participant that will identify training and employment goals;

preparation for postsecondary educational opportunities; in appropriate cases, strong linkages between academic and occupational learning; and links to the job market and to local and regional employers.

Youth services are coordinated through the One-Stop Operator's case management staff. An individual services strategy is developed for each youth, and the case manager ensures that the necessary services are provided or referrals are made to ensure that the goals of the service strategy are met. Both WIA and non-WIA youth have access to the resource rooms within the local Workforce Center and affiliate sites.

The following definition has been adopted by the LRWIB as identified barriers for Little Rock youth: "An individual who requires additional assistance to complete an educational program or to secure and hold employment" and/or "Face Serious Barriers to Employment" include environmental, social, psychological, or legal barriers. Acceptable Validation/Definitions of the 6th criteria are (see attached SOP Sixth Youth Criteria Defined for additional detail):

- Youth is residing in a non-traditional living arrangement.
- Youth has been suspended five or more times from school or has been expelled within the current school year.
- Youth has a history of truancy as determined by the school.
- Youth is an emancipated minor.
- Youth has been referred to or is a victim of abuse or resides in an abusive environment.
- Youth has documented behavior problems.

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 local board develops the budget to carry out its duties based upon historical data and anticipation of future needs. The board negotiates with the One-Stop operator for the distribution of the administrative funds, which are divided between the local board and the one-stop operator based upon this historical data and actual costs. No more than 10% of funds will be 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)*]

The Request for Proposal (RFP) process for open competition includes advertisement by newspaper, website, notice to bidders list, meetings and word of mouth. Additional media sources may be used. The RFP is then distributed to interested parties, the RFP is submitted and opened in public, reviewed by board staff for completeness and responsiveness. A Committee of Board members (or youth council first if for youth provider) will then read and rank each submission, thereby a provider is selected by the board with approval by the chief elected officials. A contract is issued for services. The local board reserves the right to reject any or all requests for WIA funding. It further reserves the right to fund only a portion of the proposed training and to request modifications to the proposals prior to funding. Provider performance is

reviewed at least annually and the option for continuation of the contract is offered if criteria are met or exceeded.

- 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)]

See attached memorandum – Statement of Limited Funds Availability.

- 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 LRWIB routinely identifies grants from other sources that may contribute to local workforce development and refers them to community partners for potential action. For instance, the board is currently collaborating with Habitat for Humanity to apply for a second YouthBuild grant that will cover a 3-year period. The LRWIB has also partnered with the Clinton Climate Initiative HEAL AR Project, a carbon emissions-reduction initiative led by the William J. Clinton Foundation and AmeriCorps, to make weatherization and other energy-saving improvements to private homes.

- 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 federal, state, local and private resources, eliminate duplication of resources, and expand the system by cost sharing among partners located in the Little Rock Workforce Center. 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. Funds received via WIA will be allocated based on providing the immediate needs of employers within our local workforce investment area.

The Board will engage local businesses and facilitate partnerships with educational partners that are willing to incorporate/leverage relevant training/curriculum. Long-standing partners like Pulaski Technical College (2-year), the University of Arkansas at Little Rock (4-year) and the Little Rock School District will help the LRWIB continue to leverage and expand its education and outreach efforts throughout the LRWIA.

- 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)]

See attached Documents – Individual Training Account (ITA) Policy and ITA Eligibility Policy.

An Individual Training Account (ITA) is the primary method for payment of occupational skills training under the Workforce Investment Act. Before an ITA can be issued, the occupation must be considered in demand and the training provider for the program must be listed on the ACRS.

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. The LRWIB may elect to enter into a mechanism other than Individual Training Accounts to provide training services for on-the-job training, customized training, or instances in which insufficient

eligible providers exist in the local area. 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 LRWIB reviews and determines the maximum limits on ITA funding and the duration of time a customer may receive training funding through WIA based on demand occupations/skills. The LRWIB has adopted the following financial policy regarding school-related financial aid:

- Community College/Technical Institution costs cannot exceed \$4,500 and carry a two-year maximum time limit
- Four-Year State College costs cannot exceed \$5,500 and carry a two-year maximum time limit
- Not-for-Profit/Private For-Profit Technical School costs cannot exceed \$5,500 and carry a two-year maximum time limit
- Private Four-Year College costs cannot exceed \$5,500 and carry a two-year maximum time limit

Individual limitation of dollar amount and duration of ITAs is based upon client need as established by their WIA case manager. The LRWIB Executive Director has the authority to authorize an additional amount of \$1,500 per ITA on behalf of the board. Any amount beyond the additional \$1,500 must be taken to the board for consideration.

All programs must be WIA approved programs and offered by WIA approved training providers.

Since WIA funds are intended to supplement other sources of funding, the LRWIB limits funding for training to individuals who are unable to find other grant assistance for training or whose financial needs exceed the assistance available from other grant assistance programs.

- 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 LRWIB has not determined there are insufficient providers. If the LRWIB determines that there is an insufficient number of eligible providers, a Request for Proposal (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)]

The LRWIB will work with the Governor's Dislocated Worker Task Force to assure that services to dislocated workers and potential dislocated workers will be coordinated through the Statewide Rapid Response activities. 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)]*

Through the Little Rock One-Stop Delivery system, local partners are cross-trained to become knowledgeable about other local partners, including youth programs. This will enable partners to coordinate efforts with other partners and better serve all clients, including youth, through referrals and co-enrollment. Job Corp is a partner in the Little Rock Workforce Center and does eligibility and orientation workshops for their participants in the Centers so their participants have access to all services. Workforce Center staff members are continuously working to strengthen ties, enhance awareness of the Job Corps' mission and the kinds of programs/services available, including keeping Job Corp brochures and materials in resource rooms. Job Corps representatives use workforce office space to interview candidates and conduct orientation for new recruits. Workforce staff members work with Job Corps graduates who are returning to their local communities following the completion of program, including providing at-risk youth with additional opportunities to pursue training in a variety of in-demand occupations. Job Corps staff members serve on the local Youth Council and Workforce Investment Board.

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

Duplication of services will be avoided in the Little Rock Workforce Investment Area by coordination between Little Rock Workforce Center partners. Partner meetings will be held regularly to inform all partners about goals and programs of each partner, to discuss common challenges, and to make recommendations as needed to the board for improvement in the workforce investment system. Every 6 months a Workforce Center-wide orientation is held for new employees, and a similar annual orientation is held for all Partner employees. These orientations are intended to give every employee an initial understanding of the integrated customer service concepts and culture at the LRWFC. To the extent required, partner staff is cross-trained to conduct different functions and to communicate across agency lines in service to customers. Information about services a customer received is shared electronically to avoid duplication of services, make assessments, provide case management, manage in-house reports to track outcomes, and to make employer contacts. WIA case managers eliminate duplication by reviewing each client's individual employment plan and ensuring that all partner services are in place or have been provided before WIA funds are expended. By using the Arkansas Job Link (AJL) website, case managers are able to view the services being provided by the partner agencies. Core and intensive activities are coordinated in each office to avoid duplication of services and to co-enroll when appropriate.

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

The local business services team consists of partner representation within the workforce center. The team members do not represent their individual agency, but represent the business services team of the workforce center. The Little Rock Workforce Center Business Team coordinates with economic and social service leaders and coordinates marketing messages among all workforce center partners. The team continuously improves a strategy to serve local employers more effectively, using the combined strengths and expertise within the LRWFC. The business team identifies local in-demand jobs and the skills required to obtain those positions in order to meet the needs, concerns, and expectation of local employers. The goal of the team is to maintain regular contact with area businesses, seek out new employer contacts, and provide services to these contacts. The team regularly meets with business and industry leaders and brings job seekers and employers together through informational sessions, orientations, and local job and career expos.

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 maintains a formal and informal customer complaint system and log (previously described above under Grievance Policy). The LRWFC partners keep a count of the customers they serve and determine the satisfaction of users through agency-supported customer satisfaction surveys – both for employers and job seekers. In the next 3-5 years, the LRWFC intend to develop a system to track customers and determine the satisfaction of users through a more center-supported customer satisfaction surveys. During local WIA monitoring, administrative staff query customers about their satisfaction. Employers are surveyed during site visits. Issues and complaints from job seekers and employers are reviewed and resolved. For example, during the Summer Youth Employment Program, 100% of the employer and youth customers are interviewed and complete a satisfaction survey each summer. Along with feedback received by both of these groups at the program orientation meetings, this method has provided valuable feedback that has been implemented the next summer.

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

The LRWIB solicits feedback from customers as listed below:

- Employers seeking labor market information and labor exchange services
- The general public seeking core services
- Individuals seeking specialized services and from specialized populations such as: offenders, substance abusers, non-high school graduates, individuals identified with multiple barriers, individuals with English as a second language (ESL), people with identified disabilities, individuals eligible for Trade Readjustment Assistance (TRA), migrants, and older workers
- Former WIA participants receiving follow-up services
- Current or former TANF recipients

The LRWIB will review results of customer satisfaction surveys and monitoring, which are acted upon if a problem is identified. The Board and Youth Council meet regularly to assess the effectiveness of current workforce efforts and suggest activities to improve services. In order to improve practices, the LRWIB will work closely with other LWIA's, DOL, and the State to share best practices, success strategies, solicit feedback, capitalize on opportunities and collaborate on projects that are mutually beneficial.

- 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.

WIA and DWS staff meet regularly to address professional development goals, priorities and training needs, including cross training needs of partner staff. Each partner is responsible for making other partners aware of training sessions offered that might be relevant for cross training purposes.

Staff members are encouraged to join a local or national organization that promotes workforce development, attend training seminars or conferences recognized by the LRWIB 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. Staff members that pursue endorsements specializing in customer service to job seeker, business service, youth and management specialties will be supported. The local Workforce staff will also participate in the State’s training programs, Department of Labor workshops, Workforce3one webinars, and state webinars as needed. Ongoing Career Development Facilitator training will be attended by registered staff.

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)]

In accordance with WIA section 136 (c) (2), the Little Rock Workforce Investment Board, has negotiated an agreement on the local levels of performance based on the state adjusted level of performance. The negotiated levels of performance for the Little Rock Workforce Investment Area are outlined in the table below. The collection and provision of eligible provider’s performance is currently waived.

WIA Requirement at Section 136(b)	PY 2013 Performance Goal
Adults:	
Entered Employment Rate	89.0%
Employment Retention Rate	90.0%
Average Six-Months Earnings	\$11,772
Certificate Rate	xxxxxxx
Dislocated Workers:	
Entered Employment Rate	89.0%
Employment Retention Rate	94.0%
Average Six-Months Earnings	\$13,000
Certificate Rate	xxxxxxx
Youth Common Measures:	
Placement in Employment or Education	83.0%
Attainment of a Degree or Certificate	80.0%
Literacy and Numeracy Gains	70.1%
W-P Requirement at Section 13(a)	PY 2012 Performance Goal
Entered Employment Rate	63.0%
Employment Retention Rate	80.5%
Average Six-Months Earnings	\$11,350

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

The Little Rock area does not anticipate requesting any additional waivers at this time.

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.

The local plan development was a coordinated effort between local board staff and One-Stop Operator with local partner input.

The LRWIB sent surveys to local businesses, educators, and one-stop partners, seeking input on workforce needs and how they might be addressed; current and projected employment opportunities and skills needed; and other opportunities, issues, and challenges impacting the workforce system over the next five years.

The plan was discussed during Full Board Quarterly Meetings on October 25, 2012 and January 24, 2013 and at monthly Executive Committee Meetings on November 29, 2012 and February 28, 2013. A follow-up email questionnaire was sent to board members to gather more detailed input and comment.

The youth council discussed and provided input into the development of the plan. LRWIB staff and directors also discussed the plan with local economic development and Chamber of Commerce contacts.

The plan was submitted to the Chief Elected Official for comment, review and approval.

- 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 CFR661.350 (a)(8)]*

Businesses, labor organizations, partner agencies, educators, and economic developers from throughout the Little Rock area are represented on the local board and had the opportunity to comment.

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

The Little Rock Workforce Investment Board is responsible for developing the plan in partnership with the Chief Elected Official. The Chief Elected Official has reviewed a draft of the plan and was given the opportunity to comment and recommend changes prior to submission.

- 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)]*

Availability of the plan for a thirty day (30) public review and comment period was announced through local news media. The announcement of the plan provided the public viewing hours and location for interested parties and contained instructions and timeframe for providing comments. The plan can be made available via email to any requesting party.

- 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)*]

To date no comments on the local plan have been received. If any comments are received, they will be reviewed by the LRWIB and either included in changes to the plan or attached to the local plan with a plan of action addressing any disagreements/issues as needed.

III. Attachments

- A. Little Rock WIA Profile – see attached.
- B. Chief Elected Officials and Workforce Investment Board Agreement – none required since the Mayor of Little Rock is the sole Chief Elected Official. The local areas does not constitute more than one unit of government.
- C. Local Workforce Investment Board Bylaws – see attached.
- D. Local Grievance Policy – see attached.
- E. Little Rock Workforce Investment Board of Director List – see attached.
- F. Little Rock Workforce Investment Board Bylaws – see attached.
- G. Little Rock Workforce Investment Area Organizational Chart – see attached.
 - a. Fiscal Agent, b. Administrative Agent, c. Core and Intensive Services
- H. Little Rock Workforce Investment Board Organization Chart – see attached.
- I. Memorandums of Understanding – see attached Resource Sharing Agreement.
- J. Little Rock Workforce Investment Board Sixth Barrier Definition – see attached.
- K. Little Rock Workforce Investment Board Priority of Funds Policy – see attached.
- L. Little Rock Workforce Investment Board ITA Policy – see attached.
- M. Public Comments – not applicable; none received.

LITTLE ROCK WORKFORCE INVESTMENT BOARD BY-LAWS

Article I: Establishment

1. The Name of this organization shall be the Little Rock Workforce Investment Board.
2. This Workforce Investment Board is established in compliance with the Workforce Investment Act of 1998 and Arkansas Workforce Investment Act (Act 1125 of 1999).
3. The purpose of this organization shall be to provide guidance for the collaboration of workforce investment activities in the Little Rock, Arkansas Service Delivery Area. This will result in effective and efficient use of resources, seamless service delivery and improved performance. These results will be achieved by working individually and collectively with the Chief Elected Official(s) of the workforce investment area, the Chairs of other employment preparation programs as designated by the Chief Elected Official(s), and the members of the Workforce Investment Board.
4. The Little Rock Investment Board shall be referred to as the Board throughout the remainder of this document and shall mean the Full Board.

Article II: Membership

1. Members of the Board shall represent the Private Sector and the Public Sector. Representatives of the Private Sector shall constitute a majority of the Board. Public Sector Representatives shall represent all of the One-Stop partners in the Service Delivery Area, organized labor, education, rehabilitation agencies, community-based organizations, economic development agencies, and advocates for veterans and the disabled.
2. Private Sector Representatives shall be selected in the following manner:
 - a. Eligible nominees shall be owners of businesses, or chief executive officers, or chief operating officers of non-governmental employers, or private sector executives who have substantial management or policy responsibility.
 - b. Nominations shall be made by a general purpose business organization in the Service Delivery Area.
3. Public Sector Representatives shall be selected in the following manner:
 - a. Representative of the education agencies shall be nominated by local education agencies to include representatives (i.e., teachers, administrators, educational cooperative staff, and counselors), local post-secondary educational agencies, local vocational education agencies, registered apprenticeship agencies, general organizations of educational agencies and institutions, and private or proprietary schools or general organizations of such schools.
 - b. Representative(s) of organized labor shall be nominated by recognized state or local labor organizations or building and trades associations.

- c. Community-based organizations' representatives shall be nominated by state or local community-based organizations or general organizations of such community-based organizations.
 - d. Representatives of the remaining agencies shall be nominated by interested organizations.
4. Appointment of members shall be made by the Chief Elected Official(s) from the nominations received.
5. The initial term of office of the members shall be drawn by lot for a one, two or three year term during the meeting on or immediately following July 1, 2000. Thereafter, members shall be appointed for three (3) year terms, and shall continue to serve until they are replaced. All appointments, with the exception of appointments to fill vacancies caused by death, resignation or removal, shall be effective on July 1 of each year.
6. Replacement members shall be appointed in accordance with these By-Laws, requiring nomination by an appropriate agency or organization, and appointment by the Chief Elected Official(s).
7. Members who have three consecutive absences from Regular meetings will be considered as having resigned from the Board. Members may be removed for good cause by a sixty (60) percent majority vote of the members present at a regularly scheduled meeting of the Board. For purposes of this section, good cause is defined as any reason a sixty (60) percent majority of the Board believes warrants removal.

Article III: Meetings

1. The Board shall meet in a regular meeting at least quarterly.
2. Special meetings may be called by the Board Chair.
3. A quorum of any meeting of the Board or its committees, shall occur when a majority of the Private Sector Representatives, or a simple majority of all Board members, are present.
4. Once established that a quorum exists, it shall be in effect for the entirety of the meeting.
5. Written notice stating the place, day and hour of the Regular meeting shall be deposited in the mail nor less than three (3) days, or hand delivered, or telephonically conveyed, or sent by way of electronic mail or fax not less than 24-hours, prior to a Regular meeting of the Board.
6. In the case of a Special meeting of the Board, the place, day and hour, purpose or purposes of the meeting, shall be sent by way of electronic mail or fax, or telephonically conveyed not less than 2-hours prior to the Special meeting.
7. Each member shall have one vote. A vote may be cast by proxy if authority is given in writing to another member who represents the same category. The written may specify the items on which the proxy may exercise the vote or may be a general proxy. Proxies shall be delivered to the Chair prior to the beginning of the meeting in which the proxy is to be exercised. Proxies may not be counted toward a quorum.

8. The rules of parliamentary procedure in Robert's Rules of Order Newly Revised shall govern all proceedings of the Little Rock Workforce Investment Board and all committees. In the case of conflict between Robert's Rules and these bylaws, or between Robert's Rules and a special rule adopted by the Board, the bylaws or special rule shall prevail.
9. The form of voting is to be determined by the Chair, and may be accomplished by voice vote, a show of hands, a roll call, or by secret ballot. Secret ballot is required for election of officers.
10. Unless specified otherwise, the requirement for passage of any issue(s) before the Board and any committees created by the Board shall be a simple majority of the number establishing a quorum for that meeting.

Article IV: Fiscal

1. The fiscal year shall be the same as the State's for all workforce investment programs.
2. No less than annually reports will be made to the Chief Elected Official(s), the Board, the State Workforce Investment Board, and any and all other entities required by legislative or Congressional action.
3. The Board shall annually prepare a budget which shall be presented to and considered for approval by the Board, and forwarded to the Chief Elected Official(s) for approval.

Article V: Conflict of Interest

1. Members shall abstain from any vote which benefits, or appears to benefit, them personally, the organization which they represent on the Board, their employer or any other affiliation or relationship which could be, or could appear to be, deemed a conflict of interest.
2. Members shall advise the Board of any potential conflict of interest in the discussion of any topic for which a conflict of interest might be inferred.
3. 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 other affiliation or relationship to realize favor from such discussion and vote.
4. No member from the immediate family of a Board member, or immediate family member of a grant recipient or sub-grant recipient, may be employed by the Little Rock Workforce Investment Board. An exception applies when a member of an employee's family is elected to the Board after the employee is hired. For purposes of this section, the term immediate family applies to: spouse, child, parent, grandparent, grandchild, sibling, brother-in-law, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent, and stepchild.
5. Nothing contained herein shall require the termination of any employee of the Little Rock Workforce Investment Board who is hired on or before July 1, 2000.

Article VI: Organization

1. The officers of the Board shall be the Chair, Vice-Chair and Secretary/Treasurer.
2. The Board members shall elect the officers from their membership. The Chair and Vice-Chair shall represent the private sector.
3. Each officer shall serve for a period of one year, or until the date of the next scheduled regular meeting following one year. Terms of office are effective July 1 or each year.
4. A vacancy in the office of Board Chair, Vice-Chair or Secretary/Treasurer shall be filled by the Board, effective only until the upcoming July 1st.
5. There shall be three (3) standing committees of the Board and such other committees as the Board may determine from time to time to be necessary or appropriate. Unless otherwise specified, committee members and chairpersons shall be appointed by the Chairperson of the Board. The standing committees and the responsibilities and duties of each are as follows:
 - a. Executive Committee:
 1. shall be comprised of eleven members to include; the Board Chair, the Vice-Chair, the Secretary/Treasurer, the Youth Council Chair, chairpersons of the Strategic Planning Committee and the Program and Performance Evaluation Committee. The remaining positions shall be fifty-one percent of business representatives.
 2. shall be appointed by the Chief Elected Official(s) for a term of one year, each term to begin on July 1.
 3. shall have, with attendance of a majority of Committee members, the authority of the Board to act during the interim between Board meetings. Actions taken shall be reported to the Board at the next Regular Meeting.
 4. shall meet at least monthly.
 5. shall have authority over matters of personnel.
 - b. Strategic Planning Committee: shall act in an advisory capacity to the Board to carry out the functions of:
 - development of a five year unified workforce development plan;
 - development and continuous improvement of a system of activities that are funded under the Workforce Investment Act of 1998 and the Arkansas Workforce Investment Act (Act 1125 of 1999);
 - development of linkages in order to assure coordination and nonduplication among the programs and activities; and,
 - other duties as assigned and appropriate.

- c. Program and Performance Evaluation Committee: shall act in an advisory capacity to the Board to carry out the functions of:
 - development and continuous improvement of program performance standards; and,
 - development, implementation, and continuous improvement of a program to determine and evaluate customer satisfaction.
6. Proxies shall not be permitted in Committee proceedings.

Article VII: Duties

The Board, in conjunction with the Chief Elected Official(s) shall:

- a. select the entity(ies) which shall serve as the Administrative Entity and School-to-Work staff for the Service Delivery Area;
- b. develop and submit the Five Year Unified Plan to the public for comment and to the Chief Elected Official(s) for approval to submit to the Governor for approval. Consider for approval Career Opportunity plans, as well as the Youth Council recommended programs and operations;
- c. select a One-Stop center operator;
- d. enter into Memoranda of Understanding (MOU) with each member of the one-stop partnership;
- e. establish the skill level required for any vocational training, work-based learning, and school-based learning related to a school-to-work plan or program to be provided in this Service Delivery Area;
- f. establish the value for training to be provided when training services are applicable for a customer who has not been able to gain employment through core and intensive services;
- g. establish which training service providers can provide training services within the Service Delivery Area, as a result of those service providers providing appropriate market information related to their training costs, placement rate of graduates from their program(s), earnings at the time of placement, length of time in employment and other related information which a customer can use to decide how to best utilize their training funds;
- h. determine the funding limit for training assistance, as well as any time constraints which might be applied to training services funded in the Service Delivery Area;
- i. determine the performance standards which the Chief Elected Official(s) should approve and be the basis of negotiation with the Board for local performance;
- j. monitor program performance, including customer satisfaction and continuous improvement with the Service Delivery Area; and,
- k. review, monitor and evaluate the operations of the program for effectiveness and compliance to the Workforce Investment Act of

1998 and Arkansas Workforce Investment Act (Act 1125 of 1999), School-to-Work plan, and the Five Year Unified Plan.

Article VIII: Repeal and Amendment

1. These bylaws will remain in effect until repealed or amended by the Board, by a minimum vote of two-thirds (2/3) of the total Board membership, taking place at any Regular meeting.
2. No proxy votes will be counted toward the two-thirds (2/3) majority requirement.



Arkansas Workforce Center at Little Rock Standard Operating Policy and Procedure (SOP)

Arkansas Workforce Center at Little Rock
5401 S. University Avenue
Little Rock, Arkansas 72209
Tel: (501) 682-7719 / Fax: (501) 537-0729

SOP Number	Subject
07	Customer Complaints / Grievance Procedures
Date of Issuance	Revision Date
2/5/2007	8/26/2010
Effective Date	
Immediately	

REFERENCE

Workforce Investment Act (WIA) of 1998, its Regulations at 20 CFR Part 652, and 29 CFR Part 37 Nondiscrimination and Equal Opportunity Provisions of the WIA of 1998; Final Rule

Purpose

This policy establishes procedures for processing both services related and discrimination complaints of our customers, staff, and partnering agencies.

PROCEDURES

The Arkansas Workforce Center at Little Rock is committed to serving customers that the Workforce Investment Act of 1998 requires. The Center considers two types of customers with equal importance:

1. WIA eligible participants seeking assistance in locating a job, or training as needed to upgrade skill levels to qualify for a better job;
2. Employers in the Little Rock Metropolitan Area that are seeking assistance in locating and placing the most-qualified employees as possible.

Staff is defined as any full or part-time employees of Arbor E&T, LLC dba Rescare or persons receiving employment related training under the supervision of Arbor E&T, LLC dba Rescare staff.

Partner agencies are those agencies who, either through a Memorandum of Understanding (MOU) or those defined in Section 121(b), provide services to our mutual customers.

The Arkansas Workforce Center at Little Rock is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief. This policy applies to the Center itself, staff, or any agency the Center contracts with for the delivery of services.

It is the policy of the Center that when a complaint is filed, the following steps shall be taken to ensure compliance with the rules set forth in the law.

Complaints that are found to be a result of discrimination MUST be brought to the attention of the area Equal Opportunity Officer for their disposition.

Local Level EOO
Little Rock Workforce Investment Board
5401 S. University Ave
Little Rock, AR 72209
PH: 501.683.3844
TDD/TTY: 501.682.3331

These complaints will be handled in accordance with the Orientation to Complaint Procedure (attachment c).

INFORMAL COMPLAINT PROCEDURES

1. When a customer, staff member, or partner agency makes a service related complaint to a staff member, that person will work to immediately resolve the issue.
2. If the staff member is unable to resolve the complaint to the person's satisfaction, the staff member will take the complainant to their immediate supervisor.
3. If the immediate supervisor is unavailable or unable to resolve the complaint to the person's satisfaction, the supervisor or staff member, when the supervisor is unavailable, will take the complainant to their Program Manager.
4. If the Program Manager is unavailable to or unable to resolve the complaint to the person's satisfaction the Program Manager, supervisor or staff member, when the Program Manager is unavailable, will contact the Human Resources Manager.
5. A customer, staff member, or partner agency's complaint will be considered satisfied when their needs are met and they verbally acknowledge their satisfaction.
6. Should a customer, staff member, or partner agency not be satisfied with the results, they will be invited to file a formal complaint.

FORMAL COMPLAINT PROCEDURES

1. **Any formal complaint made by a client may be filed verbally, by telephone, or e-mail, but once received by a staff member, must be recorded for processing using the Grievance Form (attachment a).**
2. The Center Program Manager will maintain a "complaint log" (attachment b).
 - a. All formal complaints, regardless of point of origin, must be recorded in the complaint log.
 - b. The Center Program Manager will either process the complaint directly when related to services or pass to the EO officer of the Little Rock Workforce Investment Board when discrimination is alleged.
 - c. Prior to a decision being rendered, a review and approval of the recommended course of action(s) to resolve the complaint will be made by the Arbor E&T, LLC dba Rescare Human Resources Manager.

- d. A monthly report will be submitted to the Arbor E&T, LLC dba Rescare Human Resources Manager outlining the number of complaints, areas of concern, resolution, and follow-up action(s).
3. The decision regarding the formal complaint must be rendered within 14 business days of filing unless permission is obtained in writing from the complainant that it is permissible to take longer to ensure a more complete investigation.
4. Should the customer, staff member, or partner agency not be satisfied with the resolution of the Workforce Center, they may file a complaint within 30 days to the Little Rock Workforce Investment Board.

Executive Director
Little Rock Workforce Investment Board
5401 S. University Ave
Suite D-14
Little Rock, AR 72209
PH: 501.683.3843
TDD/TTY: 501.682.3331

Little Rock Workforce Investment Board Roster as of March 2013

- 1 Mike South, Chairman
Flake & Kelley
Phone: (501) 375-3200
[Email: msouth@flake-kelley.com](mailto:msouth@flake-kelley.com)

- 2 Eric Tate, Vice-Chairman
Dassault Falcon
Phone: (501) 210-0142
[Email: eric.tate@falconjet.com](mailto:eric.tate@falconjet.com)

- 3 Joey Dean, Secretary/Treasurer
Little Rock Regional Chamber of Commerce
Phone: (501) 377-6006
[Email: jdean@littlerockchamber.com](mailto:jdean@littlerockchamber.com)

- 4 James McCarther
Global Janitorial Services, Inc.
Phone: (501) 568-4002
[Email: james.mccarther@netzero.com](mailto:james.mccarther@netzero.com)

- 5 James E. (Jim) Nickels
ALFCIO
Phone: (501) 568-5082
[Email: jenickels@aol.com](mailto:jenickels@aol.com)

- 6 Brian Itzkowitz
Goodwill Industries of Arkansas
Phone: (501) 372-5100 x123
[E-mail: Blitzkowitz@goodwillar.org](mailto:Blitzkowitz@goodwillar.org)

- 7 Ernest E. Edwards
Pan-Ark, Inc.
Phone: (501) 372-2200
[Email: desert-deputy-ar@sbcglobal.net](mailto:desert-deputy-ar@sbcglobal.net)

- 8 Mary Parham
JKelly Referrals & Information Services, Inc.
Phone: (501) 975-7480
[Email: jkellyinfo@alltel.net](mailto:jkellyinfo@alltel.net)

- 9 Jim McGill
O'Neal Manufacturing Services
Phone: (501) 859-6071
[E-mail: jmcgill@onealsteel.com](mailto:jmcgill@onealsteel.com)

- 10 Claudia Barone
University of Arkansas for Medical Science
Phone: (501) 686-7997
[E-mail: baroneclaudiap@uams.edu](mailto:baroneclaudiap@uams.edu)

- 11 Ginny Hensley
Arkansas Children's Hospital
Phone: (501) 364-1100
[E-mail: hensleyga@archildrens.org](mailto:hensleyga@archildrens.org)

- 12 Douglas L. Murphy Ph.D.
UAMS
[Phone: \(501\) 686-573](tel:(501)686-573)[Email: MurphyDouglasL@uams.edu](mailto:MurphyDouglasL@uams.edu)

- 13 Lorraine Frazier, PhD, MS, RN, FAHA, FAAN
UAMS College of Nursing
Phone: (501) 686-8493
[Email: lfrazier@uams.edu](mailto:lfrazier@uams.edu)

- 14 Linda Kindy
Little Rock Adult Education Center
Phone: (501) 447-1654
[E-mail: linda.kindy@lrsd.org](mailto:linda.kindy@lrsd.org)

- 15 David Peeler
Laborers International Union of North America
Phone: (501) 562-5953
[E-mail: local1282@sbcglobal.net](mailto:local1282@sbcglobal.net)

- 16 Charles Mobley
Pulaski County Juvenile Services
Phone: (501) 340-8250
[Email: cmobley@co.pulaski.ar.us](mailto:cmobley@co.pulaski.ar.us)

- 17 Lois Bethards
American Indian Center of Arkansas
Phone: (501) 666-9032
[E-mail: labethards@arindianctr.org](mailto:labethards@arindianctr.org)

- 18 Debra Coleman
AR DHS
Division of Services for the Blind
Phone: (501) 682-5463
[E-mail: Debra.coleman@arkansas.gov](mailto:Debra.coleman@arkansas.gov)

19 Andre Bernard
City of Little Rock, Planning and Development
Phone: (501) 372-4855
[Email: abernard@littlerock.org](mailto:abernard@littlerock.org)

20 Scott Holladay
National Academy for State Health Policy
Phone: (501) 682-8510
[E-mail: scott.holladay@arkansas.gov](mailto:scott.holladay@arkansas.gov)

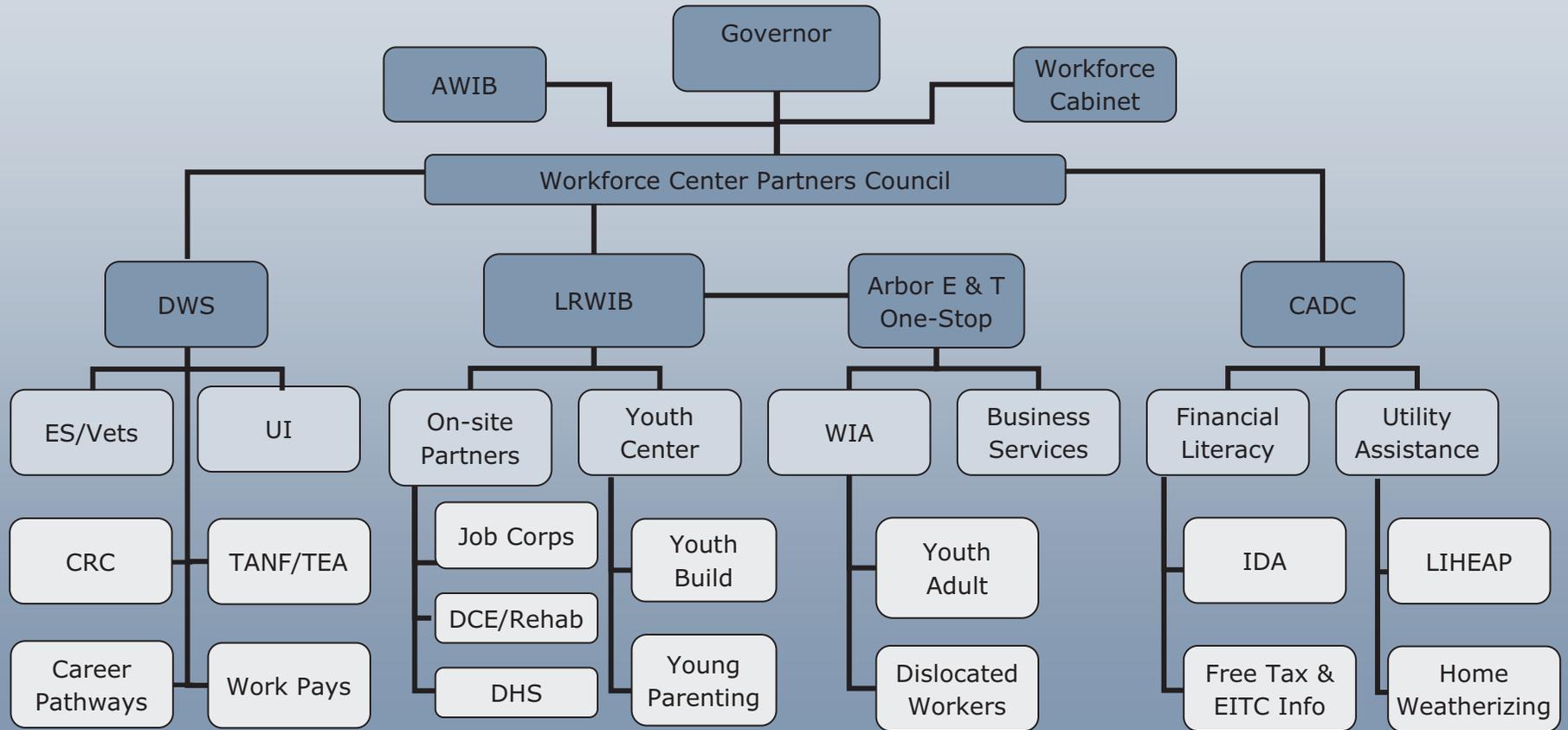
21 Marvin Burton
Little Rock School District
Phone: (501) 447-1137
[E-mail: marvin.burton@lrsd.org](mailto:marvin.burton@lrsd.org)

22 Jeanette Williams
Department of Workforce Services
Phone: (501) 268-8601
[E-mail: Jeanette.williams@arkansas.gov](mailto:Jeanette.williams@arkansas.gov)

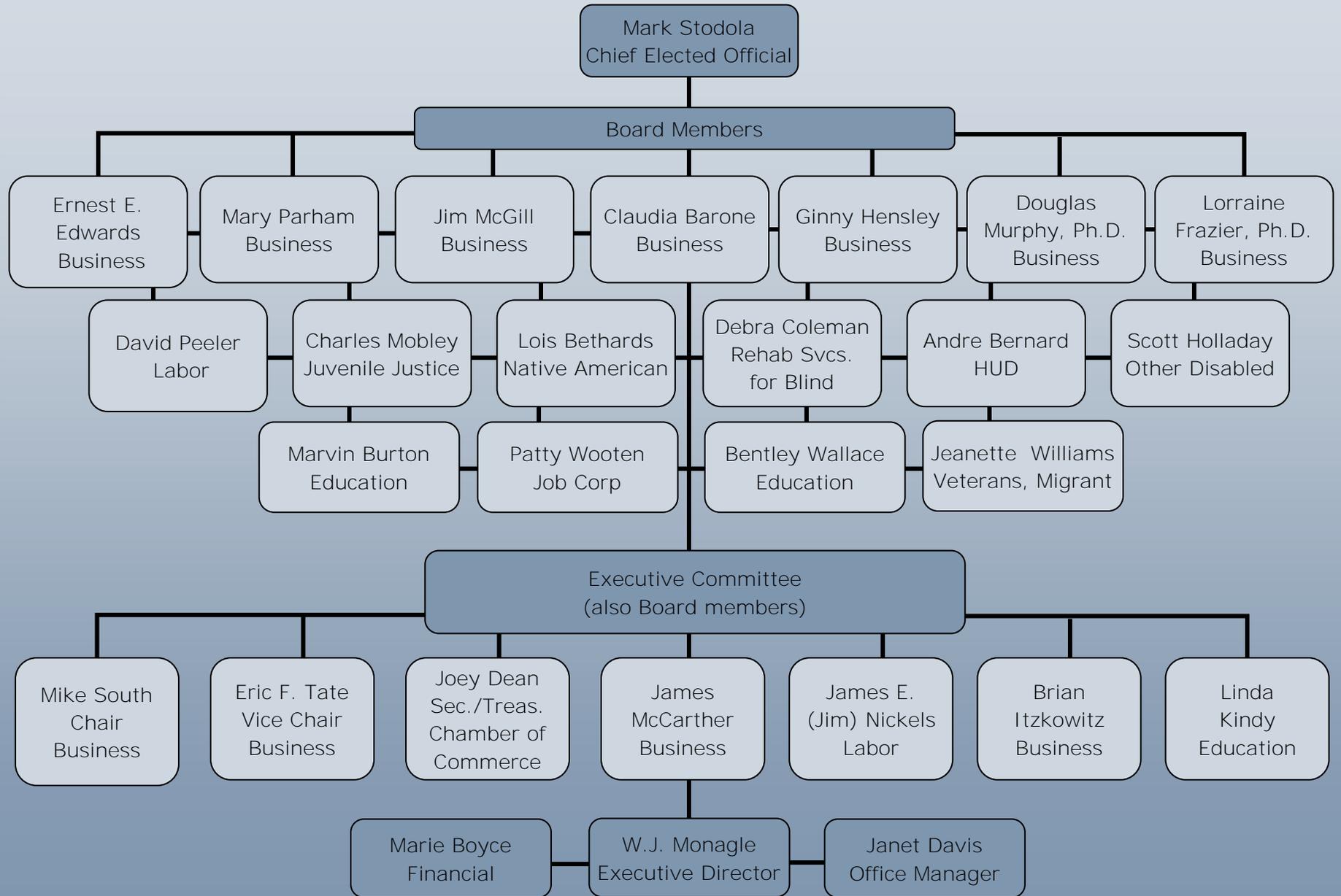
23 Patty Wooten
Little Rock Job Corps
(501) 618-2500
[E-mail: Wooten.patty@jobcorps.org](mailto:Wooten.patty@jobcorps.org)

24 Bentley Wallace
Pulaski County Technical College
Phone: (501) 907-6670
[E-mail: bewallace@pulaskitech.edu](mailto:bewallace@pulaskitech.edu)

Arkansas Workforce Center at Little Rock Organizational Chart



Little Rock Workforce Investment Board



**RESOURCE SHARING AGREEMENT
LITTLE ROCK WORKFORCE INVESTMENT BOARD**

Resource Sharing Agreement Between Little Rock Workforce Investment Board and Its Partners in the Arkansas Workforce Center in Little Rock

Period of Agreement

This agreement becomes effective on the date signed by the parties and continues in effect until terminated by mutual consent; however, if such mutual consent cannot be attained, then any party to this agreement may consider it to be canceled by giving thirty days notice in writing to the other parties, and this agreement shall thereupon be canceled upon the expiration of such thirty day period.

In the event that any party fails to materially fulfill that party's responsibilities in accordance with the provisions of this agreement, Little Rock Workforce Investment Board may, upon timely written notice of default to the other party, immediately terminate the whole or any part of this agreement.

Furthermore, in the event that federal or State laws or other requirements should be amended or judicially interpreted so as to render continued fulfillment of this agreement, on the part of any party, substantially unreasonable or impossible, or if the parties should be unable to agree upon any amendment which would therefore be needed to enable the substantial continuation of the services contemplated herein, then the parties shall be discharged from any further obligations created under the terms of this agreement.

This agreement is subject to the availability of State and/or federal funds, and if such funds become unavailable, then by written notice the contract will be terminated as specified in the written notice.

Any change in the scope of the agreement must be mutually agreed to in writing prior to, or contemporaneously with, the effective date of the change.

Authority and Purposes

The purposes of this agreement are to:

- ◆ Coordinate the resources and assets of the partnering agencies to provide an efficient system for delivering the core and intensive services for employers and job seekers as envisioned by the Workforce Investment Act.

RESOURCE SHARING AGREEMENT LITTLE ROCK WORKFORCE INVESTMENT BOARD

- ◆ Establish guidelines for creating and maintaining a cooperative working relationship, which will allow the Little Rock Workforce Investment Board and its partners to coordinate services to clients served at the Arkansas Workforce Center located in Little Rock.
- ◆ Provide for joint planning and evaluation to devise methods to effectively coordinate service delivery to clients, and to effect more efficient management of limited financial and staff resources.

General Provisions

All parties to this agreement shall:

- ◆ Comply with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), Section 504 of the Rehabilitation Act of 1990 (Public Law 93-112), The Americans With Disabilities Act of 1990 (Public Law 101-336), The Workforce Investment Act of 1998 (Public Law 105-220), The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in DOL funded programs, and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts. These regulations provide in part that no persons in the United States shall, on the grounds of race, color, national origin, sex, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by Federal and/or State funding, or otherwise be subjected to discrimination.
- ◆ Mutually agree to reasonably assist the other partners in the development of necessary service delivery protocol, including the following:
 - Client orientation, referral, job search and enrollment.
 - Development and coordination of clients' service plans.
 - Sharing client service delivery information between partners and Workforce Center Staff.
- ◆ All partners agree that the provisions contained herein are made subject to all applicable federal and State laws (Facility Use Agreements) regulations and/or guidelines imposed on either or all parties relating to privacy rights to participants, maintenance of records and other confidential information relating to clients.
- ◆ Partners agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

RESOURCE SHARING AGREEMENT LITTLE ROCK WORKFORCE INVESTMENT BOARD

Cost Allocation

A partner can only pay for costs that are allocable to that partner's funding sources. Each partner will contribute services and pay for costs associated with those services. If the partners are sharing space, "fair share" will be charged according to a formula based on square footage as the basis for allocation. If there is agreement between partners, their total staff hours of operations may also be used in conjunction with square footage. The cost per square foot becomes a pooled cost that is direct charged to the partners located at the Workforce Center.

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 Funding Source may be paid in whole or in part by one of the sources without regard to the rules on cost allocation.
- ◆ Immaterial Costs are costs so minor in amount that they need not be allocated.

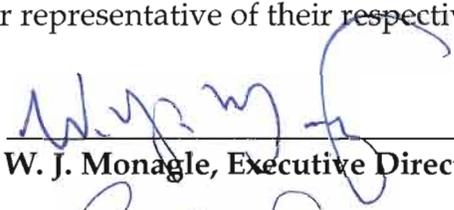
Although the Arkansas Workforce Center at Little Rock is designed to be a seamless service delivery system for the customer, available services are provided from various partner locations with separate funding accountability.

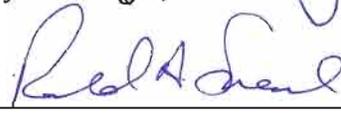
The partners are responsible for the total cost of these services.

Because of these various funding streams, this Cost Allocation Agreement has been developed to ensure that each partner bears its fair share of the costs of maintaining the center. Data is being collected to support future adjustments of the cost allocation formula. All partners are responsible for providing verifiable data in an acceptable reporting format to allow the terms of this agreement to be monitored on at least an annual basis. The terms of this agreement may be renegotiated at any time to insure all parties achieve equitable benefit. The cost allocation/resource sharing allocation (**See Attachment "A"**) may be adjusted quarterly and adjusted, as necessary.

**RESOURCE SHARING AGREEMENT
LITTLE ROCK WORKFORCE INVESTMENT BOARD**

Having agreed to the terms herein, the undersigned parties hereby represent and warrant that they are authorized to enter into and execute this agreement as an official or representative of their respective partnering agency:

SIGNATORY:  Date: 11/27/09
W. J. Monagle, Executive Director, LRWIB

AGREED TO:  Date: 11/30/09
 Artee Williams, Director, Department of Workforce Services

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for January 1, 2009-May 31, 2009**

3901 So University, Suite 24		Partners Offices - Direct Program Usage			
		Office Sq Feet	% Usage	Sq Ft Used Office	% Bldg Used
Department of Workforce Services	3,000	50.00%	3000	50.00%	
Workforce Investment Act (Arbor)	3,000	50.00%	3,000.00	50.00%	
ALL PARTNERS TOTAL	6,000	100.00%	3,000.00	100.00%	
Total Partners Areas	6,000	100.00%	6,000.00	100.00%	
3901 So University, Suite 5		Partners Offices - Direct Program Usage			
		Office Sq Feet	% Usage	Sq Ft Used Office	% Bldg Used
Department of Workforce Services	1500	50.00%	1,500.00	50.00%	
DWS TOTAL	1,500	50.00%	1,500	50.00%	
Workforce Investment Act (Arbor)	1,500	50.00%	1,500	50.00%	
Total Partners Areas	3,000	100.00%	3,000	100.00%	

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for January 1, 2009 - May 31, 2009**

	Estimate	Actual
Rent/Lease - Suite 24	15,300	10,200.00
Rent/Lease - Suite 5	7,650	5,100.00
Triplenet Charges Monthly - Suite 24	1,635	1,090.00
Triplenet Charges Monthly - Suite 5	1,635	545.00
Utilities	6,175	4,845.07
Telephone	1,000	360.16
Internet & Data Lines	0	
Insurance Costs (Included in Triplenet Charges)	675	
Janitorial & Yard Maintenance	1,250	642.44
Other Occupancy Costs inc. Repairs-Pest Contr	150	67.20
Common Equipment Contracts & Services	1,800	
Yellow Page Listing	159.00	39.60
Receptionist	8,500	8,290.01
Clear Mountain Water	1,050	394.16
Wage Copier Maintenance	275	136.67
Employee Costs (Name Badges & Shirts)	3,500	3,571.13
Supplies for common use	250	63.27
		35,345

Credit (\$2550 X 4) DWS Payments (10,200)

Total 51,104.00 25,144.71

By signing below, the parties agree to principles #1-2 on page 1 and #1 on Page 2. This Resource Sharing Agreement has been reconciled to actual expenses.

Russell Seal
 for Artee Williams, Director, DWS

W.J. Managle 11/13/09
 W.J. Managle, Executive Director, LRWIB

ATTACHMENT "A"

RESOURCE SHARING AGREEMENT LITTLE ROCK WORKFORCE INVESTMENT BOARD

- ◆ Establish guidelines for creating and maintaining a cooperative working relationship, which will allow the Little Rock Workforce Investment Board and its partners to coordinate services to clients served at the Arkansas Workforce Center located in Little Rock.
- ◆ Provide for joint planning and evaluation to devise methods to effectively coordinate service delivery to clients, and to effect more efficient management of limited financial and staff resources.

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- ◆ Mutually agree to reasonably assist the other partners in the development of necessary service delivery protocol, including the following:
 - Client orientation, referral, job search and enrollment.
 - Development and coordination of clients' service plans.
 - Sharing client service delivery information between partners and Workforce Center Staff.
- ◆ All partners agree that the provisions contained herein are made subject to all applicable federal and State laws (Facility Use Agreements) regulations and/or guidelines imposed on either or all parties relating to privacy rights to participants, maintenance of records and other confidential information relating to clients.
- ◆ Partners agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

RESOURCE SHARING AGREEMENT LITTLE ROCK WORKFORCE INVESTMENT BOARD

Cost Allocation

A partner can only pay for costs that are allocable to that partner's funding sources. Each partner will contribute services and pay for costs associated with those services. If the partners are sharing space, "fair share" will be charged according to a formula based on square footage as the basis for allocation. If there is agreement between partners, their total staff hours of operations may also be used in conjunction with square footage. The cost per square foot becomes a pooled cost that is direct charged to the partners located at the Workforce Center.

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 Funding Source may be paid in whole or in part by one of the sources without regard to the rules on cost allocation.
- ◆ Immaterial Costs are costs so minor in amount that they need not be allocated.

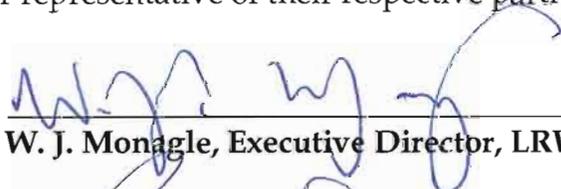
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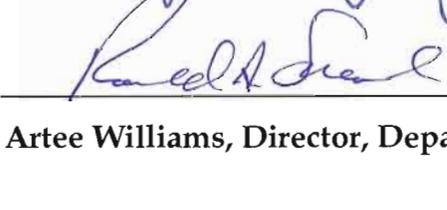
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**RESOURCE SHARING AGREEMENT
LITTLE ROCK WORKFORCE INVESTMENT BOARD**

Having agreed to the terms herein, the undersigned parties hereby represent and warrant that they are authorized to enter into and execute this agreement as an official or representative of their respective partnering agency:

SIGNATORY:  Date: 11/18/09
W. J. Monagle, Executive Director, LRWIB

AGREED TO:  Date: 11/30/09
for Artee Williams, Director, Department of Workforce Services

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for January 1, 2009-May 31, 2009**

3901 So University, Suite 24	Partners Offices - Direct Program Usage			
	Office Sq Feet	% Usage	Sq Ft Used Office	% Bldg Used

Department of Workforce Services 3,000 50.00% 3000 50.00%

Workforce Investment Act (Arbor) 3,000 50.00% 3,000.00 50.00%

ALL PARTNERS TOTAL 6,000 100.00% 3,000.00 100.00%

Total Partners Areas 6,000 100.00% 6,000.00 100.00%

3901 So University, Suite 5

Cost/Resource Sharing Partners	Partners Offices - Direct Program Usage			
	Office Sq Feet	% Usage	Sq Ft Used Office	% Bldg Used

Department of Workforce Services 1500 50.00% 1,500.00 50.00%

DWS TOTAL 1,500 50.00% 1,500 50.00%

Workforce Investment Act (Arbor) 1,500 50.00% 1,500 50.00%

Total Partners Areas 3,000 100.00% 3,000 100.00%

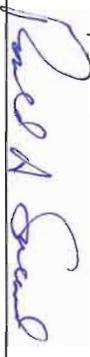
**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for January 1, 2009 - May 31, 2009**

	Estimate	Actual
Rent/Lease - Suite 24	15,300	10,200.00
Rent/Lease - Suite 5	7,650	5,100.00
Triplenet Charges Monthly - Suite 24	1,635	1,090.00
Triplenet Charges Monthly - Suite 5	1,635	545.00
Utilities	6,175	4,845.07
Telephone	1,000	360.16
Internet & Data Lines	0	
Insurance Costs (Included in Triplenet Charges)	675	
Janitorial & Yard Maintenance	1,250	642.44
Other Occupancy Costs inc. Repairs-Pest Contr	150	67.20
Common Equipment Contracts & Services	1,800	
Yellow Page Listing	159.00	39.60
Receptionist	8,500	8,290.01
Clear Mountain Water	1,050	394.16
Wage Copier Maintenance	275	136.67
Employee Costs (Name Badges & Shirts)	3,600	3,571.13
Supplies for common use	250	63.27
		35,345

Credit (\$2550 X 4) DWS Payments (10,200)

Total 51,104.00 25,144.71

By signing below, the parties agree to principles #1-2 on page 1 and #1 on Page 2. This Resource Sharing Agreement has been reconciled to actual expenses.


 J. Artee Williams, Director, DWS


 W. J. Monagle, Executive Director, LRWB
 11/12/09

ATTACHMENT "A"

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for May 1, 2009 - June 30, 2010**

Cost/Resource Sharing Partners	Partners Offices - Direct Program Usage			
	Office Sq Feet	% Usage	Sq Ft Used Office	% Bldg Used

Department of Workforce Services

Area Manager & Administration (DWS)	1,258	100.0000%	1,258.00	3.96158%
TEA (DWS)	14,576	100.0000%	14,576.00	45.90143%
Employment Services (DWS)	2,660	100.0000%	2,660.00	8.37663%
Unemployment Insurance (DWS)	3,889	100.0000%	3,889.00	12.24689%

CRC (DWS)	1,547	100.0000%	1,547.00	4.87167%
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DWS TOTAL	23,930		23,930.00	75.358%
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Workforce Investment Act (Arbor)	3,079	100.0000%	3,079.00	9.69611%
Central Arkansas Developmental Council	3,128	100.0000%	3,128.00	9.85042%
Little Rock Workforce Investment Board	1,618	100.0000%	1,618.00	5.09526%

ALL PARTNERS TOTAL	7,825		7,825.00	24.64%
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Total Partners Areas	31,755		31,755.00	100.0000%
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Common Areas 1.				
Resource Room	7,271	100.00%	7,271.00	
Other Common Areas, bathrooms, halls	3,674	100.00%	3,674.00	

Total Common Areas			10,945.00	
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Total Center Square footage			42,700.00	
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1. Common space in the Center can be used by any partner.
2. Partners can assign space for use by outside partners. Cost-sharing partners are responsible for subleases of the WFC space to these partners.
3. DWS will provide 2 Security Guards. The cost of one will be used to offset the DWS shared cost for Receptionist (see Attach 3, line 44)
4. DWS will collect monthly common costs of Workforce Center operations. Reconciliation of budgeted to actual on Page 2 of 4 will be prepared no more often than on a quarterly basis, and no less often than on an annual basis. Partners will report actual contributions for common (shared) costs to DWS, on the monthly Contribution Form. The actual common costs will be allocated to partners using the percentages Contribution Form. The actual common costs will be allocated to partners using the percentages above. Invoices will be issued to partners who have not made a contribution equal to actual costs.
5. This Resource Sharing Agreement (RSA) is for guidance and budgeting purposes, and does not supercede the sublease in effect for these premises between any agency listed herein and the Department of Workforce Services, the sublessor.

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for May 1, 2009 - June 30, 2010**

	Annual Actual	Annual Estimate
Rent/Lease	597,800	597,800
Utilities	118,000	118,000
Telephone	2,000	2,000
Internet & Data Lines	0	0
Insurance Costs	0	0
Janitorial & Yard Maintenance	66,000	66,000
Other Occupancy Costs inc. Repairs	0	0
Common Equipment Contracts & Services	3,600	3,600
Yellow Page Listing	1,800.00	1,800.00
Dumpster Services	3,600	3,600
Receptionist	32,500	32,500
Supplies for common use	6,000	6,000
Security Guards (1)	32,500	32,500
Total	863,800	863,800

ATTACHMENT "A" Cont'd.

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for May 1, 2009 - June 30, 2009**

Partners Cost Allocation	DWS	LRWIB	DWS (TEA)	ES (DWS)	CRC (DWS)	WIA(Arbor)	CADC	UI (DWS)	Total
Rent/Lease	\$23,682.33	\$30,459.47	\$274,398.77	\$50,075.52	\$29,122.87	\$57,963.35	\$58,885.79	\$73,211.91	\$597,800.00
Utilities	\$4,674.67	\$6,012.41	\$54,163.69	\$9,884.43	\$5,748.58	\$11,441.41	\$11,623.49	\$14,451.33	\$118,000.00
Telephone	\$79.23	\$101.91	\$918.03	\$167.53	\$97.43	\$193.92	\$197.01	\$244.94	\$2,000.00
Internet & Data Lines	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Insurance Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Janitorial & Yard Maintenance	\$2,614.64	\$3,362.87	\$30,294.95	\$5,528.58	\$3,215.30	\$6,399.43	\$6,501.28	\$8,082.95	\$66,000.00
Other Occupancy Costs Inc. Repairs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Common Equipment Contracts & Services	\$142.62	\$183.43	\$1,652.45	\$301.56	\$175.38	\$349.06	\$354.61	\$440.89	\$3,600.00
Dumpster Services	\$142.62	\$183.43	\$1,652.45	\$301.55	\$175.39	\$349.06	\$354.61	\$440.89	\$3,600.00
Receptionist	\$1,287.51	\$1,655.96	\$14,917.97	\$2,722.41	\$1,583.29	\$3,151.24	\$3,201.39	\$3,980.24	\$32,500.00
Yellow Page Listing	\$71.31	\$91.71	\$826.23	\$150.78	\$87.69	\$174.53	\$177.31	\$220.44	\$1,800.00
Supplies for common use	\$237.69	\$305.72	\$2,754.09	\$502.60	\$292.30	\$581.77	\$591.03	\$734.81	\$6,000.00
Security Guard (1)	\$1,287.51	\$1,655.96	\$14,917.97	\$2,722.41	\$1,583.29	\$3,151.24	\$3,201.39	\$3,980.24	\$32,500.00

Cost Allocation by Partner **\$34,220.14** **\$44,012.86** **\$396,496.58** **\$72,357.36** **\$42,081.52** **\$83,755.01** **\$85,087.90** **\$105,788.64** **\$863,800.00**

1. Workforce Center costs are estimated at the beginning of the year, costs are allocated based on square footage usage in Attachment 1 of 4, actual costs will be used to calculate annual costs.

Partners Resource Sharing	DWS	LRWIB	DWS (TEA)	ES (DWS)	CRC (DWS)	WIA(Arbor)	CADC	UI (DWS)	Total
Rent/Lease	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Insurance Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Janitorial & Yard Maintenance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Occupancy Costs Inc. Repairs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Common Equipment Contracts & Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dumprter Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Receptionist	\$1,287.51	\$0.00	\$14,917.97	\$2,722.41	\$1,583.29	\$0.00	\$0.00	\$3,980.24	\$24,491.42
Supplies for common use	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Resource Sharing by Partner	\$1,287.51	\$0.00	\$14,917.97	\$2,722.41	\$1,583.29	\$0.00	\$0.00	\$3,980.24	\$24,491.42
Cost Allocation by Partner	\$34,220.14	\$44,012.86	\$396,496.58	\$72,357.36	\$42,081.52	\$83,755.01	\$85,087.90	\$105,788.64	\$863,800.00
Net Payment(Receipt) by Partner	\$32,932.63	\$44,012.86	\$381,578.61	\$69,634.95	\$40,498.23	\$83,755.01	\$85,087.90	\$101,808.40	\$839,308.58

**Little Rock Workforce Investment Board
 Cost Allocation and Resource Sharing Budget
 Shared Expenses for May 1, 2009 - June 30, 2010**

	DWS	LRWIB	DWS (TEA)	ES (DWS)	CRC (DWS)	WIA(Arbor)	CADC	UI (DWS)	Total
Per Quarter	\$8,233.16	\$11,003.22	\$95,394.65	\$17,408.74	\$10,124.56	\$20,938.75	\$21,271.97	\$25,452.10	\$209,827.15
Per Month	\$2,744.39	\$3,667.74	\$31,798.22	\$5,802.91	\$3,374.85	\$6,979.58	\$7,090.66	\$8,484.03	\$69,942.38
Budget for the year	\$32,932.63	\$44,012.86	\$381,578.61	\$69,634.95	\$40,498.23	\$83,755.01	\$85,087.90	\$101,808.40	\$839,308.59
Total budget for the Year	\$32,932.63	\$44,012.86	\$381,578.61	\$69,634.95	\$40,498.23	\$83,755.01	\$85,087.90	\$101,808.40	\$839,308.59

By signing below, the parties agree to principles # 1-5 on page 1 and # 1. on Page 3. This Resource Sharing Agreement will be reconciled to actual annual expenses, limitations set forth in the subleases for these premises between any agency and the Department of Workforce Services (the lessor), and valuable consideration in lieu of payment as developed in the Partners Resource Sharing graph on Page 3.

Artee Williams, Director, DWS

Larry Cogburn, Executive Director, CADC

W. J. Monagle, Executive Director, LRWIB

ATTACHMENT "A" Cont'd.



Arkansas Workforce Center at Little Rock
Standard Operating Policy and Procedure (SOP)

Subject: Sixth Youth Criteria Defined
Reference: WIA Sec 101 (13); sec 129 (c)(5)(H) and CF 664.200 and 664.210
Date: June 27, 2002
Revision: Nov 29, 2012

Background: To be eligible for WIA services, a youth must meet one of six barriers. The Workforce Investment Act lists five specific barriers and allows the local board to establish the sixth barrier/criterion.

The following definition has been adopted by the Little Rock Workforce Investment Board as identified barriers for the Little Rock Youth.

“An individual who requires additional assistance to complete an educational program or to secure and hold employment” and/or “Face Serious Barriers to Employment” include environmental, social, psychological and legal barriers.

Acceptable Validation / Definitions of the 6th criteria are:

Youth is residing in a non traditional living arrangement.

Non traditional living arrangement is defined as not living with parents as their primary residence and not consistently living at any one residence. For example, youth may live with one friend then another, then move to a relative’s house for a few days, and so on.

Validation: statement from school, doctor, family or individual service provider

Youth has been suspended five or more times from school or has been expelled within the current school year.

Validation: Statement from school counselor or principal

Youth has a history of truancy as determined by the school

Validation: Statement from school counselor or principal

Youth is an emancipated minor

Validation: Court document

Youth has been referred to or is being treated by an agency for substance abuse related problem.

Validation: Documentation by school official or professional

Youth has history or is a victim of abuse or resides in an abusive environment.

Abusive environment is defined as - "*Abuse*" means the infliction of injury, unreasonable confinement, intimidation or cruel punishment that causes or is likely to cause physical harm or pain or mental anguish; sexual abuse or sexual exploitation; or the intentional, knowing or reckless "phase" includes acts of omission deprivation of essential needs (22 MRSA §3472)

Validation: Documentation by school official or professional

Youth has documented behavior problems.

Validation: Documentation by school official or professional

M. South

Little Rock Workforce Investment Board
Approved

11/29/2012

Effective Date



Statement of Limited Funds and Priority Determination of the Little Rock Workforce Investment Board:

In the Little Rock Workforce Investment Area, funds will be considered limited and priority will be given to those individuals who reside in the City of Little Rock and that are receiving public assistance, other low-income individuals and those individuals determined by assessment to require assistance to attain employment that will lead to self-sufficiency.

Public assistance will be defined as an individual who is receiving Federal, State, or local cash payments for which eligibility is determined by a needs or income test.

A low-income individual will be defined as an individual or family member whose annualized income is equal to or less than the poverty level or 70% of the Lower Living Standard Income Level (LLSIL), whichever is greater.

Self-sufficiency will be defined as an individual or family member whose annualized income is the equivalent to or greater than 185% of the Lower Living Standard Income Level (LLSIL).

In accordance with 20 CFR § 663.610 funds allocated for dislocated workers are not subject to this requirement.



Arkansas Workforce Center at Little Rock Standard Operating Policy and Procedure (SOP)

Arkansas Workforce Center at Little Rock
5401 S. University Avenue
Little Rock, Arkansas 72209
Tel: (501) 682-7719 / Fax: (501) 537-0729

SOP Number	Subject
200-2	Eligibility for Intensive and Training Services
Date of Issuance	Revision Date
8/28/08	10/15/10
Effective Date	
Immediately	

Purpose: This procedure documents the policy and procedures regarding the use of Workforce Investment Act funds for Intensive and Training services including eligibility and locally imposed limitations.

Scope: this applies to the WIA program services needed by WIA participants in order to successfully participate in program delivery services that lead to job placement. These services are necessary to fulfill Arbor's contractual commitment as well as to meet regulatory obligations.

Applicable LRWIB Policy:

- [Eligibility for Intensive and Training Services](#)
- [Underemployed Definition and Adult Program Service Priority Policy](#)

Intensive Services:

There are two categories of adults and dislocated workers who may receive intensive services as follows:

1. Adults and dislocated workers are:
 - Unemployed
 - Have received at least one core service, such as an initial assessment or job search and placement assistance, and
 - Are determined by the One Stop Operator to be in need of more intensive services to obtain employment.

2. Adults and dislocated workers are:
 - Employed
 - Have received at least one core service, such as an initial assessment or job search and placement assistance, and
 - Are determined by the One Stop Operator to be in need of more intensive services to obtain employment.

Being determined "eligible" for intensive services funded under WIA Title I-B does not entitle and individual to receive WIA Title I-B intensive services. The eligibility determination for intensive services shall be made on a case-by-case basis depending upon available funding, individual needs, and in accordance with the LRWIB priority of service policy.

All programs receiving WIA Title I-B funding will provide the LRWIB with specific strategies to ensure that effective management of case by case decision-making on individual eligibility for intensive service is occurring, including how the decision making process will be equitable and result in the LRWIB's priority populations being served.

There is no federally-required or state-required minimum time period for participation in core service before receiving intensive services funded under the WIA Title I-B Adult Employment and Training Grant.

Training Services:

Training services funded under WI may be made available to employed and underemployed adults and dislocated workers who at a minimum:

- Have met the eligibility requirements for intensive services; and
- Received at least one intensive service, and
- Have been determined by the case manager to be in need of training services to obtain employment. (See case notes information below), and
- Have the skills and qualifications to successfully complete the selected training program to be eligible to receive training services, and
- Are not able to obtain grant assistance from other source to pay the cost of training as described in Federal, Arkansas, and LRWIB regulations.

Case notes must contain a determination of need for WIA Title I-B training services with supporting documentation to include: (1) the development of an Individual Employment Plan (IEP), (2) the development of a financial plan to ensure the individual's ability to participate in training, (3) determination that the training is for an occupation in which the individual is likely to be able to obtain employment and , for classroom training only, (4) selection of the training provider from the Eligible Training Providers List after consultation with the Consumer Report System as documented on the individual's IEP.

Being determined "eligible" for intensive services funded under WIA Title I-B does not entitle an individual to receive WIA Title I-B training services. The eligibility determination for training services shall be made on a case-by-case basis depending upon available funding, individual needs, and in accordance with the LRWIB priority of service policy.

All programs receiving WIA Title I-B funding will provide the LRWIB with specific strategies to ensure that effective management of case by case decision-making on individual eligibility for intensive services is occurring, including how the decision making process will be equitable and result in the LRWIB's priority populations being served.

There is no federally-required or state-required minimum time period for participation in intensive service before receiving training services funded under the WIA Title I-B Adult Employment and Training Grant.

Procedures for Local Implementation of LRWIB policy:

A. Eligibility for Intensive Services

1. A participant must first be determined eligible and enroll in the WIA Adult and/or Dislocated Worker programs prior to being considered for any intensive service.
 - a. Additionally, prior to being considered for an intensive services funded by the WIA Adult and Dislocated Worker program, the participant must meet the Adult and Dislocated Worker Program priority of service level requirements of Level 1, 2 or 3 as defined in LRWIB Policy Underemployed Definition and Adult Program Service Priority Policy.

2. The participant must receive at least one core service, such as initial assessment or job search and placement assistance.
3. The Career Counselor assesses the participant's employment goals and needs to determine if intensive services are needed to obtain employment. The Career Counselor documents in AJL Notes if intensive services are needed prior to providing the intensive service.

B. Eligibility for Training Services

Training services funded under WIA may be made available to employed and underemployed adults and dislocated workers who at a minimum:

- Have met the eligibility requirements for intensive services, and
- Received at least one intensive service, and
- Have been determined by the case manager to be in need of training services to obtain employment. (See case notes information below), and
- Have the skills and qualifications to successfully complete the selected training program to be eligible to receive training services, and
- Are not able to obtain grant assistance from other sources to pay the costs of training as described in Federal, State of Arkansas, and LRWIB regulations.

Case notes must contain a determination of need for WIA Title I-B training services with supporting documentation to include: (1) the development of an Individual Employment Plan (IEP), (2) the development of a financial plan to ensure the individual's ability to participate in training, (3) determination that the training is for an occupation in which the individual is likely to be able to obtain employment and , for classroom training only, (4) selection of the training provider from the Eligible Training Providers List after consultation with the Consumer Report System as documented on the individual's IEP.



Arkansas Workforce Center at Little Rock Standard Operating Policy and Procedure (SOP)

Arkansas Workforce Center at Little Rock
5401 S. University Avenue
Little Rock, Arkansas 72209
Tel: (501) 682-7719 / Fax: (501) 537-0729

SOP Number 200-03	Subject: Individual Training Account
Date of Issuance 10/31/2006	Revision Date 5/15/2010
Effective Date 5/15/2010	

PURPOSE

This issuance provides policy, guidance and procedures for the administration and oversight of eligible training providers, customer individual training accounts (ITA) and training-related services. It is the intention of the Little Rock Workforce Investment Board (LRWIB) and Rescare Workforce Services dba Arbor E&T, LLC. Administration that this document conform to the pertinent legislation, regulation, state-issued polices and the Board's intent to provide quality customer services.

GUIDANCE

Since the primary funding source for customer services is the Workforce Investment Act (WIA) Adult, Dislocated Worker and Youth formula grants, **The Workforce Investment Act of 1998 (P.L. 105.220)** and **810 20 CFR 652 Workforce Investment Act; Final Rules** will be used as the legislative and regulatory guidance for this document.

Sections **122** and **134** of **The Workforce Investment Act of 1998 (P.L. 105.220)** grants legislative authority to the Board for oversight and administration of training providers, ITAs and training-related services. **§663.320 and 400 - 440 20 CFR 652 Workforce Investment Act; Final Rules** gives regulatory guidance to the local board regarding eligible training providers, customer individual training accounts (ITA) and training related services.

BOARD ROLES AND RESPONSIBILITIES

According to **§ 661.305 20 CFR 652** and **The Workforce Investment Act of 1998 § 117(d)**, the Local Board is responsible for conducting oversight of the One-Stop system, youth activities and employment and training activities under title I of WIA, in partnership with the chief elected official. **20 CFR 663.145(a)** clearly states that *"WIA title I formula funds allocated to local areas for adults and dislocated workers must be used to provide core, intensive and training services through the One-Stop delivery system. Local*

Boards determine the most appropriate mix of these services, but all three types must be available for both adults and dislocated workers." These responsibilities include: selecting eligible youth-service providers based on the recommendations of the youth council, identifying eligible providers of Adult and Dislocated Worker intensive and training services and maintaining a list of eligible providers with performance and cost information as required in **20 CFR part 663, subpart E**; and developing a budget for the purpose of carrying out the duties of the Local Board, subject to the approval of the chief elected official.

To assist the Board in their role, Board Staff was hired. The main role of LRWIB's Board Staff is to coordinate all activities related to WIA and other funding sources with Rescare Workforce Services dba Arbor, E&T, LLC., the service provider, as well as act on behalf of the Board and local elected officials by ensuring customers are being served according to federal, state and board-issued guidance. This is done by monitoring the progress of the service providers in meeting the programmatic goals and objectives set by the Board. **Rescare Workforce Services dba Arbor E&T, LLC., has direct responsibility for obligations and expenditures used to provide supportive services and training to WIA customers. Rescare Workforce Services dba Arbor E&T, LLC., will provide services in compliance with all board, state, federal guidance and the Act.**

POLICY

1. Little Rock Workforce Investment Board will review the eligible training providers' performance and cost information on an annual basis. (**The Workforce Investment Act of 1998 §122**).
2. Little Rock Workforce Investment Board will review and determine maximum limits on ITA funding and duration of time a customer may receive training funding through WIA based on demand occupations and demand skills on an annual basis. (**§663.420(b) 20 CFR 652**)
3. Little Rock Workforce Investment Board will review and determine demand occupations and demand skills based on existing state industry clusters and Little Rock Workforce Investment Area's local plan on an annual basis.
4. Little Rock Workforce Investment Board will review and determine what training costs should be included in the ITA, including institutional fees, books, and other educational materials on an annual basis.
 - **ITA Limits referenced in number 9 of this section.**
 - **Limited exceptions may be made to the duration and dollar limits of the ITA with approval of the Little Rock Workforce Investment Board. Reasons for the exception must be documented clearly in program notes. The LRWIB Executive Director has the authority to authorize an additional amount of \$1500 per ITA on behalf of the board. Any amount beyond the additional \$1500 must be taken forth to the board for consideration.**
5. Little Rock Workforce Investment Board will review applications for eligible training providers/programs to add those training programs to the local board list as needed.

Little Rock Workforce Investment Board will review requests for contractual training as needed. (**\$663.510 20 CFR 652**).

6. On behalf of the Little Rock Workforce Investment Board, the Board Staff will work with Rescare Workforce Services dba Arbor E&T, LLC. to develop standard operation policies and procedures based on the pertinent legislation, regulation, state-issued polices and the Board's intent to provide quality customer services in a timely manner.
7. These standard operation policies and procedures or any future modifications to the procedures are not required to be reviewed by Little Rock Workforce Investment Board. However, the ITA Procedures may be reviewed and modified at the request of the Board and/or the Board Staff.
8. Any modifications to the ITA Procedures will be based on federal and state legislation, regulation, state-issued polices and Little Rock Workforce Investment Board policies.
9. In conjunction with the stated objectives and policies of Rescare Workforce Services dba, Arbor E&T, LLC and the Little Rock Workforce Investment Board, the following policy regarding school-related financial aid has been adopted:
 - (a) **Community Colleges/Technical Institution** costs cannot exceed \$4,500 and carry a two-year maximum time limit.
 - (b) **Four-year State College** costs cannot exceed \$5,500 and carry a two-year maximum time limit.
 - (c) **Not-for-Profit/Private for-Profit Technical School** costs cannot exceed \$5,500 and carry a two-year maximum time limit.
 - (d) **Private Four-Year College** costs cannot exceed \$5,500 and carry a two-year maximum time limit.
 - (e) Customers must apply for **Pell Grants** on a yearly basis. Students may apply for student loans when all other avenues have been exhausted. WIA will not serve customers who have defaulted on educational grants and loans. Customers are reminded that student loans must be paid back.
 - (f) Financial assistance programs under Title IV of the Higher Education Act of 1965, as amended (HEA/the Pell Grant program), provide student financial aid and are available to WIA customers enrolling in post-secondary level education programs. Arbor E&T, LLC., will utilize the Coordination of Financial Aid (attachment A) and the ITA Voucher for information from the training institution regarding financial aid and Pell Grant awards to ensure that WIA funds do not duplicate funds otherwise available in the area.

DEFINITIONS

Individual Training Accounts (ITAs) are vouchers established for customers to receive financial assistance through the Workforce Investment Act and other agency programs to complete training programs in order to enter employment.

P.L. 105-220 The Workforce Investment Act of 1998 § 134(4)(D) Training Services Training Services may include-

- i. Occupational skills training, including training for nontraditional employment;

- ii. On-the-job training;
- iii. Programs that combine workplace training with related instruction, which may include cooperative education programs;
- iv. Training programs operated by the private sector;
- v. Skill upgrading and retraining;
- vi. Entrepreneurial training;
- vii. Job-readiness training;
- viii. Adult education and literacy activities provided in combination with services described in any of clauses (i) through (vii); and
- ix. Customized training conducted with a commitment from an employer or group of employers to employ an individual upon successful completion of the training.

P.L. 105-220 The Workforce Investment Act of 1998 §101

Adult education: The term “adult education” means services or instruction below the postsecondary level for individuals—

- (A) who have attained 18 years of age;
- (B) who are not enrolled or required to be enrolled in secondary school under state law; and
- (C) who—
 - (i) lack sufficient mastery of basic educational skills to function effectively in society;
 - (ii) do not have a secondary school diploma or its recognized equivalent and have not achieved an equivalent level of education; or
 - (iii) are unable to speak, read or write the English language.

Area vocational and technical education school: The term “area vocational and technical education school” means—

- (A) a specialized public secondary school used exclusively or principally for the provision of vocational and technical education for individuals who are available for study in preparation for entering the labor market;
- (B) the department of a public secondary school exclusively or principally used for providing vocational and technical education in not fewer than 5 different occupational fields to individuals who are available for study in preparation for entering the labor market;
- (C) a public or nonprofit technical institution or vocational and technical education school used exclusively or principally for the provision of vocational and technical education for individuals who have completed or left secondary school and who are available for study in preparation for entering the labor market, if the institution or school admits as regular students both individuals who have completed secondary school and individuals who have left secondary school; or
- (D) the department or division of an institution of higher education, that operates under the policies of the eligible agency and that provides vocational and technical education in not fewer than five different occupational fields leading to immediate employment but not necessarily leading to a baccalaureate degree, if the department or division admits as regular students both individuals who have completed secondary school and individuals who have left secondary school.

Case management: The term “case management” means the provision of a client-centered approach in the delivery of services, designed—

- (A) to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment

- activities and supportive services, using, where feasible, computer-based technologies; and
- (B) to provide job and career counseling during program participation and after job placement.

Customized training: The term “customized training” means training—

(A) that is designed to meet the special requirements of an employer (including a group of employers);

(B) that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and

(C) for which the employer pays for not less than 50 percent of the cost of the training.

Eligible provider: The term “eligible provider”, used with respect to—

(A) training services, means a provider who is identified in accordance with section 2842 (e)(3) of this title;

(B) intensive services, means a provider who is identified or awarded a contract as described in section 2864 (d)(3)(B) of this title;

(C) youth activities, means a provider who is awarded a grant or contract in accordance with section 2843 of this title; or

(D) other workforce investment activities, means a public or private entity selected to be responsible for such activities, such as a one-stop operator designated or certified under section 2841 (d) of this title.

Employment and training activity: The term “employment and training activity” means an activity described in section 2864 of this title that is carried out for an adult or dislocated worker.

Institution of higher education: For purposes of this chapter, other than subchapter IV, the term “institution of higher education” means an educational institution in any State that—

(1) admits as regular students only persons having a certificate of graduation from a school providing secondary education, or the recognized equivalent of such a certificate;

(2) is legally authorized within such State to provide a program of education beyond secondary education;

(3) provides an educational program for which the institution awards a bachelor’s degree or provides not less than a 2-year program that is acceptable for full credit toward such a degree;

(4) is a public or other nonprofit institution; and

(5) is accredited by a nationally recognized accrediting agency or association, or if not so accredited, is an institution that has been granted pre-accreditation status by such an agency or association that has been recognized by the Secretary for the granting of pre-accreditation status, and the Secretary has determined that there is satisfactory assurance that the institution will meet the accreditation standards of such an agency or association within a reasonable time.

P.L. 105-244 Higher Education Amendments of 1998 §1001

Distance learning: The term “distance learning” means the transmission of educational or instructional programming to geographically dispersed individuals and groups via telecommunications.

Vocational and technical education: The term “vocational and technical education” means organized educational activities that—

- (A) offer a sequence of courses that provides individuals with the academic and technical knowledge and skills the individuals need to prepare for further education and for careers (other than careers requiring a baccalaureate, master’s, or doctoral degree) in current or emerging employment sectors; and
- (B) include competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, of an individual.

LEGISLATIVE AUTHORITY

ELIGIBILITY

P.L. 105-220 The Workforce Investment Act of 1998 § 134(d)(4):

- (A) Funds allocated to a local area for adults shall be used to provide training services to adults and dislocated workers who respectively-
 - i. who have met the eligibility requirements for intensive services under paragraph (3)(A) and who are unable to obtain or retain employment through such services;
 - ii. who after an interview, evaluation or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
 - iii. who select programs of training services that are directly linked to the employment opportunities in the local area...

§663.310 20 CFR 652:

Training services may be made available to employed and unemployed adults and dislocated workers who:

- (a) Have met the eligibility requirements for intensive services, have received at least one intensive service under §663.240, and have been determined to be unable to obtain or retain employment through such services;
- (b) After an interview, evaluation, or assessment, and case management, have been determined by a One-Stop Operator or One-Stop partner, to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;
- (c) Select a program of training that is directly linked to the employment opportunities either in which the local area;
- (d) Are unable to obtain grant assistance from other sources to pay the costs of such training... or require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

COORDINATION OF FUNDING STREAMS

P.L. 105-220 The Workforce Investment Act of 1998 § 134(d)(4)(B)

- i. Requirement – Except as provided in clause (ii) provision of such training services shall be limited to individuals who-

- I. Are unable to obtain other grant assistance for such services, including Federal Pell Grants established under Title IV of the Higher Education Act of 1965 (20 USC 1070 et seq,) or
 - II. Require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.
- ii. Reimbursements – Training services may be provided under this paragraph to an individual who otherwise meets the requirements of this paragraph while an application for a Federal Pell Grant is pending, except that if such individual is awarded a Federal Pell Grant, appropriate reimbursement shall be made to the local area from such Federal Pell Grant.

§663.320 20 CFR 652:

- (a) WIA funding for training is limited to participants who:
- (1) Are unable to obtain grant assistance from other sources to pay the costs of their training; or
 - (2) Require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Program operators and training providers must coordinate funds available to pay for training as described in paragraphs (b) and (c) of this section.
- (b) Program operators must coordinate training funds available and make funding arrangements with One-Stop partners and other entities to apply the provisions of paragraph (a) of this section. Training providers must consider the availability of other sources of grants to pay for training costs so that WIA funds supplement other sources of training grants.
- (c) A WIA participant may enroll in WIA-funded training while his/her application for a Pell Grant is pending as long as the One-Stop Operator has made arrangements with the training provider and the WIA participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the One-Stop Operator the WIA funds used to underwrite the training for the amount the Pell Grant covers. Reimbursement is not required for the portion of the Pell Grant assistance disbursed to the WIA participant for education related expenses.

Training providers must consider the availability of Pell Grants and other sources of financial assistance to pay for training costs, so that WIA funds supplement other sources of training grants. **Career Counselors must ensure that tuition awards, Pell and grants from all other sources have been applied to the tuition/fees costs first.** This coordination of available funds by program operators, training providers, and Career Counselors will ensure there is no duplication of payments.

The exact mix of funds should be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the participant selects are fully paid and that necessary supportive services are available so that the training can be completed successfully. This determination should focus on the needs of the participant. There are three caveats:

- WIA funds for training services are limited to instances when there is no or inadequate grant assistance from other sources.
- Duplicate payments of costs when an individual is eligible for both WIA and other

- assistance including Pell Grants must be avoided.
- Participation in a training program funded under WIA may not be conditioned on applying for or using a loan to help finance training costs.

Program operators and training providers must coordinate by entering into arrangements with the entities administering the alternate sources of funds, including eligible providers administering Pell Grants [20 CFR Part 663.320(b)]. These entities should consider all available sources of funds, excluding loans, in determining an individual's overall need for WIA funds.

With appropriate coordination and arrangements, the WIA career counselor is likely to know the amount of Pell Grant funds available to the WIA participant when calculating the amount of financial assistance needed for the participant to complete the training program successfully. The WIA counselor needs to work with the WIA participant to calculate the total funding resources available as well as to assess the full "education and education related costs" (training and supportive services costs) if the participant is to complete the chosen program.

Section 134(d)(4)(B)(ii) permits a WIA participant to enroll in a training program with WIA funds while an application for Pell Grant funds is pending. However, the contractor must be reimbursed if both funding sources end up paying the same costs for the same client.

PRIORITY

P.L. 105-220 The Workforce Investment Act of 1998 §134(d)(4)(E) In the event that funds allocated to local area for adult employment and training are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services. The appropriate local board shall direct the one-stop operators in the local area with regard to making determinations related to such priority.

§663.310(e) 20 CFR 652:

For individuals whose services are provided through the adult funding stream are determined eligible in accordance with the State and local priority system, if any, in effect for adults under WIA **§134(d)(4)(E)** and **§663.600**.

§663.600 20 CFR 652:

- (a) WIA states, in section 134(d)(4)(E), that in the event that funds allocated to a local area for adult employment and training activities are limited, priority for intensive and training services funded with title I adult funds must be given to recipients of public assistance and other low-income individuals in the local area.
- (b) Since funding is generally limited, States and local areas must establish criteria by which local areas can determine the availability of funds and the process by which any priority will be applied under WIA section 134(d)(2)(E). Such criteria may include the availability of other funds for providing employment and training related services in the local area, the needs of the specific groups within the local area, and other appropriate factors.
- (c) States and local areas must give priority for adult intensive and training services to recipients of public assistance and other low-income individuals, unless the local area has determined that funds are not limited under the criteria established under paragraph (b) of this section.

- (d) The process for determining whether to apply the priority established under paragraph (b) of this section does not necessarily mean that only the recipients of public assistance and other low income individuals may receive WIA adult funded intensive and training services when funds are determined to be limited in a local area. The Local Board and the Governor may establish a process that gives priority for services to the recipients of public assistance and other low income individuals and that also serves other individuals meeting eligibility requirements.

CONSUMER CHOICE REQUIREMENTS

P.L. 105-220 The Workforce Investment Act of 1998 §134(d)(4)(F)

- 1) In general – Training services provided under this paragraph shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services.
- 2) Eligible Providers – Each local board, through the one-stop center...shall make available
 - I. The State list of eligible providers of training services...with a description of the programs through which the providers may offer the training services, and the information identifying eligible providers of on-the-job training and customized training...
 - II. The performance information and performance cost information relating to eligible providers of training services...

§663.440 20 CFR 652:

- (a) Training services, whether under ITAs or under contract, must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider.
- (b) Each Local Board, through the One-Stop center, must make available to customers the State list of eligible providers required in WIA section 122(e). The list includes a description of the programs through which the providers may offer the training services, the information identifying eligible providers of on-the-job training and customized training required under WIA section 122(h) (where applicable), and the performance and cost information about eligible providers of training services described in WIA sections 122 (e) and (h).
- (c) An individual who has been determined eligible for training services under § 663.310 may select a provider described in paragraph (b) of this section after consultation with a case manager. Unless the program has exhausted training funds for the program year, the operator must refer the individual to the selected provider, and establish an ITA for the individual to pay for training. For purposes of this paragraph, a referral may be carried out by providing a voucher or certificate to the individual to obtain the training.
- (d) The cost of referral of an individual with an ITA to a training provider is paid by the applicable adult or dislocated worker program under title I of WIA.

Training services, whether accessed by establishment of ITAs and the providing of vouchers or under contract, must be provided in a manner that maximizes informed consumer choice in selecting an eligible training services provider in accordance with the goals and objectives outlined in the client's individual employment plan (IEP). The LRWIB, through the local one-stop center, must make available to customers the State

list of eligible providers required in WIA Section 122(e).

An individual who has been determined eligible for training services may select a provider from the State eligible training provider list after consultation with local staff.

USE OF INDIVIDUAL TRAINING ACCOUNTS

P.L. 105-220 The Workforce Investment Act of 1998 §134(d)(4)(G)

- (i) In general. – Except as provided in clause (ii), training services provided under this paragraph shall be provided through the use of individual training accounts in accordance with this paragraph, and shall be provided with eligible individuals through the one-stop delivery system.
- (ii) The local board determines there are an insufficient number of eligible providers of training services in the local area involved.

§663.410 20 CFR 652:

The ITA is established on behalf of a participant. WIA Title I Adult and Dislocated Workers purchase training services from eligible providers they select in consultation with the case manager. Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments may also be made incrementally; through payment of a portion of the costs at different points in the training course. (WIA sec. 134(d)(4)(G).)

§663.420 20 CFR 652:

- (a) The State or Local Board may impose limits on ITAs, such as limitations on the dollar amount and/or duration.
- (b) Limits to ITAs may be established in different ways:
 - (1) There may be a limit for an individual participant that is based on the needs identified in the individual employment plan; or
 - (2) There may be a policy decision by the State Board or Local Board to establish a range of amounts and/or a maximum amount applicable to all ITAs.
- (c) Limitations established by State or Local Board policies must be described in the State or Local Plan, respectively, but should not be implemented in a manner that undermines the WIA requirements that training services are provided in a manner that maximizes customer choice in the selection of an eligible training provider. ITA limitations may provide for exceptions to the limitations in individual cases.
- (d) An individual may select training that costs more than the maximum amount available for ITAs under a State or local policy when other sources of funds are available to supplement the ITA. These other sources may include: Pell Grants; scholarships; severance pay; and other sources.

BACKGROUND

Adult and Dislocated Worker participant's training programs, offered by the Little Rock Workforce Investment Board, are provided through Individual Training Accounts (ITAs) with certain federally mandated exceptions. Training services (except for on-the-job training and customized training) are provided through the use of ITAs and eligible individuals will receive ITAs through the one-stop delivery system. For the Little Rock Region, this will be done via Rescare Workforce Services dba Arbor Education &

Training, LLC., the contracted service provider for Little Rock Workforce Investment Board.

ITAs are funded with Adult and Dislocated Worker funds authorized under Title I of WIA. ITAs pay for training services in demand occupations as defined by the local WIB from training providers on the State-approved list of eligible training providers and programs.

ITAs are considered to be attached to a customer, a program or institution of training. ITAs, much like Individual Employment Plans, are generally issued once during the duration of the customer's WIA enrollment and may only be amended through a written request to a Director.

CAREER COUNSELOR REQUIREMENTS AND RESPONSIBILITIES

Career Counselors are responsible for ensuring that customers receive quality services through the Arkansas Workforce Centers. Training services are **not** entitlements and should be provided to customers to enable them to complete a credential or to gain and/or retain employment. ***Training costs must demonstrate a direct connection in placing a participant in unsubsidized labor or assist in building the skills needed to advance in the workplace.***

Career counseling/case management provides the foundation on which customers can build to achieve self sufficiency. It is the role of the career counselor to assist clients in identifying training that will assist customers in attaining their goals. The variety of support to WIA customers is numerous as they set goals to move toward employment and self-sufficiency. Career Counselors are requested to carefully contemplate the wide variety of services and programs offered through Workforce to maximize the benefit to the customer. Career Counselors should make sure each customer has access to a copy of their local community resource directory and information. Formal referrals to partnering programs who offer supplemental training services such as tutoring, English as a Second Language, or Adult Basic Education are encouraged and should be provided as necessary.

The Individual Employment Plan (IEP) must include documentation in the form of program notes why training services are necessary to assist the customer in gaining and/or retaining a credential or employment. Any modifications to the ITA must be noted in the IEP. The IEP must reflect any goals the customer sets for him/herself including training services.

Training providers must be selected from the available State-approved Training provider list located on Arkansas Consumer Reporting System (ACRS) at www.employment.arkansas.gov. The program of study must be on the training institutions listed on the ACRS profile, approved for WIA funds and under a board-approved demand occupation cluster. Information for demand occupations can be found at Discover Arkansas www.discoverarkansas.net

The training service must not be prohibited by the ***Workforce Investment Act, 20 CFR 652, et al. Workforce Investment Act; Final Rules***, the OMB circulars, Department of Labor policies, State of Arkansas or LRWIB policies.

STATE-APPROVED TRAINING PROVIDERS AND PROGRAMS

All training providers and their specific programs must appear on the State-approved training providers list located on Arkansas Job Link.

While Individual Training Accounts are linked to State-approved training providers though the consumer choice requirements of WIA, LRWIB has developed a separate procedure for the board to approve training providers and their programs based on the data in ACRS that include reviewing of the cost of the training program, if the program is in a demand occupation, and verifying institutional performance information, as well as the procedure to input the data into Arkansas Job Link.

INDIVIDUAL TRAINING ACCOUNT PROCEDURES

The Individual Training Account (ITA) is designed to provide individuals with the technical and employability skills required for specific jobs or groups of jobs. Individual Training Accounts are established on behalf of an eligible customer who has received at least one intensive service, usually, their Individual Employment Plan.

Individuals are expected to take an active role in managing their employment future through the use of ITAs. Adults and dislocated workers receiving training under this approach will receive information they need (e.g., skills assessment, labor market conditions and trends, training vendor performance) to make a self-informed choice about their own employment future – and the training to support their decision.

ITAs will be provided to eligible WIA candidates who:

- (a) Are enrolled in either the WIA Adult or Dislocated Worker program (or appropriate National Emergency Grant (NEG)
- (b) Are assessed for job readiness and determined to have a lack of training or skills in a demand occupation and are determined to need formal classroom training to become self-sufficient.
- (c) Training is determined necessary before the job seeker is capable of securing and holding a job that provides them with adequate income to be considered self-sufficient.
- (d) Have in conjunction with their counselor developed an Individual Employment Plan (IEP) that outlines the need for training to overcome employment to self sufficient employment.
- (e) Have applied for the Pell Grant and other financial aid, as well as provided verification of all financial aid being received.

ITAs are designed to be flexible and facilitate the purchase of a training program that best meets the customer's needs and interests. Training services will be provided in a manner that maximizes the customer's choice in the selection of an eligible service provider and program. Customers must be enrolled in Board approved demand occupational training by a state approved training provider.

Career Counselors will make available to the customer a copy of the Board approved demand occupations and industry clusters/sectors. If the customer chooses training in a non-demand occupation and industry cluster/sector, the Executive Committee and/or other designated Committee of the Board will consider individual waiver requests on a

case by case basis dependent on the needs and interests of the customer on behalf of the full Board.

Career Counselors will coordinate with the Financial Aid offices of the training institutions to ensure the customer is receiving assistance in applying for Higher Education Act Title IV funds and other forms of financial aid. Career Counselors should also ensure the customer receives student loan counseling and is aware that (s)he is not required to incur any debt in order to participate in Workforce programs. It is the customer's choice if (s)he wishes to incur student loan debt after receiving counseling. Career Counselors should note all counseling regarding financial aid in case notes.

The limits are for training related costs including but not limited to tuition, fees, books, uniforms, equipment, and other miscellaneous required items necessary to complete the selected course of study. These limits may be waived under extenuating circumstances as determined by the LRWIB Staff on behalf of the Little Rock Workforce Investment Board.

In order to qualify for training support, any individual seeking training services, must produce evidence of necessary skills and qualifications demonstrated through scoring 10th grade or above on the TABE for standard occupational skills training programs and 12th grade or above for technical occupational skills training programs. Customers who do not achieve the minimum scores are only eligible for training support with the approval of a Director. To ensure customer choice, selecting a training provider and program from the State Approved Training Provider List located on Arkansas Job Link is considered to be a part of the IEP process.

Arbor Career Counselors are responsible for managing their customers' ITA accounts to ensure the customer does not exceed the dollar amount or time constraints. This will be done through the Services and Training Tracking Information systems located in the on the Shared Drive (AWIA-LR), in WIA Staff, Adult and Dislocated worker, forms folder.

All students enrolled in WIA academic/skilled training will be required to apply for all grants and aids available through the training institution (excluding student loans). If a student withdraws from a training institution prior to the training institution receiving payment from Rescare Workforce Services dba Arbor E&T, LLC., then Rescare Workforce Services dba Arbor E&T, LLC., will cover the direct training cost for the amount incurred by the student up to the date he/she dropped from training.

Steps Required for the approval of WIA Individual Training Accounts:

Please make note – It is against the Policy of Rescare Workforce Services dba Arbor E&T, LLC., and the LRWIB for a career counselor staff to approve, write commitments or obligations of services to a client before approval from the Quality Control Specialist and/or a Director. **To ensure compliance with policy and procedures, please consider utilizing the ITA/TV Submission Checklist when preparing your ITA and TV requests.**

1. The Individual Training Account (ITA) request may be submitted in conjunction with the first Training Voucher request.
2. **When submitting a request for an ITA, the following documentation must accompany the request:**

- a. The **Completed ITA Form**, Form B, which can be found in the shared drive, WIA Staff, Adult and Dislocated Worker, Forms file or from your Quality Control Specialist, then placed completed in the Client File.
 - b. Proof that the institution of study is approved for the program of study on the State Providers Lists located on Arkansas Job Link; verifying the field of study is in a LRWIB approved demand occupation.
 - c. Proof of the customer's enrollment in WIA programs.
 - i) Can be a print out from Arkansas Job Link
 - ii) For National Emergency Grant recipients, a copy of Arkansas Job Link and a copy of the lay off notice must accompany the request.
 - d. The Invoice from the School.
 - e. Coordination of training funds form and/or Award Letter from the school.
 - f. Proof that the customer has developed an Individual Employment Plan with the career counselor that establishes the proposed training is necessary to reach employment goals – this will be a copy of the participants IEP from OSL discussing the vocational goal information.
 - i) The IEP must contain information on the acceptable TABE scores, to enter training, or information detailing an exception, if applicable.
 - ii) In addition, any deficiency found in soft skills upon development of IEP must be addressed in the IEP and enrollment in or a plan for enrollment in such training to address deficiencies must be noted in case notes; i.e. other system workshops.
 - g. Program note detailing ITA and TV (if applicable) requests.
 - i) For those deficient in a soft skills area identified in the IEP process, the note should also outline enrollment in, or plan to enroll in soft skills training/system workshops during the course of WIA participation.
 - h. A copy of the **Customer Occupational Training Agreement, Form C**, which can be found in the shared drive, WIA Staff, Adult/Dislocated Worker, Forms folder on the server or from your Quality Control Specialist, signed by the Client and the Career Counselor.
 - i. If participant has currently or has recently been attending classes that count towards the completion of the desired degree/certification, a copy of the individuals transcript or previous grades are required
3. All Preceding steps will be completed and submitted to appropriate supervisor (Quality Control Specialist or a Director) for review.
 4. Quality Control Specialist will evaluate the request and respond to the Career Counselor staff with a decision between 2-5 business days by e-mail.
 - a. Arbor staff may ask for additional documentation prior to approving the obligation of funds.
 - b. ITAs requiring additional or corrected documentation will not be approved until the requested documentation is submitted for approval.
 - c. In the event an ITA is denied, the appropriate Arbor staff will respond in writing with the justification why the ITA was denied at the administrative level and suggest corrective action so the ITA may be approved.
 5. Upon approval, the ITA will be given a unique number by the Quality Control Specialist, Accounting Staff and/or a Director. This tracking number will appear on all the customer's subsequent training voucher requests.
 6. **The ITA form requires the following signatures:**
 - i) Training provider, if Applicable
 - ii) WIA customer

- iii) WIA career counselor
- iv) One-Stop management
- a. **The Career Coach must review the acknowledgement and agreement section of the ITA with the customer. The Career Coach and customer must both sign the ITA form after review.**
- b. **The ITA form, including all signatures, must be returned to the Quality Control Specialist and/or a Director for fulfillment of the ITA. Once approved and paid, all back-up documentation will be released to be filed in the MIS file.**

In order to continue access to the customer's ITA, the customer must be making satisfactory progress in their training program. Satisfactory progress is defined as maintaining a passing cumulative grade point average or receiving passing scores in all courses related to the training program as well meeting all attendance and behavioral requirements of the institution. The training institution must certify that the student is meeting grade point average, behavior and attendance requirements prior to Arbor issuing the next semester's training voucher. This may be done by a letter from the registrar of the institution or through a copy of the student's transcript. The approved subsequent training vouchers will not be released to the client's Career Counselor until this documentation is turned in to the Quality Control Specialist. Customers must be enrolled in full-time course work or a combination of full-time coursework and employment. Full-time course work is defined as what the institution considers full-time to receive federal financial aid. Combined coursework and employment must equal full time status if the customer chooses to work and attend courses part time.

Career Counselors are strongly urged to counsel those customers who enroll in classes that begin prior to grade reports being issued, that the training voucher may not be available before the class begins.

Arbor will make an exception on training vouchers for books, for programs of study that require books be obtained before the training program/semester/quarter start date. In this situation the client will have obtained the books before the training voucher is submitted for approval and the Career Counselor is to list, as normal the amount of the books on the training voucher and attach the normal acceptable back up documentation for approval as contained in this policy.

Completion Process

- **PROCESS**

- A. Schedule initial interview appointment when customer is identified as suitable for services beyond WIA core services.**

1. Determine customer wants, needs and suitability
2. Determine need for job search assistance, assessment workshops or referral(s)
3. Document in case notes

- B. Customer needs services beyond resource room and we can assist**

1. Enroll into core services
2. Enter in AJL
3. Begin Career Plan in AJL with minimum entries

- a. Barriers to employment
 - b. Goals
 4. Document in case notes
- C. Customer needs job search assistance, assessment or other intensive service
1. Change status to intensive services
 2. Document in case notes
 3. Provide or refer to service(s)
 4. Refer to job developer for completion of verified job search
 5. Enter service(s) provided in AJL
- D. Customer finds suitable job that utilizes current skills and maintains household, explain customer choice to utilize additional services**
1. Additional services to obtain better wage
 2. Training for self-sustaining wage
 3. Services subject to funding availability
 4. Enter placement information and service(s) provided in AJL
- E. Customer exhausts all possible avenues to find suitable employment that utilizes the current skills and provides a livable wage or maintenance income**
1. Determine if there is need for training
 2. Needs training
 - a. Assign career exploration
 - b. Document in case notes
 - c. Change status to training
 - d. Discuss support services and complete the Support Service Form even if no support services are provided
 - e. Enter service(s) provided in AJL
- F. No services without proof of financial aid first
1. Require proof of application for financial aid
 2. Require written proof of acceptance or denial
 3. Require proof of type and amount if awarded
 4. Must be used for tuition, books, and may other authorized expenses.
 5. Exception is for initial enrollment – first semester only
- G. When customer is determined eligible and suitable for training, select the training and verify**
1. **Training is on the approved matrix – for exceptions follow local policy**
 2. **Training Provider is on the approved matrix -- for exceptions follow local policy**
 3. **Copy page from Matrix for file**
 4. **Complete the authorization to pay and copy to file**
- H. Calculate total training costs that include all training related expenses except travel and child care**
- Tuition
 - Lab Fees
 - Certifications/Licenses
 - Insurance

- Books
- Supplies
- Equipment/Uniforms
- Physical Exam
- Lab Testing
- Shots

I. Calculate the estimated costs for this program year

1. Estimated Training Expenses
2. Estimated Support Services
3. Total ITA and Support

J. ITA Training Expense Worksheet and Budget Approval Form

1. Create an ITA Training Expense Worksheet and Budget Approval Form for each customer who is receiving ITA services, saving in "APES" on your work station
2. Enter the semester you are enrolling
3. Maintain form ongoing with expense changes as they occur
 - a. If a there is drop/add that incurs additional cost, correct the Training Expenses cell for that semester to reflect the additional cost
 - b. If a there is drop/add that reduces the cost, enter the amount by which cost is decreased in the De-obligation cell for that semester; enter the reason on the next line
 - c. If there is a drop/add that incurs no change in the cost, no correction entry is required in the Training Expenses cell for that semester
 - d. If the student receives additional funding through Pell grant, or other sources, indicate the amount by which our estimated cost will be reduced in the De-obligation cell for that semester; enter the reason on the next line
4. Send the ITA Training Expense Worksheet and Budget Approval Form to the finance manager.
 - a. At the initiation of the first expense
 - b. At each change that alters the total Training Expense dollar
 - c. Attach where applicable
 - i. Class Schedule
 - ii. Letter of authorization and invoice
 - iii. Forms generic equivalent for other providers
5. Follow Little Rock Board Policy on how much can be spent and de-enrollment policy

SIGNATURE OF LOCAL BOARD CHAIR

WIA Comprehensive Five-Year Local Plan Submittal July 1, 2012 – June 30, 2016

In compliance with the provisions of the Workforce Investment Act of 1998, the Final Rule, and Planning guidelines and instructions developed by the Governor, the Local Board and the respective Chief Elected Official(s) are submitting this WIA Comprehensive Five-Year Local Plan jointly.

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 composition of the Local Board is in compliance with the law, 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:	April 1, 2013	Signature of Local Board Chair:
Mr. <input checked="" type="checkbox"/>		Typed Name of Local Board Chair: Mike South
Ms. <input type="checkbox"/>		
Other <input type="checkbox"/>		
Name of Board:	Little Rock Workforce Investment Board	
Address 1:	5401 S. University Avenue	
Address 2:		
City:	Little Rock	
State:	AR	Zip: 72209
Phone:	(501) 375-3200	E-mail: msouth@flake-kelley.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:

Arkansas Workforce Investment Board
Post Office Box 2981
Little Rock, Arkansas 72203

SIGNATURE OF CHIEF ELECTED OFFICIAL

**WIA Comprehensive Five-Year Local Plan Submittal
July 1, 2012 – June 30, 2016**

In compliance with the provisions of the Workforce Investment Act of 1998, the Final Rule, and Planning guidelines and instructions developed by the Governor, the Local Board and the respective Chief Elected Official(s) are submitting this WIA Comprehensive Five-Year Local Plan jointly.

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 law, 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 local Chief Elected Official.

Date:	April 1, 2013	Signature of Local Chief Elected Official (CEO):	
Mr. <input checked="" type="checkbox"/>	Ms. <input type="checkbox"/>	Typed Name of Local CEO: Mark Stodola	
Title of Local CEO:		Mayor	
Address 1:		Little Rock City Hall Room #203	
Address 2:		500 West Markham	
City:		Little Rock	
State:		AR	Zip: 72201
Phone:		(501) 371-4791	E-mail: mstodola@littlerock.org

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:

Arkansas Workforce Investment Board
Post Office Box 2981
Little Rock, AR 72203

UNITS OF LOCAL GOVERNMENT

Where a local area is comprised of multiple counties or jurisdictional areas, provide the names of the individual governmental units and identify the grant recipient.

Unit of Local Government	Grant Recipient	
	Yes	No
NA		

FISCAL AGENT/GRANT SUBRECIPIENT

Identify the Fiscal Agent or a Grant Recipient to assist in the administration of grant funds. Provide the names of the agent and/or subrecipient.

Entity	Fiscal Agent	
	Yes	No
Little Rock Workforce Investment Board	Y	

Entity	Grant Subrecipient	
	Yes	No
Little Rock Workforce Investment Board	Y	

ONE STOP OPERATOR INFORMATION

Complete the following information for *each locally certified* One Stop Operator in your Workforce Investment Area

OPERATOR: Arbor Education & Training, Inc.	
<i>Method of Selection</i>	<i>Type of Operator</i>
<input type="checkbox"/> Consortium <input checked="" type="checkbox"/> Competitive Bid	<input type="checkbox"/> System <input checked="" type="checkbox"/> Center(s)
Operator Address:	5401 S. University Avenue Little Rock, AR 72205
Operator Phone:	(501) 682-7719
E-Mail:	bradleywilliams@arboret.com

FEDERAL AND STATE CERTIFICATIONS

The funding for the awards granted under this contract is provided by either the United States Department of Labor or the United States Department of Health and Human Services that requires the following certifications:

A. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION-LOWER TIER COVERED TRANSACTIONS

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statement in this certification, such prospective participant shall attach an explanation to this proposal.

B. CERTIFICATION REGARDING LOBBYING - Certification for Contracts, Grants, Loans, and Cooperative Agreements

By accepting this grant, the signee hereby certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The signer shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of facts upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S.C. **Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.**

- C. DRUG FREE WORKPLACE.** By signing this application, the grantee certifies that it will provide a Drug Free Workplace by implementing the provisions at 29 CFR 98.630, Appendix C, pertaining to the Drug Free Workplace. In accordance with these provisions, a list of

places where performance of work is done in connection with this specific grant will take place must be maintained at your office and available for Federal inspection.

D. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE:

For contracts funded by the U.S. Department of Labor

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

(1) Section 188 of the Workforce Investment Act of 1998 (WIA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I - financially assisted program or activity;

(2) Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color, and national origin;

(3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

(4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

(5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

(6) The Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. Section 12116, and regulations issued by the Equal Employment Opportunity Commission which implement the employment provisions of the ADA, set forth at 29 CFR Part 1630.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I - financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance. For grants serving participants in work activities funded through the Welfare-to-Work block grant programs under Section 407(a) of the Social Security Act, the grant applicant shall comply with 20 CFR 645.255.

STATE CERTIFICATIONS

E. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND OUTSTANDING DEBTS

The undersigned, as a duly sworn representative of the contractor/vendor, hereby attests and certifies that:

- 1) No principle or executive officer of the contractor's/vendor's company, its subcontractor(s) and/or successor(s) is presently suspended or debarred; and
- 2) The contractor/vendor, its subcontractor(s) and/or its successor(s) is not ineligible to submit a bid on, or be awarded, any public work contract or sub-contract with the State, any municipal corporation or public body for reason of debarment for failure to pay the prevailing rate of wages, or to provide supplements, in accordance with Article of the Arkansas State Labor Law.
- 3) The contractor/vendor, its subcontractor(s) and/or its successor do not have any outstanding debts owed to the Department, including but not limited to, contractual obligations, fines related to Safety and Health violations, payments owed to workers for public works projects or the general provisions of the Labor Law, unemployment insurance contributions or other related assessments, penalties or charges.

F. NON-COLLUSIVE BIDDING CERTIFICATION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his or her knowledge and belief:

1. The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor,
2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
3. No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit to bid for the purpose of restricting competition.

I, the undersigned, attest under penalty of perjury that I am an authorized representative of the Bidder/Contractor and that the foregoing statements are true and accurate.

Signature of Authorized Representative

Title

Date

2012



Arkansas

Labor Market and

Economic Report

State and Workforce Investment Areas



City of Little Rock WIA Profile

The City of Little Rock Workforce Investment Area added 1,370 residents to the population in 2011, bringing its population to 195,314. The labor force and employment increased by 325 and 450 workers respectively between 2010 and 2011. Unemployment and the unemployment rate both decreased between 2010 and 2011, with unemployment decreasing by 125 workers and the unemployment rate decreasing by two-tenths of a percentage point to 7.2 in 2011. But the Area continued to see a decrease in the unemployment rate, decreasing by another two-tenths of a percentage point to 7 percent in June 2012.

Job creation, the number of new hires, and the number of separations all decreased between the 2010 and 2011 third quarters. In the third quarter of 2011, job creation saw a decrease, losing 645 jobs, while the number of new hires decreased by 773 jobs. The number of separations saw a decrease of 39 between the periods. The turnover rate increased to 8.3 percent in the third quarter of 2011.

Registered Nurses was the largest occupation with 8,160 estimated employees, and an average wage of \$59,718. *Retail Salespersons* was the second largest occupation with an estimated employment of 7,160. *General and Operations Managers* rounded out the Top 10 Largest Occupations list with 4,220 employees, but saw the highest average wage at \$100,732.

Industry

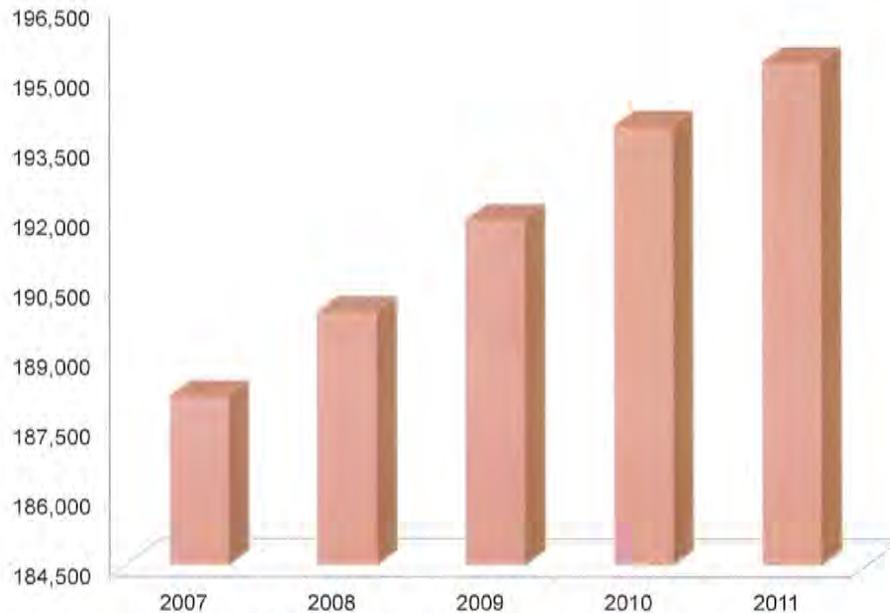
Administrative and Support Services is projected to be the top growing industry during the 2011-2013 projections period, adding 365 jobs to its workforce bringing its total workforce to 10,454 by 2013. *Wood Product Manufacturing* is anticipated to be the fastest growing industry in the region with a growth of 37.65 percent, adding 64 new jobs to its workforce. *Telecommunications* is forecast to lose the most jobs with 333 anticipated to be lost, bringing its employment to 2,807. *Textile Product Mills* is set to be the fastest declining industry losing 16.67 percent of its workforce leaving 35 workers by first-quarter 2013.

Occupations

Driving growth in the Little Rock area is *Combined Food Preparation and Serving Workers, Including Fast Food*, which is estimated to add 267 to its workforce by first-quarter 2013 making it the top growing occupation bringing its total employment to 3,163. *Reservation and Transportation Ticket Agents and Travel Clerks* is anticipated to be the fastest growing occupation during the 2011-2013 projection period, increasing employment by 19.78 percent pushing its total workforce to 109. *Childcare Workers* is expected to lose 95 jobs, making it the top declining occupation, bringing its total workforce down to 1,371. *Telecommunications Line Installers and Repairers* is predicted to be the fastest declining occupation, losing 28.77 percent of its workforce leaving 151 workers by first-quarter 2013.

The City of Little Rock WIA is the county seat of Pulaski County and includes part of the Little Rock-North Little Rock-Conway Metropolitan Statistical Area.

Population 2007-2011



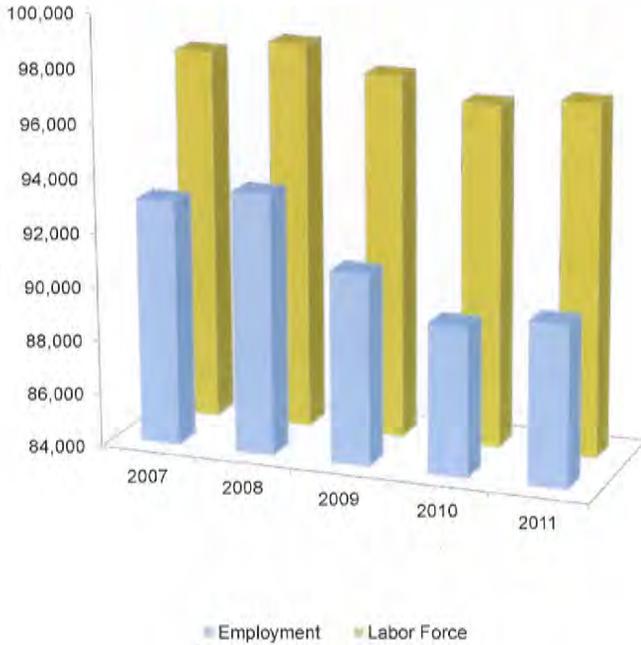
City of Little Rock WIA Population (as of July 1) 2007 - 2011

2007	2008	2009	2010	2011
188,156	189,971	191,933	193,944	195,314

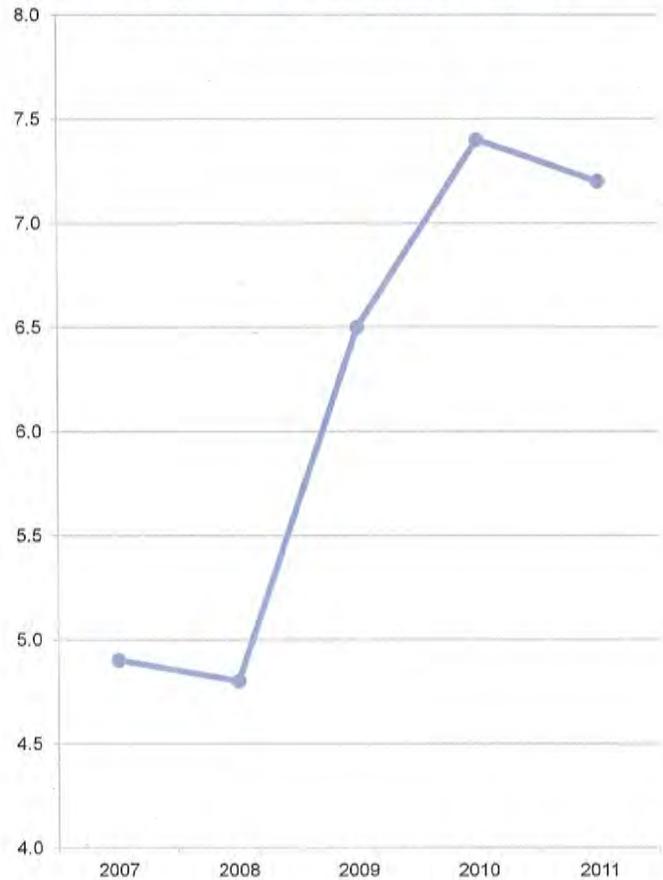
Source: U.S. Census Bureau, Population Division, Population Estimates Program
Annual time series of estimates. Note: Estimates before 2010 are Vintage 2009

City of Little Rock WIA Profile

Labor Force/Employment 2007-2011



Unemployment Rate 2007-2011



City of Little Rock WIA 2007-2011 Labor Force/Employment

Year	2007	2008	2009	2010	2011
Labor Force	97,875	98,400	97,500	96,725	97,050
Employment	93,125	93,700	91,125	89,575	90,025
Unemployment	4,750	4,700	6,375	7,150	7,025
Unemployment Rate	4.9	4.8	6.5	7.4	7.2

Source: Arkansas Department of Workforce Services

City of Little Rock WIA Quarterly Workforce Indicators (All Ownerships)

QWI Quickfacts	2007_3	2008_3	2009_3	2010_3	2011_3
Job Creation	6,908	7,878	5,959	6,371	5,726
New Hires	32,824	31,291	23,155	25,084	24,311
Separations	36,684	35,955	27,522	27,577	27,538
Turnover	9.1%	8.9%	7.4%	7.9%	8.3%

Job Creation: The number of new jobs that are created by either new area businesses or the expansion of employment by existing firms.

New Hires: Total number of accessions that were also not employed by that employer during the previous four quarters.

Separations: Total number of workers who were employed by a business in the current quarter, but not in the subsequent quarter.

Turnover Rate=(1/2)(full-quarter accessions + full-quarter separations)/employment stable jobs*

Source: U.S. Census Bureau, Local Employment Dynamics

As of 8/29/2012

City of Little Rock WIA 2012 Monthly Unemployment Rate*

Year	Period	Unemployment Rate
2012	January	7.4
2012	February	7.5
2012	March	6.9
2012	April	6.4
2012	May	6.9
2012	June	7.0

*Not Seasonally Adjusted, Not Preliminary

Source: Arkansas Department of Workforce Services

City of Little Rock WIA Wages

City of Little Rock WIA Wages of the 10 Largest Occupations

Occupation	Estimated Employment	Average Wage	Entry Wage	Experienced Wage
Registered Nurses	8,160	\$59,718	\$43,486	\$67,835
Retail Salespersons	7,160	\$22,336	\$16,987	\$25,011
Office Clerks, General	6,110	\$23,968	\$17,236	\$27,334
Customer Service Representatives	5,490	\$30,303	\$21,129	\$34,889
Combined Food Preparation and Serving Workers, Including Fast Food	4,760	\$17,357	\$16,912	\$17,579
Laborers and Freight, Stock, and Material Movers, Hand	4,660	\$24,211	\$17,025	\$27,804
Nursing Aides, Orderlies, and Attendants	4,610	\$22,569	\$19,838	\$23,934
Cashiers	4,440	\$19,524	\$17,078	\$20,747
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4,340	\$29,533	\$21,414	\$33,593
General and Operations Managers	4,220	\$100,732	\$47,428	\$127,385

Source: Arkansas Department of Workforce Services, May 2011 Wage Survey

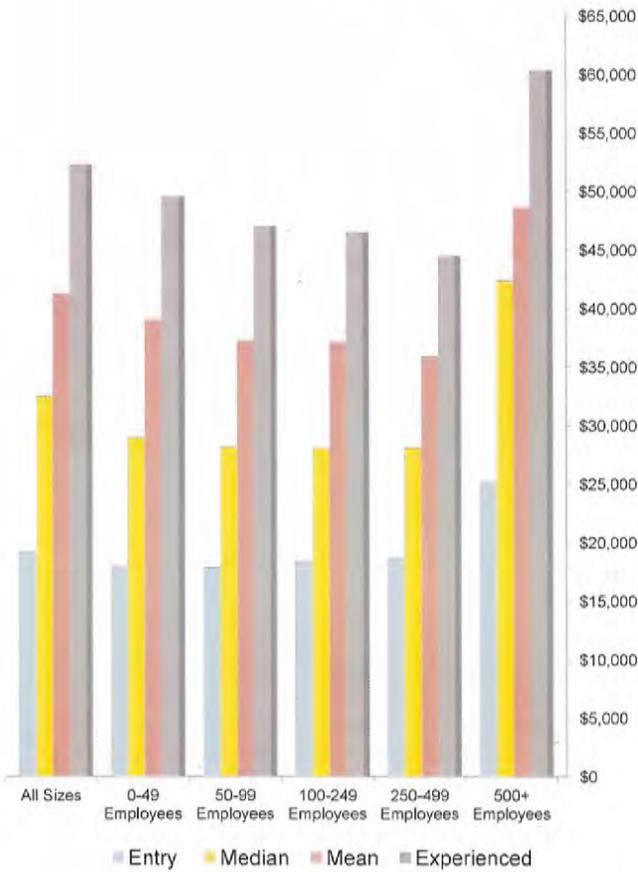
City of Little Rock WIA Occupations Paying the Most

Occupation	Average Annual Salary
Internists, General	\$242,203
Family and General Practitioners	\$234,267
Surgeons	\$215,324
Chief Executives	\$170,677
Dentists, General	\$151,420
Psychiatrists	\$137,097
Securities, Commodities, and Financial Services Sales Agents	\$128,804
Chiropractors	\$115,856
Optometrists	\$103,653
Personal Financial Advisors	\$103,647
Architectural and Engineering Managers	\$103,498
Pharmacists	\$102,857
General and Operations Managers	\$100,732
Education Administrators, Postsecondary	\$100,656
Computer and Information Systems Managers	\$97,957
Sales Managers	\$96,645
Marketing Managers	\$96,091
Real Estate Brokers	\$93,676
Clinical, Counseling, and School Psychologists	\$92,581
Lawyers	\$92,242
Compensation and Benefits Managers	\$91,887
Judges, Magistrate Judges, and Magistrates	\$90,116
Public Relations and Fundraising Managers	\$90,073
Chemical Engineers	\$89,814
Financial Managers	\$89,593

Source: Arkansas Department of Workforce Services, May 2011 Wage Survey

City of Little Rock WIA Wages

Wage Estimates by Employer Size

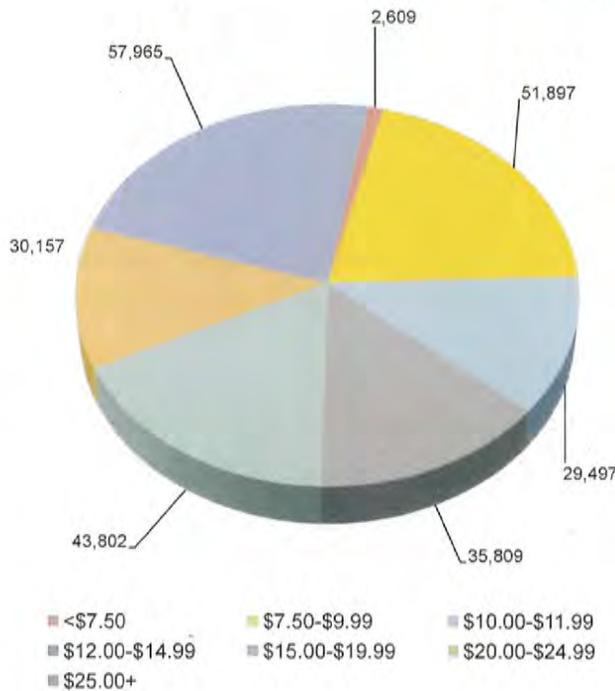


City of Little Rock WIA Wage Estimates by Employer Size

Type of Wage	Mean	Median	Entry	Experienced
All Sizes	\$41,249	\$32,500	\$19,228	\$52,259
0-49 Employees	\$39,016	\$28,987	\$17,950	\$49,549
50-99 Employees	\$37,289	\$28,179	\$17,853	\$47,007
100-249 Employees	\$37,133	\$28,047	\$18,428	\$46,486
250-499 Employees	\$35,913	\$28,090	\$18,719	\$44,510
500+ Employees	\$48,642	\$42,417	\$25,226	\$60,350

Source: Arkansas Department of Workforce Services, May 2011 Wage Survey

Number of Employees by Hourly Wage Rate



City of Little Rock WIA Number of Employees by Hourly Wage Rate

Wage Range	Employment
Total	251,736
<\$7.50	2,609
\$7.50-\$9.99	51,897
\$10.00-\$11.99	29,497
\$12.00-\$14.99	35,809
\$15.00-\$19.99	43,802
\$20.00-\$24.99	30,157
\$25.00+	57,965

Source: Arkansas Department of Workforce Services, May 2011 Wage Survey

City of Little Rock WIA Industry

NAICS Code	NAICS Title	Employment		Net Growth	Percent Growth
		2011 Estimated	2013 Projected		
Top 10 Growth					
561000	Administrative and Support Services	10,089	10,454	365	3.62%
722000	Food Services and Drinking Places	10,219	10,564	345	3.38%
621000	Ambulatory Health Care Services	7,556	7,759	203	2.69%
541600	Management, Scientific, and Technical Consulting Services	1,243	1,443	200	16.09%
622000	Hospitals	20,910	21,087	177	0.85%
336000	Transportation Equipment Manufacturing	2,141	2,311	170	7.94%
333000	Machinery Manufacturing	745	907	162	21.74%
541000	Professional, Scientific, and Technical Services	9,629	9,784	155	1.61%
452000	General Merchandise Stores	3,255	3,371	116	3.56%
999100	Federal Government, Excluding Post Office	3,984	4,085	101	2.54%
Top 10 Fastest Growth					
321000	Wood Product Manufacturing	170	234	64	37.65%
333000	Machinery Manufacturing	745	907	162	21.74%
325000	Chemical Manufacturing	175	197	22	12.57%
485000	Transit and Ground Passenger Transportation	375	415	40	10.67%
326000	Plastics and Rubber Products Manufacturing	511	558	47	9.20%
336000	Transportation Equipment Manufacturing	2,141	2,311	170	7.94%
323000	Printing and Related Support Activities	706	754	48	6.80%
518000	Internet Service Providers, Web Search Portals, and Data Processing Services	325	342	17	5.23%
447000	Gasoline Stations	596	623	27	4.53%
332000	Fabricated Metal Product Manufacturing	1,279	1,333	54	4.22%
Top 10 Decline					
517000	Telecommunications	3,140	2,807	-333	-10.61%
424000	Merchant Wholesalers, Nondurable Goods	2,014	1,869	-145	-7.20%
511000	Publishing Industries	1,343	1,257	-86	-6.40%
812000	Personal and Laundry Services	1,629	1,554	-75	-4.60%
238000	Specialty Trade Contractors	2,063	1,995	-68	-3.30%
423000	Merchant Wholesalers, Durable Goods	4,013	3,948	-65	-1.62%
311000	Food Manufacturing	858	803	-55	-6.41%
551000	Management of Companies and Enterprises	3,194	3,141	-53	-1.66%
624000	Social Assistance	3,829	3,777	-52	-1.36%
491100	Postal Service	1,028	987	-41	-3.99%
Top 10 Fastest Decline					
314000	Textile Product Mills	42	35	-7	-16.67%
814000	Private Households	234	203	-31	-13.25%
517000	Telecommunications	3,140	2,807	-333	-10.61%
512000	Motion Picture and Sound Recording Industries	321	291	-30	-9.35%
493000	Warehousing and Storage	158	145	-13	-8.23%
424000	Merchant Wholesalers, Nondurable Goods	2,014	1,869	-145	-7.20%
311000	Food Manufacturing	858	803	-55	-6.41%
511000	Publishing Industries	1,343	1,257	-86	-6.40%
812000	Personal and Laundry Services	1,629	1,554	-75	-4.60%
491100	Postal Service	1,028	987	-41	-3.99%

Source: Arkansas Department of Workforce Services, Projections Suite Software

City of Little Rock WIA Occupations

SOC Code	SOC Title	Employment		Growth		Annual Openings	
		2011 Estimated	2013 Projected	Net	Percent	Growth Replacement	Total
Top 10 Growth							
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	2,896	3,163	267	9.22%	134	95 229
29-1111	Registered Nurses	6,858	7,041	183	2.67%	92	104 196
41-9041	Telemarketers	845	891	46	5.44%	23	20 43
31-1012	Nursing Aides, Orderlies, and Attendants	2,712	2,755	43	1.59%	22	30 52
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	504	541	37	7.34%	18	11 29
43-9061	Office Clerks, General	4,404	4,438	34	0.77%	0	76 76
41-1011	First-Line Supervisors of Retail Sales Workers	1,777	1,810	33	1.86%	16	40 56
43-4051	Customer Service Representatives	3,873	3,902	29	0.75%	14	106 120
21-1093	Social and Human Service Assistants	729	755	26	3.57%	13	15 28
35-2011	Cooks, Fast Food	471	497	26	5.52%	13	10 23
Top 10 Fastest Growth							
43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	91	109	18	19.78%	9	2 11
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	48	54	6	12.50%	3	2 5
47-4041	Hazardous Materials Removal Workers	53	58	5	9.43%	2	1 3
43-5041	Meter Readers, Utilities	85	93	8	9.41%	4	2 6
35-3021	Combined Food Preparation and Serving Workers, Including Fast Food	2,896	3,163	267	9.22%	134	95 229
17-2112	Industrial Engineers	147	158	11	7.48%	6	3 9
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	504	541	37	7.34%	18	11 29
21-1014	Mental Health Counselors	148	157	9	6.08%	4	3 7
19-2041	Environmental Scientists and Specialists, Including Health	150	159	9	6.00%	4	4 8
51-7011	Cabinetmakers and Bench Carpenters	187	198	11	5.88%	6	4 10
Top 10 Decline							
39-9011	Childcare Workers	1,466	1,371	-95	-6.48%	0	47 47
49-9052	Telecommunications Line Installers and Repairers	212	151	-61	-28.77%	0	4 4
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	3,334	3,294	-40	-1.20%	0	44 44
23-1011	Lawyers	1,933	1,893	-40	-2.07%	0	34 34
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators	330	301	-29	-8.79%	0	2 2
51-9111	Packaging and Filling Machine Operators and Tenders	207	183	-24	-11.59%	0	4 4
43-5081	Stock Clerks and Order Fillers	2,212	2,189	-23	-1.04%	0	56 56
11-1021	General and Operations Managers	3,178	3,157	-21	-0.66%	0	50 50
53-3031	Driver/Sales Workers	575	555	-20	-3.48%	0	10 10
53-7064	Packers and Packagers, Hand	301	282	-19	-6.31%	0	8 8
Top 10 Fastest Decline							
49-9052	Telecommunications Line Installers and Repairers	212	151	-61	-28.77%	0	4 4
51-9111	Packaging and Filling Machine Operators and Tenders	207	183	-24	-11.59%	0	4 4
43-5053	Postal Service Mail Sorters, Processors, and Processing Machine Operators	330	301	-29	-8.79%	0	2 2
27-3041	Editors	152	140	-12	-7.89%	0	4 4
43-5051	Postal Service Clerks	90	83	-7	-7.78%	0	2 2
27-3022	Reporters and Correspondents	106	99	-7	-6.60%	0	4 4
39-9011	Childcare Workers	1,466	1,371	-95	-6.48%	0	47 47
53-7064	Packers and Packagers, Hand	301	282	-19	-6.31%	0	8 8
27-4021	Photographers	186	175	-11	-5.91%	0	2 2
51-6052	Tailors, Dressmakers, and Custom Sewers	139	132	-7	-5.04%	0	2 2

Source: Arkansas Department of Workforce Services, Projections Suite Software