



## Arkansas (AR) WIOA Matrix

### Employment First State Leadership Mentor Program (EFSLMP)

ARS's standard procedures for external Employment First private non-profit and public VR service providers and CRPs are standards of compliance ensuring VR consumers achieve acceptable outcomes related to employment. The procedures for a CRP to be accredited as a vendor and to maintain accreditation are:

1. The CRP submits a vendor application documenting required experience in working with consumers with disabilities and employers.
2. ARS reviews the application to assure ARS requirements are met, and submits a certificate and agreement documents to the ARS Commissioner for signature.
3. The CRP is required to sign certification agreement documents assuring the ARS requirements as a vendor will be met.
4. Once accredited, ARS provides a current vendor packet and provides training to the entity, as needed. ARS informs the ARS district manager and the VR counselors of the vendor.
5. The VR counselor refers the consumer to the CRP and monitors the consumer's progress.
6. A VR counselor liaison is assigned to each CRP and provides monthly reports to the appropriate ARS personnel.
7. ARS case review personnel from Program Planning, Development and Evaluation perform a standardized audit of CRP consumer files to ensure training criteria is met, the CRP demonstrates acceptable consumer progress/plans, appropriate documents are in the file, and the amount billed meets accepted guidelines of cost to value. CRP personnel files are reviewed to assure performance standards are acceptable and staff training requirements are met. (Page 177)

ARS will create new agreements based on technical assistance received from RSA; in consultation with the Arkansas State Rehabilitation Council and the Department of Labor, Office of Department of Employment Services experts in Employment First and WIOA. (Page 178)

ARS serves on the Department of Labor, Office of Disability Employment Policy, AR Employment First State Leadership team with the Department of Human Services Divisions of Developmental Disabilities Services (DDS), Behavioral Health Services (DBHS), Services for the Blind (DSB) Medical Services (DMS), Aging and Adult Services (DAAS), Department of Workforce Services (DWS), University of Arkansas PROMISE Grant, and the Arkansas Department of Education, Special Education Unit (ADE SEU). The team in consultation with both the Arkansas State Rehabilitation Council and the Rehabilitation Services Administration (RSA) State Liaison will be updating the current interagency agreements to fund braided services and apply for combined waiver programs related to opportunities where individuals participated in employment related activities under WIOA. (Page 182 & 183)

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ARS will determine methods for funding extended services for youth with disabilities not to exceed four years through the Employment First Vendors (CRPs, SE providers, and other external employment). (All of Page 213)

ARS will train staff to increase awareness related to Employment First (E1st) Provider Transformation and Integrated Community Based Services as it relates to Community. (All of Page 222)

## Customized Employment

ARS will maximize the ability of individuals with most significant disabilities to achieve competitive employment through customized employment, supported employment, and other individualized services. (Page 212)

Supported employment is integrated competitive employment, or an individual working in an integrated employment setting towards integrated competitive employment. This includes customized employment. The standard post-employment extended service support service under supported employment is 24 months. Focus of Supported Employment on Youth: Half of the money that Arkansas receives under the supported employment state grant will be used to support youth with the most significant blindness and low vision needs (up to age 24), and these youth may receive extended services (i.e., ongoing supports to maintain an individual in supported employment) for up to 4 years. DSB is developing an agreement with CRPs and Medicaid through the Division of Medical Services and with the Division of Development Disabilities to share the cost of extended services in supported employment. (Page 268, 297 & 298)

## Braiding/Blending Resources

ARS, in partnership with the AR Employment First State Leadership Mentoring Program, will initiate revised MOUs based on the WIOA, including new rates and reimbursement methodology for braiding services. (Page 218)

To best align services and resources, core and optional programs will develop joint policies and initiatives that spur collaboration, braiding of resources, and support the inclusion of key stakeholders in development and implementation. In order to continue to be inclusive of other programs and align with all workforce development resources in Arkansas, it is imperative that the work of the WIOA Roundtable continue and transition from an implementation body to a coordination and continuous improvement body. By doing so, we set ourselves up to more efficiently bring in other federal, state, and private or non-profit resources to the benefit of our citizens. (Page 58)

## Section 188/Section 188 Guide

Access and Accommodations in collaboration with Increasing Capabilities Access Network will work with the Division of Services for the Blind to develop a certification review team for compliance of the one stop delivery system with section 188 of WIOA and applicable provisions of the ADA. (Page 217)

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Describe how the one-stop delivery system (including one-stop center operators and the one-stop delivery system partners), will comply with section 188 of WIOA (if applicable) and applicable Provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This also must include a description of compliance through providing staff training and support for addressing the needs of individuals with disabilities. Describe the State's one-stop center certification policy, particularly the accessibility criteria. (Page 100-101)

The workforce center delivery system (including one-stop center operators and the workforce delivery system partners) will comply with section 188 of WIOA and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. The State ensures that Arkansas Workforce Center system complies with section 188 of WIOA and applicable provisions of the Americans with Disabilities Act of 1990 through the development and implementation of a Methods of Administration Policy that outlines all requirements of the system. (All of page 101)

Access and Accommodations in collaboration with Increasing Capabilities Access Network will work with the Division of Services for the Blind to develop a certification review team for compliance of the one stop delivery system with section 188 of WIOA and applicable provisions of the ADA. (Page 218)

## DEI/Disability Resource Coordinators

No disability specific information found regarding this element.

## Other State Programs/Pilots that Support Competitive Integrated Employment

1. ARS recognizes some of the services provided through its piloted ATP program apply to pre-employment transition. ARS will evaluate the program's strengths and weaknesses and apply lessons learned as it implements its pre-employment transition program. (Page 179)
2. ARS also recognizes clients served through the PROMISE Grant may also qualify for pre-employment transition services. ARS will work with PROMISE leadership and other PROMISE partners to identify opportunities to partner/provide pre-employment services to PROMISE participants. (Page 179)
3. ARS will develop and provide training for all VR Counselors on what pre-employment transition is/does, its requirements, and agency/counselor responsibilities. (Page 174)

ARS, in partnership with the Department of Human Services (DHS) Division of Developmental Disabilities Services, will establish pilot projects focused on transitioning from facility based services to community based services. (Page 177)

Through the joint efforts of ATP and ATS, significant progress has been made in piloting the CIRCLES program in fall 2015. All ATP counselors, general VR counselors, and the ATS consultants have been trained. (Page 231)

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ARS has two approaches to Transition services with different outcome goals. One is the Arkansas Transition Program (ATP), formerly the Pilot Transition Project, which operates in six school districts in Crittenden, Jefferson, Pulaski, and Washington counties. The second is a more general/traditional approach of the Field Program provided by the caseload counselors throughout the state. (Page 203)

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## Financial Literacy/Economic Advancement

DSB continues to provide a three-week transition learning experience for up to 22 students from across the state, which includes paid work experiences, lessons in self advocacy, peer mentoring, financial literacy, independent living skills, career counseling, and planning for the future; the students are housed at Arkansas School for the Blind and Visually Impaired and go home on weekends. (Page 301)

## Benefits

The benefits of the Arkansas Career Readiness Certificate to Job Seekers are:

- Builds confidence that skills meet the needs of local employers
- Gives advantage over other job applicants who have not demonstrated needed skills
- Determines skill improvement and training needs
- Possesses a portable skills credential that enhances employability and sets the stage for possible career advancement and lifelong learning. (Page 126)

The benefits of the Arkansas Career Readiness Certificate to Educators are:

- Increases chances that graduates will be hired
- Enables students to see a reason to take coursework seriously
- Improves student's success in entry-level and subsequent jobs
- Aligns curricula to meet the job skills employers need
- Provides a workforce development tool that ensures no worker is left behind. (Page 126)

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Access and Accommodations in collaboration with Increasing Capabilities Access Program (ICAN), State AT Program, will provide and disseminate brochures printed in Spanish to reach more Arkansas residents and inform them of the benefits of assistive technology. (216)

ARS will develop a presentation to advocate the benefits of hiring and retaining individuals with disabilities.

ARS will update promotional/educational videos, brochures, mailers, etc., and target businesses.

Area managers will partner with business relations representatives to effectively market ARS services to business and industry, performing an intentional and active role on the business relations team. (Page 219)

The services, service providers, and all activities selected by the participant must be necessary to meet the employment outcome goal. The VR Counselor communicates with the participant and other service providers, such as ARS, to avoid duplication of services and to ensure consideration of comparable benefits, where applicable. (Page 260)

**Strategy:** DSB will provide detailed benefits counseling information to each participant on SSI and SSDI.

- **Performance Measure:** DSB will refer 100% of clients, adults, students and youth on SSI and SSDI to the DSB benefits counselor for a one-on-one benefits analysis.
- **Performance Measure:** Area Supervisors will monitor caseloads to ensure that VR Counselors are referring 100% of SSI and SSDI VR participants to the benefits counselor.
- **Performance Measure:** Counselors will make participants aware of benefits counseling at the time of application, at the time of IPE's, and at the time of closure. (Page 289)

(Pages 291, 298, 299, 304, 305, 334, 83, 85)

## School to Work Transition

1. Local education agencies provide a Free and Appropriate Public Education for students with visual impairment and those with low or no vision, including preparation for transition from school to work or other postsecondary activities. (Page 265)
2. DSB and the Department of Education, Special Education, ESVI and Teachers for the Visually Impaired assist with student transition from secondary school to work through postsecondary training, education, or direct placement services necessary to achieve a successful employment outcome. The Division of Services for the Blind and the Department of Education, Special Education share the financial responsibility of ensuring that the provision of pre-employment transition services are planned and implemented within the school system. (Page 265)

The parties have a common and concurrent interest in providing a free appropriate public education to eligible individuals with disabilities, ages 16 to 21, and younger when determined appropriate by the IEP team. The parties have a common and concurrent interest in working cooperatively to ensure individuals with disabilities have access to the skills, training, and necessary supports to transition successfully from school to work. The parties have a common interest in assisting local agencies in developing and initiating vocational programs and services to individuals with disabilities. (Page 175)

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### Data Collection

ARS will continue to utilize the Talent Acquisition Portal (TAP) system, which allows the agency to update consumer resumes and backgrounds in an electronic system that can be utilized by employers nationally. This increases the opportunities for consumers to a national level since a company may have a location in Arkansas but the recruiting and hiring authority is located in another state. This also may open doors to integrated employment and competitive wages and benefits. (Page 180)

No more than 2.5% of supported employment grant funds will be used for administrative activities, including but not limited to, data collection and analyses, training, and consultation costs. The remainder of grant funds under Title VI, Part B will be used to purchase supported employment services under Individualized Plans for Employment (IPE) for individuals with the most significant disabilities who have been determined eligible for supported employment. (Page 296)

### Use Common Performance Indicators

Use common performance indicators to ensure that federal investments in employment and training programs are evidence-based, labor market driven, and accountable to participants and taxpayers. Center performance is transparent and accountable to the communities and regions served; data entry staff are trained and understand the importance of data validation, data collection processes, and the importance of accurate reporting. (Page 40)

The development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures. This would (include the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation, to improve coordination of services across one-stop partner programs). (Page 45)

### Small Business/Entrepreneurship

The Small Business Coordinator, and the participant's VR Counselor to ensure that a proposal is realistic and sustainable before it is approved and any funds are provided.

- **Performance Measure:** A brochure will be developed to provide interested consumers with information about DSB's small business self-employment program. (Page 85)

Consumers, often leading and guiding by example of his/her success in an area.

#### **Performance Measures:**

- Peer mentoring will be used to connect consumers interested in self-employment with individuals who have owned small businesses and can offer advice and support.
- Consumers of the Year will be encouraged to provide peer mentoring to other individuals who are blind and severely visually impaired that are trying to manage their rehabilitation plans, gain marketable skills, and secure good jobs.

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- Participants in Job Club will be encouraged to mentor each other in their searches for employment and development of job readiness skills (Page 86)

The Business Relations Section meets with businesses, chambers of commerce, and stakeholders to provide education about the Business Leadership Network (BLN) and the benefits of hiring individuals with disabilities. To date ARS has signed MOUs with 118 employers and will continue to market and provide education to business and industry to increase collaborative partnerships. (Page 181)

**Performance Measure:** Each self-employment proposal submitted by a participant will be reviewed by a team composed of the Business and Technology Administrator, the Field Services Administrator, the Small Business Coordinator, and the participant's VR Counselor to ensure that a proposal is realistic and sustainable before it is approved and any funds are provided.

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- **Performance Measure:** A brochure will be developed to provide interested consumers with information about DSB's small business self-employment program. (Page 289)

## Career Pathways

ARS will collaborate with employers by fostering integrated systems, coordinating services, and providing career pathways for adults and youth/students with disabilities. (Page 181)

## Employment Networks

**Goal Met:** Training for natural supports was developed in 2013 and finalized and held in March 2014, trainings continued into 2015. Strategy: DSB will continue to encourage CRPs to become Employment Networks (ENs).

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**Performance Measure:** A meeting will have taken place with at least one CRP to discuss the possibility of its becoming an EN.

**Goal Met:** DSB discussed the possibility of becoming EN's with WSB and LFB. (Pages 88 & 309-311)

**Goal 2:** Increase the quality of SE Providers for individuals who are blind or severely visually impaired. (Page 310-311)

\* All enclosed information is cited directly from final state plan as of February 23, 2017

Find your local state plans here: <https://www2.ed.gov/about/offices/list/osers/rsa/wioa/state-plans/index.html>