

**SOUTHEAST ARKANSAS WORKFORCE DEVELOPMENT BOARD
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Business Services Policy

Purpose

The purpose of this policy is to describe and to detail the regulations concerning Business Services, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Southeast Arkansas Workforce Development Board (SEAWDB).

Reference: (WIOA Law)

<https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-B/section-678.435>

Policy:

BUSINESS SERVICES

The purpose of the Workforce Innovation and Opportunity Act (WIOA) is to align employment, education, and training programs to strengthen the United States labor market. As defined in WIOA Section 3(13), the core program provision is derived from of the following legislation:

- WIOA Title I Subtitle B Chapters 2 and 3 (relating to Youth, Adult, and Dislocated Worker employment and training activities);
- WIOA Title II (relating to Adult Education and Literacy activities);
- WIOA Title III Wagner-Peyser Act Sections 1 through 13 (relating to employment services); and
- WIOA Title IV Rehabilitation Act of 1973 Title I (relating to Vocational Rehabilitation services)

WIOA, specifically Title III – Wagner-Peyser, treats employers with the same level of service and customer-oriented focus that is given to individual program participants. The programs provided to employers are meant to strengthen their labor force and businesses

are given incentives such as subsidized wages for individuals enrolled and undergoing training.

WIOA improves services to employers and promotes work-based training. Business services must be provided through the One-Stop System. These services include:

CAREER SERVICES

Certain career services must be made available to local employers, specifically labor exchange activities and labor market information:

- Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 1. Job vacancy listing in labor market areas;
 2. Information on job skills necessary to obtain the vacant jobs listed; and
 3. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.

Local areas must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas also must develop, convene, or implement industry or sector partnerships.

CUSTOMIZED BUSINESS SERVICES

Customized business services may be provided to employers, employer associations, or other such organizations. These services are tailored for specific employers and may include:

- Customized screening and referral of qualified participants in training services to employers;
- Customized services to employers, employer associations, or other such organizations, on employment-related issues;
- Customized recruitment events and related services for employers including targeted job fairs;
- Human resource consultation services, but not limited to assistance with:
 - o Writing/reviewing job descriptions and employee handbooks.
 - o Developing performance evaluation and personnel policies. *
 - o Creating orientation sessions for new workers.
 - o Honing job interview techniques for efficiency and compliance.
 - o Analyzing employee turnover.
 - o Creating job accommodations and using assistive technologies.
 - o Explaining labor and employment laws to help employers comply with discrimination, wage/hour,

- Customized labor market information for specific employers, sectors, industries, or clusters; and
- Other similar customized services.

OTHER BUSINESS SERVICES

Local areas may also provide other business services and strategies to meet the workforce needs of area employers, in accordance with partner programs' statutory requirements and consistent with federal cost principles. These business services may be provided through effective business intermediaries working in conjunction with the local workforce development boards, or through the use of economic development, philanthropic, and other public and private resources in a manner determined appropriate by the local board and in cooperation with the State. Allowable activities, consistent with each partner's authorized activities, include, but are not limited to:

- Developing and implementing industry sector strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectoral skills partnerships.
- Customized assistance or referral for assistance in the development of a registered apprenticeship program,
 - Developing and delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, and other effective initiatives for meeting the workforce investment needs of area employers and workers,
- Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors.
- The marketing of business services to appropriate area employers, including small and mid-sized employers.
- Assisting employers with accessing local, state, and federal tax credits.

Approved:


SEAWDB Chairperson

13 Mar 23
Date

Vice

Approved/Amended Date: _____

Amended:

SEAWDB Chairperson

Date