



**West Central Arkansas  
Workforce Development Board  
2024 – 2027 Local Plan**

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**Introduction**

The Workforce Innovation and Opportunity Act, herein referred to as WIOA, requires each workforce development board to develop a comprehensive four-year local plan, in partnership with the local chief elected official, and submit it to the State. The WIOA four-year local plan is effective July 1, 2024 - June 30, 2028. At the end of each year of the four-year local plan, each local board is required to review the local plan and prepare and submit modifications to the local plan to Arkansas Division of Workforce Services, herein referred to as ADWS. Modifications should reflect changes in labor market and economic conditions or in other factors affecting the implementation of the local plan.

ADWS is the coordinating body for approving the local plans. The local plan shall support the alignment strategy described in the state plan in accordance with WIOA Section 103(b)(1)(E), and otherwise be consistent with the state plan.

**Public Comment Requirements**

In accordance with the Workforce Innovation and Opportunity Act, Section 108(d), the West Central Workforce Development Board shall make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media; allow for public comment not later than the end of the 30-day period beginning on the date the proposed plan is made available; and, include with submission of the local plan any comments that represent disagreement with the plan. The West Central local plan was made available for public comment for the 30-day period beginning on March 12, 2024 to April 10, 2024; any comments received will be submitted to ADWS.

**Section 1: Workforce and Economic Analysis**

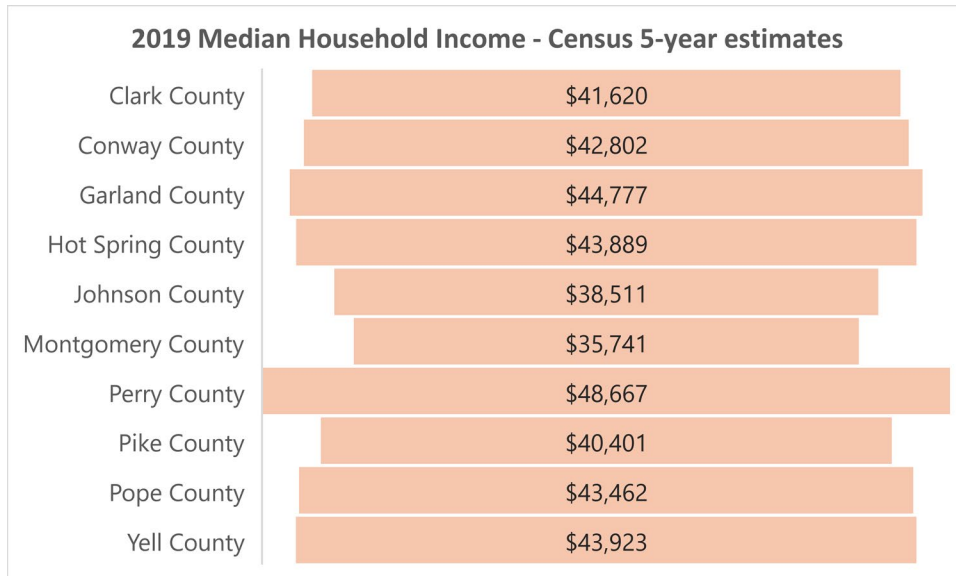
Please provide a separate response for each of the elements listed below.

- 1.1. Provide an analysis of the regional economic conditions, including existing and emerging in-demand industry sectors and occupations, and the employment needs of employers in those industry sectors and occupations. [WIOA § 108(b)(1)(A); 20 CFR 679.560(a)]

Note: Per WIOA §108(c), existing economic regional and/or local area analyses may be used if sourced data and/or derived analyses are economically relevant and current (i.e., within two years of this issuance guidance).

**Listed below is an overview of the economic conditions by County for West Central Arkansas Workforce Development Area from <https://www.discover.arkansas.gov/>**

Based on data obtained from <https://www.discover.arkansas.gov/> the median household income in the State of Arkansas is \$52,528. As compared to the average wage of the West Central Area of \$42,379, we are \$10,149 below the State Median Earnings.



Based on data obtained from <https://wcapdd.org/community-development>, the next 11 pages show information for the whole West Central Area and then by the individual counties within the West Central area.

If you're a stats and trends enthusiast, you can find interesting information on the West Central Area community development. If you're up for a deep dive, the next 11 pages on <https://wcapdd.org/community-development> covers the whole West Central Area and even breaks it down by individual counties within the region. It's like a treasure trove of data, giving you the information what's happening and evolving in these areas.

# WEST CENTRAL ARKANSAS PLANNING AND DEVELOPMENT DISTRICT CEDS

## DATABY REGION/COUNTIES

### West Central Arkansas Planning and Development District

#### EDUCATION

≥ High School Graduate	87.0%
≥ Bachelor's Degree	20.9%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

#### TRANSPORTATION

Average Commute Time (minutes)	22.8
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	80.8%
Carpooled	11.3%
Public Transportation (excluding taxicab)	0.3%
Walked	2.0%
Bicycle	0.1%
Taxicab, Motorcycle, or other means	1.1%
Worked at Home	4.4%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

#### ECONOMY

Median Household Income	\$47,402
Families Below Poverty Level	12.4%
Per Capita Personal Income	\$42,547
Households Receiving Food Stamps/SNAP	12.8%
Unemployment Rate	2.91%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

#### HOUSING

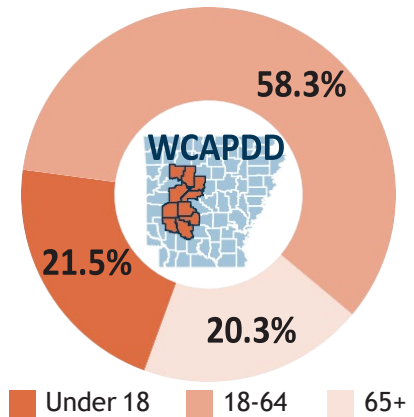
Median Value	\$125,722		
Homeowner Vacancy Rate	1.7%		
Rental Vacancy Rate	7.6%		
Occupied Housing Units	122,642		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,026	25.20%	\$729	45.36%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of household income on rent or mortgage.

#### POPULATION

2010 CENSUS 313,917	2021 ESTIMATE 314,102	2027 PROJECTION 312,771
2010–21 CHANGE 0.1%	2021–27 CHANGE -0.4%	MINORITY 19.4%
FEMALE 50.4%	MALE 49.6%	MEDIAN AGE 41.4
UNDER 18 YEARS 21.5%	18–64 YEARS 58.3%	65+ YEARS 20.3%



Source: U.S. Census Bureau, Population Division

#### WCAPDD LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Health Care and Social Assistance	17,793	-0.7%	0.4%	\$46,707
Manufacturing	15,148	-1.5%	-0.8%	\$49,733
Retail Trade	15,144	0.5%	-1.0%	\$30,426
Accommodation and Food Services	12,307	1.1%	0.7%	\$20,675
Educational Services	10,306	-0.1%	-0.3%	\$46,653
Construction	7,433	-0.2%	-0.4%	\$45,078
Administrative and Support and Waste Management and Remediation Services	6,052	-1.4%	-0.4%	\$36,575
Transportation and Warehousing	5,023	0.7%	-0.3%	\$52,922
Other Services (except Public Administration)	4,826	-1.1%	-0.1%	\$26,665
Agriculture, Forestry, Fishing and Hunting	4,120	-0.4%	-0.7%	\$38,312

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

## Clark County

### EDUCATION

≥ High School Graduate	90.5%
≥ Bachelor's Degree	27.9%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

### TRANSPORTATION

Average Commute Time (minutes)	19.9
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	75.7%
Carpooled	14.1%
Public Transportation (excluding taxicab)	0.5%
Walked	5.2%
Bicycle	0.1%
Taxicab, Motorcycle, or other means	0.5%
Worked at Home	3.9%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

### ECONOMY

Median Household Income	\$45,351
Families Below Poverty Level	12.6%
Per Capita Personal Income	\$42,664
Households Receiving Food Stamps/SNAP	12.60%
Unemployment Rate	3.60%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

### HOUSING

Median Value	\$120,600		
Homeowner Vacancy Rate	2.0%		
Rental Vacancy Rate	5.8%		
Occupied Housing Units	8,056		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,124	24.90%	\$641	45.70%

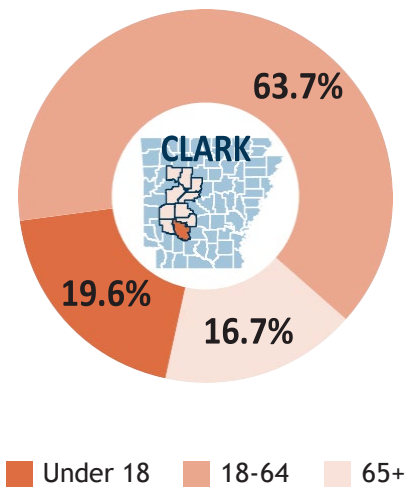
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

### POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
22,995	21,321	20,748
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-7.3%	-2.7%	31.8%
FEMALE	MALE	MEDIAN AGE
52.0%	48.0%	32.6
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
19.6%	63.7%	16.7%



Source: U.S. Census Bureau, Population Division

### CLARK COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Educational Services	1,434	-1.5%	-0.5%	\$43,145
Health Care and Social Assistance	1,434	-3.9%	-0.2%	\$41,435
Retail Trade	1,191	-1.0%	-1.4%	\$30,109
Manufacturing	1,068	-5.7%	-0.8%	\$60,915
Accommodation and Food Services	1,025	0.0%	0.4%	\$17,928
Agriculture, Forestry, Fishing and Hunting	478	1.9%	-1.8%	\$39,711
Other Services (except Public Administration)	453	-1.5%	-0.5%	\$30,375
Administrative and Support and Waste Management and Remediation Services	420	2.6%	-0.8%	\$40,166
Professional, Scientific, and Technical Services	275	-1.6%	-0.5%	\$54,305
Construction	266	4.1%	-0.7%	\$42,427

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Conway County

## EDUCATION

≥ High School Graduate	88.1%
≥ Bachelor's Degree	18.7%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	27
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	79.6%
Carpooled	12.6%
Public Transportation (excluding taxicab)	0.1%
Walked	0.9%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	1.0%
Worked at Home	5.8%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$45,812
Families Below Poverty Level	13.3%
Per Capita Personal Income	\$46,412
Households Receiving Food Stamps/SNAP	15.40%
Unemployment Rate	2.80%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$116,800		
Homeowner Vacancy Rate	1.3%		
Rental Vacancy Rate	5.6%		
Occupied Housing Units	8,460		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,015	22.70%	\$650	47.70%

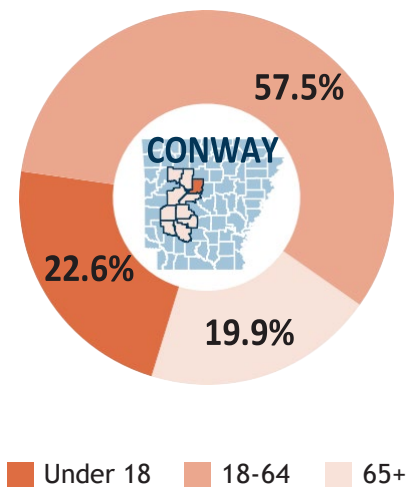
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
21,273	20,873	20,418
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-1.9%	-2.2%	19.4%
FEMALE	MALE	MEDIAN AGE
50.7%	49.3%	42.4
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
22.6%	57.5%	19.9%



Source: U.S. Census Bureau, Population Division

## CONWAY COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Educational Services	1,134	2.9%	-0.4%	\$47,399
Manufacturing	1,106	4.6%	-1.1%	\$59,929
Retail Trade	829	-0.3%	-0.8%	\$29,078
Construction	744	2.6%	-0.4%	\$53,303
Administrative and Support and Waste Management and Remediation Services	716	7.4%	-0.3%	\$31,163
Health Care and Social Assistance	704	-3.1%	0.5%	\$43,072
Agriculture, Forestry, Fishing and Hunting	497	-0.7%	-0.9%	\$39,275
Accommodation and Food Services	442	-0.1%	0.8%	\$18,064
Transportation and Warehousing	405	-3.8%	-0.5%	\$54,077
Public Administration	295	4.3%	-0.6%	\$32,013

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Garland County

## EDUCATION

≥ High School Graduate	90.4%
≥ Bachelor's Degree	23.8%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	21.7
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	81.4%
Carpooled	10.7%
Public Transportation (excluding taxicab)	0.3%
Walked	1.5%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	1.7%
Worked at Home	4.3%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$49,985
Families Below Poverty Level	10.9%
Per Capita Personal Income	\$46,897
Households Receiving Food Stamps/SNAP	12.00%
Unemployment Rate	2.90%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$145,900		
Homeowner Vacancy Rate	2.3%		
Rental Vacancy Rate	10.4%		
Occupied Housing Units	41,919		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,089	26.70%	\$827	43.80%

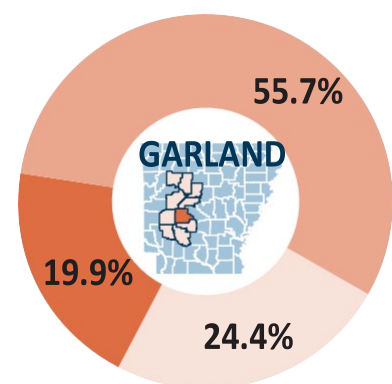
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
96,024	100,330	101,085
2010–21 CHANGE	2021–27 CHANGE	MINORITY
4.5%	0.8%	18.9%
FEMALE	MALE	MEDIAN AGE
51.5%	48.5%	45.4
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
19.9%	55.7%	24.4%



■ Under 18 ■ 18-64 ■ 65+

Source: U.S. Census Bureau, Population Division

## GARLAND COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Health Care and Social Assistance	8,265	0.0%	0.5%	\$53,023
Retail Trade	6,501	1.0%	-1.0%	\$32,820
Accommodation and Food Services	6,119	2.4%	0.8%	\$22,575
Construction	2,791	1.5%	-0.5%	\$42,475
Manufacturing	2,500	-1.0%	-0.9%	\$51,872
Administrative and Support and Waste Management and Remediation Services	2,267	-1.1%	-0.4%	\$33,060
Educational Services	2,197	0.3%	0.1%	\$52,373
Other Services (except Public Administration)	1,850	-1.5%	0.0%	\$27,133
Arts, Entertainment, and Recreation	1,821	-0.6%	1.5%	\$32,854
Professional, Scientific, and Technical Services	1,351	3.5%	0.0%	\$54,484

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

## EDUCATION

≥ High School Graduate	88.6%
≥ Bachelor's Degree	16.4%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	27.4
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	80.2%
Carpooled	13.4%
Public Transportation (excluding taxicab)	0.2%
Walked	3.1%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	0.7%
Worked at Home	2.4%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## Hot Spring County ECONOMY

Median Household Income	\$46,724
Families Below Poverty Level	14.4%
Per Capita Personal Income	\$37,474
Households Receiving Food Stamps/SNAP	15.00%
Unemployment Rate	2.60%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$102,300		
Homeowner Vacancy Rate	0.7%		
Rental Vacancy Rate	2.5%		
Occupied Housing Units	12,070		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$945	21.90%	\$640	42.10%

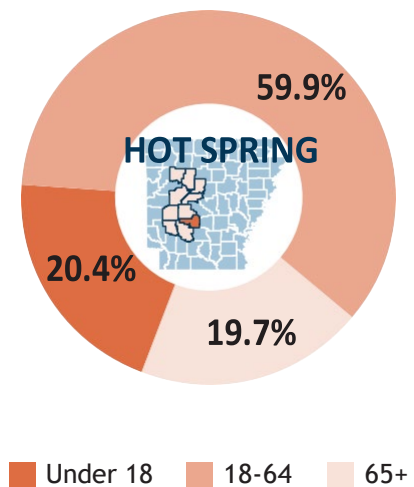
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
32,923	33,148	32,807
2010–21 CHANGE	2021–27 CHANGE	MINORITY
0.7%	-1.0%	17.7%
FEMALE	MALE	MEDIAN AGE
47.6%	52.4%	42.6
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
20.4%	59.9%	19.7%



Source: U.S. Census Bureau, Population Division

## HOT SPRING COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Manufacturing	1,616	2.5%	-0.4%	\$54,022
Retail Trade	977	0.8%	-0.7%	\$29,277
Health Care and Social Assistance	975	-3.1%	0.5%	\$40,341
Educational Services	834	-0.9%	-0.2%	\$45,978
Public Administration	784	-0.5%	-1.0%	\$36,242
Accommodation and Food Services	652	1.9%	0.8%	\$18,829
Transportation and Warehousing	648	0.9%	-0.3%	\$61,478
Administrative and Support and Waste Management and Remediation Services	613	-8.4%	-0.3%	\$36,510
Construction	524	-3.4%	-0.2%	\$34,283
Agriculture, Forestry, Fishing and Hunting	327	-0.7%	-0.5%	\$19,844

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.



# Johnson County

## ECONOMY

## EDUCATION

≥ High School Graduate	80.1%
≥ Bachelor's Degree	16.0%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	18.3
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	81.0%
Carpooled	10.5%
Public Transportation (excluding taxicab)	0.1%
Walked	3.0%
Bicycle	0.5%
Taxicab, Motorcycle, or other means	0.7%
Worked at Home	4.1%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

Median Household Income	\$40,628
Families Below Poverty Level	13.9%
Per Capita Personal Income	\$35,577
Households Receiving Food Stamps/SNAP	12.70%
Unemployment Rate	3.00%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

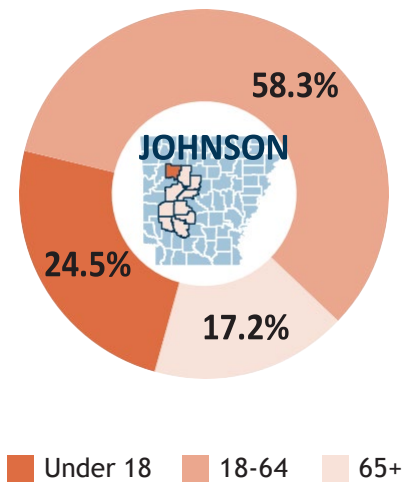
Median Value	\$108,300		
Homeowner Vacancy Rate	1.0%		
Rental Vacancy Rate	3.8%		
Occupied Housing Units	9,849		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$953	25.90%	\$662	48.70%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates  
\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
25,540	25,845	25,922
2010–21 CHANGE	2021–27 CHANGE	MINORITY
1.2%	0.3%	22.5%
FEMALE	MALE	MEDIAN AGE
50.0%	50.0%	38.3
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
24.5%	58.3%	17.2%



Source: U.S. Census Bureau, Population Division

## JOHNSON COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Manufacturing	2,366	-2.8%	-0.6%	\$42,416
Health Care and Social Assistance	1,400	1.9%	0.6%	\$41,810
Retail Trade	1,036	1.8%	-0.5%	\$25,849
Transportation and Warehousing	912	1.6%	0.4%	\$44,573
Educational Services	877	-1.1%	0.0%	\$44,420
Accommodation and Food Services	609	0.7%	1.2%	\$16,944
Public Administration	380	1.2%	-0.3%	\$38,143
Agriculture, Forestry, Fishing and Hunting	378	-1.2%	-0.7%	\$41,256
Construction	351	0.1%	0.0%	\$40,759
Other Services (except Public Administration)	213	-2.6%	0.3%	\$24,623

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Montgomery County

## EDUCATION

≥ High School Graduate	84.0%
≥ Bachelor's Degree	15.3%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	34.8
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	80.2%
Carpooled	13.7%
Public Transportation (excluding taxicab)	0.0%
Walked	1.0%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	1.1%
Worked at Home	4.0%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$41,032
Families Below Poverty Level	16.1%
Per Capita Personal Income	\$37,039
Households Receiving Food Stamps/SNAP	13.30%
Unemployment Rate	3.80%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$116,800		
Homeowner Vacancy Rate	1.4%		
Rental Vacancy Rate	4.2%		
Occupied Housing Units	3,669		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,063	24.40%	\$560	44.10%

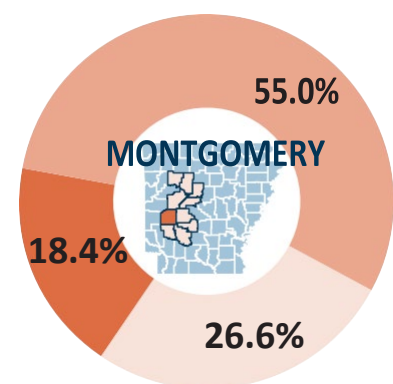
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
9,487	8,611	8,153
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-9.2%	-5.3%	10.0%
FEMALE	MALE	MEDIAN AGE
50.2%	49.8%	50.6
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
18.4%	55.0%	26.6%



■ Under 18 ■ 18-64 ■ 65+

Source: U.S. Census Bureau, Population Division

## MONTGOMERY COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Agriculture, Forestry, Fishing and Hunting	207	-2.2%	-1.3%	\$20,884
Accommodation and Food Services	199	-1.5%	0.4%	\$25,822
Educational Services	193	-2.6%	-0.4%	\$44,434
Retail Trade	189	1.4%	-1.6%	\$22,621
Construction	169	-0.4%	-0.6%	\$29,638
Public Administration	169	1.5%	-1.0%	\$35,006
Health Care and Social Assistance	116	-8.3%	-0.1%	\$39,039
Other Services (except Public Administration)	88	-7.3%	-0.7%	\$23,255
Transportation and Warehousing	81	-2.9%	-0.7%	\$32,275
Wholesale Trade	63	3.9%	-0.9%	\$41,784

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Perry County

## EDUCATION

≥ High School Graduate	91.3%
≥ Bachelor's Degree	17.5%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	34.9
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	83.7%
Carpooled	8.2%
Public Transportation (excluding taxicab)	0.1%
Walked	0.7%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	0.7%
Worked at Home	6.7%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$47,500
Families Below Poverty Level	13.1%
Per Capita Personal Income	\$43,793
Households Receiving Food Stamps/SNAP	10.10%
Unemployment Rate	2.60%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$117,600		
Homeowner Vacancy Rate	2.1%		
Rental Vacancy Rate	4.4%		
Occupied Housing Units	3,732		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$979	23.40%	\$658	38.80%

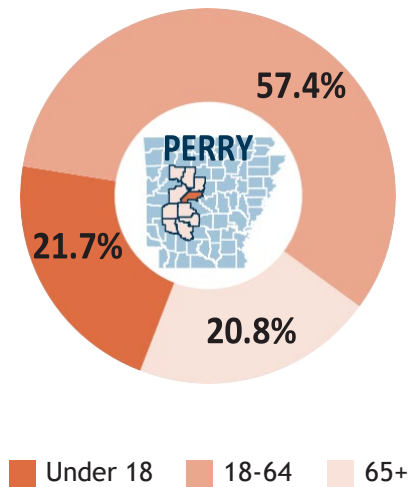
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
10,445	9,964	9,822
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-4.6%	-1.4%	8.7%
FEMALE	MALE	MEDIAN AGE
49.8%	50.2%	44.4
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
21.7%	57.4%	20.8%



Source: U.S. Census Bureau, Population Division

## PERRY COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Health Care and Social Assistance	239	0.2%	0.6%	\$33,504
Educational Services	213	-2.5%	-0.1%	\$43,713
Construction	179	-3.2%	0.0%	\$45,030
Retail Trade	179	0.5%	-1.0%	\$18,740
Agriculture, Forestry, Fishing and Hunting	178	-1.1%	-0.6%	\$26,724
Public Administration	118	0.7%	-0.3%	\$29,201
Accommodation and Food Services	85	0.9%	0.9%	\$16,031
Other Services (except Public Administration)	79	0.2%	0.3%	\$34,644
Administrative and Support and Waste Management and Remediation Services	60	-2.4%	-0.3%	\$25,779
Transportation and Warehousing	41	-0.8%	-0.6%	\$55,970

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Pike County

## EDUCATION

≥ High School Graduate	87.9%
≥ Bachelor's Degree	19.5%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	28.1
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	80.3%
Carpooled	13.8%
Public Transportation (excluding taxicab)	0.1%
Walked	1.9%
Bicycle	0.0%
Taxicab, Motorcycle, or other means	0.5%
Worked at Home	3.5%

Source: U.S. Census Bureau, 2017–2021 American

Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$46,672
Families Below Poverty Level	13.8%
Per Capita Personal Income	\$40,806
Households Receiving Food Stamps/SNAP	14.30%
Unemployment Rate	2.60%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

Median Value	\$86,900		
Homeowner Vacancy Rate	0.9%		
Rental Vacancy Rate	6.9%		
Occupied Housing Units	4,042		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$942	23.80%	\$633	50.60%

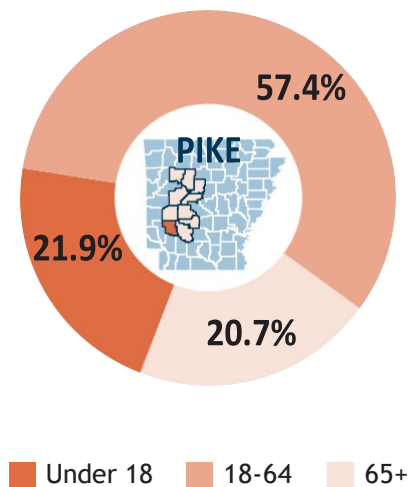
Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
11,291	10,066	9,661
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-10.8%	-4.0%	13.8%
FEMALE	MALE	MEDIAN AGE
49.9%	50.1%	43.6
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
21.9%	57.4%	20.7%



Source: U.S. Census Bureau, Population Division

## PIKE COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Manufacturing	448	5.5%	-1.4%	\$45,832
Retail Trade	362	-1.3%	-1.3%	\$23,913
Educational Services	336	0.7%	-1.1%	\$40,007
Health Care and Social Assistance	266	-3.3%	0.4%	\$30,070
Agriculture, Forestry, Fishing and Hunting	251	-1.8%	-1.1%	\$51,680
Accommodation and Food Services	233	2.1%	0.8%	\$16,202
Public Administration	176	3.4%	-0.7%	\$26,388
Other Services (except Public Administration)	163	-1.8%	-0.2%	\$22,577
Construction	159	0.3%	-0.4%	\$34,787
Finance and Insurance	155	2.3%	-0.5%	\$53,640

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Pope County

## EDUCATION

≥ High School Graduate	84.2%
≥ Bachelor's Degree	23.2%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	20.1
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	83.1%
Carpooled	9.6%
Public Transportation (excluding taxicab)	0.4%
Walked	1.7%
Bicycle	0.1%
Taxicab, Motorcycle, or other means	1.1%
Worked at Home	4.1%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$47,322
Families Below Poverty Level	12.5%
Per Capita Personal Income	\$40,937
Households Receiving Food Stamps/SNAP	11.90%
Unemployment Rate	2.90%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

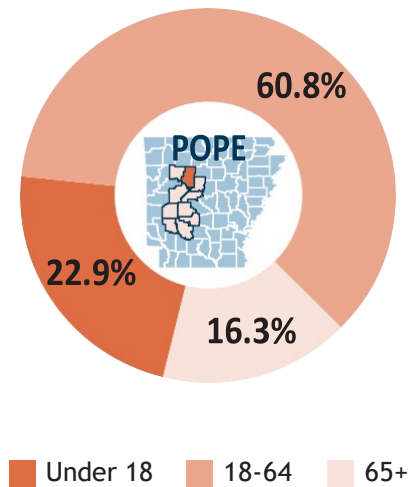
Median Value	\$132,400		
Homeowner Vacancy Rate	2.2%		
Rental Vacancy Rate	8.8%		
Occupied Housing Units	23,304		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$995	25.80%	\$745	50.60%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates  
\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
61,754	63,789	64,631
2010–21 CHANGE	2021–27 CHANGE	MINORITY
3.3%	1.3%	17.2%
FEMALE	MALE	MEDIAN AGE
50.3%	49.7%	36.4
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
22.9%	60.8%	16.3%



Source: U.S. Census Bureau, Population Division

## POPE COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Manufacturing	3,600	-3.7%	-1.0%	\$50,540
Health Care and Social Assistance	3,476	0.5%	0.5%	\$43,236
Retail Trade	3,305	-0.1%	-1.2%	\$30,797
Accommodation and Food Services	2,682	-0.5%	0.5%	\$19,548
Educational Services	2,481	0.0%	-0.2%	\$45,303
Construction	1,875	-2.7%	-0.5%	\$53,766
Transportation and Warehousing	1,677	1.7%	-0.5%	\$55,099
Administrative and Support and Waste Management and Remediation Services	1,324	-2.0%	-0.5%	\$47,530
Other Services (except Public Administration)	1,220	0.3%	-0.3%	\$27,038
Utilities	1,089	1.2%	-4.6%	\$95,776

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

# Yell County

## EDUCATION

≥ High School Graduate	77.5%
≥ Bachelor's Degree	14.0%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## TRANSPORTATION

Average Commute Time (minutes)	22.4
<b>MEANS OF TRANSPORTATION TO WORK</b>	
Drove Alone	77.6%
Carpooled	12.0%
Public Transportation (excluding taxicab)	0.1%
Walked	1.0%
Bicycle	0.1%
Taxicab, Motorcycle, or other means	1.1%
Worked at Home	8.1%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates

## ECONOMY

Median Household Income	\$51,070
Families Below Poverty Level	11.0%
Per Capita Personal Income	\$41,750
Households Receiving Food Stamps/SNAP	13.20%
Unemployment Rate	2.90%

Sources: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates; Per Capita Personal Income: Bureau of Economic Analysis; Unemployment Rate: Bureau of Labor Statistics, LAUS

## HOUSING

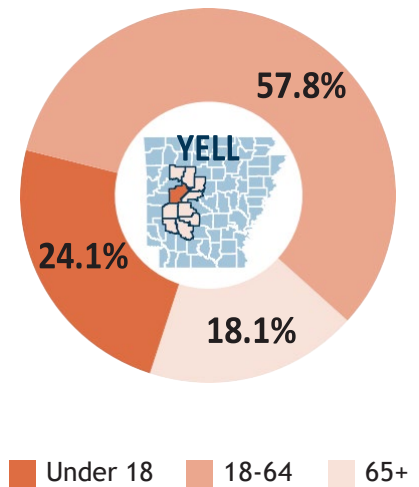
Median Value	\$112,100		
Homeowner Vacancy Rate	0.5%		
Rental Vacancy Rate	4.7%		
Occupied Housing Units	7,541		
<b>MORTGAGE</b>		<b>RENT</b>	
Median	Burdened*	Median	Burdened*
\$1,069	23.40%	\$625	34.50%

Source: U.S. Census Bureau, 2017–2021 American Community Survey 5-Year Estimates  
\*Definition: Spending more than 30 percent of

household income on rent or mortgage.

## POPULATION

2010 CENSUS	2021 ESTIMATE	2027 PROJECTION
22,185	20,155	19,524
2010–21 CHANGE	2021–27 CHANGE	MINORITY
-9.2%	-3.1%	26.5%
FEMALE	MALE	MEDIAN AGE
49.5%	50.5%	40.4
UNDER 18 YEARS	18–64 YEARS	65+ YEARS
24.1%	57.8%	18.1%



Source: U.S. Census Bureau, Population Division

## YELL COUNTY LARGEST INDUSTRIES, 2022Q3<sup>1</sup>

	2022	5-YEAR HISTORY	1-YEAR PROJECTED	AVERAGE ANNUAL WAGES
Manufacturing	2,371	-0.4%	-0.7%	\$41,605
Health Care and Social Assistance	919	-3.5%	-0.1%	\$37,461
Educational Services	608	0.2%	-0.7%	\$47,931
Retail Trade	577	1.0%	-1.1%	\$24,336
Agriculture, Forestry, Fishing and Hunting	548	0.1%	-0.5%	\$49,861
Construction	375	-0.4%	-0.4%	\$37,026
Administrative and Support and Waste Management and Remediation Services	369	8.0%	-0.5%	\$32,601
Accommodation and Food Services	261	-2.7%	0.5%	\$17,811
Public Administration	239	-2.0%	-0.8%	\$40,130
Transportation and Warehousing	190	-3.1%	-0.8%	\$61,724

Source: JobsEQ®. Note: Figures may not sum due to rounding. 1All data based upon a four-quarter moving average.

- 1.2. Provide an analysis of the knowledge and skills required to meet the employment needs of the employers in the local area, including employment needs for in-demand industry sectors and occupations. [WIOA §108(b)(1)(B); 20 CFR 679.560(a)]

One of the greatest challenges facing West Central’s workforce is the fact that it has one of the lowest levels of education in the nation according to the following news report: <https://www.usnews.com/news/best-states/rankings/education/higher-education/educational-attainment?sort=alpha-asc>. Arkansas is ranked 48<sup>th</sup> in the share of people 25 and older in a state who have an associate degree or higher.

The 10-county area can be distinguished into two separate data analytic areas due to the difference in geography, rural, urban, business, and industry, and being separated by 50 miles of National Forest. In the following charts you will see that there is a notable difference by county as well from the North and South part of the area. That difference includes the population, largest industry sectors, educational attainment, and earnings. These differences necessitate a customized delivery of services for business and industry for the northern and southern five counties. The population by charts below is segregated into two distinct service delivery areas, The Diamond Lakes Region (Clark, Garland, Hot Spring, Montgomery, Pike) and the River Valley Region (Conway, Johnson, Perry, Pope, Yell).

2020 Census Population

County	Population	County	Population
Clark	22,341	Conway	20,895
Garland	99,043	Johnson	26,475
Hot Spring	33,667	Perry	10,342
Montgomery	8,964	Pope	63,926
Pike	10,714	Yell	21,425
Total	174,729	Total	143,063

**Educational Attainment by Level  
River Valley Region**

**Educational Attainment by Level  
Diamond Lakes Region**

Education Level	2019 Population	2020 Population	Increase or Decrease	Education Level	2019 Population	2020 Population	Increase or Decrease
Less Than 9th Grade	8,376	8,502	126	Less Than 9th Grade	6591	6760	169
9th Grade to 12th Grade	9,610	9,524	-86	9th Grade to 12th Grade	11470	11563	93
High School Diploma	37,579	37,709	130	High School Diploma	41586	41569	-17
Some College	19,030	19,111	81	Some College	31441	31490	49
Associate’s Degree	4,504	4,486	-18	Associate’s Degree	10326	10395	69
Bachelor’s Degree	10,875	10,962	87	Bachelor’s Degree	14400	14391	-9
Graduate Degree and Higher	5,536	5,483	-53	Graduate Degree and Higher	7841	7821	-20

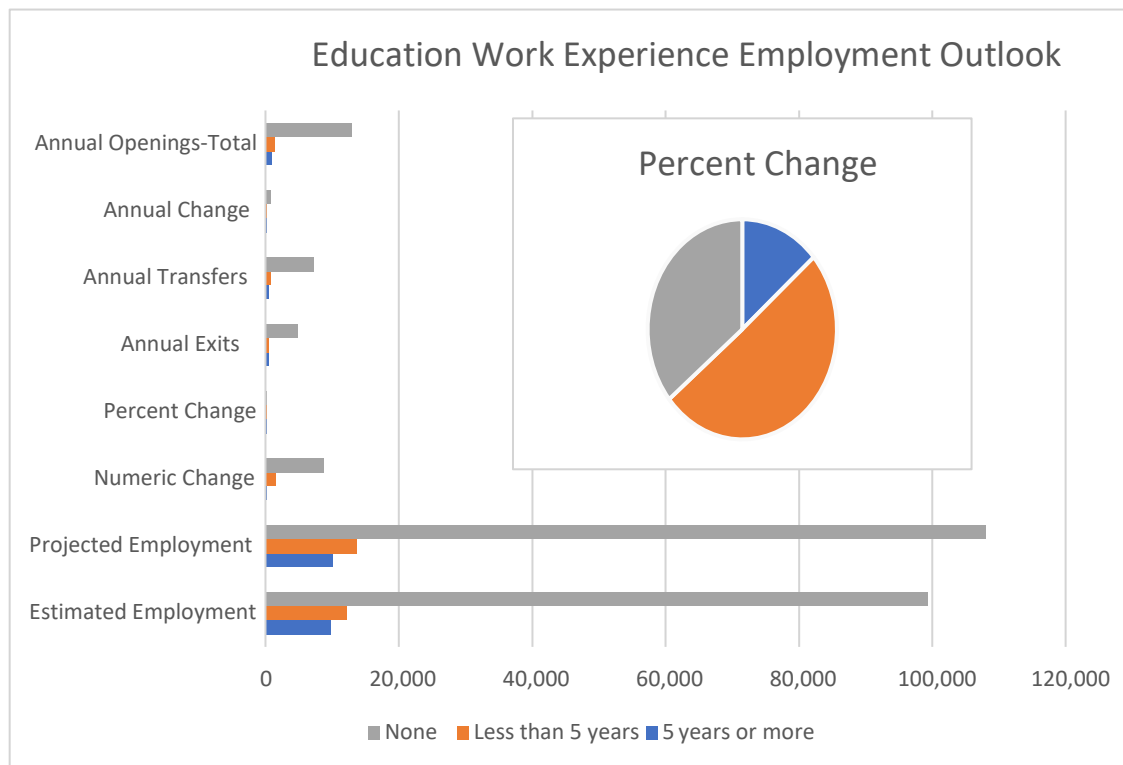
Source: Emsi Q2 2019 Data Set and the American Community Survey – Data cover only the population aged 25 years or more and indicate the highest level achieved.

1.3. Provide an analysis of the local workforce, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the local area, including individuals with barriers to employment.

There are obvious differences in how the educational attainment is viewed by regions in the West Central area. It clearly illuminates the need for an increased focus on adult education, on-the-job training and other educational and employment services. Please note that the cities that are home to a two- or four-year institution of higher learning have a population with a notable difference in educational attainment.

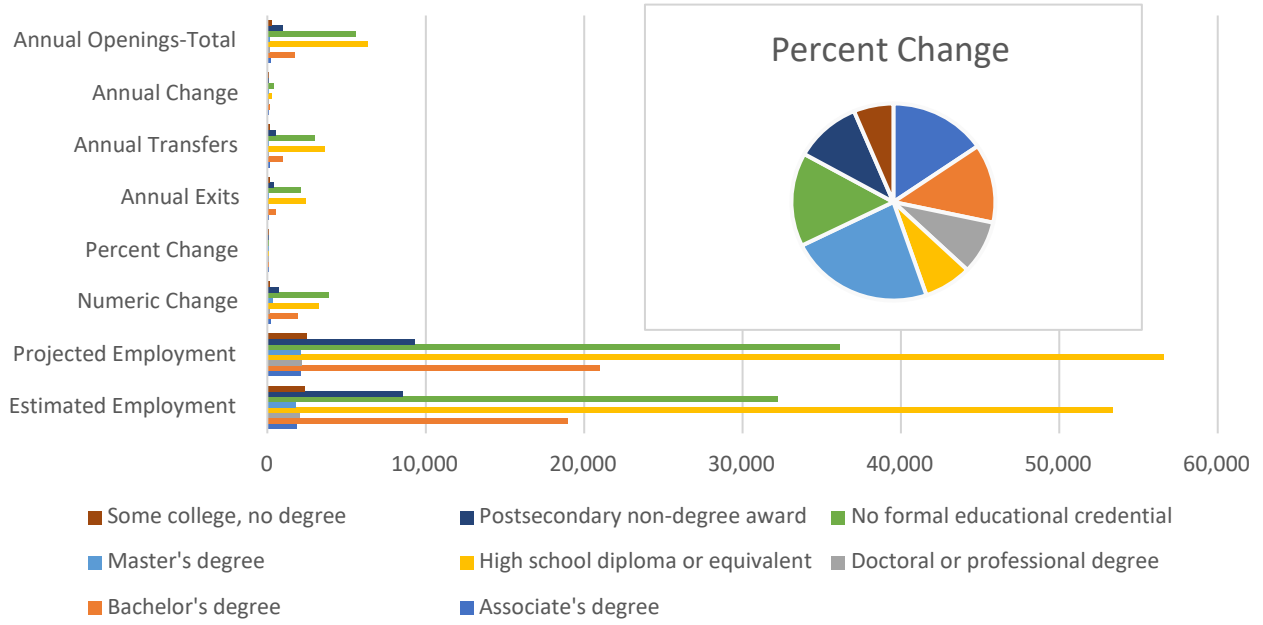
In December 2023, there was an increase in the civilian labor force, rising from 127,194 to 129,711. The employed population also experienced growth, progressing from 122,763 in 2022 to 124,465 in 2023. Concurrently, the number of unemployed individuals expanded from 4,431 to 5,246.

This data suggests a positive trend in the labor market, reflecting an overall augmentation in both the size of the workforce and the number of individuals gainfully employed. The increase in unemployment, albeit modest, indicates some additional individuals seeking employment opportunities. Analyzing such fluctuations is crucial for understanding the dynamics of the labor market and making informed assessments of employment trends.

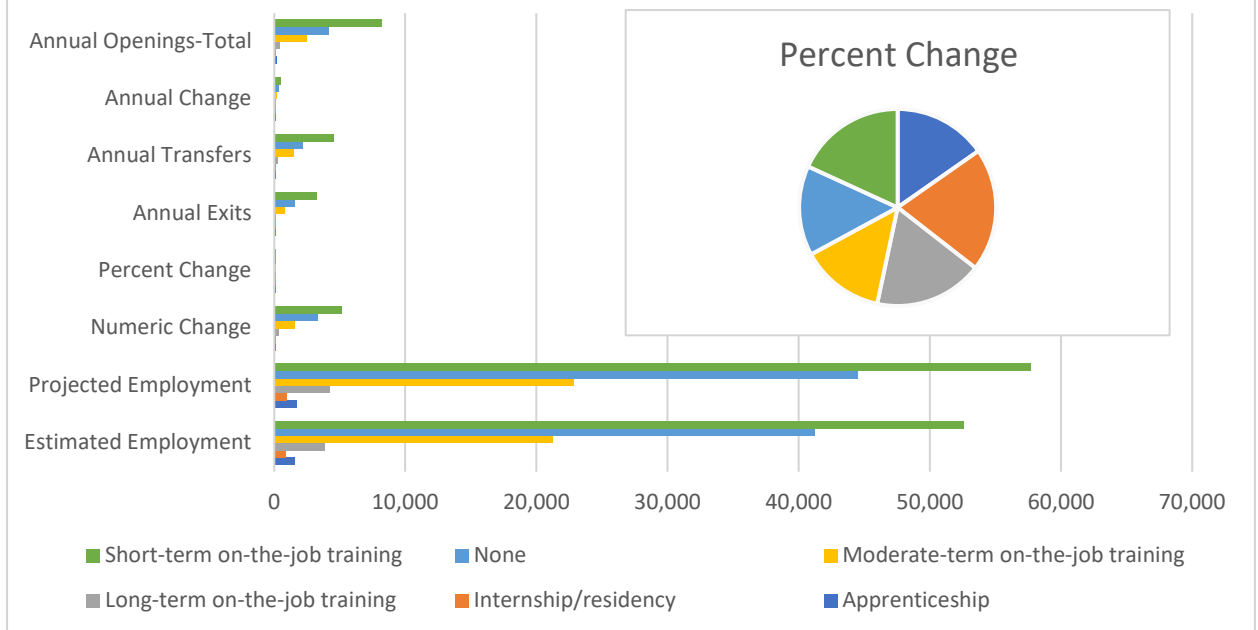




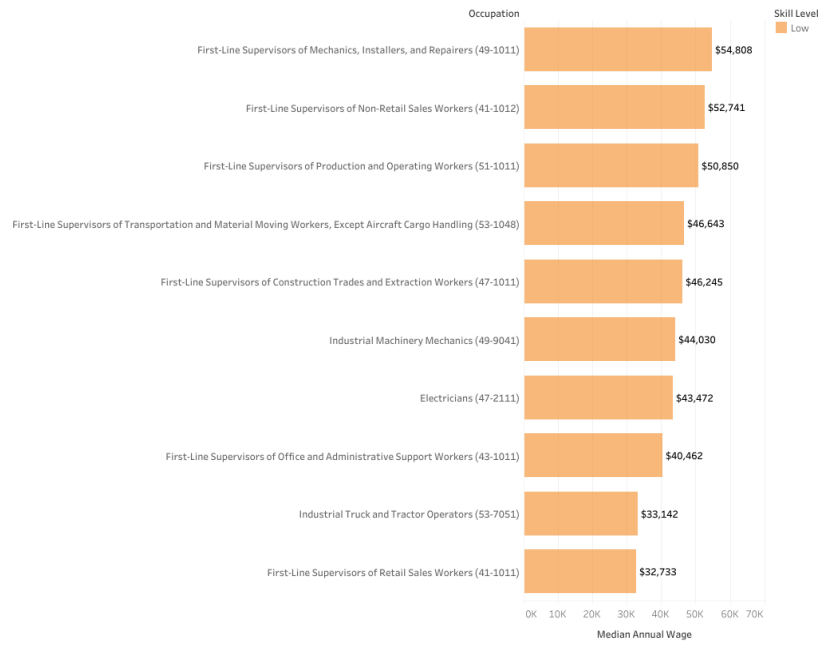
### Education Training Employment Outlook



### Education Other Training Employment Outlook

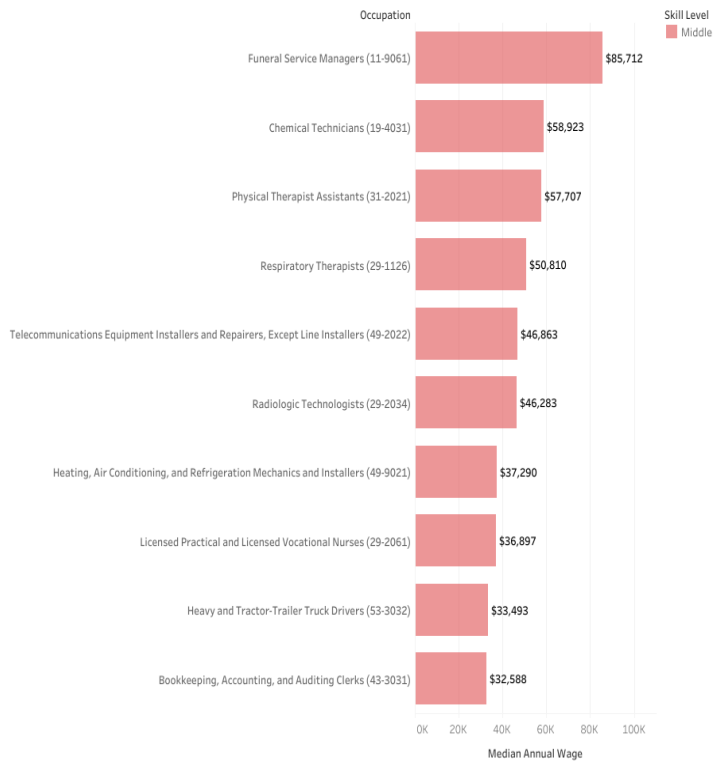


### Top 10 Occupations Low Skill Level for LT-2018-2028



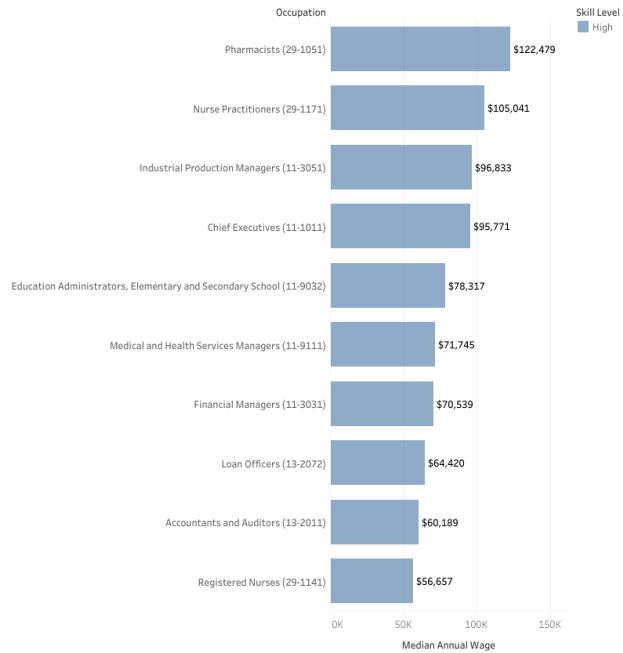
Low Skill is associated with Less than High School or a High School Diploma; Middle Skill is associated with at least an Associate's Degree but below Bachelor's Degree; High Skill is for a Bachelor's Degree or Higher.

### Top 10 Occupations Middle Skill Level for LT-2018-2028



Low Skill is associated with Less than High School or a High School Diploma; Middle Skill is associated with at least an Associate's Degree but below Bachelor's Degree; High Skill is for a Bachelor's Degree or Higher.

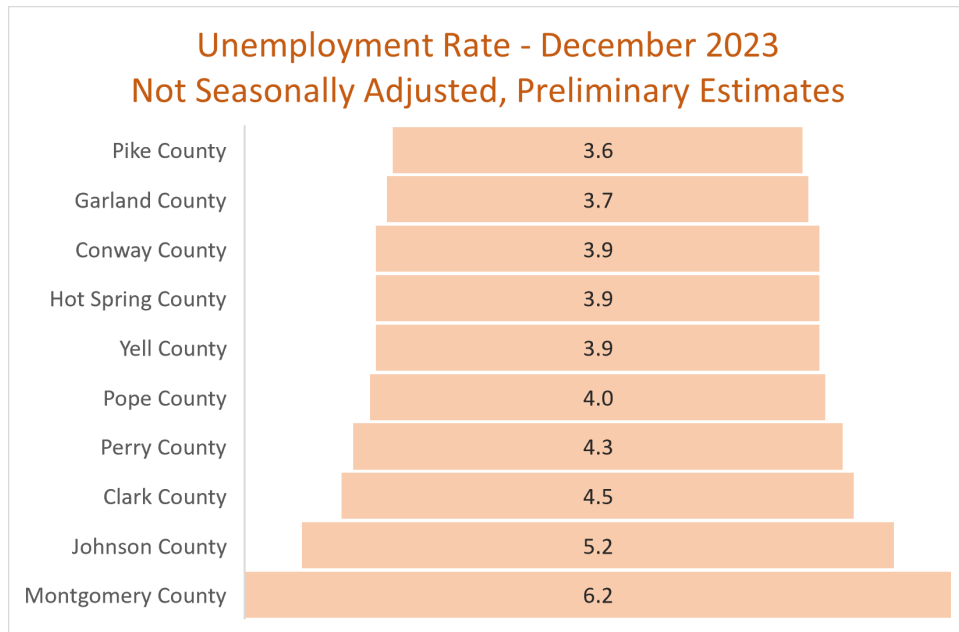
Top 10 Occupations High Skill Level for LT-2018-2028



Low Skill is associated with Less than High School or a High School Diploma; Middle Skill is associated with at least an Associate's Degree but below Bachelor's Degree; High Skill is for a Bachelor's Degree or Higher.

### Unemployment Rates and Labor Force Status December 2023

LWDA/County	Civilian Labor Force	Number of Employed	Number of Unemployed	Unemployment Rate
West Central Arkansas	129,711	124,465	5,246	4.00%
Clark County	8,571	8,187	384	4.50%
Conway County	8,379	8,053	326	3.90%
Garland County	41,316	39,778	1,538	3.70%
Hot Spring County	13,705	13,174	531	3.90%
Johnson County	10,058	9,536	522	5.20%
Montgomery County	2,650	2,485	165	6.20%
Perry County	4,238	4,056	182	4.30%
Pike County	3,897	3,756	141	3.60%
Pope County	28,842	27,702	1,140	4.00%
Yell County	8,055	7,738	317	3.90%



1.4. Provide an analysis and description of workforce development activities, including type and availability of education, training, and employment activities. Include analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the education and skill needs of the workforce and the employment needs of employers in the local area. [WIOA §108(b)(1)(D); 20 CFR 679.560(a)]

West Central’s workforce development activities are coordinated through the following state agencies: the Arkansas Division of Workforce Services {Title I- B (Adult, Dislocated Worker and Youth) and Title III (Wagner-Peyser)}, Title II (Adult Education) and Title IV (Voc Rehabilitation). These agencies are responsible for all the core and non-core programs included in the local plan. These agencies are also represented on the local workforce development board.

Arkansas Workforce Centers are at the forefront of the workforce activities and represents West Central’s version of the American Jobs Center. West Central has four workforce centers across the area providing access to many Arkansans. The comprehensive center is in Hot Springs. There are three affiliate centers in Malvern, Morrilton, and Russellville.

Education and training opportunities are diverse, covering academic programs, vocational training, and skill development courses. These initiatives are designed to enhance the capabilities of individuals seeking employment or looking to advance their careers. Partners and stakeholders collaborate with educational institutions, training providers, and industry partners to ensure the availability of relevant and high-quality programs.

In terms of employment activities, partners facilitate job placement services, career counseling, and networking opportunities. Our emphasis is on aligning the skills of the workforce with the demands of local employers, fostering a symbiotic relationship that benefits both parties.

Analyzing the strengths and weaknesses of our services, we have identified the following strengths:

**Tailored Programs:** Education and training programs are tailored to meet high in-demand occupations, ensuring that participants acquire skills relevant to the current job market.

**Industry Partnerships:** Collaborations with local businesses and industries enhance the practicality and applicability of our training programs, increasing the employability of participants.

**Comprehensive Support:** We offer holistic support, including counseling, mentorship, and job placement assistance, to address both the professional and personal development of individuals.

However, we are continuously refining our strategies to address the following weaknesses:

**Accessibility:** We acknowledge the need to enhance accessibility to our services, particularly for underserved populations, and are actively exploring avenues to overcome barriers.

**Real-time Skill Assessment:** To further align our offerings with industry needs, we are investing in improved mechanisms for real-time skill assessment to ensure our programs stay abreast of evolving job requirements.

**Industry Collaborations:** While we currently do not have established sector partnerships, we are actively progressing toward this goal. Collaborations with local businesses and industries are integral to enhancing the practicality and applicability of our training programs, ultimately boosting the employability of participants.

Our capacity to provide these services is continuously expanding through strategic resource allocation and ongoing collaboration with stakeholders. We remain committed to meeting the education and skill needs of the workforce while effectively addressing the employment needs of local employers.

### **Division of Workforce Services**

The Division of Workforce Services oversees Titles I – Workforce Development Activities, II – Adult Education and III – Amendments to the Wagner-Peyser Act and IV – Vocational Rehabilitation. Services provided through these Titles includes: Workforce Innovation and Opportunity Act, Job Service, Jobs for Veterans State Grant, Trade Adjustment Assistance, and Unemployment Insurance (UI), Vocational Rehabilitation Services, Services for the Blind.

### **Reemployment Services & Eligibility Assessment Program**

If you are collecting unemployment insurance, you may be selected to participate in the Reemployment Services and Eligibility Assessment (RESEA) program. The RESEA is funded by the U.S. Department of Labor and helps certain unemployment insurance claimants return to work faster.

If selected, you will be asked to attend an initial RESEA review, where you will meet one-on-one with an ADWS reemployment specialist. You must meet certain RESEA program requirements such as completing a Career Action Plan (CAP), conducting labor market research, tracking work search activities, creating or providing a resume, and participating in ongoing reemployment services.

All program requirements are explained in the initial review. Failure to comply with the RESEA program requirements will result in a delay or loss of unemployment benefits.

### **Adult Education and Literacy Activities**

During Program Year 22/23, a total of 3,482 Arkansans received instruction and/or services from the seven adult education programs operating within the West Central Arkansas LWDB region. Each adult education program operates with grant funds provided by the Arkansas Division of Workforce Services, Adult Education Section. The individuals receiving instruction/services, through adult education programs, represent adult and youth populations (16 years of age or older). During PY 22/23, English language learners accounted for 17.7% of adult education program participants, and 12.2% of program participants were individuals from institutional settings, such as correctional facilities or community correction programs. To date in Program Year 23/24, a total of 1,652 Arkansans have received services from the seven adult education programs operating within the West Central Arkansas LWDB region. English language learners account for 19.9% of adult education program participants, and 10.1% of program participants are individuals from institutional settings, such as correctional facilities or community correction programs.

### **Vocational Rehabilitation**

The mission of Arkansas Rehabilitation Services is to provide opportunities for individuals with disabilities to work and lead productive and independent lives. The Arkansas Career Development Center is a division of Arkansas Rehabilitation Services.

Arkansas Rehabilitation Services/Arkansas Career Development Center provide several career preparation programs and supportive services. The agency has 19 field offices across the state, and a career and technical education facility, the Arkansas Career Development Center, located in Hot Springs. The agency assists persons with disabilities with accessibility and training needs that can lead to employment. Support services can include specialized assessments and treatments geared toward preparing individuals to enter or re-enter the workforce. Other supports can be vouchers for transportation to and from work or training, purchase of items needed for class, tuition assistance, housing, and finding employment. Arkansas Rehabilitation Services and the Arkansas Career Development Center serve both youth and adults interested in obtaining employment.

The Arkansas Development Center offers a variety of work-readiness and career and technical education programs comprising many industry sectors, including Business, Transportation and Logistics, Culinary, Hospitality, Manufacturing and Building Trades. Arkansas Rehabilitation Services and the Arkansas Career Development Center work closely with West Central to identify jobs, internships, and apprenticeships for job seekers.

### **Business Services**

In our Business Service Team thru West Central Arkansas Workforce Development Area, our primary commitment is to support business and industry through a range of activities. Here in our region, we are actively engaged in various initiatives that cater to the unique needs of business and industry:

**Facility Access:** We facilitate the use of Workforce Center facilities by businesses for purposes like meetings, trainings, orientations, and interviews.

**Assessments:** Our team conducts tests and assessments to measure the skills, interests, and personality traits of jobseekers, potential employees, or current staff.

**Business Education:** We organize and host seminars, round tables, workshops, focus groups, and other educational events for businesses.

**Business Information:** We provide businesses with pertinent information on incentive programs and other requested data that can benefit their operations.

**Hiring Events:** We customize events for individual employers to assist in the recruitment, interviewing, and hiring of one or more positions.

**Job Fairs:** We organize events for multiple employers to streamline the recruitment, interviewing, and hiring process, which may involve the use of the mobile workforce unit.

**Job Postings:** We manage staff-entered or web-entered job orders approved by our dedicated workforce center staff.

**Labor Market Information:** We offer businesses insights into state and local labor market conditions, covering industries, occupations, workforce characteristics, identified skills needs, wage and benefit trends, industry projections, worker supply and demand, and survey results on job vacancies.

**Rapid Response:** Our team provides a spectrum of services to businesses undergoing restructuring and downsizing, including onsite workshops for transitioning employees, job placement assistance, and information on unemployment benefits.

**Screening:** We offer services involving the initial evaluation of applications or resumes to assist employers in the recruiting process.

**Training and Retraining:** We deliver services to businesses involving the training or retraining of current or future employees, encompassing On-the-Job Training (OJT), Work Experiences, Incumbent Worker Training, and more.

The Business Engagement Team aligns with workforce partners, local Chamber of Commerce, human resource professionals, educational institutions, training facilities, apprenticeship, and various labor groups for regional outreach. Outreach is conducted throughout the West Central region to identify businesses, industries, skill gaps and curriculum development needed to fill these gaps.

## **Section 2: Strategic Vision and Goals**

Section 2 responses will require input from members of the local workforce development board and other local stakeholders. Please provide a separate response for each of the elements listed below.

*2.1* Describe the local board's strategic vision and goals for preparing an educated and skilled

workforce (including youth and individuals with barriers to employment). Include goals relating to the performance accountability measures based on primary indicators of performance described in WIOA §116(b)(2)(A) to support local economic growth and economic self-sufficiency. [WIOA § 108(b)(1)(E)]

Continue to maintain a flexible and accountable workforce training system in collaboration with business industry, labor, and job seekers through the Arkansas Workforce Centers. This collaboration will offer employers a resource for workers in existing and emerging occupations and empower Arkansans to receive employment/skilled services as well as job specific training. The strategic goals for West Central Arkansas are listed in Section 2.3.

2.2 Describe how the local board's vision and goals align with and/or supports the vision and goals for the State's workforce development system as established by the Arkansas Workforce Development Board. [WIOA §108(b)(1)(E)]

The vision of West Central Arkansas is to improve the educational skills and economic status of the workforce through a coordinated menu of services made available at all the Arkansas Workforce Centers and online at <https://wcapdd.org/workforce-development>. West Central's vision and goals align with the State's workforce development system.

2.3 Describe how the local board's vision and goals contributes to each of the governor's goals. [WIOA §108(b)(1)(E)] **Note: The State Plan includes several objectives under each goal.**

West Central Workforce Development Area's vision parallels the state's vision by providing employers with a skilled workforce. The West Central Workforce Development Area will focus on completing objectives for State Strategic Goals.

**Strategic Goal 1:** *Develop an efficient partnership with employers, the educational system, workforce development partners, and community-based organizations to deliver a platform that will prepare a skilled workforce for existing and new employers.*

- Expand employer partnerships through the support of industry engagement.
  - We aim to strengthen our connections with employers by getting involved in industry initiatives. To do this, we're backing the chamber's work to offer career and technical education to students in our communities. We're helping plan programs, career days, and mock interview sessions as part of our commitment.
  - We're teaming up with our trusted partners to offer solid support for the ACT WorkReady initiative. By aligning our resources and expertise with this program, we aim to enhance the preparedness and skill sets of individuals entering the workforce thus creating a pipeline of talent for the employers we serve.

Through these concerted efforts, we seek to expand and solidify our employer partnerships, fostering a



symbiotic relationship between our organization and the broader industry. This not only contributes to the growth and development of our local communities but also positions us as a proactive and integral player in the promotion of career and technical education.

- Expand partnership with economic development to refine sector strategies.
  - To achieve this goal, we will actively engage with economic development stakeholders, leveraging their expertise to fine-tune our sector strategies. This includes a comprehensive analysis of industry trends, identification of growth opportunities, and a specific focus on the development of sector partnerships.
  - To achieve this goal, we will actively engage with economic development stakeholders, leveraging their expertise to fine-tune our sector strategies. This includes a comprehensive analysis of industry trends, identification of growth opportunities, and a specific focus on the development of sector partnerships.
  - By fostering a close working relationship with economic development partners, we seek to align our organizational goals with the broader economic development agenda. This collaborative approach will not only enhance our understanding of market dynamics but also position us strategically to capitalize on emerging opportunities within our sectors.

In summary, our objective is to expand our partnership with economic development, working collaboratively to refine and optimize our sector strategies and partnerships for the benefit of our organization and the economic development goals of our community.

- Partner with K-12 education, higher education, career and technical education, and adult education to provide consistent rules and eliminate barriers to implementing training programs around the State.
  - To achieve this objective the local workforce board will partner with representatives of secondary and postsecondary education programs to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
  - The West Central Arkansas Workforce Development Area offers professional development support through tuition assistance for eligible Workforce Innovation and Opportunity Act (WIOA) jobseekers pursuing in-demand occupations at both two-year and four-year institutions of higher learning.

***Strategic Goal 2: Enhance service delivery to employers and jobseekers.***

- Develop a common intake process for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.

- In the West Central region, we've set up a simple referral system to reach our goal. Each partner agency now has its own point person, or "dispatcher," making the referral process smoother. This teamwork guarantees a quick and focused response to referrals, improving our ability to address employment needs more effectively together.
- Hot Springs is leading the way as we test the Civiform, the new shared referral form for the state. This effort shows our dedication to bringing the intake process up to date, making it more standardized and accessible.
- With the robust support of the One Stop Operator, Center Management Team, and Business Engagement Team, we have successfully incorporated a common messaging strategy. This strategy is now reflected in the creation of a unified PowerPoint presentation and brochures tailored for jobseekers, businesses, and industry stakeholders. These materials are actively utilized by our outreach teams at each center throughout the West Central region, ensuring a consistent and professional communication approach.
- Expand service delivery access points by the use of virtual services.
- We understand how crucial it is to offer smooth and effective services for both jobseekers and employers. That's why we've introduced the [Virtual Career Center](#). This advanced platform provides jobseekers and employers with various essential features. This includes things like job postings, personalized career planning with "My Next Move," tools to create professional resumes, and the ability to obtain Career Readiness Certificates, among other useful resources.
- Utilizing platforms such as Microsoft Office Teams and Zoom, our staff effectively engages with clients, jobseekers, and employers in remote and underserved areas of our region. This strategic use of technology streamlines opportunities for jobseekers and facilitates seamless connections with businesses and industries.
- Develop a common business outreach strategy with a common message that will be utilized by all workforce system partners.
- To make sure we're on the same page when connecting with businesses, we've partnered with the One Stop Operator, Center Management Team, and Business Solutions Team. Working together, we've crafted brochures and PowerPoint presentations to better communicate the services provided at the Arkansas Workforce Center in a more unified and effective manner.
- Further conversations with the Business Service team will be geared toward developing an outreach strategy with a boots on the ground approach.

**Strategic Goal 3:** Increase awareness of the State's Talent Development System

- Increase access to the workforce development system through a no wrong door approach to

services.

- Workforce centers across the West Central region have joined forces to create a common referral form. This user-friendly document streamlines the process of referring jobseekers to specific partners within the Arkansas Workforce Center. Additionally, it can be utilized to connect jobseekers with programs and resources outside the workforce center.
- We've added a [quick survey](#) to our website to get a snapshot of jobseekers interested in the programs offered by the Arkansas Workforce Center, and WIOA. Now, jobseekers can go online, fill out the survey, and within 24-48 hours, connect with professionals for the support and services they need.
- Develop an image-building outreach campaign that educates Arkansans about the services and the career development opportunities available in the State.
- The Business and Communications Manager is teaming up with the center management and business solutions teams to create a social media campaign aimed at enhancing brand awareness. Concurrently, discussions are underway to meticulously monitor and analyze the state's performance metrics, specifically focusing on retention with the same employer and the employer penetration rate.
- To support our efforts, the Business and Communications Manager, along with the above-mentioned teams, developed brochures and PowerPoint presentations to support the services available through the Arkansas Workforce Center to both jobseekers and employers. These materials serve as tools to facilitate a streamlined outreach approach and communicate the unified one-voice system approach.
- Utilize technology, including social media and search engine optimization, to better connect jobseekers and employers with the talent development system in Arkansas.
- Ongoing discussions are underway with our Center Management Teams and Business Solutions Teams to formulate a social media branding and outreach campaign aimed at linking jobseekers and employers to the resources provided by the Arkansas Workforce Center. The implementation of geotargeting will enable us to specifically reach jobseekers in more challenging-to-serve areas. We will use data analytics to track user behavior, identify trends, and continually optimize the online platforms for better user experience and outcomes.
- Using online content, including the official website and job postings, to improve visibility on search engines and enhance the reach to a broader audience will be essential to being innovative. By continuing to offer online training modules in the areas of Resume Creation, Application Basics, Interview Basics, and Financial Literacy, we can enhance the likelihood of finding qualified jobseekers for the business and industry who are hiring, while allowing jobseekers to acquire new skills and stay competitive in the job market.

**Strategic Goal 4:** Address Skills Gap.

- Conduct a regional skills asset analysis to determine the skills gaps present and resources available to solve the skills issue.

➤ The Comprehensive Economic Development Strategy (CEDS), derived from insights provided by the Arkansas Economic Development Institute, indicates an anticipated growth in occupations within Healthcare and Social Assistance, Manufacturing, Retail, and Customer Service sectors. The later encompasses roles in Retail as well as Accommodations and Food Service.

- Develop and implement an action plan to close the basic core, technical, and soft skills gaps throughout the West Central Region.

➤ Our strategic objective is to establish sector partnerships within high-demand industries by convening employers and conducting comprehensive surveys to ascertain their primary employment needs. Armed with this data, we intend to collaborate closely with educational institutions to refine curricula and develop training programs that effectively address identified skill gaps. This collaborative effort will include the integration of industry-relevant content and hands-on training opportunities, ultimately leading to the creation of industry-recognized certifications in key sectors such as Healthcare and Social Assistance, Manufacturing, Retail, and Customer Service.

➤ WCAPDD, with the backing of a workforce grant provided by the Hot Springs Chamber of Commerce and the Arkansas SHRM Foundation, has initiated initiatives to tackle the soft skills gap. These efforts involve providing online workshops tailored specifically for individuals who may lack the soft skills necessary for employment. This proactive approach ensures that participants can enhance their overall employability and contribute meaningfully to the workforce in the long term.

2.4 Describe how the local board's goals relate to the achievement of federal performance accountability measures. *[WIOA §108(b)(1)(E)]*

For participants enrolling in educational training the goal is for the participants to complete their training and obtain their credential and measurable skills gain. These participants will also be directed toward higher paying jobs which have a livable wage to help ensure a much higher retention rate that extends beyond a year after exit. This goal also stands true for those participants receiving basic and individualized career services.

The WIOA core partners will strive to meet the needs of the job seeker by providing quality services while working toward meeting performance requirements, maximizing financial resources, and carry out directives of the West Central Workforce Development Board/West Central Arkansas Chief Elected Officials.

The WIOA partners will assist individuals in obtaining employment that leads to self-sufficiency, eliminate duplication of services, reduce operational costs, accommodate the workforce needs of employers, and improve customer satisfaction. The skills of the jobseeker may be improved through occupational skills training, work experience, and OJT services. This design not only improves the job skills of the jobseeker but provides a more qualified employee to the employer.

The West Central Workforce Development Board will require quarterly performance reports from all partners. This will help to ensure that the West Central Area is striving to meet their perspective

negotiated performance measures.

### **Section 3: Local Area Partnerships and Investment Strategies**

Many of the responses in this section, such as targeted sector strategies, should be based on strategic discussions with the local board and partners. Please provide a separate response for each of the elements listed below.

3.1 Considering the analysis described in Section 1, describe the local board's strategy to work with the entities that carry out the core programs to align resources available to the local area, to achieve the strategic vision and goals described in element 2.1. This analysis must include:

A. A description of the local workforce development system; include key stakeholders and entities associated with administrative and programmatic/service delivery functions. Examples include elected officials, advocacy groups, local workforce development board and committee structure, fiscal agent, operator(s), required program partners, and major contractors providing Adult/Dislocated Worker/Youth program elements. Describe respective roles and functional relationships to one another.

The West Central Arkansas Workforce Development area consists of ten counties in which two are metro and eight are non-metro. The unemployment rate is ranges between 3.6 to 6.2 for our ten counties per the website, <http://www.discover.arkansas.gov>. Pike County has the lowest unemployment rate of 3.6. Montgomery County has the highest unemployment rate of 6.2. The unemployment rate has increased from the past of between 2.6 to 4.3.

There are four Arkansas Workforce Centers (Hot Springs, Malvern, Morrilton and Russellville) that are physically located in West Central Arkansas. The comprehensive center in Hot Springs contains at a minimum but is not limited to the following partners: Arkansas Division of Workforce Services, WIOA Title I-B Services for Adults, Dislocated Workers and Youth, Adult Education and Rehabilitation Services. The affiliate center's partners will vary upon location. Additional Partners, their roles and services can be located in Appendix A.

The Chief Elected Officials of the West Central Arkansas Workforce Development appointed West Central Arkansas Planning and Development District as their Administrative Entity and Fiscal Agent for the Workforce Innovations and Opportunity Act. The local board in conjunction with the CEO also appointed West Central Arkansas Planning and Development District to become the Service Provider. The Chief Elected Officials also voted to appoint a Chief Elected Official among themselves to be their representative on the West Central Workforce Development Board to act on their behalf. The CEO Representative and the Chair of the West Central Arkansas Workforce Development Board has entered into a Chief Elected Officials/Local Board Agreement.

The Board is comprised of 25 members who represent the following sectors: Business, Representatives of the Workforce, Education Entities, Government and Economic Development and other representatives. All the board members serve on one of five committees of the board, which are Executive Committee, One Stop Systems Oversight, Planning/Performance/Finance, Youth Council and Rehabilitation. This is where the bulk of the board's work is done.

The local board is currently in the third year with Hightower Workforce Initiative LLS as the One Stop Operator. The one-stop operator will assist the Local Board in establishing and maintaining the Arkansas Workforce Center network structure. This includes but is not limited to:

- Ensuring that State requirements for center certification are met and maintained,
- Ensuring that career services such the ones outlined in WIOA sec. 134(c)(2) are available and accessible,
- Ensuring that documentation for WIOA grant expenditures are maintained in accordance with 2 C.F.R. 200 et seq., as related to the IFA and cost-sharing agreements,
- Ensuring that Local Board policies are implemented and adhered to,
- Adhering to the provisions outlined in the contract with the Local Board and the Local Board Business Plan,
- Reinforcing strategic objectives of the Local Board to Partners,
- Ensuring staff are properly cross trained by their formal leadership,
- Integrating systems and coordinating services for the center and its Partners, placing priority on customer service. Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, identifying, and implementing quality improvements, and training efforts.
- Aligning activities functionally, e.g., Skills Development Team or Business Services Team.
- Ensuring service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program. The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center.
- Overseeing and coordinating partner, program, and Arkansas Workforce Center network performance. This includes but is not limited to:
  - Providing and/or contributing to reports of center activities, as requested by the Local Board,
  - Identifying and facilitating the timely resolution of complaints, problems, and other issues,
  - Collaborating with the Local Board on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
  - Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
  - Evaluating customer satisfaction data and propose service strategy changes to the Local Board based on findings.
  - Managing fiscal responsibilities and records for the center. This includes assisting the Local Board with cost allocations and the maintenance and reconciliation of one-stop center operation budgets as related to the IFA and cost-sharing agreements.

The one-stop operator will not assist in the development, preparation, and submission of Local plans.

They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the Local Board. The Local Board is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

B. A list of all Arkansas Workforce Centers in the local area; include address, phone numbers, and hours of operation; and

**Comprehensive Center**

Clark, Garland, Montgomery, and Pike Counties  
201 Market Street, Hot Springs. AR 71901  
Phone Number: 501-525-3450  
Hours of Service: 8:00 – 4:30 M-F

**Affiliate Centers**

Clark, Hot Spring, Montgomery, and Pike Counties  
1735 East Sullenberger  
Malvern, AR 72104  
Phone Number: 501-467-3025  
Hours of Service: 8:00 – 4:30 M-F  
Until 8:00 p.m. T & Thu (Adult Education Only)

**Conway and Pery Counties**

104 East Railroad  
Morrilton, AR 72110  
Phone: 501-354-9793  
Hours of Service: 8:00 – 4:30 M-F

**Johnson, Pope, and Yell Counties**

104 South Rochester  
Russellville, AR 72801  
Phone: 479-968-2784  
Hours of Service 8:00 – 4:30 M-F

C. An attached organization chart that depicts the local board, administrative and fiscal entities, and service providers. [WIOA §108(b)(1)(F)]

**See Appendix B**

3.2 Describe the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core and other workforce development programs to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et. seq), that support the strategy identified in the State Plan under WIOA section 102(b)(1)(E).

[WIOA §108(b)(2)]

**Note:** The six (6) core programs identified by WIOA are: Adult, Dislocated Worker, Youth, Adult Education and Literacy, Wagner-Peyser Program, and Vocational Rehabilitation.

West Central Arkansas Workforce Development Area has identified the following areas to help ensure alignment of services under the State plan:

- Monthly Center Managers Team (CMT) meetings that provide a forum in strategic planning, professional development, and partner collaboration.
- Partner Meetings provide a forum in which individual agencies present information on their available services. The agencies representing the core programs listed above attend these meetings on a regular basis. Listed below are some benefits from these meetings:
- An online WIOA Qualification Questionnaire has been developed that provides a snapshot on the possible needs of a client. This simplified process can help staff to develop a strategy to meet the client's needs and also collaborate with partner agencies on available services.

3.3 Describe how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). [WIOA §108(b)(3)]

The Arkansas Workforce Centers in the West Central area either have a resource room or a computer in which the universal core services are made available to job seekers. Employment resources (job search, resume building, etc.) are available at the Arkansas Workforce Centers, Arkansas Job Link, and the website, <https://wcapdd.org/workforce-development>.

The West Central Workforce Development Board has representation on its board for the core programs. The members are appointed to committees where they provide input on policies including access to employment, training, education and supportive services. All of the Board's policies on Individual Training Accounts, On-the-Job Training, Work Experience, Additional Assistance Youth Barrier and Supportive Services can be located at <https://wcapdd.org/wioa-policies>.

The West Central Workforce Development Board has utilized the Center Managers Team Meetings and the Business Services Team meetings as a platform to address participants with barriers, improving access to services and providing the next step in employment and/or education. This process is in working and over time it is expected to grow ideas/solutions to the needs of the West Central Arkansas Workforce Development Area. Each agency's participation is crucial to the success of the community and may require State intervention to ensure all agencies participate.

3.4 Identify and describe (for each category below) the strategies and services that are and/or will be used to:



A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs in addition to targeted sector strategies.

To engage employers, including small businesses and those in high-demand industries, the West Central Arkansas Workforce Development Area will utilize a variety of strategies. These may include targeted outreach campaigns, industry-specific job fairs and networking events, employer incentive programs, and partnerships with local chambers of commerce and business associations. Additionally, specialized services such as employer-focused training programs, on-the-job training initiatives, and apprenticeship models will be offered to meet the specific needs of employers and encourage their participation in workforce development efforts.

B. Support a local workforce development system that meets the needs of businesses.

The local workforce development system will be supported through comprehensive services tailored to meet the needs of businesses. This includes providing access to skilled labor through recruitment and placement services, offering workforce training programs that align with industry needs, and facilitating collaboration between businesses and educational institutions to develop relevant curriculum and training programs. Additionally, ongoing communication and feedback mechanisms will be established to ensure that the workforce development system remains responsive to the evolving needs of local businesses.

C. Better coordinate workforce development programs and economic development; and

To better coordinate workforce development programs and economic development efforts, cross-sector partnerships will be established between workforce development agencies, economic development organizations, educational institutions, and industry stakeholders. These partnerships will facilitate information sharing, joint planning, and resource alignment to support the growth of key industries and address workforce challenges. Initiatives such as sector-based strategies, career pathways programs, and customized training initiatives will be implemented to bridge the gap between workforce development and economic development goals.

D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

This may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, work-based learning programs, apprenticeship models, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies that support the local board's strategy in element 3.1. *[WIOA §108(b)(4)(A) & (B)]*

Efforts will be made to strengthen linkages between the one-stop delivery system and unemployment insurance programs to ensure seamless service delivery for job seekers. This may involve enhancing integration between online job portals and unemployment insurance systems, providing targeted job search assistance and training programs for individuals receiving unemployment benefits, and offering

specialized reemployment services to help unemployed individuals transition back into the workforce. Additionally, collaboration with state and federal agencies responsible for administering unemployment insurance programs will be prioritized to streamline processes and maximize resources.

3.5 Describe local and regional efforts to support and/or promote entrepreneurial skills training and microenterprise services, in coordination with economic development and other partners. *[WIOA §108(b)(5)]*

West Central Arkansas Workforce Development Area will collaborate with chambers of commerce and 2 and 4 year state colleges to foster entrepreneurship and microenterprise services. The following resources are available in the West Central Arkansas Workforce Development Area:

- Arkansas Small Business and Technology Development Center at ATU
  - Business Plans
  - Business Purchase
  - Business Startup
  - Expansion, Growth, & Hiring
  - Financial
  - Marketing
  - Tech Commercialization
  
- Arkansas Rehabilitation Services
  - The Small Business Program exists to allow clients with entrepreneurial pursuits to seek self-employment as a realistic employment goal. Evaluation of eligible individuals is necessary to assure the feasibility of this employment objective.

3.6 Describe how the local board coordinates education and workforce investment activities with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. *[WIOA §108(b)(10)]*

The Projected Employment Opportunity List provides an annual list of occupations and training programs. The list provides the estimated annual wage for each occupation. WIOA eligible participants may be placed in training at approved providers. Past performance measures demonstrate the success of the training participants in demand occupations which led to self-sufficiency.

West Central Arkansas Workforce Development Board has approved an Individual Training Account Policy for providing tuition and fee assistance to WIOA participants. The Providers must submit applications for demand occupations into the Arkansas JobLink (AJL) for approval by the local Workforce Development Board. WIOA staff will coordinate with the Providers to determine the unmet need of the WIOA participant and avoid duplication of services among partners.

3.7 Describe efforts to coordinate supportive services provided through workforce investment activities in the local area, including facilitating transportation for customers. *[WIOA § 108(b)(11)]*

The West Central Arkansas Workforce Development Board's supportive service policy is located at the following link: <https://wcapdd.org/wp-content/uploads/2023/12/Supportive-Service-Policy-2.9.23.pdf>. WIOA staff will coordinate with partners and non-partners to ensure there are no duplications of

services.

3.8 Describe strategies to implement the operational goals of the local one-stop system, maximizing coordination of services provided by the State’s employment services under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), and the local board’s service providers to improve services and avoid duplication. *[WIOA §108(b)(12)]*

Arkansas Workforce Centers are the integration of service delivery amongst multiple workforce and talent development programs. West Central has strong partnerships among state agencies, two- and four-year educational institutions, economic development, Registered Apprenticeship, and community-based organizations. A priority of the local board and central to the implementation of the strategic plan is to prevent and eliminate duplication across programs and align core programs. Alignment of core and optional programs will be made possible by the following strategies.

#### Reflect Robust Partnerships

Reflect the establishment of robust partnerships among partners. The one stop operator facilitates an integrated, co-located partnership that seamlessly incorporates the services of the core partners and other workforce center partners. They have regular partners meeting in each of the centers where Wagner-Peyser and WIOA Title IB are co-located.

#### Organize Service by Function

Organize and integrate services by function (rather than by program); when permitted by a program’s authorizing statute and as appropriate, and by coordinating staff communication, capacity building, and training efforts. Functional alignment includes having workforce center staff who cross-trained to serve all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.

3.9 Describe how the local board will carry out a review of local applications submitted under WIOA Title II Adult Education and Literacy, consistent with the local plan (as described in WIOA §107(d)(11) and WIOA §232). *[WIOA §108(b)(13)]*

The Arkansas Department of Career Education will forward to the West Central Workforce Development Board the proposals that have met requirements to the RFPs for review and approval by the local board. The Board Chair will appoint an ADHOC committee to review the proposal and take their recommendations to the board or the Executive Committee for final approval. The local board’s recommendation along with score sheets will be submitted to Arkansas Department of Career Education by the given deadline

3.10 Based on the analysis described in Section 1, identify the industries where a sector partnership is currently being convened in the local area or where there will be an attempt to convene a sector partnership and the timeframe. Categorize the sector partnerships as active, emerging, or exploring as defined below.

- Active
  - Has a clear coordinator, convener, or convening team;
  - Is led by industry as demonstrated by private sector members playing leadership roles;
  - Has broad industry engagement as demonstrated by industry members attending meetings,

- partnering on activities, providing in-kind or financial resources, or similar;
  - Includes critical and engaged partners across programs from workforce development;
  - Can demonstrate that the partnership is not “just a workforce thing,” “just an economic development thing,” or “just an education thing.”
  - Operates in a true labor market region, not within the confines of a workforce area or other geopolitical boundaries;
  - Operates under shared strategic plan, road map, etc.;
  - Can demonstrate clearly identified priorities and an action plan, be able to demonstrate recent or current activities, services or products that are a direct outcome of the partnership.
- Emerging
    - Has at least an interim coordinator, convener, or convening team;
    - Has engaged at least one private sector champion to help drive the launch and implementation of a sector partnership;
    - Includes individuals from workforce development, education, economic development and other programs or organizations in strategic partner roles;
    - Actively working to implement strategic priorities outlined in a launch meeting.
  - Exploring
    - Is in the infancy stage, but actively considering or planning the preparation needed to launch a partnership;
    - Working to identify partners who would be involved;
    - Determining if the partnership really makes sense for the community.

3.11 Does the local board currently leverage or have oversight of funding outside of WIOA Title I funding to support the local workforce development system? If so, briefly describe the additional funding and how it will impact the local system. If the local board does not currently have oversight of additional funding, describe any plans to pursue them.

The board does not currently have oversight of additional funding, but the board staff has been directed to begin looking for grants to apply for that could bring in additional funding.

#### **Section 4: Program Design and Evaluation**

Many of the responses below should be based on strategic discussions between the local board and one-stop partners. Please provide a separate response for each of the elements listed below.

4.1 Describe the one-stop delivery system in the local area including:

The West Central area is comprised of ten counties: Clark, Conway, Garland, Hot Spring, Johnson, Montgomery, Perry, Pope Pike and Yell Counties. The West Central area is mostly rural in nature. The area has one comprehensive center located in Hot Springs (Garland Co.). Three affiliate centers are located in Malvern (Hot Spring Co.), Morrilton (Conway Co.) and Russellville (Pope Co.)

All of the required WIOA partners are included in the West Central certified one-stop delivery system. The Arkansas Workforce Centers directly provide the full array of employment services to employers and jobseekers. The Arkansas Workforce Centers provides career services, education and training, and supportive services that jobseekers need to get good jobs and stay employed. The Arkansas Workforce Centers also help employers find skilled workers and other services to support the employer's needs. The West Central One-Stop system has established strong, robust, and sustained partnerships with core programs. All partners in the local area are committed to the local vision of offering a fully integrated and accessible employer driven local workforce system that maximizes the resources of our education, workforce, and economic development partners to develop the abilities and skills of job seekers and workers which will enable them to work and our businesses to remain in our area and grow.

*A. The local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted service providers and providers on the eligible training provider list, and ensure that such providers meet the employment needs of local employers, workers, and jobseekers. [WIOA §108(b)(6)(A)]*

The local board works in collaboration with Arkansas Division of Workforce Services to ensure that eligible training providers applications are reviewed to make sure that the programs are in-demand occupations and that they meet the required performance measures. Once the applications are approved by the Local Board and subsequently by Arkansas Division of Workforce Services, the programs are added to West Central's ETP List. This list is shared with potential training participants.

*B. How the local board will facilitate access to services provided through the one-stop delivery system in remote areas, using technology, and through other means. [WIOA §108(b)(6)(B)]*

The Board will work closely with the 'remote' service locations such as community-based organizations, libraries, other social service agencies within the West Central area to identify opportunities for electronic access to be made available as widely as possible. Many clients are computer illiterate and need staff assistance. Clients in remote areas will be encouraged through marketing materials (brochures/flyers) to contact their local workforce center where staff-assisted services can be made available.

WIOA Title IB has been promoting remote eligibility via Teams. This allows for the staff to work with jobseekers that are in remote areas to access services without having to drive to one of the workforce centers.

*C. How entities within the one-stop delivery system, including one-stop operators and the one stop partners, will comply with WIOA section 188, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities. [WIOA §108(b)(6)(C)]*

In accordance with WIOA Section 188 it is the policy of West Central Arkansas Workforce Development Board to ensure compliance with nondiscrimination and affirmative action requirements. It is our policy to ensure the physical, programmatic, and communications accessibility of facilities, programs, services,

technology, and materials for individuals with disabilities in our one-stop career centers. Programs and activities under the Workforce Development Board are required to abide by this policy. Specific nondiscrimination language will be included in contracts with sub-recipients, in the Workforce Innovation and Opportunity Act manuals and monitoring guides. The Equal Opportunity Officer will ensure that all sub-recipients are trained in the provisions of WIOA Section 188 to ensure knowledge of how to best serve individuals with disabilities.

The accessibility software that is available in the centers is Job Access with Speech.

The West Central area will provide training to staff on applicable provisions of the ADA using material jointly developed by the partners and State entities.

Bring together core program partners to integrate services and supportive services, and leverage resources to improve services to individuals with disabilities and other protected groups.

Explore changes in service delivery design and programs by establishing partnerships, alternate assessments, and programs that better connect education, training, workforce, and supportive services to improve employment outcomes of individuals with disabilities.

Encourage active engagement with the business sector to identify the skills and support that workers with disabilities need and communicate these needs to the partners, education, and training providers, as well as job seekers with disabilities.

Continue to provide physical and programmatic accessibility to employment and training services for individuals with disabilities.

Assess the physical and programmatic accessibility of all our centers and training facilities.

Work with Arkansas Rehabilitation Services and Division of Services for the Blind to provide clients with disabilities extensive services.

Improve the employment outcomes of individuals with disabilities and other protected groups who are unemployed, underemployed, or receiving Social Security disability benefits, by utilizing services available through our local centers to connect them to existing successful career pathways programs.

*D.* List all required and optional program partners; indicate the program(s) each partner provides and the physical location where the program(s) can be accessed. Describe the roles and resource contributions of the partners. *[WIOA §108(b)(6)(D)]*

**See Appendix A**

*E.* Describe how the workforce centers are implementing and transitioning to an integrated technology- enabled intake and case management information system for core programs. *[WIOA §108(b)(21)]*

The Local Area is actively promoting and endorsing the implementation of an integrated information system, operating seamlessly at both the state and local levels. The primary objective is to facilitate

improved coordination among entities responsible for executing core programs. This strategic move is aimed at enhancing service delivery for mutual customers and fostering cross-program referrals, ultimately optimizing the overall efficiency of workforce programs.

Currently, all programs funded by the Department of Labor (DOL) rely on the Arkansas Job Link (AJL) as their technological backbone. However, recognizing the need for a more comprehensive solution, the State is in the process of exploring advanced Information Technology options. The goal is to identify a system that will effectively support the transition to an integrated common intake component, serving as the front end to the state's array of workforce programs.

While the search for an optimal solution is underway, the workforce center staff is proactively maximizing the utility of existing technology. This proactive approach allows for the consolidation and streamlining of services, contributing to an enhanced overall customer experience. Until a comprehensive integrated system is implemented, the workforce center remains committed to leveraging available technology to its fullest extent, ensuring a seamless and efficient delivery of services to the community.

4.2 Describe the local board's assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. *[WIOA §108(b)(7)]*

West Central Arkansas Planning and Development District, Inc. has a long history of success with utilizing occupational skills training and work experience services in assisting individuals to gain employment that leads to self-sufficiency.

Occupational skills training provides clients with tuition and fee assistance in-demand occupational skills training with providers such as Arkansas State University Three Rivers (Malvern), Arkansas Tech University (Russellville), National Park College (Hot Springs), University of Arkansas Community College (Morrilton). We also work with Private Sector Training such as CDL Academy (Fort Smith), Gateway Allied Health (Hot Springs). This service closes the gap between job seekers in the community and employers who need a skilled workforce for their industry. By meeting the needs of current employers, the skilled workforce will help attract new industry to the area. The training includes but is not limited to fields in engineering, education, health care, welding, etc.

Work experience provides another avenue for growing the skill set of jobseekers in the local area. Work experience takes a "hands on approach" by developing good work habits and new job skills for individuals. These items are crucial for jobseekers to obtain full time employment. WIOA staff have worked diligently to establish worksites who will embrace this job skill process.

The West Central Arkansas Workforce Development Board is embracing more work based learning that includes On-the-Job Training, Customized Training, and Incumbent Worker Training.

4.3 Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities. *[WIOA §108(b)(8)]*

West Central Arkansas Planning and Development, Inc. collaborates with the Governor's Dislocated Worker Taskforce and Division of Workforce Services in the following ways:

- Presenting information regarding Workforce Innovation & Opportunity Act (WIOA) Title I Services and partner services at local workshops.
- Providing information on available layoff aversion tools such as the Shared Work Unemployment Compensation Program and Work Opportunity Tax Credits to employers and local community leaders.
- [Shared Work Unemployment Compensation Program](#) provides an alternative for employers faced with a reduction in work force. It allows an employer to divide available work or hours of work among a specific group(s) of employees in lieu of a layoff, and it allows the employees to receive a portion of their unemployment benefits while working reduced hours.

To qualify for benefits under the Shared Work (SW) Program, employees must be regularly employed by an employer whose plan to stabilize the work force has been approved by the Director of the Division of Workforce Services or his duly authorized representative. During the period for which benefits are payable, the following conditions must be met:

1. The employee's normal weekly hours of work are reduced at least 10%.
  2. The employee must be monetarily eligible for regular unemployment insurance benefits and must not have exhausted the entitlement to regular UI benefits.
  3. The employee must file a claim and meet the eligibility requirements for regular UI Benefits. The employee need not:
    - a. Be available for work other than with the Shared Work Employer.
    - b. Conduct an active search for work, or
    - c. Apply for or accept work other than from the Shared Work Employer.
  4. The employee must be able and available for the normal hours of work of the Shared Work Employer: However, an otherwise eligible individual shall not be denied benefits with respect to any week in which he or she is in training to enhance job skills, including employer-sponsored training and worker training funded under Arkansas Workforce Investment Act, § 15-4-2201 et seq., if the training has been approved by the director.
- Work Opportunity Tax Credit is a federal tax credit that encourages employers to hire workers from targeted groups. The tax credit is designed to help job seekers gain on-the-job experience, move towards economic self-sufficiency, and help reduce employer's federal tax liability. Additional information is available at: <https://dws.arkansas.gov/workforce-services/employers/work-opportunity-tax-credit/> Employment & Training Services, Inc. notifies the Governor's Dislocated Worker Taskforce and Department of Workforce Services of any closings/potential layoffs in the area in order to ensure client needs are addressed in the area.

4.4 Describe the local board's assessment of the type and availability of youth workforce activities, including activities for youth with disabilities. Identify successful models and best practices for youth



workforce activities relevant to the local area. [WIOA §108(b)(9)]

**Note:** This section must include a description of the program design elements as well as how the local area will implement the 14 program elements.

Program element #1 – Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential;

Tutoring – designed to improve the academic knowledge and skills of youth in specific areas. It involves a tutor helping a youth acquire knowledge and skills in a specific area. The tutor provides instruction on a one-on-one basis, group setting, or internet based. The tutor provides feedback on the youth's performance allowing the youth to learn from his or her mistakes. Tutoring should be available to those who need additional help with school subjects, or who have fallen behind academically. Those transitioning from secondary to postsecondary education may also benefit from tutoring. Some youth have learning disabilities or have a learning style that requires additional instructional assistance.

Study skills – a set of abilities that allow youth to learn effectively and efficiently on their own. Good study skills allow a youth to do well in all phases of education and to make all phases of life an opportunity for learning. Study skills training involves instruction and practice activities on a range of strategies from planning and organizing time to reading comprehension, increasing concentration, and test taking. Instruction may be one-on-one, a group activity. Youth may work alone in some practice activities and in groups for others. The purpose of a study skills program is to help youth improve the skills needed to learn and understand information.

Dropout prevention strategies – interventions designed to keep youth in school until graduation from high school. These strategies ensure that youth stay in school to get their high school diploma and continue with some postsecondary education or long term employment. WIOA staff work with local guidance counselors to identify and address potential obstacles for graduation.

Recovery strategies – the Arkansas Workforce Centers collaborate with Adult Education who provides basic academic skills, basic computer skills, General Education Development (GED) preparation, and reading/writing proficiency, classes to WIOA Youth. These services can be provided at the Adult Education locations and some services may be provided online. Adult Education has the ability to assist 16-17 year olds who waived out of high school with earning their General Education Development.

Program element #2 – Alternative secondary school services, or dropout recovery services, as appropriate;

Alternative schools offer specialized, structured curriculum inside or outside of the public school system which may provide work, study, and/or academic intervention for students with behavior problems, physical/mental disabilities, who are at risk of dropping out, who are institutionalized or adjudicated youth and/or youth who are in legal custody of the Department of Human Services (or similar entity) and are residing in an institution. This service will be offered through the local Alternative Schools.

West Central works closely with alternative schools throughout the area. Alternative schools will be one

of many sources for referrals for eligible WIOA Youth participants. The primary goal is for the youth to obtain their high school diploma or a GED.

Program element #3 – Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences: (i) Summer employment opportunities and other employment opportunities available throughout the school year; (ii) Pre-apprenticeship programs; (iii) Internships and job shadowing; and (iv) On-the-job training opportunities;

Work Experience is a planned/structured learning experience that takes place in a private for-profit, non-profit, or public sectors workplace for a limited period of time. Work experience is temporary. Work experience for a participant in WIOA helps individuals obtain the skills they need to succeed in the workplace. Work experience provides a helpful means for an individual to gain experience that leads to unsubsidized employment. It should promote the development of good work habits and work skills. Work experience for youth has an academic and occupational education component. The academic component is currently being provided by worksite supervisor, partner agencies (such as Adult Education, Literacy Council, etc.) and/or WIOA staff.

The summer employment opportunities (SEO) include a planned and structured learning experience that takes place in a private or public worksite for up to six (6) weeks. Summer employment opportunities provide new academic/work skills that will lead to future employment. Students that are at a high risk of dropping out of school will be followed throughout the year as a part of a year-round intervention strategy. SEO will offer work experience and provide academic enrichment activities to enhance employability skills. Academic enrichment activities consist of effective and comprehensive services provided to eligible youth, which improves their academic skills and provides effective connections to employers.

Program element #4 – Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123;

Occupational skills training provides clients with tuition and fee assistance in demand occupational skills training. This service closes the gap between job seekers in the community and employers who need a skilled workforce for their industry. By meeting the needs of current employers, the skilled workforce will help attract new industry to the area.

Program element #5 – Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;

West Central Arkansas Workforce Development Board staff are working closely with local apprenticeship throughout the area. Local apprenticeship organizations will be one of many sources for referrals for eligible WIOA Youth participants. The primary goal is for the youth to be trained and employed in a demand occupation that leads to self-sufficiency.

Program element #6 – Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors;

Leadership development opportunities are opportunities that encourage responsibility, employability, and other positive social behaviors. Other activities included such as positive social behavior and soft skills, decision making, teamwork and other activities. Leadership development is a broad set of activities that encourage responsibility, employability, and other positive social behaviors. The purpose of leadership development activities is to develop skills and attitudes that are important in all areas of life to include education, employment, family, and community. Many youth do not have those skills and attitudes. Leadership development provides encouragement and support to youth and assists in developing skills and instilling confidence as they transition into adulthood.

Types of leadership development opportunities include but are not limited to: *Exposure to postsecondary education; Community and service learning projects; Peer-centered activities, including peer mentoring and tutoring; Organizational and teamwork training, including team leadership training; Training in decision-making, including determining priorities; Citizenship training, including life-skills training such as parenting, work-behavior training, and budgeting of resources*

Positive Social Behaviors include but not limited to: *Positive attitudinal development; Self-esteem building; Openness to working with individuals from diverse racial and ethnic backgrounds; Maintaining healthy lifestyles, including being alcohol and drug free; Maintaining positive relationships with responsible adults and peers, and contributing to the well-being of one's community, including voting; Maintaining a commitment to learning and academic success; Avoiding delinquency; Postponed and responsible parenting; Positive job attitudes and work skills*

Leadership Development Activities include but are not limited to: Community volunteering; Service learning; Peer mentoring or tutoring; Serving on youth councils, community, or advocacy organization boards; Leadership training, such as how to work in a team, how to run meetings, diversity training; Life skills training, such as parent education, financial education, goal setting, conflict resolution.

Program element #7 - Supportive services, including the services listed in §681.570;

Supportive services include assistance such as transportation, childcare, dependent care, and housing that is necessary to enable an individual to participate in WIOA youth program activities. Arkansas Rehabilitation Services developed a resource directory by county.

Program element #8 – Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation;

Adult mentoring is a one-on-one supportive relationship between an adult and a youth that is based on trust. High-quality adult mentoring programs include an adult role model who builds a working relationship with a youth and who fosters the development of positive life skills in youth. Youth should receive adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

The purpose of mentoring activities is to help youth succeed in the school or the workplace, facilitate positive social behaviors and learn leadership and citizenship skills.

Benefits of adult mentoring include self-confidence/self-esteem, increase motivation, enhance achievements/aspirations, and ease transition to adulthood. Adult mentoring is available through several community based organizations throughout the local area.

Program element #9 – Follow-up services for not less than 12 months after the completion of participation, as provided in §681.580;

Follow-up services are activities after completion of participation to monitor youth success during their transition to employment and further education and to provide assistance as needed for a successful transition.

Program element #10 – Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;

Comprehensive guidance and counseling is a process of helping youth make and implement informed educational, occupational, and life choices. Comprehensive guidance and counseling programs impart skills through counselor-directed learning opportunities that help youth achieve success through academic, career, personal, and social development. An effective comprehensive guidance and counseling program develops a youth's competencies in self-knowledge, educational and occupational exploration, and career planning.

Many at-risk youth need assistance in making informed decisions and choices. The purpose of comprehensive guidance and counseling is to promote growth in each youth's educational, personal, social, and employability skills. Career and employment counseling includes but is not limited to the provision of career and occupational information to include Labor Market Information (LMI). Participants may receive information on various occupations that will assist them in making career choices. As needed, WIOA staff will refer participants to partner programs for counseling in drug, alcohol, mental health, etc.

Program element #11 – Financial literacy education;

Financial literacy education includes direct training of one or more participants with staff. Staff use online information to teach basic skills in bank transactions (bank statement reconciliation, debit/credit), debt management (loans, credit cards, etc.), budgeting (actual vs estimated, savings, etc.), and other useful real life skills as needed.

Program element #12 – Entrepreneurial skills training;

West Central will partner with local 2 and 4 year state colleges, local chambers of commerce, and economic development agencies. These members are represented in the Partner meetings.

Program element #13 – Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

The West Central Arkansas Workforce Centers utilize <https://www.arjoblink.arkansas.gov/> and [discover.arkansas.gov](https://discover.arkansas.gov) for up to date information about labor market information, employment information, in demand industry sectors. This access point is beneficial to metro and non-metro areas due to the 24 hour online access. West Central partners with ADWS to provide access for career awareness, career counseling, and career exploration services.

Program element #14 – Activities that help youth prepare for and transition to postsecondary education

and training.

West Central provides individual career development and guidance, including career pathway discussion; assistance with applications for Free Application for Federal Student Aid; and referral to enrollment and career counseling services at post-secondary institutions.

The West Central Arkansas Workforce Development Board has approved an Additional Assistance Youth Barrier Policy. A copy of the policy can be located at <https://wcapdd.org/wioa-policies>.

Adult Education has the ability to assist 16-17 year olds who waived out of high school with earning their General Education Development.

Arkansas Department of Human Services - Division of Services for the Blind provides Pre-Employment Transition Services (Pre-ETS). In addition to counseling and guidance, Division of Services for the Blind provides or arranges for the following core services: career exploration, work-based learning, internships, post-secondary training opportunities, work readiness training, self-advocacy, and independent living and social skills. Additional optional services may also be available.

4.5 Describe how training services will be provided in accordance with WIOA Sec. 134(c)(3)(G), the process and criteria for issuing individual training accounts. [WIOA §108(b)(19)]

The individual training accounts system is used by participants who are eligible for training services and choose to attend training. A West Central Arkansas Planning and Development, Inc. staff will use the Workforce Innovation and Opportunity Act Training Expenditure Form and Financial Aide documentation from institution to determine a participant's financial need from Workforce Innovation and Opportunity Act. The individual selects the course of study from the eligible training provider list. The individual must have made an application and received determination from other funding sources and present the award letter to the career specialist to show the monetary amounts of unmet financial need. Consideration of all available funds, excluding loans, will determine the person's overall need for WIOA funding. The Individual Training Account may be used to cover expenses for tuition, books, fees, supplies and/or tools. West Central Arkansas Planning and Development, Inc. staff will make sure that there is no duplication of services and that WIOA Title IB is the last resort to pay expenditure.

The Performance/Planning/Finance Committee appointed by the Local Workforce Development Board Chair reviews the Arkansas JobLink applications. Once full board approval has been made, an Eligible Training Provider list will be distributed to all workforce centers. Participants approved for training through the ITA system must choose one of the approved programs in order to receive an Individual Training Account. Individual Training Accounts may be adjusted up or down based upon case necessity.

4.6 If contracts for training services are used, describe processes utilized by the local board to ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided. [WIOA §(b)(19)]

Once full board approval has been made, an Eligible Training Provider list will be distributed to all workforce centers. Participants approved for training through the Individual Training Account system must choose one of the approved programs in order to receive an Individual Training Account.

4.7 Describe the process utilized by the local board to ensure that the training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. *[WIOA §108(b)(22); WIOA §134(c)(3)(G)(iii)]*

The West Central Arkansas Workforce Development Area utilizes the Eligible Training Provider (ETP) list. An ETP list is available to staff in the workforce center via the [Arkansas JobLink](#) website. Participants who have been approved for training must choose one of the approved programs in order to receive an Individual Training Account.

The West Central Arkansas Workforce Development Board utilizes an Eligible Training Provider Application for new applicants (institutions/colleges/private training who have not been approved previously). This option allows for adding additional training providers who have not been utilized previously to provide performance/history/other requested information to the West Central Arkansas Workforce Development Board. Once provided, the West Central Arkansas Workforce Development Board will review for approval.

## Section 5: Compliance

Responses are focused on the local area's compliance with federal or state requirements. Please provide a separate response for each of the elements listed below.

5.1 Describe the replicated cooperative agreements, as defined by WIOA 107(d)(11), in place between the local board and the Vocational Rehabilitation programs operated in the area with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination. *[WIOA §108(b)(14)]*

The mission of Arkansas Rehabilitation Services is to provide opportunities for individuals with disabilities to work and lead productive and independent lives. The Arkansas Career Development Center is a division of Arkansas Rehabilitation Services. The Arkansas Development Center offers a variety of career and technical training programs comprising many industry sectors, including Business, Transportation and Logistics, Culinary, Hospitality, Manufacturing and Building Trades. Arkansas Rehabilitation Services and the Arkansas Career Development Center work closely with West Central to identify jobs, internships, and apprenticeships for job seekers.

5.2 Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official(s). *[WIOA §108(b)(15)]*

West Central Arkansas Planning and Development District, Inc., Dwayne Pratt, Executive Director

5.3 Describe the competitive processes to award the subgrants and contracts for activities funded by WIOA Title I programs within the local area. This includes, but is not limited to, the process used to award funds to a one-stop operator and other sub-recipients/contractors of WIOA Title I adult, dislocated worker, and youth services. *[WIOA §108(b)(16)]*

The West Central Arkansas Chief Elected Officials has designated West Central Arkansas Planning and Development, District, Inc. to be the fiscal agent, administrative entity and WIOA Title I Service Provider (Adult, Dislocated Worker, and Youth). The One-Stop Operator must be procured as per TEGL 15-16.

The West Central Workforce Development went out on RFP for One Stop Operator following TEGL 15-16. The current One Stop Operator sub agreement will expire on June 30, 2025. The Board will need to go out for RFP to procure a new One Stop Operator for PY-25.

5.4 Describe the local area's negotiated local levels of performance for the federal measures and their implications upon the local workforce system; attach the completed Performance Targets Template. *[WIOA §108(b)(17)]*

The negotiated levels of performance for Title I programs (Adult, Dislocated Worker, and Youth) and the Title II program (Adult Education and Family Literacy Act) will have the following indicators:

- Employment (Second Quarter after Exit);
- Employment (Fourth Quarter after Exit);
- Median Earnings (Second Quarter after Exit);

- Credential Attainment Rate; and
- Measurable Skill Gains

**See Appendix C**

5.5 Describe the indicators used by the local board to measure performance and effectiveness of the local fiscal agent (where appropriate), eligible providers and the one-stop delivery system, in the local area. [WIOA §108(b)(17)]

Financial reports will be provided to the full board at every local board meeting in order for the local board to remain informed of all funding activities. Local and State monitoring will be provided on an annual basis. These reports will also include the one-stop delivery system.

The Planning/Performance/Finance committee will review initial applications for the Eligible Training Provider List. They will meet prior to the local board meetings to make their recommendations to the full board.

5.6 Describe the process used by the local board for the receipt and consideration of input into the development of the local plan in compliance with WIOA section 108(d). Describe the process to provide an opportunity for public comment prior to submission of the local plan. Be sure to address how members of the public, including representatives of business, labor organizations, and education were given an opportunity to provide comments on the local plan. [WIOA §108 (b)(20)]

Upon completion of the local plan, an advertisement will be placed in the statewide newspaper and the West Central Arkansas Planning and Development District, Inc.'s website and social media giving the public time to review and submit any comments back to West Central Arkansas Planning and Development District, Inc. for a 30 day period. The plan will remain on display for that 30 day period and anyone wishing to review may stop by the local office of WCAPDD between the hours of 8:00 a.m. and 4:30 p.m.

5.7 Prior to the date on which the local board submits a proposed local plan, the proposed local plan must be made available to members of the public through electronic and other means.

A. Describe how the local board made the proposed local plan available for public comment. [WIOA §108(d)(1)];

B. Describe how the local board collected and considered public comments for inclusion in the proposed local plan. [WIOA §108(d)(2)]; and

C. If any comments were received that represent disagreement with the proposed local plan, include such comments within the local plan's attachments. [WIOA §108(d)(3)]

5.8 List the name, organization, and contact information of the designated equal opportunity officer for each workforce center within the local area.



Cora Easterday  
Director of Workforce Development/EEO Officer  
P O Box 6409  
1000 Central Avenue  
Hot Springs, AR 71902  
501-545-7002

## Section 6: Plan Assurances

Planning Process and Public Comment		References
6.1 <input type="checkbox"/>	The local board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the public for a period that is no less than 30 days.	WIOA Sections 108(d); 20 CFR 679.550(b)
6.2 <input type="checkbox"/>	The final local plan is available and accessible to the public.	20 CFR 679.550(b)(5)
6.3 <input type="checkbox"/>	The local board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); 20 CFR 679.390 and 679.550
Required Policies and Procedures		References
6.4 <input type="checkbox"/>	The local board makes publicly available any local requirements for the public workforce system, such as policies, including policies for the use of WIOA Title I funds.	20 CFR 679.390
6.5 <input type="checkbox"/>	The local board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce development board or entity that they represent and provides for the resolution of conflicts.	WIOA Section 107(h); 20 CFR 679.410(a)-(c)
6.6 <input type="checkbox"/>	The local board has copies of memoranda of understanding between the local board and each one-stop partner concerning the operation of the one-stop delivery system in the local area and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); 20 CFR 678.500-510
6.7 <input type="checkbox"/>	The local board has written policy or procedures that ensure one-stop operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v)
6.8 <input type="checkbox"/>	The local board has negotiated and reached agreement on local performance measures with the local chief elected official(s) and the Governor.	WIOA Sections 107(d)(9) and 116(c); 20 CFR 679.390(k) and 677.210(b)
6.9 <input type="checkbox"/>	The local board has procurement policies and procedures for selecting one-stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; 20 CFR 678.600-615 and 681.400
6.10 <input type="checkbox"/>	The local board has procedures for identifying and determining the eligibility of training providers and their	WIOA Sections 107(d)(10), 122(b)(3),

	programs to receive WIOA Title I individual training accounts	and 123; 20 CFR 679.370(l)-(m) 680.410-430
6.11 <input type="checkbox"/>	The local board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); 20 CFR 683.600
6.12 <input type="checkbox"/>	The local board has established at least one comprehensive, full-service one-stop center and has a written process for the local Chief Elected Official and local board to determine that the Center conforms to the definition therein.	WIOA Section 121(e)(2)(A); 20 CFR 678.305
6.13 <input type="checkbox"/>	All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology, and materials in one-stop centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
6.14 <input type="checkbox"/>	The local board ensures that outreach is provided to populations and sub-populations who can benefit from one-stop services.	WIOA Section 188; 29 CFR 37.42
6.15 <input type="checkbox"/>	The local board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
6.16 <input type="checkbox"/>	The local board complies with the nondiscrimination provisions of Section 188 and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1)
6.17 <input type="checkbox"/>	The local board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188.	WIOA Section 185; 29 CFR 37.37
6.18 <input type="checkbox"/>	The local board complies with restrictions governing the use of federal funds for political activities, the use of the one-stop environment for political activities, and the local board complies with the applicable certification and disclosure requirements.	2 CFR Part 225 Appendix B; 2 CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW
6.19 <input type="checkbox"/>	The local board ensures that one-stop Migrant and Seasonal Farmworker (MSFW) and business services staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven.	WIOA Section 167
6.20 <input type="checkbox"/>	The local board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 16(i)(3) and 185(a)(4); 20 USC 1232g; 20 CFR 677.175 and 20 CFR

		part 603
<b>Administration of Funds</b>		<b>References</b>
6.21 <input type="checkbox"/>	The local board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIOA Section 108(b)(16); 20 CFR 679.560(a)(15); WIOA Section 134(c)(3)(G); 20 CFR
6.22 <input type="checkbox"/>	The local board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program funds.	WIOA Section 108(b)(15)
6.23 <input type="checkbox"/>	The local board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); 20 CFR 683.200, 683.300, and 683.400-410
6.24 <input type="checkbox"/>	The local board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; 20 CFR 683.410(a), 683.420(a), 683.750
6.25 <input type="checkbox"/>	The local board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); 20 CFR 680.850
<b>Eligibility</b>		<b>References</b>
6.26 <input type="checkbox"/>	The local board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	20 CFR Part 680 Subparts A and B; 20 CFR Part 681 Subpart A
6.27 <input type="checkbox"/>	The local board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIOA Section 134(c)(3)(G); 20 CFR 680.300-320
6.28 <input type="checkbox"/>	The local board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); 20 CFR 680.900-970; 20 CFR 681.570

6.29 <input type="checkbox"/>	The local board has a written policy for priority of service at its workforce centers for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09
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## Appendices

**American Job Centers/Arkansas Workforce Centers**

**Comprehensive Arkansas Workforce Center in Hot Springs  
Serving Clark, Garland, Montgomery and Pike Counties**

Hot Springs Arkansas Workforce Center

201 Market St

Hot Springs, AR 71901

510-525-3450

**Business Hours for Center: 8:00 to 4:30**

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Authorization/Category</b>	<b>Contact Information &amp; Type of Presence</b>
<i>WIOA Title I-B:</i> <b>Workforce Development Activities- Adult, Dislocated Worker and Youth</b> programs	West Central Arkansas Planning and Development District	WIOA Title I Adult, Dislocated Worker and Youth Programs	West Central Arkansas Planning and Development District Dwayne Pratt, PO Box 6409, Hot Springs, AR 71902 510-525-7577 dpratt@wcapdd.org  Present during all business hours.
<i>WIOA Title I-</i> <b>Job Corps</b>	Job Corps	Job Corps, WIOA Title I, Subtitle C	Job Corps Center, 6900 Scott Hamilton Dr. Little Rock, AR 72209.  510-618-2500  Available through appointment
<i>WIOA Title I-</i> <b>Native American</b> programs	American Indian Center of Arkansas	WIOA—Title I, Section 166	Michael Hines 400 W. Capitol Avenue, Ste 2380 Little Rock, AR 72201 (501) 666-9032  Michael@AICAgO.org Star Jackson 400 W. Capitol Avenue, Ste. 2380 Little Rock, AR 72201 (501)666-9032 <a href="mailto:Star@AICAgO.org">Star@AICAgO.org</a>  Available through trained staff and technology during all business hours
<i>WIOA Title I-</i> <b>Migrant &amp; Seasonal Farmworker</b> programs	Arkansas Human Development Corporation	WIOA—Title I, Section 167	Ark. Human Development Corp, 300 Springs St, Suite 700, Little Rock, AR 72201. Clewon Young, Executive Director, cyound@arhdc.org  Available through trained staff and technology during all business hours

Partner Program	Partner Organization	Authorization/Category	Contact Information & Type of Presence
<p><b>Adult Education and Family Literacy Act program (WIOA Title II)</b></p>	<p>Arkansas Division of Workforce Services</p>	<p>WIOA Title II Adult Education and Family Literacy Act (AEFLA) program</p>	<p>National Park College 101 College Drive Hot Springs, AR 71913</p> <p>Bill Ritter, Director P: 501-760-4335 E: <a href="mailto:writer1@np.edu">writer1@np.edu</a></p> <p>Counties Served: Garland</p> <p>Electronically connected through dedicated phone line available during all business hours.</p> <p>U of A Rich Mountain Adult Education Program 1100 College Drive Mena, AR 71953</p> <p>Julie Gordon, Director P: 479-394-7622 ext 1380 E: <a href="mailto:jgordon@uarichmountain.edu">jgordon@uarichmountain.edu</a></p> <p>Counties Served: Montgomery</p> <p>UA Cossatot Community College Program Adult Education Program 183 College Dr. De Queen, AR 71832</p> <p>Tammy Walker, Director P: 870-584-1114 E: <a href="mailto:twalker@cccua.edu">twalker@cccua.edu</a></p> <p>Counties Served: Pike</p> <p>University of Arkansas Three Rivers 301 North 23rd Street Arkadelphia, AR 71923</p> <p>Casson Brock, Director P: 501-332-1915 E: <a href="mailto:cbrock@coto.edu">cbrock@coto.edu</a></p> <p>Counties Served: Hot Spring, Clark</p>



<b>Partner Program</b>	<b>Partner Organization</b>	<b>Authorization/Category</b>	<b>Contact Information &amp; Type of Presence</b>
<b>Wagner-Peyser/Employment Service program</b> <i>(WIOA Title III)</i>	Arkansas Division of Workforce Services	Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA Title III	ADWS, 201 Market St Suite 300, Hot Springs, AR 71901, 501-525-3450, <a href="mailto:Lanetta.bryant@arkansas.gov">Lanetta.bryant@arkansas.gov</a>  Present during all business hours.
<b>Vocational Rehabilitation program</b> <i>(WIOA Title IV)</i>	Arkansas Division of Workforce Services, <b>Arkansas Rehabilitation Services</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	201 Market St. Ste 200, Hot Springs, AR 71901 501-623-4479  Present during all business hours.
<b>Vocational Rehabilitation program</b> <i>(WIOA Title IV)</i>	Arkansas Division of Workforce Services, <b>Division of Services for the Blind</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	ADHS, Division of Services for the Blind, 1 Commerce Way, Little Rock, AR. 72202, 501-682-5463, Cassandra Stokes, Director  Present at all business hours
<b>Senior Community Service Employment program (SCSEP)</b>	AARP Foundation Senior Community Service Employment Program	Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et. seq.)	Teresa Lillard PO Box 2524 Hot Springs AR 71914 501.620.7845 <a href="mailto:tlillard@aarp.org">tlillard@aarp.org</a>  Available through trained staff and technology during all business hours
<b>Career and Technical Education programs</b> at the postsecondary level	National Park College	Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Josh Holiman 101 College Drive Hot Springs, AR 71913 <a href="mailto:Josh.holiman@np.edu">Josh.holiman@np.edu</a> 501-760-4321  Available through trained staff and technology during all business hours
<b>Trade Adjustment Assistance (TAA) program</b>	Arkansas Division of Workforce Services,	Trade Adjustment Assistance (TAA) auth. under Ch.2 of title II of the Trade Act of 1974 (19 U.S.C.2271 et seq.)	Available through trained staff and technology during all business hours
<b>Jobs for Veterans State Grants (JVSG) programs</b>	Arkansas Division of Workforce Services,	Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C. N	ADWS, 201 Market St Suite 300, Hot Springs, AR 71901, 501-525-3450, <a href="mailto:walter.zglescewski@arkansas.gov">walter.zglescewski@arkansas.gov</a>  Present at all business hours
<b>Community Service Block Grant-</b>		Community Services Block Grant Act (42 U.S.C. 9901 et seq.)	Stephanie Garner, <a href="mailto:sgarner@arvacinc.org">sgarner@arvacinc.org</a>

Partner Program	Partner Organization	Authorization/Category	Contact Information & Type of Presence
employment & training activities			Referrals sent to: <a href="https://www.acaaa.org/local-community-action-agencies/">https://www.acaaa.org/local-community-action-agencies/</a>
<b>*HUD Employment &amp; Training</b> activities		Housing and Urban Development regulations	HACHS, 1002 Illinois St, Hot Springs, AR 71901, 501-624-4420, <a href="mailto:fss@hshousing.org">fss@hshousing.org</a>  Available through trained staff and technology during all business hours
<b>State Unemployment Insurance</b> program	Arkansas Division of Workforce Services,	Unemployment Insurance (UI) programs under state unemployment compensation laws	ADWS, P.O. Box 2981, Little Rock, AR 72203, 1844-908-2178, <a href="mailto:adws.ui.hotline@arkansas.gov">adws.ui.hotline@arkansas.gov</a>  Present during all business hours.
<b>Supplemental Nutrition Assistance Program (SNAP) Employment &amp; Training</b>	Russellville Schools	Section 4022 of the Agricultural Act of 2014	Mark Plumb mark.plumb@rsdk12.net , 479-890-0118 – SNAP]  Available through trained staff and technology during all business hours
<b>Temporary Assistance for Needy Families (TANF)</b> program	Arkansas Department of Human Services,	Temporary Assistance for Needy Families (TANF), authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.)	Bill Harris 992 Donahue West Little Rock, AR 72202 bill.harris@dhs.arkansas.gov 501-683-5363  Available through trained staff and technology during all business hours

**Affiliate Arkansas Workforce Center in Russellville  
Serving Johnson, Pope, Yell Counties**

Russellville Arkansas Workforce Center

104 S Rochester Ave

Russellville, AR 72801

**Business Hours for Center: 8:00 to 4:30**

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Authorization/Category</b>	<b>Contact Information &amp; Type of Presence</b>
<b>WIOA Title I-B: Workforce Development Activities- Adult, Dislocated Worker and Youth programs</b>	West Central Arkansas Planning and Development District	WIOA Title I Adult, Dislocated Worker and Youth Programs	West Central Arkansas Planning and Development District Dwayne Pratt, PO Box 6409, Hot Springs, AR 71902 501-525-7577 dpratt@wcapdd.org  Present during all business hours.
<b>Adult Education and Family Literacy Act program (WIOA Title II)</b>	Arkansas Division of Workforce Services	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Russellville Schools PO Box 928 Russellville, AR 72811  479-968-5244  Counties Served: Polk, Yell  Present during all business hours.
<b>Adult Education and Family Literacy Act program (WIOA Title II)</b>	Arkansas Division of Workforce Services	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	ATU-Ozark Adult Education 1700 Helberg Lane Ozark, AR 72949 Regina Olsen, Director rolson2@atu.edu 479-667-3520  Counties Served: Johnson  Available by referral.
<b>Wagner-Peyser/Employment Service program (WIOA Title III)</b>	Arkansas Division of Workforce Services,	Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA Title III	Russellville Arkansas Workforce Center 104 S Rochester Ave Russellville, AR 72801  Present during all business hours.
<b>Vocational Rehabilitation program (WIOA Title IV)</b>	Arkansas Division of Workforce Services, <b>Arkansas Rehabilitation Services</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	Jacob Grace, Pre – ETS Counselor 104 S Rochester Russellville AR 72801 P: 870-204-4828 E: Jacob.grace@arkansas.gov

Partner Program	Partner Organization	Authorization/Category	Contact Information & Type of Presence
			Present during all business hours.
<b>Vocational Rehabilitation</b> program ( <i>WIOA Title IV</i> )	Arkansas Division of Workforce Services, <b>Division of Services for the Blind</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	ADHS, Division of Services for the Blind, 1 Commerce Way, Little Rock, AR. 72202, 501-682-5463, Cassandra Stokes, Director  Present during all business hours.
<b>Senior Community Service Employment</b> program (SCSEP)	AARP of Arkansas	Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et. seq.)	Teresa Lillard PO Box 2524 Hot Springs AR 71914 501.620.7845 <a href="mailto:tlillard@aarp.org">tlillard@aarp.org</a>  Present during all business hours.
<b>Jobs for Veterans State Grants (JVSG)</b> programs	Arkansas Division of Workforce Services,	Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C. N	Jeramie Teach 104 S Rochester Russellville AR 72801 P: 479-880-1318 E: <a href="mailto:Jeramie.teach@arkansas.gov">Jeramie.teach@arkansas.gov</a>  Present during all business hours.
<b>State Unemployment Insurance</b> program	Arkansas Division of Workforce Services,	Unemployment Insurance (UI) programs under state unemployment compensation laws	Roseann Beibers 104 S Rochester Russellville AR 72801 P: 479-880-1333 E: <a href="mailto:Roseann.beibers@arkansas.gov">Roseann.beibers@arkansas.gov</a>  Present during all business hours.
<b>Supplemental Nutrition Assistance Program (SNAP) Employment &amp; Training</b>	Russellville Schools	Section 4022 of the Agricultural Act of 2014	Mark Plumb <a href="mailto:mark.plumb@rsdk12.net">mark.plumb@rsdk12.net</a> , 479-890-0118 – SNAP  Present during all business hours.

**Affiliate Arkansas Workforce Center in Malvern  
Serving Hot Spring, Clark, Montgomery and Pike Counties**

Malvern Workforce Center  
1735 E Sullenberger Ave Suite 4  
Malvern, AR 72104  
510-525-3450

**Business Hours for Center:** 8:00 to 4:30

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Authorization/Category</b>	<b>Contact Information &amp; Type of Presence</b>
<i>WIOA Title I-B:</i> <b>Workforce Development Activities- Adult, Dislocated Worker and Youth</b> programs	West Central Arkansas Planning and Development District	WIOA Title I Adult, Dislocated Worker and Youth Programs	West Central Arkansas Planning and Development District Dwayne Pratt, PO Box 6409, Hot Springs, AR 71902 501-525-7577 dpratt@wcapdd.org  Present during all business hours.
<b>Adult Education and Family Literacy Act program (WIOA Title II)</b>	Arkansas Division of Workforce Services	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	University of Arkansas Three Rivers 301 North 23rd Street Arkadelphia, AR 71923  Casson Brock, Director P: 501-332-1915 E: cbrock@coto.edu  Counties Served: Hot Spring, Clark  Present during all business hours.
<b>Vocational Rehabilitation program (WIOA Title IV)</b>	Arkansas Division of Workforce Services, <b>Arkansas Rehabilitation Services</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	ADHS, Division of Services for the Blind, 1 Commerce Way, Little Rock, AR. 72202, 501-682-5463, Cassandra Stokes, Director  Present during all business hours Monday-Thursday and Fridays by Appointment
<b>Supplemental Nutrition Assistance Program (SNAP) Employment &amp; Training</b>	University of Arkansas Three Rivers	Section 4022 of the Agricultural Act of 2014	University of Arkansas Three Rivers 301 North 23rd Street Arkadelphia, AR 71923  Casson Brock, Director P: 501-332-1915 E: cbrock@coto.edu

Partner Program	Partner Organization	Authorization/Category	Contact Information & Type of Presence
			Counties Served: Hot Spring, Clark  Present during all business hours.

**Affiliate Arkansas Workforce Center in Morrilton  
Serving Conway and Perry Counties**

Hot Springs Arkansas Workforce Center  
201 Market St  
Hot Springs, AR 71901  
510-525-3450

**Business Hours for Center:** 8:00 to 4:30

Partner Program	Partner Organization	Authorization/Category	Contact Information & Type of Presence
<p><i>WIOA Title I-B:</i> <b>Workforce Development Activities- Adult, Dislocated Worker and Youth</b> programs</p>	<p align="center">West Central Arkansas Planning and Development District</p>	<p>WIOA Title I Adult, Dislocated Worker and Youth Programs</p>	<p>West Central Arkansas Planning and Development District Dwayne Pratt, PO Box 6409, Hot Springs, AR 71902 501-525-7577 dpratt@wcapdd.org</p> <p align="center">Present at all business hours.</p>

**Additional One-Stop Partners**

Other entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners in the Arkansas Workforce Center network if the Local Board and chief elected official(s) approve the entity's participation.

**Partner Services**

At a minimum, Partners will make the below services available, if applicable to the program, consistent with and coordinated via the Arkansas Workforce Center network system. Additional services may be provided on a case-by-case basis and with the approval of the Local Board and the CEO.

Each Partner will provide a representative to the Workforce Business Services Team. The purpose of a Business Services Team is to coordinate the available services of each Partner to provide appropriate services to businesses and to create a single point of contact for businesses.

Each Partner will provide the following services within the *West Central Arkansas Workforce Centers, either on-site or electronically, as applicable to the represented programs:*

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations, including job coaches
- Conduct outreach regarding Local workforce system's services and products

- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
- Provide access to labor market information
- Provide customized recruitment and job applicant screening, assessment and referral services
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Assist with the interpretation of labor market information
- Conduct job fairs
- Develop customized training opportunities to meet specific employer and/or industry cluster needs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Consult on human resources issues
- Coordinate with employers to develop and implement layoff aversion strategies
- Post job vacancies in the state labor exchange system and take and fill job orders
- Provide information regarding disability awareness issues
- Provide incumbent worker upgrade training through various modalities
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations
- Develop, convene, or implement industry or sector partnerships

### **Job Seeker Services**

For those partners offering Job Seeker Services the following is a non-exclusive list of services required.

- **Basic Career Services**
  - Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system
  - Initial assessments of skill level(s), aptitudes, abilities and supportive service needs
  - In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
  - Access to employment opportunity and labor market information
  - Performance information and program costs for eligible providers of training, education, and workforce services
  - Information on performance of the Local workforce system
  - Information on the availability of supportive services and referral to such, as appropriate



- Information and meaningful assistance on Unemployment Insurance claim filing
- Determination of potential eligibility for workforce Partner services, programs, and referral(s)
- Information and assistance in applying for financial aid for training and education programs not provided under WIOA
- **Individualized Career Services**
  - Comprehensive and specialized assessments of skills levels and service needs
  - Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
  - Referral to training services
  - Group counseling
  - Literacy activities related to work readiness
  - Individual counseling and career planning
  - Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
  - Work experience, transitional jobs, registered apprenticeships, and internships
  - Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training
- **Training**
  - Occupational skills training through Individual Training Accounts (ITAs)
  - Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
  - On-the-Job Training (OJT)
  - Incumbent Worker Training
  - Programs that combine workplace training with related instruction which may include cooperative education Training programs operated by the private sector
  - Skill upgrading and retraining
  - Entrepreneurial training
  - Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
  - Other training services as determined by the workforce partner's governing rules

**Chief Elected Officials**

<b>Name</b>	<b>Location</b>
Troy Tucker	Clark County Judge
Jimmy Hart	Conway County Judge
Darryl Mahoney	Garland County
Dennis Thornton	Hot Spring County Judge
Brenda Weldon	Mayor of Malvern
Herman Houston	Johnson County Judge
David Rieder	Mayor of Clarksville
Bart Williams	Montgomery County Judge
Larry Blackmon	Perry County Judge
Eddie Howard	Pike County Judge
Ben Cross	Pope County Judge
Fred Teague	Mayor of Russellville
Jeff Gilkey	Yell County Judge
Jimmy Witt	Mayor of Dardanelle
Scott Bryd	Mayor of Arkadelphia
Allen Lipsmeyer	Mayor of Morrilton
Patrick McCabe	Mayor of Hot Springs
Rowdy Sweet	Mayor of Atkins
Randy Tankersley	Mayor of Pottsville

**Workforce Development Board**

<b>Last Name</b>	<b>Name</b>	<b>Affiliation</b>	<b>Basis for Policy Making Authority</b>
Black	Brent	Malvern National Bank	Resume
Black	Greg	Southern Bank Corp	Letter
Breashears	Karen	National Apprenticeship Training Foundation	Letter
Brown	Pati	Tri-Pennant Family of Resorts	Letter
Crotts	Tanif	Labors Local 360	Letter
Crump	Darla	Total Assessment Soutlion	Letter
Darling	Kimberly	UACCM, Adult Education	Letter
Embry	Kelli	National Park College	Resume
Freeny	Ben	Sanderson Farms	Letter
George	Allan	Taber Extrusions LLC	Org Chart & Resume
Gleghorn	Cynthia	Arkansas Career Training Institute	Letter
Golden	William "Neil"	Arkansas Division of Workforce Services	Resume
Grayer	Herman	Grayer Electric, inc.	Letter
Greene	Lisa	Green Bay Packaging	Letter
Gunn	Jessica	Reveal Cabinets	Letter
Harrington	Neal	Express Employment Professional	Letter

Harris	Johnny	Mt. Canaan Baptist Church	Resume
Hart	Honorable Jimmy	CEO Representative	Letter
Hughes	Jeremy	Local Carpenters Union 1836	Letter
Magby	Ron	Southern Bancorp	Letter
Passafiume	Tammy	Diamond Lakes Federal Credit Union	Resume & Org Chart
Robinson	Mason	Hostess Brand, Inc.	Org Chart & Job Description
Smith	Bryon	Alliance Rubber Company	Letter and Resume
Troutman	Gary	HS Chamber of Commerce/Hot Springs Metro Partnership	Letter and Resume
Webb-DeLseline	Venorris	Cass Job Corps Civilian Conservation Center	Letter

<b>WEST CENTRAL ARKANSAS ORGANIZATIONAL LIST</b>	
<b>Role</b>	<b>Name</b>
Staff of the Local Board	Margaret Dearmon
	Cora Easterday
Fiscal Entity	Carrie Pratchard
Provider of WIOA Title I-B Services	Dwayne Pratt
One-Stop Operator	Andy Hightower

**PY2024 – PY 2025 Performance Targets**  
**Appendix C: Local Area WIOA Negotiated Performance Goals**  
**Name of local workforce development area: West Central**

Performance Expected Level has been added with PY2023 negotiated level since we will negotiate with DOL for PY2024.

WIOA Performance Measures	Local Area PY24-25 Performance Goals
<b>Employment (Second Quarter after Exit)</b>	
<b>Adult</b>	<b>85%</b>
<b>Dislocated Worker</b>	<b>81%</b>
<b>Youth</b>	<b>71%</b>
<b>Employment (Fourth Quarter after Exit)</b>	
<b>Adult</b>	<b>84%</b>
<b>Dislocated Worker</b>	<b>84%</b>
<b>Youth</b>	<b>74%</b>
<b>Median Earnings (Second Quarter after Exit)</b>	
<b>Adult</b>	<b>\$6849</b>
<b>Dislocated Worker</b>	<b>\$7027</b>
<b>Youth</b>	<b>\$3500</b>
<b>Credential Attainment Rate</b>	
<b>Adult</b>	<b>83%</b>
<b>Dislocated Worker</b>	<b>77%</b>
<b>Youth</b>	<b>60%</b>
<b>Measurable Skill Gains</b>	
<b>Adult</b>	<b>73%</b>
<b>Dislocated Worker</b>	<b>65%</b>
<b>Youth</b>	<b>57%</b>
<b>Effectiveness in Serving Employers</b>	
<b>Adult</b>	<b>Baseline</b>
<b>Dislocated Worker</b>	<b>Baseline</b>
<b>Youth</b>	<b>Baseline</b>