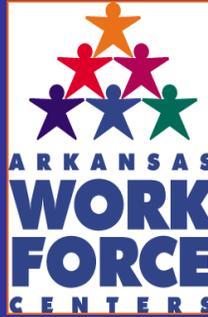


**Arkansas**

Bringing People and Jobs Together.



State of Arkansas  
Workforce Investment Act Annual Report  
Program Year 2001



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## A Message from the Governor

*“When Arkansans work together, we get the job done.”*

*The Workforce Investment Acts at the federal and state levels have led to a workforce investment system that coordinates the goals, strategies and outcomes of all partners. The end result will be a better-educated workforce that will excel in the changing economy. I'm pleased with the progress the Arkansas Workforce Investment Board has made and am excited about the plans to make our workforce development and training resources more accessible to employers and job seekers.*



*The economic well being of Arkansas families is built on challenging, well-paying jobs. Our state's economy depends on our ability to prepare a trained workforce, provide assistance to Arkansans in locating available jobs and help employers create and maintain a pool of qualified workers. That's the mission of Arkansas Workforce Centers – bringing people and jobs together through a statewide delivery system. The system offers multiple workforce services in a one-stop location, assisting job seekers and employers. An Arkansas Workforce Center can provide the latest information about job openings, salaries and wages. Self-service assistance, personal assistance, and training for those who qualify are available at no charge along with a statewide referral system for connection with other agencies that support workforce development.*

*Arkansas Workforce Centers can identify skill requirements, develop job listings, recruit and screen potential employees for job openings, provide labor market information and train employees. Few things are more important than creating opportunities for our people. Arkansas Workforce Centers are dedicated to this mission. It's a win-win situation for everyone. When Arkansans work together, we get the job done.*

A handwritten signature in black ink that reads "Mike Huckabee".

Governor Mike Huckabee

## State Board Members

<b>Name</b>	<b>Organization</b>	<b>City</b>	<b>Category</b>
Marguerite Abowitz	Potlatch Corporation	McGehee	Business / Industry
Tom Anderson	Lexmark Corporation	Little Rock	Business / Industry
Gilbert Baker	State Senator	Conway	Senate
Candis Collins	Union of Needles Trades	Little Rock	Labor Organization
Chuck Cramer	Baldor Electric	Fort Smith	Business / Industry
Charles Cunningham	Central AR Dev. Council	Benton	Business / Industry
Joe Dillard	Mayor of Mountain Home	Mountain Home	Municipal League
David Dowd	Cross County Bank	Wynne	Business / Industry
Robert Drechsler	Raytheon Aircraft Company	Little Rock	Business / Industry
Larry Featherstone	All Seasons Carpet & Janitorial Serv.	Little Rock	Business / Industry
William Fisher, Chair	City, Light, Water & Cable	Paragould	Business / Industry
Steve Franks	AR Dept. of Workforce Education	Little Rock	State Agency
Mary Beth Green	State Representative	Van Buren	Women's Caucus
Lu Hardin	AR Dept. of Higher Education	Little Rock	State Agency
Mike Huckabee	Governor of Arkansas	Little Rock	Governor
Jim Hudson	Division of Services for the Blind	Little Rock	Vocational Rehabilitation
Alan Hughes	AFL-CIO	Little Rock	Labor Organization
Calvin Johnson	Dean, School of Education	Pine Bluff	Black Caucus
Kurt Knickrehm	AR Dept. of Human Services	Little Rock	State Agency
Steve Lux	Central Moloney, Inc.	Pine Bluff	Business / Industry
Gloria Lynn	AFL-CIO	Texarkana	Labor Organization
Karen McFarren	Tri-County Shirt Company	Salem	Business / Industry
Eddie Miller	CAP Administrator	Little Rock	Community Based
Helen Moore	StaffMark	Little Rock	Business / Industry
Trevor Myers	Cloyes Gear & Prod., Inc.	Paris	Business / Industry
Mike Norton	Northwest Arkansas EDD, Inc.	Harrison	Local WIA
Jim Pickens	AR Dept. of Economic Dev.	Little Rock	State Agency
Jim Putlak	Celestica Company	Little Rock	Business / Industry
Ed Rolle	AR Employment Security Dept.	North Little Rock	State Agency
Phillip Shirley	Southeast Arkansas College	Pine Bluff	Two-Year Colleges
Frank Scroggins	Lafayette County Judge	Lewisville	Arkansas Assn. of Counties
Jim Smith	Keith Smith Company	Hot Springs	Business / Industry
Arnessa Staten	Arnessa Staten Enterprises	North Little Rock	Business / Industry
Bill Sutton	Preformed Line Products	Rogers	Business / Industry
Joe Warren	Viskase Corp.	Osceola	Business / Industry
Robert White	State Representative	Camden	House of Representatives
Campbell Wilkerson	Georgia-Pacific Corp.	Crossett	Business / Industry
Barbara Wood	Experience Works	Little Rock	Business / Industry
John Wyvill	Rehabilitation Services	Little Rock	State Agency

## State Board Staff

Jane English	Executive Director	Cindy Varner	Deputy Director
Rebecca Trammell	Regional Resource Advisor	Elroy Willoughby	Regional Resource Advisor
Christina Miller	Regional Resource Advisor	Joyce Walker	Accountant
Angela Glasgow	Administrative Assistant	Bob Sanner	Special Projects
Amanda Isbell	Customer Satisfaction Surveyor		

## Arkansas Workforce Investment Board

The Arkansas Workforce Investment Board (AWIB) was created by Arkansas Act 1125 of 1999, which implements the federal Workforce Investment Act in Arkansas. The AWIB is responsible for designing a state workforce development plan, developing education and training-related systems to be carried out through one-stop delivery centers, and overseeing the preparation and review of local plans. The one-stop delivery system links employers and job seekers; assures the coordination and nonduplication of programs and services; increases the employment, retention, earnings, and occupational skill attainment of the workforce; and provides business and industry with a higher quality workforce. The AWIB also assisted in designating the local workforce investment areas; developed a formula for allocating funds; developed and will continuously improve performance standards; prepared the annual report to the U.S. Secretary of Labor; developed a statewide employment statistics system; coordinated activities among state agencies; and evaluated the workforce investment system in Arkansas.

### Vision Statement

A globally recognized workforce in Arkansas – educated, trained, skilled – with the character and work ethic needed to excel in a changing economy.

### Mission Statement

To establish a unified, flexible, accountable workforce training system implemented through collaboration of business, industry, labor, and citizens, and characterized by accessible and responsive one-stop career development networks. The system will offer employers a resource for workers in existing and emerging occupations and empower Arkansans to receive employment services as well as job-specific training.

### Challenges

- Inadequate education/skill level of workforce, especially for high-tech jobs
- Lack of work ethic in some workers, particularly in categories including low-waged jobs and youth entering the workforce
- Insufficient coordination between employers and education/training professionals
- Failure of job-seekers and employers to make optimum use of existing workforce development programs
- Sometimes inefficient, ineffective, and unresponsive K-12 and non-baccalaureate education and job-training system
- Lack of clear and definite communication between the K-12 system and preschool and postsecondary schools
- Lack of motivation to increase skill and education level
- Lack of awareness of the availability of higher-paying jobs for people who receive increased education/training
- Duplication of services and programs, which creates an inefficient system
- Lack of a clearly defined role and scope in some individual institutions and agencies
- Convincing Arkansans of reasons for investing in an improved workforce
- Confidentiality regulations of certain agencies which creates barriers to service

### Goals *(First five in priority order)*

- Prepare the state's unemployed and underemployed for rewarding, well-paying jobs
- Create an integrated system that upgrades skills of existing employees
- Support the workforce training needs of employers, including facilitating communication with training providers
- Define clearly the role of each segment of the educational system and coordinate these segments
- Eliminate duplication among new and existing programs and providers
- Improve and expand the system of cooperative projects and over-all effort between employers and schools
- Ensure that high school graduates have the basic skills needed for further education or work
- Implement competency-based certification programs for instructors and students
- Provide incentives through a skilled workforce for higher-paying business and industry to expand within the state and/or move into the state
- Provide access to career planning and preparation services for all interested Arkansans
- Offer labor market information that is current and accurate, including information about available jobs and the skills required for those jobs
- Develop and implement a statewide management information system that simplifies intake, case management, data collection, and reporting, as well as allows for comparative analyses

## Partnership

On October 1, 2002, Toys "R" Us in Fort Smith, Arkansas, welcomed Western workforce representatives into the store to "kick-off" a local partnership between Toys "R" Us and the One-Stop System. The Fort Smith location will be trying to fill approximately 50 seasonal associate positions. The Local Workforce Investment Board Administrator, Amanda Moses, said, "The Arkansas Workforce Center at Fort Smith will accommodate the hiring process in every way possible."



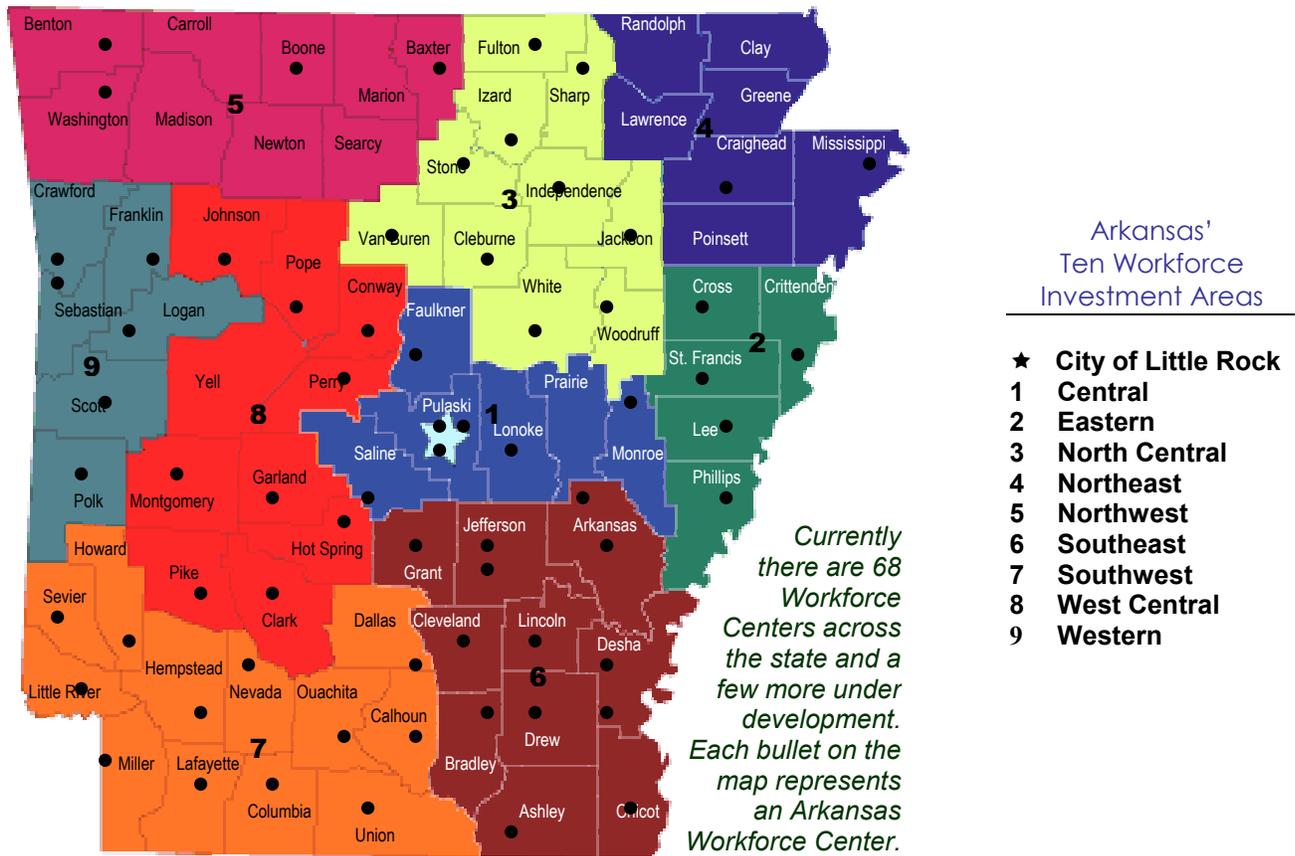
Operation Geoffrey was an initial introduction to the workforce system. Toys "R" Us Store Director, Cathy McDaniel gave a tour of the store, spoke about guest service commitment, and provided details about seasonal job openings as well as ongoing hiring needs, number of openings, job descriptions, eligibility requirements, wages, and benefits. Arkansas Workforce Center representatives provided an overview of services and worked with McDaniel to determine how to best meet Toys "R" Us' seasonal hiring need.

This partnership is a true private sector WIA initiative created at the national level by the Department of Labor. It is crucial for the workforce system to understand local employers' hiring needs and to get actively involved with solutions to meet those needs. This venture provided the local workforce system the opportunity to begin the first of many successful private sector partnerships. Toys "R" Us will benefit from skilled workforce referrals and the community will benefit from jobs provided to the local economy. Toys "R" Us Store Manager Cathy McDaniel is positive about the partnership and the Western workforce system is equally excited.



## Arkansas Workforce Centers *The One-Stop Delivery System*

Governor Mike Huckabee established ten workforce investment areas based on common geographic and economic factors. Each area has established a One-Stop delivery system and at least one comprehensive center. The Arkansas Workforce Investment Board has and will continue to coordinate and establish policy for conducting employment and training activities within the workforce investment system including all activities within the One-Stop centers.



The cornerstone of the Workforce Investment Act is the establishment of a One-Stop delivery system for workforce development services. This system consists of centers designed by employers for employers and is a single point of contact for employment, training, education, and supportive services. The centers find and train qualified workers, then assist them in locating jobs in business and industry. Located throughout the state, the centers will integrate multiple workforce development programs and resources.

### **Key Principles of Operation**

- ✓ Streamline services
- ✓ Empower individuals
- ✓ Provide universal access
- ✓ Increase accountability
- ✓ Provide integrated and coordinated services
- ✓ Provide state and local flexibility
- ✓ Improve youth services

## Collaboration



The Arkansas Workforce Center at Hot Springs partners very closely with the Job Corps program in the area. Part of the curriculum for the Job Corps students is to make regular visits to the Arkansas Workforce Center. During these visits, the Resource Manager explains how the Workforce Center can assist the students when they graduate from Job Corps. The Center can help them obtain further education, prepare for interviews, search for job openings, and even more. Another part of the partnership is with the local Community Colleges that provide the testing and education for the programs the Job Corps students have chosen.



Above: John Bruin is currently working on his GED and learning the brick and masonry field. He plans on going to college for a business degree when he graduates from Job Corps. Chad Ruth is halfway completed with his high school diploma and is also learning the brick and masonry field. He has considered joining the military after he completes Job Corps. Mana Martinez is working on her GED and learning the plastering field. She would like to finish her GED and then attend cosmetology school upon graduation from Job Corps. Crissy Wofford graduated October 11 from Job Corps with her CNA classes completed. She will be tested at the Center for her CNA license and report to a hospital in Austin, Texas, for immediate hire. Kyla Dooley came to the program in March and is working on-line towards her high school diploma. She is also learning carpentry through the Job Corps Program. She plans on using the Workforce Centers to find a job after graduation from Job Corps. Casey Moore came to Job Corps in August and lacks only three credits for his high school diploma and is learning how to weld. He has already signed up with the U.S. Army and will report to duty immediately upon graduation from Job Corps.

### **Responsibilities of the Arkansas Workforce Centers:**

The Arkansas Workforce Centers will provide “value-added” service to the citizens and employers of Arkansas, elevating the quality of life, skills, and employability, through human development for all Arkansans. A significant key to the success of the Arkansas One-Stop System is its “no wrong door” approach to providing services that encompass the principles of universal access, integration, co-location, collaboration, and performance as the building blocks to the system. With the “no wrong door” philosophy, a customer who approaches any One-Stop partner to request assistance with employment and training needs or services in support of employment and training will be electronically referred to all other One-Stop partners.

A network of comprehensive services will be provided, including job search, career counseling, placement assistance, and labor market information for employers, employees, and job seekers. The Centers offer skill assessment; central posting of job skill needs; access to qualified service providers that meet industry skill standards; financial aid for training; and referrals to other education, training, and social services.

### **One-Stop System Partners and Programs**

There are 21 programs or services that are considered mandatory in the One-Stop System. No local mandatory One-Stop partner may opt out of the system and each is expected to participate and provide financial support. Local partners are expected to:

- ✓ Make core services available to participants
- ✓ Provide funds to create and maintain the One-Stop delivery system
- ✓ Enter into a Memorandum of Understanding (MOU) with the local workforce investment board, detailing the operation, services, cost, funding, and method for referrals
- ✓ Participate in the operation of the One-Stop System and serve as a representative on the local workforce investment board

*“WIA has given me a second chance and a new career”.....D. Baldwin*

<b>LWIA</b>	<b>Local Board Chairperson</b>	<b>Administrative/Fiscal Agent</b>	<b>One-Stop Operator/ Title I Provider</b>	<b>Youth Council Chairperson</b>
<b>Central</b>	John Martin Brinkley, AR	Western Arkansas Planning & Development District, Inc. Fort Smith, AR <i>Director: John Guthrie</i>	Central Arkansas Planning & Development District, Inc. Lonoke, AR <i>Director: Rodney Larsen</i>	Leonard Cole Clarendon, AR
<b>City of Little Rock</b>	John Parke Little Rock, AR	City of Little Rock Little Rock Workforce Investment Board <i>Director: Stephanie Lopez</i>	Little Rock Career Dev. Center Little Rock, AR <i>Director: Derek Moore</i>	Vince Bailey Little Rock, AR
<b>Eastern</b>	Gary Slaughter Wynne, AR	Workforce Investment Board of Eastern Arkansas <i>Director: Sharon Williams</i>	Manpower West Memphis, AR <i>Director: Leigh Ann Frazier</i>	Van Spear West Memphis, AR
<b>North Central</b>	David Burnley Searcy, AR	White River Planning & Development District, Inc. Batesville, AR <i>Director: Van Thomas</i>	North Arkansas Development Council Batesville, AR <i>Director: Larry Goodwin</i>	Doug Rush Melbourne, AR
<b>Northeast</b>	Mike Jones Pocahontas, AR	Employment & Training Services, Inc. Jonesboro, AR <i>Director: Sammy McGuire</i>	Workforce One-Stop Jonesboro, AR <i>Director: Jim Lad</i>	Frankie Gilliam Paragould, AR
<b>Northwest</b>	John Dyess Yellville, AR	Northwest Arkansas Economic Development District, Inc. Harrison, AR <i>Director: Mike Norton</i>	Certified Development Company Harrison, AR <i>Director: Susan Sangren</i>	Marsha Jones Springdale, AR
<b>Southeast</b>	Terry Turner DeWitt, AR	Southeast Arkansas Economic Development District, Inc. Pine Bluff, AR <i>Director: Glenn Bell</i>	Central Arkansas Planning & Development District, Inc. Lonoke, AR <i>Director: Rodney Larsen</i>	Lillie Edwards Lake Village, AR
<b>Southwest</b>	Joey Martin Texarkana, AR	Western Arkansas Planning & Development District, Inc. Fort Smith, AR <i>Director: John Guthrie</i>	Southwest Planning & Development District, Inc. Magnolia, AR <i>Director: Terry Sherwood</i>	Freddie Smith Texarkana, AR
<b>West Central</b>	Marvin Gerlach Dardanelle, AR	West Central Planning & Develop. Dist. Hot Springs, AR <i>Director: Pat Heusel</i>	West Central Arkansas Career Centers Hot Springs, AR <i>Director: Jan Campbell</i>	Raymond Chambers Morrliton, AR
<b>Western</b>	J. R. Marlow Fort Smith, AR	Western Arkansas Planning & Development District, Inc. Fort Smith, AR <i>Director: John Guthrie</i>	Western Arkansas Employment Development Agency, Inc. Van Buren, AR <i>Director: Martha Holt</i>	Tom Pittman Ozark, AR

The required programs are listed below with the state agency that administers the program. In addition to required partners and programs, each local area has additional Workforce Center partners.

#### **Arkansas Employment Security Department**

- Trade Act Programs
- Veterans Programs
- Unemployment Insurance
- Wagner-Peyser Act
- Welfare-to-Work
- WIA Title I Programs

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#### **Arkansas Department of Workforce Education**

- Adult Education and Family Literacy
- Perkins III (Secondary and Postsecondary) and Tech Prep
- Vocational Rehabilitation, Arkansas Rehabilitation Services

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#### **Arkansas Department of Human Services**

- Community Services Block Grant
- Food Stamp Employment and Training Programs
- Temporary Assistance for Needy Families
- Transitional Employment Assistance
- Vocational Rehabilitation, Division of Services for the Blind

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#### **US Department of Housing and Urban Development**

- Employment and Training Program

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#### **AARP Experience Works**

#### **National Caucus and Center on Black Aged, Inc.**

#### **United States Forest Service**

- Title V activities under the Older Americans Act of 1965 Senior Community Service Employment Program

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#### **Arkansas Human Development Corporation**

- National Farmworker Jobs Program

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#### **Job Corps**

- Cass Job Corps Center
- Little Rock Job Corps Center
- Ouachita Job Corps Center

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#### **American Indian Center of Arkansas**

- Employment and Training Program

## Collaboration

In March 2002, the Little Rock Workforce Investment Board submitted an application to the U.S. Department of Labor for a Nursing Reinvestment Program Grant in the amount of \$1.3 million. Notification of this grant award was announced in October 2002.

The Arkansas Nursing Reinvestment Program (ANRP) will target 16 Arkansas counties served by the Little Rock, Central Arkansas, and North Central Arkansas Workforce Investment Boards and their affiliated Arkansas Workforce Centers located in the 16-county area.



The Little Rock Workforce Investment Board will coordinate federal and state grant programs to assist healthcare agencies and individuals with workforce development issues. They will also serve as the fiscal and administrative grant agent.

Other key partners will include the University of Arkansas at Little Rock's Department of Nursing, the University of Arkansas for Medical Sciences' College of Nursing, and the 21 hospitals located in the 16-county target area. The hospitals will serve as clinical sites for student practicum experience.

The ANRP will utilize many of the support; screening, counseling, and referral services provided by the three local workforce investment boards and their affiliated workforce centers. The success of the project will be measured by the number of trainees completing their education and the number employed by the healthcare agencies in the targeted areas.

*"Without WIA, I would have had no future. I graduate June 11, 2002, with a LPN degree and already have a job waiting"...C. Loudermilk*

## Marketing and Outreach

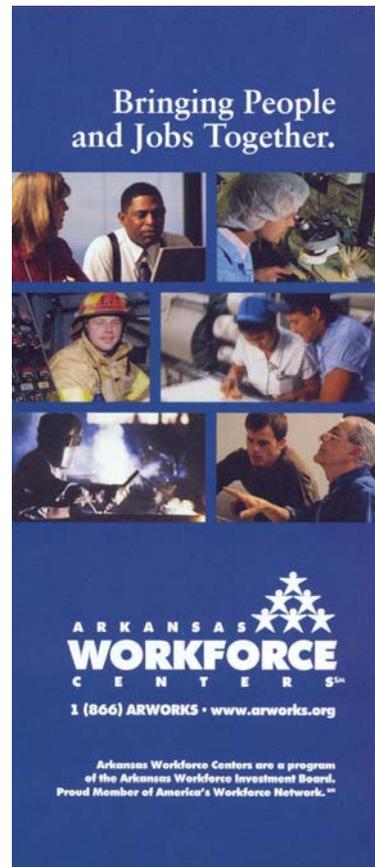
*A newspaper ad developed to promote the services of the Arkansas Workforce Centers.*



A public information campaign was approved and implemented by the Arkansas Workforce Investment Board to promote services provided in the Arkansas Workforce Centers. Included in this campaign were brochures, posters, print advertisements, television and radio advertisements, a toll-free number and website. All materials will be printed in English and Spanish. The contract for this campaign is for one year to expire June 2002 with the expectation that the campaign will be successful and continue in future years.

Many local representatives expressed a desire to have a common name and theme for all One-Stop Centers across Arkansas. As a result, the name Arkansas Workforce Centers was developed through communication with local and state representatives. The common theme developed was

*Arkansas Workforce Center Brochure*



"Bringing People and Jobs Together" which signifies the purpose of the One-Stop Centers. In conjunction with the name and theme, a logo was developed. Included in the public information campaign is a toll-free number (1-866-ARWORKS) that people can call to receive additional information about the Arkansas Workforce Centers or to request a personal contact by a local Workforce Center representative.

The Arkansas Workforce Investment Board has made arrangements with an answering service to answer calls 24 hours a day, seven days a week. The answering service transmits information received from the telephone calls to a representative in the appropriate local workforce investment area according to the caller's resident county. The answering service is equipped to handle relay calls for hearing-impaired individuals as well. The toll-free number was widely used across the state resulting in approximately 127 calls made per month requesting information regarding services available in the Arkansas Workforce Centers.

Governor Huckabee held a press conference to announce the new name, theme, and marketing materials of the Arkansas Workforce Centers. Following his announcement, a community event was held in each of the ten local areas to promote the services of the Arkansas Workforce Centers to employers and participants in the area.

## Labor Market Information

The Arkansas Workforce Investment Board and the Arkansas Employment Security Department introduced a new automated Arkansas Consumer Report System (ACRS) that was released on December 12, 2001. The system includes information on education and training providers throughout the state and their authorization to provide training under the Workforce Investment Act. The system links most Arkansas postsecondary training institutions and their programs of study. An employer attempting to fill a position can determine which institutions offer particular programs.

In the case of institutions that are certified as Workforce Investment Act eligible training providers, information includes total program participants, completion and placement rates, and the average hourly

rate of participants exiting a program. Information may be obtained on a statewide basis or for one of the 10 local workforce investment areas.

Related links on the ACRS home page lead to many Internet home pages that would be useful to an employer. The Labor Market Information available includes the “Guide to Educational Training Programs for Demand Occupations.” This guide, that is on a statewide and local basis, shows which educational programs train for occupations deemed to be in demand. This information provides a basis for determining competition that an employer might face in recruiting for a particular job. Also available under labor market information is a publication entitled, “Occupational Employment and Wage Data,” which provides salary information for Arkansas and seven Metropolitan Statistical Areas. The site can be accessed on-line at [www.arkansasacrs.org](http://www.arkansasacrs.org).

## **Employer Services**

As reported earlier in this report, one of the goals of the Arkansas Workforce Investment Board is to support the workforce training needs of employers, including facilitating communication with training providers. Below are two examples of how the Arkansas Workforce Investment Board is working to improve employer services available throughout the State.

### **Incumbent Worker Training**

The Arkansas Workforce Investment Board developed an Incumbent Worker Committee to evaluate skills needs of employers. Five industry segments were represented on this committee, including manufacturing, banking, hospitality, automobile, and the construction industries. The committee established a website pilot project that would provide additional information to employers throughout the state regarding training opportunities and availability. The pilot project will not be unveiled until Program Year 2002.

In addition to the website pilot project, the Arkansas Workforce Investment Board, in its role of implementing the Workforce Investment Act, made available \$1.75 million to business and industry in Arkansas beginning August 15, 2002, for incumbent worker training. The purpose of Incumbent Worker Training Funds is to support training projects that will benefit business and industry by assisting the skill development of existing employees and thereby increasing employee productivity and the growth of the company. The projects must lead to skills training through direct service and/or building capacity to enable people to obtain and retain family wage jobs in the Arkansas economy. The training is expected to lead to the creation of new jobs, retention of jobs, increased wages for better-trained workers, a higher skilled workforce, and a more profitable business.

Maximum funding per individual application will be \$175,000. It is required that, at a minimum, every dollar awarded be matched 100% with an employer contribution, either cash or in-kind. In-kind match can be, but is not limited to, the current fair-market value of donated employer’s time, space, materials, or equipment and employee’s wages.

### **Arkansas Business Conditions Survey**

The *Arkansas Business Conditions Survey* is a cooperative effort between the Contractors’ Licensing Board, the Arkansas Workforce Investment Board, and the University of Arkansas at Little Rock’s Institute for Economic Advancement. The survey is targeted to manufacturers and construction contractors statewide. The goal of the *Arkansas Business Conditions Survey* is to provide timely employer-based indicators of economic activity. The survey results will provide insight into business condition trends of “goods-producing” sectors of the Arkansas economy.

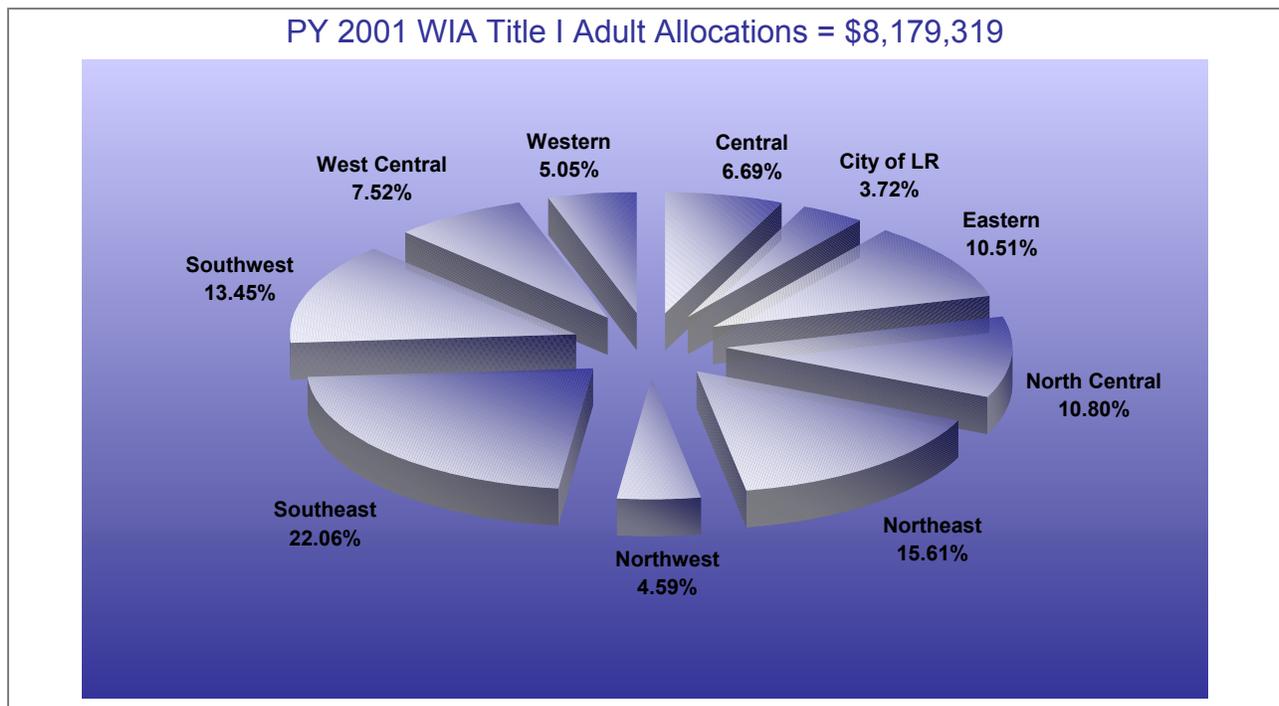
*“I was on public assistance for years. Due to WIA training and supportive services I now have a full time job at \$10.50 per hour.” ...Stefanie Wilkerson*

## Workforce Investment Act, Title I Programs

### Purpose and Brief History

On August 7, 1998, President Clinton signed the Workforce Investment Act of 1998 (WIA), comprehensive reform legislation that supersedes the Job Training Partnership Act (JTPA) and amends the Wagner-Peyser Act. WIA also contains the Adult Education and Family Literacy Act (Title II) and the Rehabilitation Act Amendments of 1998 (Title IV). WIA reforms Federal job training programs and creates a new, comprehensive workforce investment system. The reformed system is intended to be customer-focused, to help Americans access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers. The law embodies seven key principles. They are: streamlining services; empowering individuals; universal access; increased accountability; strong role for local workforce investment boards and the private sector; state and local flexibility; and improved youth programs. The cornerstone of the new workforce investment system is the One-Stop service delivery, which unifies numerous training, education and employment programs into a single, customer-friendly system in each community.

### WIA Title I – Adult Program



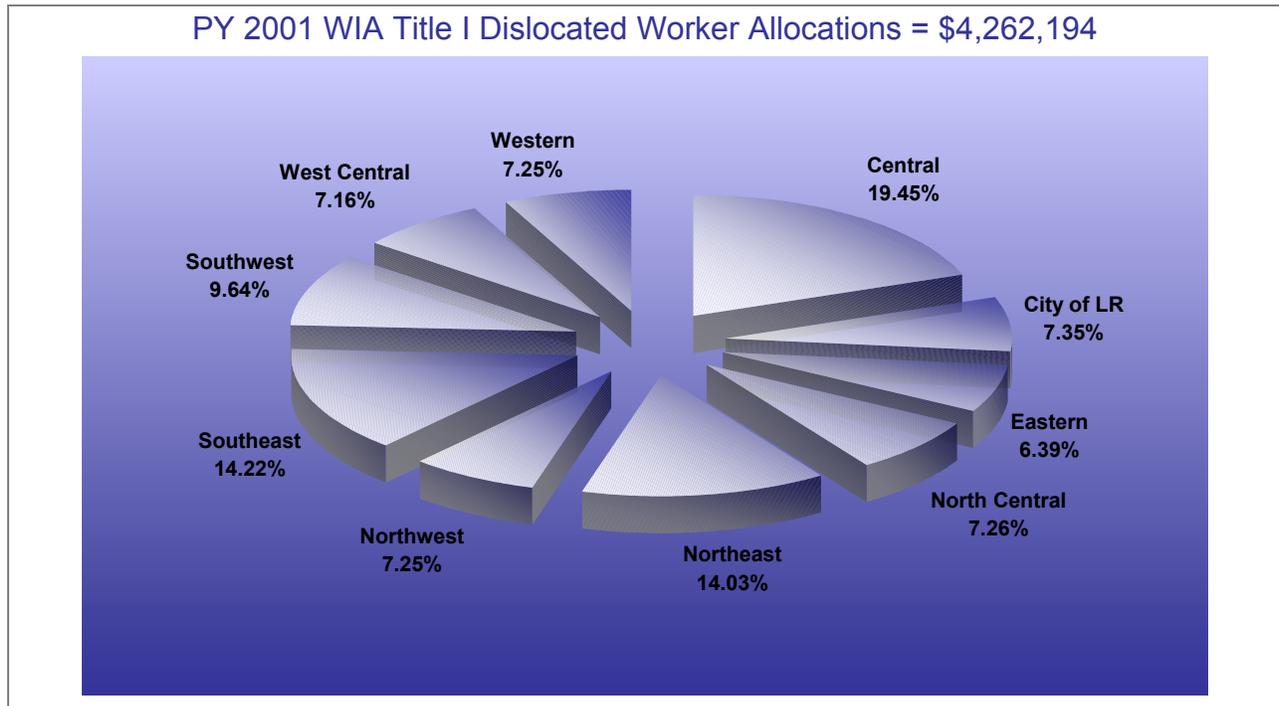
### Clientele Served

Individuals who are 18 years of age and older.

### Services Provided

WIA Title I formula funds allocated to local areas for adults must be used to provide core, intensive, and training services through the One-Stop delivery system. Local Boards determine the most appropriate mix of these services, but all three types must be available for adults.

## WIA Title I – Dislocated Worker Program



### Clientele Served

Individuals who have been terminated or laid off, or who have received a notice of termination or layoff from employment; are eligible for or have exhausted Unemployment Insurance (UI) benefits; or have been employed long enough to be “attached to the workforce,” but are not eligible for UI due to insufficient earnings or worked for a non-covered employer; and are unlikely to return to their previous industry or occupation. Individuals who have been terminated or laid off, or have received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility or enterprise, or employed at a facility at which the employer has made a general announcement that such facility will close. Additional eligible individuals include those who are self-employed but unemployed as a result of general economic conditions in the community in which they reside or because of natural disasters, or displaced homemakers who have been dependent upon the income of another family member but are no longer supported by that income and are unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

### Services Provided

WIA Title I formula funds allocated to local areas for dislocated workers must be used to provide core, intensive, and training services through the One-Stop delivery system. Local Boards determine the most appropriate mix of these services, but all three types must be available for dislocated workers.

### Rapid Response Activities

#### Governor’s Dislocated Worker Task Force

##### Purpose and Brief History

The Governor’s Dislocated Worker Task Force has provided services to dislocated workers since 1983. Originally, these services were provided through the Job Training Partnership Act (JTPA). Since July 1, 2000, the services have been provided under the provisions of the Workforce Investment Act of 1998. The Task Force is comprised of staff from the Arkansas Department of Workforce Education, Arkansas Department of Economic Development, Arkansas Employment Security Department and the AFL-CIO.

The purpose is to provide rapid response assistance and to coordinate reemployment services to workers affected by closures or layoffs throughout Arkansas.

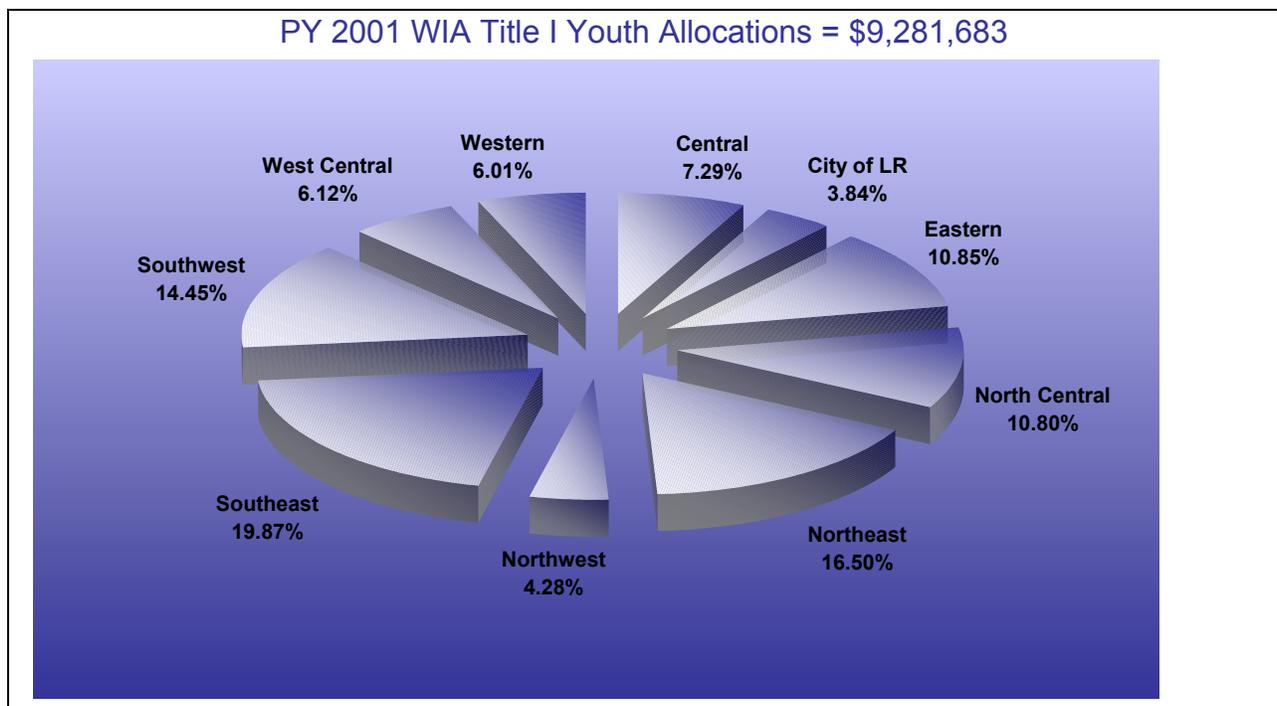
**Clientele Served**

Workforce Investment Act eligible dislocated workers.

**Services Provided**

Rapid response services such as outreach, intake, orientation to information services through the Arkansas Workforce Center system, initial assessment of skill levels, aptitudes, abilities, and supportive service needs, job search and placement assistance, Worker Assistance Workshops, Job Fairs, career counseling, mobile computer assistance classrooms, labor market information, and participant follow-up of services rendered.

**WIA Title I – Youth Program**



**Clientele Served**

Eligible youth will be low-income, ages 14 through 21 (although up to five percent who are not low-income may receive services if they face certain barriers to school completion or employment). Youth customers also must face one or more of the following challenges to successful workforce entry: (1) school dropout; (2) basic literacy skills deficiency; (3) homeless, runaway, or foster child; (4) pregnant or a parent; (5) an offender; (6) need help completing an educational program or securing and holding a job. At least 30 percent of local youth funds must help those who are not in school.

**Services Provided**

Local programs must make the following services available to youth participants: (1) Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies; (2) Alternative secondary school offerings; (3) Summer employment opportunities directly linked to academic and occupational learning; (4) Paid and unpaid work experiences, including internships and job shadowing; (5) Occupational skill training; (6) Leadership development opportunities, which include

community service and peer-centered activities encouraging responsibility and other positive social behaviors; (7) Supportive services; (8) Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation; (9) Follow-up services; and (10) Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

## Performance Measures

Table A provides the results of the customer satisfaction surveys conducted for PY 2001. The results were calculated as follows.

### Program Participant Customer Satisfaction

The weighted average of participant ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100 point scale. The score is a weighted average, not a percentage. The three questions asked of the participants are as follows.

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied”, what is your overall satisfaction with the services provided?
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”
3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not very close to the Ideal” and “10” means “Very Close to the Ideal.”

### Employer Customer Satisfaction

The weighted average of employer ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100 point scale. The score is a weighted average, not a percentage. The same three questions asked of participants were asked of employers.

For both the participant and employer surveys, the Actual Performance Level for the State has been computed by using the American Customer Satisfaction Index (ACSI). The ACSI was developed by the National Quality Research Center at the University of Michigan Business School. The index is co-sponsored by the American Society for Quality, Claes Fornell International (CFI) Group, and the University of Michigan Business School. Because the ACSI has a demonstrated record of tracking performance over time, many private and public employers have used it extensively as a key component in assessing “continuous improvement” in performance. Local levels of satisfaction were calculated using a non-ACSI weighting procedure and then results were aggregated to obtain the state level outcomes, using the ACSI methodology. A random sample was drawn from the total number of employers eligible for the survey.

**Table A – Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
<b>Participants</b>	<b>78.0</b>	<b>81.8</b>	<b>444</b>	<b>930</b>	<b>930</b>	<b>47.7</b>
<b>Employers</b>	<b>72</b>	<b>62.7</b>	<b>1637</b>	<b>4157</b>	<b>2340</b>	<b>70.0</b>

Table B provides performance measures for the adult program. The measures are calculated as follows.

**Entered Employment Rate**

Counting only adult participants who were not employed at registration, the number of adults who have entered employment by the end of the first (1<sup>st</sup>) quarter after their exit divided by the number of adults who exited the program during the quarter.

**Employment Retention Rate**

Counting only adult participants who are employed in the first (1<sup>st</sup>) quarter after their exit from the program, the number of adults who are still employed in the third (3<sup>rd</sup>) quarter after their exit, divided by the number of adults who exited the program during the quarter.

**Earnings Change in Six Months**

Counting only adult participants who are employed in the first (1<sup>st</sup>) quarter after their exit from the program, the total of their post-program earnings during the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarter after their exit less their pre-program earnings in the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarters prior to registration divided by the number of adults who exited the program during the quarter. Unemployment wage records are the only data source for this measure.

**Employment and Credential Rate**

Counting only adult participants who received training services, the number of individuals who were employed in the first (1<sup>st</sup>) quarter after exit and received a credential by the end of the third (3<sup>rd</sup>) quarter after exit divided by the number of individuals who exited services during the quarter.

**Table B – Adult Program Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>75.0%</b>	<b>82.7%</b>	349
			422
<b>Employment Retention Rate</b>	<b>82.0%</b>	<b>88.6%</b>	495
			559
<b>Earnings Change in Six Months</b>	<b>\$3,500</b>	<b>\$4,208</b>	\$2,158,712
			513
<b>Employment and Credential Rate</b>	<b>55.0%</b>	<b>56.8%</b>	273
			481

Table C provides additional performance outcomes for selected populations within the adult program. The following definitions apply to these populations.

Public Assistance Recipients – Individuals who receive Federal, State, or local government cash payments for which eligibility is determined by a needs or income test. The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during public assistance. Receipt of foster child payments is not counted as public assistance.

Veterans – Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

Individuals with Disabilities – Individuals with any disability as defined in Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

Older Individuals – Individuals aged 55 years or older at the time of registration.

**Table C – Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
<b>Entered Employment Rate</b>	<b>79.3%</b>	50	<b>76.0%</b>	19	<b>78.2%</b>	18	<b>81.2%</b>	13
		63		25		23		16
<b>Employment Retention Rate</b>	<b>87.6%</b>	57	<b>92.3%</b>	24	<b>80.0%</b>	16	<b>85.7%</b>	18
		65		26		20		21
<b>Earnings in Change in Six Months</b>	<b>\$4,179</b>	\$250,766	<b>\$4,230</b>	\$88,837	<b>\$5,266</b>	\$89,525	<b>\$3,599</b>	\$71,989
		60		21		17		20
<b>Employment and Credential Rate</b>	<b>58.7%</b>	37	<b>52.3%</b>	11	<b>68.4%</b>	13	<b>35.7%</b>	5
		63		21		19		14

Table D provides data useful for comparing outcomes for individuals receiving services in the adult program. Training services are those activities described in WIA section 134(d)(4)(D), including, but not limited to the following: occupational skills training, on-the-job training, cooperative education programs, skill upgrading and retraining, job readiness training, and adult education and literacy activities. Core services are defined in WIA section 134(d)(2) and include activities such as intake, initial assessment, provision of employment statistics information, and job search and placement assistance. Intensive services are enumerated at WIA section 134(d)(3)(C) and may include services such as specialized assessment, diagnostic testing, group counseling, individual counseling and career planning, development of an individual employment plan, and case management.

**Table D – Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
<b>Entered Employment Rate</b>	<b>80.6%</b>	233	<b>87.2%</b>	116
		289		133
<b>Employment Retention Rate</b>	<b>89.8%</b>	362	<b>85.2%</b>	133
		403		156
<b>Earnings Change in Six Months</b>	<b>\$4,436</b>	\$1,654,457	<b>\$3,602</b>	\$504,255
		373		140

Table E provides performance measures for the dislocated worker program. The measures are calculated as follows.

**Entered Employment Rate**

Counting only dislocated worker participants who were not employed at registration, the number of dislocated workers who have entered employment by the end of the first (1<sup>st</sup>) quarter after their exit divided by the number of dislocated workers who exited the program during the quarter.

**Employment Retention Rate**

Counting only dislocated worker participants who are employed in the first (1<sup>st</sup>) quarter after their exit from the program, the number of dislocated workers who are still employed in the third (3<sup>rd</sup>) quarter after their exit, divided by the number of dislocated workers who exited the program during the quarter.

**Earnings Change in Six Months**

Counting only dislocated worker participants who are employed in the first (1<sup>st</sup>) quarter after their exit from the program, the total of their post-program earnings during the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarters after their exit less their pre-program earnings in the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarters prior to registration divided by the number of dislocated workers who exited the program during the quarter.

**Employment and Credential Rate**

Counting only dislocated worker participants who received training services, the number of individuals who were employed in the first (1<sup>st</sup>) quarter after exit and received a credential by the end of the third (3<sup>rd</sup>) quarter after exit divided by the number of individuals who exited services during the quarter.

**Table E – Dislocated Worker Program Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>84.0%</b>	<b>89.8%</b>	388 432
<b>Employment Retention Rate</b>	<b>92.0%</b>	<b>96.1%</b>	373 388
<b>Earnings Replacement in Six Months</b>	<b>103.0%</b>	<b>121.7%</b>	\$3,764,031 \$3,093,653
<b>Employment and Credential Rate</b>	<b>55.0%</b>	<b>68.9%</b>	259 376

Table F provides additional performance outcomes for selected populations within the dislocated worker program. In addition to the definitions provided under Table C, the following definition is applicable.

Displaced Homemaker – An individual who has been providing unpaid services to family members in the home and (1) has been dependent on the income of another family member but is no longer supported by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

**Table F – Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
<b>Entered Employment Rate</b>	<b>77.5%</b>	31	<b>100.0%</b>	10	<b>77.7%</b>	28	<b>78.5%</b>	11
		40		10		36		14
<b>Employment Retention Rate</b>	<b>93.5%</b>	29	<b>100.0%</b>	10	<b>89.2%</b>	25	<b>81.8%</b>	9
		31		10		28		11
<b>Earnings Replacement Rate</b>	<b>92.9%</b>	\$402,501	<b>126.7%</b>	\$109,927	<b>103.9%</b>	\$261,346	<b>170.0%</b>	\$78,111
		\$433,064		\$86,746		\$251,451		\$45,926
<b>Employment and Credential Rate</b>	<b>61.2%</b>	19	<b>42.8%</b>	3	<b>60.0%</b>	18	<b>30.0%</b>	3
		31		7		30		10

Table G provides data useful for comparing outcomes for individuals receiving services in the dislocated worker program. The definitions for Core, Intensive, and Training Services are the same as cited under Table D.

**Table G – Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
<b>Entered Employment Rate</b>	<b>92.0%</b>	346	<b>75.0%</b>	42
		376		56
<b>Employment Retention Rate</b>	<b>96.2%</b>	333	<b>95.2%</b>	40
		346		42
<b>Earnings Replacement Rate</b>	<b>126.3%</b>	\$3,348,101	<b>93.5%</b>	\$415,930
		\$2,649,095		\$444,558

Table H provides performance measures for the older youth program (19 – 21 years old). The measures are calculated as follows.

**Entered Employment Rate**

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the first (1<sup>st</sup>) quarter after exit, the number of older youth who have entered employment by the end of the first (1<sup>st</sup>) quarter after their exit divided by the number of older youth who exited the program during the quarter.

**Employment Retention Rate**

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the third (3<sup>rd</sup>) quarter after exit, the number of older youth who are still employed in the third (3<sup>rd</sup>) quarter after their exit, divided by the number of older youth who exited the program during the quarter.

**Earnings Change in Six Months**

Counting only older youth participants who are employed in the first (1<sup>st</sup>) quarter after exit and are not enrolled in post-secondary education or advanced training in the third (3<sup>rd</sup>) quarter after exit, the total of their post-program earnings during the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarter after exit less their pre-program earnings in the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) quarters prior to registration divided by the number of older youth who exited the program during the quarter.

**Employment and Credential Rate**

The number of older youth participants who were employed, enrolled in post-secondary education, or advanced training in the first (1<sup>st</sup>) quarter after exit and received a credential by the end of the third (3<sup>rd</sup>) quarter after exit divided by the number of individuals who exited during the quarter.

**Table H – Older Youth Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>75.0%</b>	<b>54.3%</b>	76
			140
<b>Employment Retention Rate</b>	<b>83.0%</b>	<b>83.0%</b>	81
			98
<b>Earnings Change in Six Months</b>	<b>\$4,075</b>	<b>\$4,123</b>	\$173,184
			42
<b>Credential Rate</b>	<b>55.0%</b>	<b>33.8%</b>	48
			142

Table I provides additional performance outcomes for selected populations within the older youth program. In addition to the definitions provided under Table C, the following definition is applicable.

Out-of-School Youth – An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

**Table I – Outcomes for Older Youth Special Populations**

<b>Reported Information</b>	<b>Public Assistance</b>		<b>Veterans</b>		<b>Individuals with Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Entered Employment Rate</b>	<b>51.7%</b>	15	<b>50.0%</b>	1	<b>28.5%</b>	2	<b>62.5%</b>	30
		29		2		7		48
<b>Employment Retention Rate</b>	<b>70.5%</b>	12	<b>100.0%</b>	1	<b>75.0%</b>	3	<b>80.6%</b>	25
		17		1		4		31
<b>Earnings Change in Six Months</b>	<b>\$11,374</b>	\$56,871	<b>\$0</b>	0	<b>\$3,785</b>	\$3,785	<b>\$2,063</b>	\$37,131
		5		0		1		18
<b>Credential Rate</b>	<b>17.2%</b>	5	<b>\$0</b>	0	<b>25.0%</b>	2	<b>38.0%</b>	16
		29		2		8		48

Table J provides performance measures for the younger youth program (14 – 18 years old). The measures are calculated as follows.

**Skill Attainment Rate**

Counting only in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills, the sum of all basic, work readiness, and occupational skills attained divided by the sum of all basic, work readiness, and occupational skill goals.

**Diploma or Equivalent Attainment Rate**

Counting only youth participants who register without a diploma or equivalent, the number of youth who attained a secondary school diploma or equivalent by the end of the first (1<sup>st</sup>) quarter after exit divided by

the number of younger youth who exited during the quarter excluding those still in secondary school at exit.

**Retention Rate**

The number of younger youth found in one of the following categories in the third (3<sup>rd</sup>) quarter after exit divided by the number of younger youth who exited during the quarter, excluding those still in secondary education at exit.

- Post secondary education
- Advanced training
- Employment
- Military Service
- Qualified apprenticeships

**Table J – Younger Youth Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	<b>80.0%</b>	<b>86.5%</b>	2,970
			3,434
<b>Diploma or Equivalent Attainment Rate</b>	<b>61.0%</b>	<b>43.7%</b>	135
			309
<b>Retention Rate</b>	<b>60.0%</b>	<b>32.7%</b>	54
			165

Table K provides additional performance outcomes for selected populations within the younger youth program. The definitions used under Table C and Table I are applicable.

**Table K – Outcomes for Younger Youth Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals with Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	<b>85.3%</b>	671	<b>76.5%</b>	140	<b>87.1%</b>	190
		786		183		218
<b>Diploma or Equivalent Attainment Rate</b>	<b>57.8%</b>	22	<b>66.6%</b>	8	<b>65.3%</b>	17
		38		12		26
<b>Retention Rate</b>	<b>25.0%</b>	6	<b>22.2%</b>	2	<b>35.7%</b>	5
		24		9		14

Explanatory Note for numerators and denominators for Diploma and Retention Rates: Due to the changeover from a summer employment program under JTPA to a year-round program under WIA, youth remain enrolled until completion of secondary and post-secondary education (where appropriate). WIA Youth Programs are designed for long-term intervention services. The age group for the Younger Youth is 14-18; the majority served were ages 14-17. Individuals are exited only when they refuse to continue, cannot be located, leave the area, or complete services. Since most youth returned to secondary school, these participants were not exited. As a result, the numerator and denominator for these measures do not include total participants served. The 18-year-old participants had graduated; therefore, a diploma had already been received, excluding them from the measure.

Table L contains data as required by WIA sections 136(d) and 185(d). Due to the length of time and the availability of wage record data required for the 12-month measures, there is no reportable data at this time. Outcomes are recorded as Not Applicable (N/A). The following definitions are used for this table.

**Nontraditional Employment** – Employment in an occupation or field of work for which individuals of the participant’s gender comprise less than 25% of the individuals employed in such occupation or field of work. The determination may be made using either state or national data.

**Wages at Entry Into Employment** – This information is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. UI wage records are the only data source for this measure. Individuals who are not employed in the first quarter after exit are excluded. Adults and older youth who are employed at registration are excluded. Older youth in both employment and post-secondary training in the first quarter after exit are included in the denominator. Older youth who are not employed, but who are in post-secondary education or advanced training in the first quarter after exit are excluded.

**Table L – Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
<b>Adults</b>	80.3%	98	\$5,750	\$661,260	3.4%	12	\$3,408	\$1,189,274	54.4%	190
		122		115		349		349		349
<b>Dislocated Workers</b>	88.8%	96	108.6%	\$958,206	5.4%	21	\$4,795	\$1,860,573	50.7%	197
		108		\$881,853		388		388		388
<b>Older Youth</b>	100.0%	9	0	\$52,744	2.6%	2	\$2,523	\$191,738		
		9		0		76		76		

Table M provides information on the total number of participants served and who exited the program.

**Table M – Participation Levels**

	Total Participants Served	Total Exitters
<b>Adults</b>	3,607	876
<b>Dislocated Workers</b>	1,989	386
<b>Older Youth</b>	828	225
<b>Younger Youth</b>	3,179	655

Table N provides information on programmatic spending for the State of Arkansas in PY 2001. The statewide required activities section include expenditures incurred for providing incentive grants to local areas for performance, providing technical assistance to local areas, assisting to establish and operate one-stop delivery systems, and developing and operating the fiscal and management accountability information system (Arkansas Workforce Information System – AWIS). Administration expenditures in the amount of \$1,429,307 were incurred for the operation of the state board and staff, and fiscal functions and Title I administration provided by the Arkansas Employment Security Department.

**Table N – Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$7,967,348
<b>Local Dislocated Workers</b>		5,156,140
<b>Local Youth</b>		8,915,480
<b>Rapid Response</b> (Up to 25%) §134 (a)(3)		2,747,260
<b>Statewide Required Activities</b> (Up to 15%) §134 (a)(2)(B)		1,092,430
<b>Statewide Allowable Activities</b> §134 (a)(3)	<i>Program Activity Description</i>	
	Administration of Program and Board	<b>1,429,307</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$27,307,965</b>

Chasity Rankin spent this past summer working at Hava Sign in Siloam Springs, AR. The match was a perfect fit for Chasity because it allowed her the opportunity to work in a setting that linked her interest in art with work experience.

Although Chasity's activities at Hava Sign were limited (due to her age of 14) she was able to learn many aspects of operating a business. Chasity especially enjoyed creating designs on the computer and learned that it could be both challenging and fun.

As part of her work experience, Chasity was allowed to create the artwork used for the summer calendar Youth in the Workforce 2002.



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	Available	Expended	% Expended	Balance
<b>Adult</b>				
WIA Title I				
PY 2000	4,008,032	3,324,920	83%	683,112
PY 2001	7,480,984	3,816,060	51%	3,664,924
JTPA Rollover	826,368	826,368	100%	-
				-
<b>Dislocated Worker</b>				
WIA Title I				
PY 2000	3,763,773	3,082,255	82%	681,518
PY 2001	3,164,400	2,069,081	65%	1,095,319
JTPA Rollover	4,804	4,804	100%	-
				-
<b>Youth</b>				
WIA Title I				
PY 2000	5,055,735	4,863,775	96%	191,960
PY 2001	8,353,514	3,455,183	41%	4,898,331
JTPA Rollover	583,664	596,522	102%	(12,858)
				-
<b>Local Administration</b>				
WIA Title I				
PY 2000	1,618,154	1,425,152	88%	193,002
PY 2001	2,110,989	721,403	34%	1,389,585
JTPA Rollover	12,700	(158)	-1%	12,858
				-
<b>Rapid Response</b>				
WIA Title I				
PY 2000	1,577,782	1,577,782	100%	-
PY 2001	1,520,369	1,169,478	77%	350,891
				-
<b>Statewide Activities</b>				
WIA Title I				
PY 2000	3,067,269	825,236	27%	2,242,034
PY 2001	3,947,876	1,551,296	39%	2,396,581
JTPA Rollover	145,205	145,205	100%	-

The table above reflects expenditures incurred during Program Year 2001. The amount available reflects original allocations less expenditures occurred during a previous program year. Reflected in the total amount available for the Adult and Dislocated Worker program is fund transfer in the amount of \$119,597.20 from the Dislocated Worker program to the Adult program.

<b>State of Arkansas Average Cost Per Service Provided</b>			
	Total Expenditures	Number of Services Provided	Average Cost Per Service
<b>Adult Program</b>			
Core Services *	2,224,501.21	1,032	2,155.52
Intensive Services	2,490,585.76	2,650	939.84
Training Services	3,068,506.03	915	3,353.56
<b>Total Adult Program</b>	<b>7,783,593.00</b>	<b>4,597</b>	<b>1,693.19</b>
<b>Dislocated Worker Program</b>			
Core Services *	4,722,515.85	500	9,445.03
Intensive Services	1,213,243.43	1,319	919.82
Training Services	1,752,802.68	489	3,584.46
<b>Total Dislocated Worker Program</b>	<b>7,688,561.96</b>	<b>2,308</b>	<b>3,331.27</b>

The table above provides expenditure information for core, intensive, and training services provided through the adult and dislocated worker programs. The expenditure amounts are broken into a per service cost for each service type and funding stream. Excluded from this analysis are expenditures incurred by the administrative entities for program purposes.

\* The table reports only staff-assisted core services; therefore, a large per service results.

<b>Youth Program Cost Per Participant</b>		
<b>Total Youth Program Expenditures</b>	<b>\$</b>	<b>8,915,480</b>
<b>Youth Program Participants</b>		
Older Youth		828
Younger Youth		3,179
<b>Total Youth Program</b>		<b>4,007</b>
<b>Cost Per Participant</b>	<b>\$</b>	<b>2,225</b>

The cost per youth participant was \$2,225 to serve all youth participants according to the ten required program elements.

**Table O – Local Performance (1 of 10)  
 Central Arkansas Workforce Investment Area**

<b>Local Area Name</b> Central Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	174
		<b>Dislocated Workers</b>	308
		<b>Older Youth</b>	40
		<b>Younger Youth</b>	378
<b>ETA Assigned #</b> 05010	<b>Total Exitters</b>	<b>Adults</b>	32
		<b>Dislocated Workers</b>	56
		<b>Older Youth</b>	2
		<b>Younger Youth</b>	5
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	76.2
	<b>Employers</b>	71.0	63.3
<b>Entered Employment Rate</b>	<b>Adults</b>	75.0%	84.6%
	<b>Dislocated Workers</b>	85.0%	89.7%
	<b>Older Youth</b>	71.0%	100.0%
<b>Retention Rate</b>	<b>Adults</b>	81.0%	94.7%
	<b>Dislocated Workers</b>	92.0%	95.5%
	<b>Older Youth</b>	89.0%	100.0%
	<b>Younger Youth</b>	59.0%	100.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,700	\$6,596
	<b>Dislocated Workers</b>	97.0%	109.4%
	<b>Older Youth</b>	\$4,900	\$9,371
<b>Credential/Diploma Rate</b>	<b>Adults</b>	54.0%	55.0%
	<b>Dislocated Workers</b>	54.0%	72.3%
	<b>Older Youth</b>	54.0%	100.0%
	<b>Younger Youth</b>	60.0%	100.0%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	87.8%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		1	16
			<b>Exceeded</b>
			16



Chrystal Hayes was a married, mother of one, working in a local factory earning minimum wage. Her husband was also employed in a minimum wage job. In Spring 2001, Chrystal applied for admission into Crowley's Ridge Technical College's LPN training. At this time, Chrystal applied for a Pell Grant and received notification of an award of full benefits. Shortly after her enrollment into the LPN training, Chrystal's husband decided that he could not support a student wife, a child, and himself. He filed for divorce, resulting in Chrystal and their child moving into her grandparents' home. Chrystal sought assistance from the Arkansas Workforce Center in Brinkley, Arkansas. She was enrolled into WIA on August 1, 2001. Chrystal was referred to the Department of Human Services, a WIA partner agency, for food stamps. Meanwhile, her WIA Case Manager provided supportive services to assist with transportation obstacles, uniforms, and other needs that were not covered by the Pell Grant. Through Chrystal's hard work and the coordinated assistance from the Arkansas Workforce Center at Brinkley, Chrystal graduated in June 2002 with a Licensed Practical Nursing Diploma. Chrystal was also a member of the National Vocational Technical Honor Society. She has passed the state board and is currently working full-time in a nursing position that provides wages in excess of \$10 per hour.

**Table O – Local Performance (2 of 10)**  
**City of Little Rock Workforce Investment Area**

<b>Local Area Name</b> City of Little Rock Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	190
		<b>Dislocated Workers</b>	172
		<b>Older Youth</b>	115
		<b>Younger Youth</b>	313
<b>ETA Assigned #</b> 05005	Total Exiters	<b>Adults</b>	67
		<b>Dislocated Workers</b>	27
		<b>Older Youth</b>	60
		<b>Younger Youth</b>	134
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	75.7
	<b>Employers</b>	71.0	55.8
<b>Entered Employment Rate</b>	<b>Adults</b>	85.0%	74.5%
	<b>Dislocated Workers</b>	87.0%	80.6%
	<b>Older Youth</b>	71.0%	40.0%
<b>Retention Rate</b>	<b>Adults</b>	89.0%	85.5%
	<b>Dislocated Workers</b>	97.0%	96.6%
	<b>Older Youth</b>	89.0%	58.3%
	<b>Younger Youth</b>	59.0%	1.9%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$4,400	\$3,493
	<b>Dislocated Workers</b>	95.0%	88.1%
	<b>Older Youth</b>	\$3,400	\$4,480
<b>Credential/Diploma Rate</b>	<b>Adults</b>	54.0%	50.0%
	<b>Dislocated Workers</b>	54.0%	85.7%
	<b>Older Youth</b>	54.0%	0
	<b>Younger Youth</b>	60.0%	.8%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	78.8%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		13	4
			<b>Exceeded</b>
			4

**COLLABORATION** The Little Rock Workforce Investment Board has partnered with other entities to provide employment and training services to Arkansas' growing Hispanic American population. A partnership has been developed with the STEP-UP Center in Little Rock, Arkansas. The STEP-UP Center is funded by a City of Little Rock grant and specializes in providing services to Hispanic Americans. The Arkansas Workforce Center at Little Rock's involvement includes assisting Hispanic American youth in increasing their knowledge and skills for future employment.

Also, the Little Rock Workforce Investment Board is developing a growing relationship with the Arkansas Chapter of the League of United Latin American Citizens (LULAC). The President of the Chapter serves on the Little Rock Workforce Investment Board, its Executive Committee, and its Youth Council. This provides an excellent opportunity for this board to identify and meet the employment and training needs of the Hispanic American population. Through SERCO, the Little Rock Workforce Investment Board's Program Operator, a \$60,000 grant has been awarded to assist in the provision of employment and training services to the Hispanic American population.

Finally, plans are being implemented to establish a Satellite Workforce Center in Southwest Little Rock. Southwest Little Rock represents the area with the highest concentration and largest percentage of the city's Hispanic American population. This satellite center will offer English as a Second Language (ESL) programs through collaboration with a local educational entity.

**Table O – Local Performance (3 of 10)  
 Eastern Arkansas Workforce Investment Area**

<b>Local Area Name</b> Eastern Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	120
		<b>Dislocated Workers</b>	69
		<b>Older Youth</b>	141
		<b>Younger Youth</b>	198
<b>ETA Assigned #</b> 05055	<b>Total Exiters</b>	<b>Adults</b>	60
		<b>Dislocated Workers</b>	16
		<b>Older Youth</b>	8
		<b>Younger Youth</b>	27
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	78.1
	<b>Employers</b>	71.0	63.3
<b>Entered Employment Rate</b>	<b>Adults</b>	60.0%	96.4%
	<b>Dislocated Workers</b>	66.0%	90.0%
	<b>Older Youth</b>	62.0%	71.4%
<b>Retention Rate</b>	<b>Adults</b>	76.0%	75.0%
	<b>Dislocated Workers</b>	86.0%	77.8%
	<b>Older Youth</b>	83.0%	100.0%
	<b>Younger Youth</b>	59.0%	42.9%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,250	\$1,149
	<b>Dislocated Workers</b>	118.0%	107.0%
	<b>Older Youth</b>	\$3,500	\$87
<b>Credential/Diploma Rate</b>	<b>Adults</b>	54.0%	33.3%
	<b>Dislocated Workers</b>	54.0%	60.0%
	<b>Older Youth</b>	54.0%	14.3%
	<b>Younger Youth</b>	60.0%	38.9%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	65.4%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		11	6
			<b>Exceeded</b>
			6



Mr. Wade R. Hardy, Human Resources Manager, Temple-Inland Forest Products Corporation and active member of the Eastern Arkansas Workforce Investment Board has successfully utilized the job services of the Employment Security Department and now the Arkansas Workforce Center at West Memphis for several years. He stated that 90% of their staffing needs are met through the Center.

Mr. Hardy provides a job order to the Workforce Center that outlines job specifications for open positions. Staff then performs a file search for applicants who fit the description. The prospects are then pre-tested, using four segments of the “Workkeys” instrument that pertain to maintenance production. Those are 1) applied math, 2) applied technology, 3) gathering information, and 4) locating information. After test results are reviewed, the applicant is then referred to Mr. Hardy for a pre-hire tour of the plant. At this point some clients decide this is not the type of work they want to do, so they are screened out of the process. Temple-Inland then conducts background checks and drug testing before completing the hiring process. The plant works 24 hours, six days a week, with three shifts. The turnover rate is about 10%. Mr. Hardy attributes the low turnover rate to the pre-screening done up front. He said “the workforce center staff is dedicated to matching good applicants with the employer. They can focus on it full time and do the pre-screening for us”. Mr. Hardy’s aim is to help others better themselves and attain self-sufficiency. These same personal goals are deeply engrained in the Workforce philosophy.



**Table O – Local Performance (4 of 10)**  
**North Central Arkansas Workforce Investment Area**

<b>Local Area Name</b> North Central Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	536	
		<b>Dislocated Workers</b>	72	
		<b>Older Youth</b>	26	
		<b>Younger Youth</b>	364	
<b>ETA Assigned #</b> 05020	<b>Total Exiters</b>	<b>Adults</b>	214	
		<b>Dislocated Workers</b>	44	
		<b>Older Youth</b>	16	
		<b>Younger Youth</b>	74	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	86.9	
	<b>Employers</b>	71.0	73.1	
<b>Entered Employment Rate</b>	<b>Adults</b>	77.0%	98.2%	
	<b>Dislocated Workers</b>	87.0%	96.9%	
	<b>Older Youth</b>	72.0%	100.0%	
<b>Retention Rate</b>	<b>Adults</b>	80.0%	88.2%	
	<b>Dislocated Workers</b>	97.0%	100.0%	
	<b>Older Youth</b>	77.0%	100.0%	
	<b>Younger Youth</b>	59.0%	100.0%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$2,750	\$3,501	
	<b>Dislocated Workers</b>	97.0%	80.9%	
	<b>Older Youth</b>	\$3,700	\$9,018	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	53.0%	67.6%	
	<b>Dislocated Workers</b>	53.0%	70.8%	
	<b>Older Youth</b>	53.0%	77.8%	
	<b>Younger Youth</b>	60.0%	82.5%	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	94.4%	
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		1	16	16

Turnover of modestly compensated, entry-level employees in the medical field is extremely high nationwide. It is predicted, in the next five to ten years, the nation will be facing major caregiver and nursing shortages. In an effort to provide highly qualified employee prospects for all care-related facilities in the White County service area, the White County Medical Center developed the MEDICAL ACHIEVE program.

MEDICAL ACHIEVE began in January 2000 and was created with input from area nursing homes and is under the jurisdiction of the Arkansas Private Career Board and the Department of Long-Term Care. The White County Medical Center and the Northcentral Arkansas Workforce Investment Board fund MEDICAL ACHIEVE, collaboratively. Participants enroll in a pre-employment program designed to provide skills training and to build self-esteem. This program was specifically designed to help lower the number of unemployed individuals, many receiving government assistance, in the White County service area and to mentor these individuals as they transition into the workforce.

The MEDICAL ACHIEVE introductory pre-employment program is offered six times during the year. Each session consist of daily instruction for a four-week period. A Certified Nursing Assistant portion of the program is available to participants interested in pursuing a career as a licensed certified nursing assistant. This portion of the program is completed over a two-week period and is followed by a nationally accredited computerized licensure skills test. Since its inception, 234 students have completed the Medical Achieve program. 144 graduates have retained their initial employment and 90% of the total completers are no longer receiving government assistance.

**Table O – Local Performance (5 of 10)  
 Northeast Arkansas Workforce Investment Area**

<b>Local Area Name</b> Northeast Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	707
		<b>Dislocated Workers</b>	358
		<b>Older Youth</b>	141
		<b>Younger Youth</b>	570
<b>ETA Assigned #</b> 05050	<b>Total Exiters</b>	<b>Adults</b>	117
		<b>Dislocated Workers</b>	60
		<b>Older Youth</b>	11
		<b>Younger Youth</b>	40
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	82.7
	<b>Employers</b>	71.0	71.0
<b>Entered Employment Rate</b>	<b>Adults</b>	75.0%	79.3%
	<b>Dislocated Workers</b>	79.0%	93.6%
	<b>Older Youth</b>	81.0%	85.7%
<b>Retention Rate</b>	<b>Adults</b>	82.0%	93.6%
	<b>Dislocated Workers</b>	95.0%	93.2%
	<b>Older Youth</b>	89.0%	100.0%
	<b>Younger Youth</b>	59.0%	100.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,800	\$5,121
	<b>Dislocated Workers</b>	106.0%	154.0%
	<b>Older Youth</b>	\$4,900	\$2,689
<b>Credential/Diploma Rate</b>	<b>Adults</b>	53.0%	56.8%
	<b>Dislocated Workers</b>	53.0%	73.7%
	<b>Older Youth</b>	53.0%	57.1%
	<b>Younger Youth</b>	60.0%	100.0%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	92.4%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 2	<b>Met</b> 15
			<b>Exceeded</b> 14



When Regina Garrett came to the workforce center in Jonesboro, she was a single mother with two children. She had a part time, was receiving Food Stamps and only received child support for one child on a regular basis. Upon enrollment in the Workforce Investment Act (WIA) program, Regina had a specific goal in mind. She wanted to work for a large company in a management position. Regina was provided career assessment and assigned to a case manager. Upon review of her results, her interest and career assessment validated the appropriateness of Regina's goal and matched the qualities needed for a management position. Her case manager determined she was a good candidate for educational assistance. Throughout her schooling Regina dealt with issues that could impact her potential for success. She knew she might have to relocate for a job. Her children were established in their present schools, and one would graduate from high school about the same time Regina graduated from college. With the help of her counselor, she developed a plan that allowed her to relocate if necessary and her children to continue in the same schools until the school year ended. Regina received WIA funding during a crucial period in her life. She was able to complete her degree in Management and receive a Bachelor's Degree from Arkansas State University. Her WIA counselor was able to help her with Job Search. She began employment with Sodexo Services at St. Bernard's Regional Medical Center earning \$32,000 per year. She was able to get off public assistance and earn a salary that allowed her to successfully support her children. By looking at the changes in her circumstances, it is clear how important WIA funding was to help Regina meet her educational and employment goals toward gaining self-sufficiency.

**Table O – Local Performance (6 of 10)  
 Northwest Arkansas Workforce Investment Area**

<b>Local Area Name</b> Northwest Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>200</b>
		<b>Dislocated Workers</b>	<b>113</b>
		<b>Older Youth</b>	<b>43</b>
		<b>Younger Youth</b>	<b>305</b>
<b>ETA Assigned #</b> 05025	<b>Total Exiters</b>	<b>Adults</b>	<b>120</b>
		<b>Dislocated Workers</b>	<b>46</b>
		<b>Older Youth</b>	<b>23</b>
		<b>Younger Youth</b>	<b>144</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	76.0	<b>85.3%</b>
	<b>Employers</b>	76.0	<b>63.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	90.0%	<b>100.0%</b>
	<b>Dislocated Workers</b>	80.0%	<b>95.9%</b>
	<b>Older Youth</b>	81.0%	<b>85.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	89.0%	<b>90.6%</b>
	<b>Dislocated Workers</b>	97.0%	<b>100.0%</b>
	<b>Older Youth</b>	82.0%	<b>84.2%</b>
	<b>Younger Youth</b>	59.0%	<b>83.3%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$4,400	<b>\$6,045</b>
	<b>Dislocated Workers</b>	103.0%	<b>109.0%</b>
	<b>Older Youth</b>	\$3,700	<b>\$2,217</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	53.0%	<b>69.6%</b>
	<b>Dislocated Workers</b>	53.0%	<b>68.5%</b>
	<b>Older Youth</b>	56.0%	<b>77.3%</b>
	<b>Younger Youth</b>	60.0%	<b>87.9%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	<b>96.1%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		2	15
			<b>Exceeded</b>
			15

**EMPLOYER SERVICES** The Arkansas Workforce Center at Fayetteville has established an employer outreach program as part of its overall recruitment and placement strategy. Implementation of the Employer Relations Program was a concept that Sam Pack, the office manager, considered a high priority when he came to Fayetteville in 2000.

Through this program, the Workforce Center’s Employment Relations representatives will visit with employers at their business to learn about the employers’ workforce needs and to inform the employer of services offered at the local Workforce Center. Among the information given to the employer is a brochure developed by the local staff, which describes the services available to employers through the Workforce Center. Material is packaged in an eye-catching folder printed with the Arkansas Workforce logo. Folders were provided by the NWA Certified Development Company, one of the local Workforce Center partners. Also in the folder is a description of the tax credit programs (Work Opportunity Tax Credit & Welfare-to-Work Tax Credit) and all forms necessary for an employer to participate in the tax credit program.

A new aspect of the program is to establish a specific customer service function for follow-up and feedback from employers. This will be accomplished by creating a system for regularly communicating with employers who have submitted job orders to the Fayetteville office. We anticipate that increased communication with employers will raise employer satisfaction with our job placement services.

**Table O – Local Performance (7 of 10)**  
**Southeast Arkansas Workforce Investment Area**

<b>Local Area Name</b> Southeast Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	740
		<b>Dislocated Workers</b>	298
		<b>Older Youth</b>	148
		<b>Younger Youth</b>	438
<b>ETA Assigned #</b> 05045	<b>Total Exiters</b>	<b>Adults</b>	82
		<b>Dislocated Workers</b>	5
		<b>Older Youth</b>	68
		<b>Younger Youth</b>	146
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	80.8
	<b>Employers</b>	71.0	65.4
<b>Entered Employment Rate</b>	<b>Adults</b>	76.0%	67.5%
	<b>Dislocated Workers</b>	87.0%	66.7%
	<b>Older Youth</b>	81.0%	33.3%
<b>Retention Rate</b>	<b>Adults</b>	85.0%	91.7%
	<b>Dislocated Workers</b>	93.0%	100.0%
	<b>Older Youth</b>	81.0%	69.0%
	<b>Younger Youth</b>	59.0%	0.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,100	\$2,564
	<b>Dislocated Workers</b>	110.0%	64.3%
	<b>Older Youth</b>	\$2,700	\$0
<b>Credential/Diploma Rate</b>	<b>Adults</b>	53.0%	51.5%
	<b>Dislocated Workers</b>	53.0%	66.7%
	<b>Older Youth</b>	53.0%	4.9%
	<b>Younger Youth</b>	60.0%	21.4%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	85.3%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		12	5
			<b>Exceeded</b>
			5

"The best way to describe the relationship between my company and the Arkansas Workforce Center at Corssett is excellent. As Human Resource manager for the Pulp and Paper Division of Georgia-Pacific, I worked with Amy Courson and Vicki Bowen before they were moved from the local Employment Security Department to the workforce center. The best way to express our working relationship is professional, proactive, responsible, accessible, and accommodating. If everyone I worked with, and depended on, met my needs as well as they do, my work life would be great.

From the very beginning, as ESD representatives, they have met "every" need we've had in regard to the hiring process. I never worry about any of the preliminary matters during a hiring process, because I am confident that they are taking care of them. Once the workforce center was established we moved our hiring requests from ESD to the center because Amy and Vicki were moving.

I can't say what might happen if one or both of them left the center. We have had problems in the past, but as long as these two are on board, I'm a happy camper.".....Campbell Wilkerson, Human Resource Manager, Georgia-Pacific and Arkansas Workforce Investment Board Member

**Table O – Local Performance (8 of 10)  
 Southwest Arkansas Workforce Investment Area**

<b>Local Area Name</b> Southwest Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	662
		<b>Dislocated Workers</b>	355
		<b>Older Youth</b>	101
		<b>Younger Youth</b>	395
<b>ETA Assigned #</b> 05040	<b>Total Exiters</b>	<b>Adults</b>	105
		<b>Dislocated Workers</b>	40
		<b>Older Youth</b>	14
		<b>Younger Youth</b>	17
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	81.0
	<b>Employers</b>	71.0	69.9
<b>Entered Employment Rate</b>	<b>Adults</b>	66.0%	60.6%
	<b>Dislocated Workers</b>	82.0%	53.8%
	<b>Older Youth</b>	81.0%	0.0%
<b>Retention Rate</b>	<b>Adults</b>	81.0%	82.8%
	<b>Dislocated Workers</b>	89.0%	100.0%
	<b>Older Youth</b>	83.0%	100.0%
	<b>Younger Youth</b>	59.0%	0.0%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,000	\$4,366
	<b>Dislocated Workers</b>	110.0%	166.8%
	<b>Older Youth</b>	\$3,800	\$0
<b>Credential/Diploma Rate</b>	<b>Adults</b>	54.0%	47.6%
	<b>Dislocated Workers</b>	54.0%	45.5%
	<b>Older Youth</b>	54.0%	100.0%
	<b>Younger Youth</b>	60.0%	76.9%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	62.7%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		9	8
			<b>Exceeded</b>
			8



Ms. Donna Rainey of the Arkansas Workforce Center at El Dorado approached Mr. Randy Haynie about a possible work experience program at Dixie Air Corporation, a refrigeration, air conditioning, and electrical contractor. Mr. Haynie felt this would be a good opportunity for his business. Mr. Haynie was very impressed with the client (Henry) Ms. Rainey sent him and called right away to proceed with the arrangements. Mr. Haynie said the paperwork was very easy and Ms. Rainey made the process very simple. He said he would not have been able to afford to train someone so quickly if not for this program. The supplemental wages from the Workforce Investment Act allowed him the benefit of a hands-on training experience for the employee. Mr. Haynie has been very impressed with Henry, who began work at his business in May, 2002. He said he has given Henry a key to the building, the newest truck, and a promotion. Henry began at a wage of \$9.00 per hour under WIA and in August Mr. Rainey assumed payments at \$12.50 per hour. He said on December 1, Henry will be provided insurance benefits for him and his children. Mr. Rainey is very pleased with the Workforce Investment Act and Arkansas Workforce Center at El Dorado. He has recommended this program to other employers and plans to use them again in the future.

*"This is one of the few government programs that I believe is a good idea. It actually works. I would not have been able to hire Henry without it. Henry was not trained in the refrigeration field when he came to us, and without this program I would have had to pay him much less and put him to work doing menial tasks. He would not have taken the job under those conditions. Because of our help, I was able to invest the time and manpower necessary to train Henry to do the work. He is now a valuable part of the team here at Dixie Air Corporation, and we look forward to having him around for many years to come."*

**Table O – Local Performance (9 of 10)  
 West Central Arkansas Workforce Investment Area**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	206
		<b>Dislocated Workers</b>	180
West Central Arkansas Local Workforce Investment Area		<b>Older Youth</b>	38
		<b>Younger Youth</b>	123
		<b>Adults</b>	61
		<b>Dislocated Workers</b>	75
<b>ETA Assigned #</b> 05030	<b>Total Exitters</b>	<b>Older Youth</b>	16
		<b>Younger Youth</b>	39
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
		<b>Customer Satisfaction</b>	<b>Program Participants</b>
	<b>Employers</b>	71.0	69.4
<b>Entered Employment Rate</b>	<b>Adults</b>	71.0%	92.6%
	<b>Dislocated Workers</b>	86.0%	95.6%
	<b>Older Youth</b>	71.0%	100.0%
<b>Retention Rate</b>	<b>Adults</b>	83.0%	95.6%
	<b>Dislocated Workers</b>	92.0%	95.3%
	<b>Older Youth</b>	89.0%	100.0%
	<b>Younger Youth</b>	59.0%	85.7%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,700	\$4,307
	<b>Dislocated Workers</b>	95.0%	154.3%
	<b>Older Youth</b>	\$3,700	\$97
<b>Credential/Diploma Rate</b>	<b>Adults</b>	54.0%	67.5%
	<b>Dislocated Workers</b>	54.0%	71.3%
	<b>Older Youth</b>	54.0%	75.0%
	<b>Younger Youth</b>	60.0%	66.7%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	97.3%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		2	15
			<b>Exceeded</b>
			15

Heather is a 27-year old, Caucasian mother of two. She has a four-year old daughter and a one-year old son. Prior to their divorce, Heather and her husband ran their own business. After the divorce, Heather continued her employment in this business as a bookkeeper. Although Heather received her GED in 1990, she realized that she needed additional training in order to support her two children and herself. Heather visited the Arkansas Workforce Center at Hot Springs (One-Stop) in hopes of getting assistance with her training. Subsequently, Heather was registered for WIA Adult Services. After an initial assessment, Heather's case manager developed an Individual Employment Plan (IEP). Heather's IEP included Occupational Skills Training, Classroom Skills Upgrading & Retraining, and Individual Counseling & Career Planning. Heather enrolled in an LPN course in May 2000. Her WIA case manager referred her to partner agencies for additional assistance and Heather began receiving Food Stamps. Heather also applied for a Pell Grant to assist with her training costs.

In June 2001, Heather graduated from Quapaw Technical College with an LPN License. Heather was selected into the "National Vocational Technical Honor Society" for outstanding achievement and success in the Vocational Technical Educational LPN course. Shortly after completing her training, Heather began working as an LPN for a local cardiologist. Heather is currently earning \$10.00 per hour, the highest salary of her career, and loving what she does. Additionally, Heather has full medical and dental insurance for her children and herself. During a recent follow-up interview, Heather commented, "Thank you so much! I never could have enrolled and completed my training without the help of WIA."



**Table O – Local Performance (10 of 10)  
 Western Arkansas Workforce Investment Area**

<b>Local Area Name</b> Western Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	72
		<b>Dislocated Workers</b>	64
		<b>Older Youth</b>	35
		<b>Younger Youth</b>	95
<b>ETA Assigned #</b> 05035	<b>Total Exiters</b>	<b>Adults</b>	18
		<b>Dislocated Workers</b>	17
		<b>Older Youth</b>	7
		<b>Younger Youth</b>	29
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	75.0	88.1
	<b>Employers</b>	71.0	68.9
<b>Entered Employment Rate</b>	<b>Adults</b>	67.0%	75.0%
	<b>Dislocated Workers</b>	80.0%	79.4%
	<b>Older Youth</b>	81.0%	83.3%
<b>Retention Rate</b>	<b>Adults</b>	84.0%	80.0%
	<b>Dislocated Workers</b>	94.0%	96.3%
	<b>Older Youth</b>	70.0%	100.0%
	<b>Younger Youth</b>	59.0%	44.4%
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	\$3,500	\$4,543
	<b>Dislocated Workers</b>	101.0%	244.4%
	<b>Older Youth</b>	\$3,300	\$5,665
<b>Credential/Diploma Rate</b>	<b>Adults</b>	53.0%	60.5%
	<b>Dislocated Workers</b>	53.0%	52.9%
	<b>Older Youth</b>	53.0%	90.0%
	<b>Younger Youth</b>	60.0%	53.8%
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	78.0%	97.8%
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		N/A	N/A
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		5	12
			<b>Exceeded</b>
			12

Eric Ryan and Andrew Shores are two older youth who were working for minimum wage in the kitchen of a local steak house. They were high school buddies and became roommates to try and make ends meet. They knew that they had no future in fast food, but they needed direction and someone to counsel with them about their options. They heard about WIA through the financial aide office at Arkansas Valley Technical Institute and met with a case manager who offered them a path out of their dead-end situation. They were certified eligible for training, and completed the process to be enrolled. They chose to train in Air Conditioning and Refrigeration and were enrolled in the program at AVTI last fall. They completed their training in July and are now employed by a local Heating and Air Conditioning company making a good living for themselves. They have plans to open their own business together once they feel they have gained enough hands-on experience from their current employer. They feel that the training they received turned both their lives around and provided them with a lifetime career and not just a job.

## **State Evaluation of Activities**

Section 6 of Arkansas Act 1125 of 1999 (State Workforce Investment Act) charges the Arkansas Workforce Investment Board with the responsibility of evaluating “the entire workforce investment system, including, but not limited to, the education system, the Career Development system and the youth programs, to determine if it is meeting the goals of the Arkansas Workforce Investment Act.”

The evaluation project was assigned to the Strategic Planning Committee of the Arkansas Workforce Investment Board for research and report to the full board of all findings.

## **Evaluation Process**

The Arkansas Workforce Investment Board started with a compilation of data to publish a comprehensive document of all workforce training and development resources in the state. This document was the first attempt to produce a resource document that identifies and explains the training and development programs that are available in Arkansas. This document included approximately 50 programs representing funding of more than \$400 million and 12 state agencies.

Interviews were conducted with the manager of each program to gather information regarding the program and its services and determine the program’s efficiency and effectiveness. General areas discussed during the interviews were as follows:

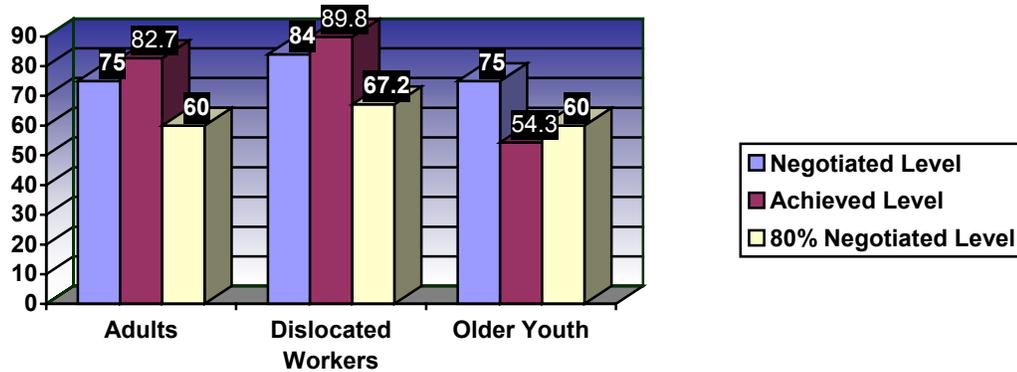
- ✓ Methods of Marketing Services
- ✓ Coordination of Services
- ✓ Program Evaluations/ Performance Measures
- ✓ Targeted Groups Served
- ✓ Accessibility

After speaking with each program manager, interviews will be conducted by the committee with each state agency director to discuss overall program structure and mission.

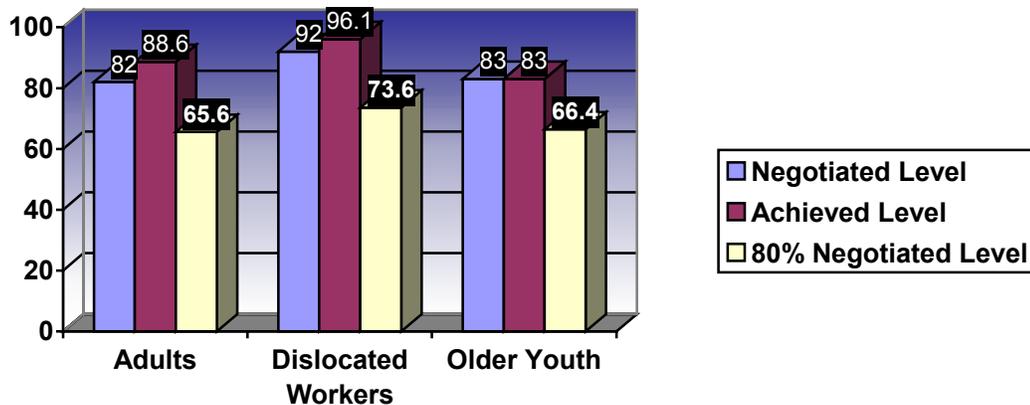
## Performance At-A-Glance

Negotiated performance levels were established between the U.S. Department of Labor (USDOL) and the State of Arkansas for each of the 17 performance measures reported below. The charts below report the negotiated level, the actual achieved level, and 80% of the negotiated level. According to USDOL guidance, the lowest acceptable level (lower limit) is calculated as 80% of the established State negotiated level. States must attain 80% of the target performance level on each measure to be determined acceptable. For PY 2001, Arkansas met or exceeded the 80% level for 13 of the 17 performance measures.

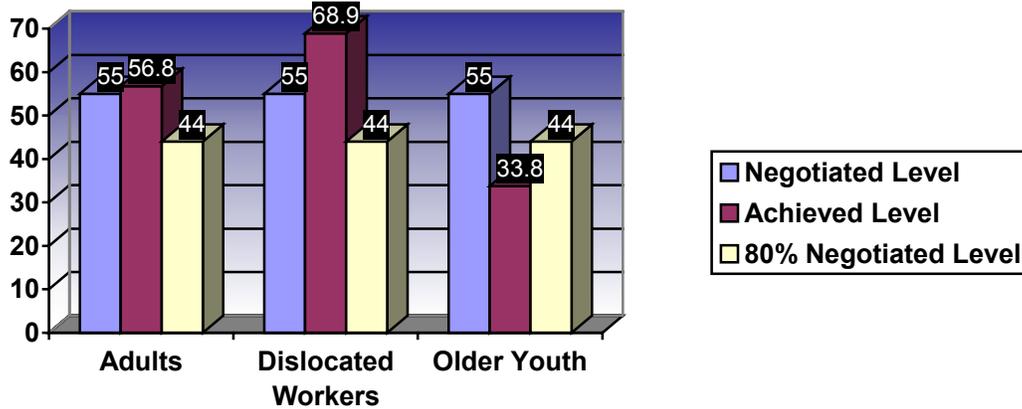
### Entered Employment Rates



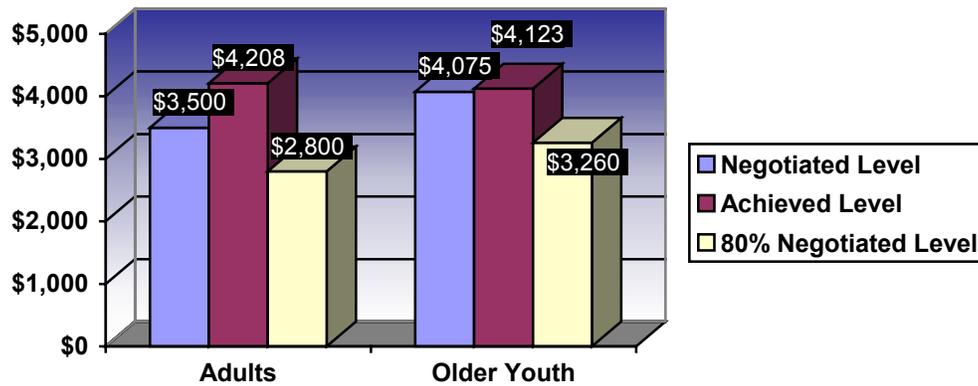
### Employment Retention Rates



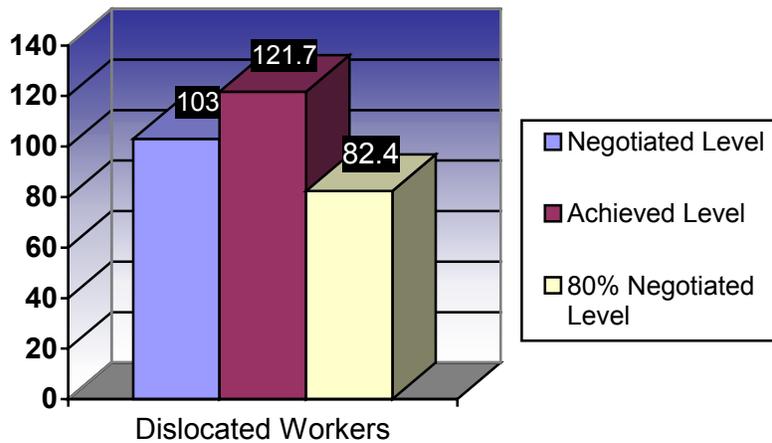
### Employment & Credentials Rates



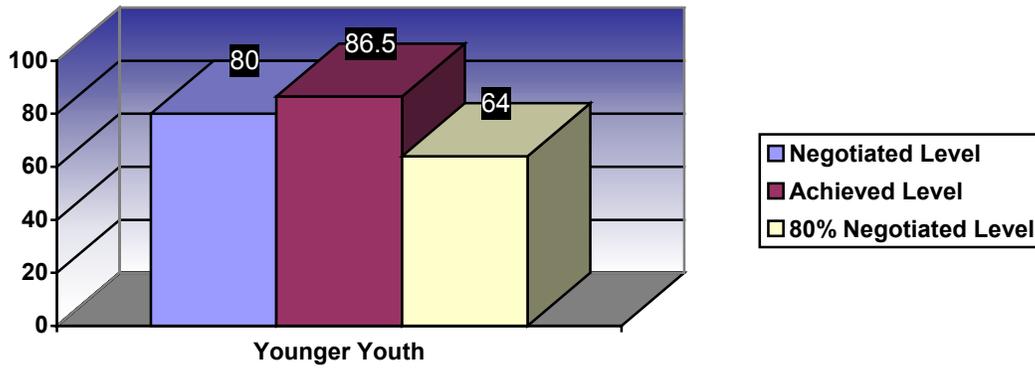
### Earnings Change in 6 Months Rates



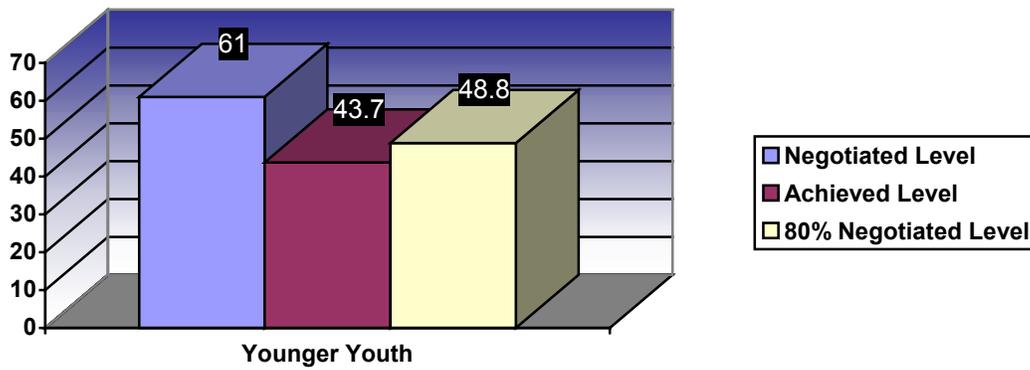
### Earnings Replacement Rate



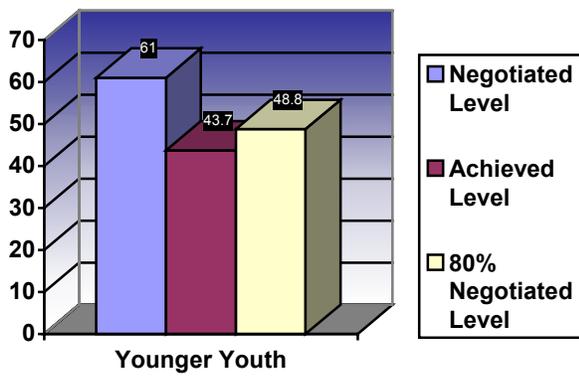
### Skill Attainment Rate



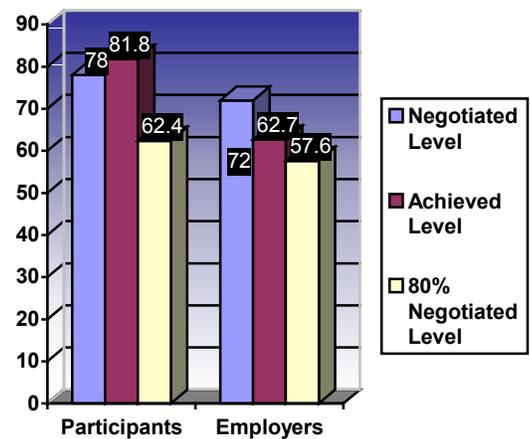
### Diploma or Equivalent Attainment Rate



### Placement & Retention Rate



### Customer Satisfaction Rates



## WIA Title II – Adult and Family Literacy

### Purpose and Brief History

The adult education program established in 1964 under Title II-B of the Economic Opportunity Act of 1964, provides educationally and economically disadvantaged adults with the basic skills they need to become productive members of society. Under Title I of the Workforce Investment Act, adult education is a designated partner in each local one-stop center.

### Clientele Served

Local adult education agencies provide service to educationally and economically disadvantaged adults functioning below a 12.9 grade level. Adult education services are available to individuals seeking educational enhancement to pass the General Educational Development (GED) Test. Adult educators also are working with existing employees to upgrade their basic academic skills to assist them in retaining employment.

### Services Provided

Certified teachers provide instruction in basic academic subjects, such as English-as-a-Second Language (ESL), family literacy, computer literacy, workplace education, job readiness, and GED testing. In addition, adult education instructors are trained to offer screening for learning disabilities.

Classes also are provided through the Workforce Alliance for Growth in the Economy (WAGE) program, a statewide competency-based foundation skills program that utilizes local employers to customize basic mathematics, communications, and reading skills within local workplace context. Employers value and recognize the WAGE standards achieved by job applicants and incumbent employees who earn a WAGE certificate. Employment and promotion candidates are given added consideration, and several employers consider the WAGE Program a pre-requisite for next-level workplace technical training. Some employers provide financial incentives to WAGE completers. WAGE has experienced a very successful year in assisting dislocated workers gain foundation skills and employment. In Pulaski County's WAGE Program, of the 482 dislocated workers who were WAGE students, 311 found employment. Other counties that had a significant WAGE completion rate that contributed to found employment were Garland, Pope, Yell, Union, Columbia, and Desha counties.

### Program Evaluation

Program evaluation is conducted based on the core indicators of performance cited in Title II of the Workforce Investment Act. Information used for evaluation purposes is taken from the management information system and compared with each local program's negotiated core indicator benchmarks. Local programs failing to meet the required benchmarks are required to complete a program improvement plan. Site monitoring by the state program managers is also part of the overall evaluation process.

### Adult Education Success Stories

#### English as a Second Language Initiative

Continued growth in the number of people from across the world moving to Arkansas is leading to the greater need for education and resources to help them transition into the workplace and into other aspects of American culture. For over 10 years, providing English as a Second Language services to individuals and to employers with employees speaking limited English has put a demand on the adult education and literacy providers throughout the state who traditionally provide services to Arkansans who need stronger basic educational skills. During the 1990-1991 fiscal year, 1,226 people were enrolled in ESL programs. That number grew to 5,202 as of the end of the 1999-2000 fiscal year.

The Adult Education Section also awards grants of federal funds to support English Literacy and Civics Education (EL/Civics) programs. EL/Civics is a new federal initiative that provides English literacy instruction in the context of civics education that emphasizes the rights and responsibilities of citizenship,

naturalization, civic participation, and United States history and government. Programs use experiential learning modules to involve students in projects that get them out of the classroom and into the community. Some examples of the modules are Local and State Government, Using the Library, Public School System, Financial Systems, Healthcare Systems, Legal System, and Housing. These modules will help students acquire the skills and knowledge to become active and informed parents, workers, and community members. Eleven adult education programs received EL/Civics grants in the first year.

### **Adult Education Testimonials**

At age 45, Ms. Jacquelyn Patillo of Pine Bluff was envious of co-workers who were going to college – she couldn't join them because she didn't have her high school diploma. She enrolled in the Southeast Arkansas (SEARK) Community College GED program and says she found the atmosphere to be "pleasant and warm." She also says her progress in the program kept her coming back to class to earn her GED at the age of 47. Now, not only is she going to college, but she also maintains a 4.0 grade point average. At the end of this semester, she will be halfway through her studies toward earning a degree in Early Childhood Technology from SEARK.

"It had been 42 years between my last year of high school and the year I earned my GED. After I earn my bachelor's degree in Criminal Justice from Arkansas State University, I'm going to go out and seek work that will let me give love, support, and encouragement to kids and young families." Ms. Melba McGuire, GED graduate, ASU/Mountain Home Adult Education Center

"At 16, I was in the high school honors program and a cheerleader. At 18, I had a child and was going through a divorce. Many days I cried because I didn't know what I was going to do. Today, I'm a senior at ASU and in the President's Honor Society. Your program's success is based on those who run it ... you are so valued to so many people. Thank you for dedicating your lives to improving lives of people like me." Ms. Leah Callahan, GED graduate, Crowley's Ridge Technical Institute

## **WIA Title III – Wagner-Peyser Act**

### **Purpose and Brief History**

The Wagner-Peyser Act of 1933 was enacted to establish a national employment system or public labor exchange (finding jobs for people and people for jobs) and for cooperation with the states in the promotion of such a system. Since the enactment of Arkansas Act 391 of 1941, the Arkansas Employment Service has been the state's primary labor exchange system, dedicated to bringing employers and qualified job seekers together. The primary responsibilities of the agency are to promote placement through the maintenance of a system of public employment offices and to provide through the accumulation of funds for the payment of, and to pay, benefits to individuals who are involuntarily unemployed.

Under the Workforce Investment Act of 1998, each Local Workforce Investment Area must establish a One-Stop service delivery system. All labor exchange services funded by the Wagner-Peyser Act must be delivered through these local systems. Under this new arrangement, the local Employment Service will be a partner in the One-Stop and will be a member of the Local Workforce Investment Board, which is tasked with designing and overseeing the local system.

### **Clientele Served**

The general public – with special interest in the level of service provided to veterans, unemployment insurance claimants, and people with disabilities, migrant and seasonal farm workers, recipients of public assistance, and other groups with special needs

### **Services Provided**

The following core services are provided: Assessment Interview (intake); Job order listings; Referral to employers of qualified job applicants; Unemployment claimant work test; Information and referral to providers of training services; Department of Human Services program information and applications; Work Opportunity Tax Credit information; Job career information; Resume preparation; Service to veterans; Services to Migrant and Seasonal Farm Workers; Services to individuals with disabilities.

### **Program Evaluation**

The Employment and Training Administration has approved the following performance measures for the public labor exchange for PY 2001: Employer Customer Satisfaction; Job Seeker Customer Satisfaction; Employment Rate; Entered Employment Rate; and Employment Retention Rate at Six Months. Absent a national standard, the agency used the following: The primary measure is the number of individuals placed on a job per staff year worked during the review period. The required standard varies from office to office based on local labor market conditions, available staff, and past performance. The range of expected performance is from 225 to 400 individuals placed per staff year worked. The offices with the most experienced and capable staff and located in strong labor markets are at the higher end of the scale, while offices with inexperienced staff or that are located in shrinking labor markets have lower expectations. Obviously, operational reviews focus on the things that lead to placement (i.e., quality job orders, quality applications, staff training, assuring that only those workers who meet the employer's job related selection criteria are referred, etc.). A second broad measurement area is service to veterans. All offices are expected to meet the negotiated standards that meet the minimum standards as set by the USDOL Veterans' Employment and Training Services. All job orders are to be properly searched and documented to assure that all qualified veterans have been considered for referral before any non-veteran is referred. Wagner-Peyser staff must understand that placement of veterans is not solely the responsibility of veterans staff. It's everyone's job. Also, all office managers are expected to be active in the local WIB, local Chamber of Commerce, and other community organizations.

## **WIA Title IV – Rehabilitation Act**

### **Arkansas Rehabilitation Services**

#### **Purpose and Brief History**

The purpose of Arkansas Rehabilitation Services (ARS) is to help Arkansans with significant disabilities to work and live independently. People with disabilities have high rates of poverty, public assistance and one of the highest rates of unemployment – as high as 70%. ARS customers are people with significant disabilities and employers that need qualified employees. Act 43 of 1955, the Vocational Rehabilitation Act of Arkansas, established ARS. ARS has developed programs through the years to serve Arkansans with disabilities including the Field Services Program with 79 counselors serving 75 counties, the Office for the Deaf and Hearing Impaired, Hot Springs Rehabilitation Center and the ICAN Assistive Technology Project.

#### **Clientele Served**

Individuals with significant disabilities aged 18 and above and students aged 16 and above in secondary education, on a consultant basis. A significant disability in terms of the ARS program is one that impacts a person's ability to obtain, maintain, or regain a job.

#### **Services Provided**

ARS provides eligible customers the opportunity to develop the skills needed to successfully enter and remain in the workforce. Eligible persons may receive one or more of the following vocational rehabilitation services: assessment; counseling and guidance; physical and mental restoration; transportation; services to family members; interpreter and note-taking services; education and vocational training; job search and placement; supported employment services; licenses, tools, and equipment; and rehabilitation technology.

#### **Program Evaluation**

The Rehabilitation Services Administration (RSA), Office of Special Education and Rehabilitation Services, U.S. Department of Education, closely monitors ARS for program performance. RSA requires meeting national benchmarks annually as measured against evaluation standards and performance indicators. RSA uses on-site monitoring, yearly and quarterly reporting, self-assessment activities, technical assistance, and corrective action plans in oversight of ARS programs. ARS is required by law to have a Rehabilitation Council and State Independent Living Council to ensure coordination and non-

duplication of services. The Rehabilitation Act requires ARS to jointly conduct a consumer satisfaction survey each year with the Rehabilitation Council of Arkansas.

## **Division of Services for the Blind**

### **Purpose and Brief History**

The Division of Services for the Blind (DSB) was established under Act 481 of 1983 to administer the state rehabilitation services program for individuals who are blind or visually impaired in Arkansas. DSB is committed to advancing the personal and economic independence of persons who are blind or severely visually impaired. Within the constraints of state and federal laws and based on the availability of funds, the Arkansas Division of Services for the Blind fulfills its mission through the following goals:

1. Employment – To assist Arkansans who are blind or visually impaired to secure or maintain employment in careers consistent with their skills, abilities, and interests
2. Independent Living – To assist Arkansans who are blind or visually impaired to live as independently as possible through the development of skills, accommodations, or adaptations that are necessary to perform all activities of daily living
3. Prevention of Blindness – To assist in preventing blindness, stabilizing vision, and where possible, restoring vision

### **Clientele Served**

DSB serves blind or severely visually impaired persons of all ages in Arkansas, providing either direct or purchased services or referrals to other appropriate agencies. Services are provided in an order of selection that gives preference to the most severely disabled blind persons.

### **Services Provided**

Vocational Rehabilitation Services for achievement of appropriate employment by consumers.

### **Program Evaluation**

The performance standards and indicators are requirements established by the Rehabilitation Act of 1973, as amended in 1998 and its regulations issued by the Office of Special Education, U. S. Department of Education. The performance measures are “stand alone” as mandated in the Rehabilitation Act, Title IV of the Workforce Investment Act. The Division of Services for the Blind (DSB) is the Designated State Unit (DSU) to administer and deliver vocational rehabilitation programs and services to individuals with visual disabilities. There are two evaluation standards designed to assist the DSU and the Rehabilitation Services Administration (RSA) to evaluate performance in serving individuals with disabilities. The two evaluation standards performance measures are employment outcomes and equal access to services.

DSB is required to achieve successful performance on both evaluation standards during each performance period. Performance indicators are established to identify what constitutes minimum compliance with the evaluation standards. These performance indicators require DSB to provide information on a variety of factors to enable RSA measure compliance with the standard. Program and fiscal evaluation is provided through formal periodic internal and federal reviews to measure compliance against established standards.

### **DSB Success Stories**

#### **Collaboration Success**

The Hot Springs Oaklawn Lions Club and the Hot Springs Rehabilitation Volunteers, Inc., recently partnered together in providing funds for materials for “Laura”, a blind student attending the Business Education Department at the Arkansas Career Training Institute (ACTI) at the Hot Springs Rehabilitation Center. Laura is enrolled in the general office skills program at ACTI. Oaklawn Lions Club purchased membership for Laura in the Recordings for the Blind so that she has access to the computer, math, and records management textbooks on tape. Recordings for the Blind is the nation’s leading educational

library serving individuals who cannot read standard print effectively because of visually impairment, learning disabilities or other physical disability. The collaborative efforts of the Division of Services for the Blind, Oaklawn Lions Club, Arkansas Career Training Institute/Hot Springs Rehabilitation Center, Hot Springs Rehabilitation Volunteers, Inc., and Recordings for the Blind have assisted Laura to complete the program requirements at ACTI in a timely manner. The class will provide the skills Laura needs to become employed in the secretarial field.

Mary was the bookkeeper and schedule dispatcher for her husband's business when she lost her vision. Mary wanted to keep her self-employment duties and contacted the Division of Services for the Blind for assistance. The DSB Technology Lab recommended adaptive equipment to assist her with her duties. DSB provided Mary with the adaptive equipment and training. In addition to keeping her job as bookkeeper and schedule dispatcher, she also has become a motivational speaker. She makes presentations to clubs and organizations in Northeast Arkansas about her success and her visual impairment.

## **Carl D. Perkins Vocational and Technical Education Act (Secondary and Postsecondary)**

### **Purpose and Brief History**

The purpose of the funds is to improve vocational and technical education programs. The Perkins Act was re-authorized by Congress in 1998. Since 1990, the majority of these federal funds have been used to improve local secondary and postsecondary vocational education programs. Under the previous Perkins Act, from 1990 to 1999, 75% of the funds were allocated to local programs under a formula specified in the Act. The new Perkins Act allocates 85% of the funds the state receives to local programs for the purposes/activities specified in "Types of Services" below. In addition, 1% of the state leadership allocation is set aside for vocational education programs in state institutions that serve individuals with disabilities or correctional institutions. The State Board of Workforce Education and Career Opportunities – Arkansas Department of Workforce Education is the sole state agency responsible for the funds. Under a Memorandum of Understanding, the Department of Higher Education provides leadership and administration for the programs in the institutions of higher education.

### **Clientele Served**

Secondary and postsecondary students enrolled in vocational and technical education programs.

### **Services Provided**

The funds are to be used to support vocational and technical education programs that (1) strengthen the academic, and vocational and technical skills of students participating in vocational and technical programs; (2) provide students with experience in and understanding of all aspects of the industry; (3) develop, improve, or expand the use of technology in vocational and technical education; (4) provide professional development programs for teachers, counselors, and administrators; (5) develop and implement evaluations of the programs carried out with funds; (6) initiate, improve, expand, and modernize quality vocational and technical education programs; (7) provide services and activities that are of sufficient size, scope, and quality to be effective; and (8) link secondary and postsecondary vocational and technical education. Funds also may be used for permissive activities including the following: involving parents, businesses, and labor organizations in the design, implementation, and evaluation of programs; providing career guidance and academic counseling for students participating in vocational and technical education programs; providing work-related experiences that are related to vocational and technical education; assisting vocational student organizations; mentoring and support services; supporting nontraditional training and employment activities; and many other permissive activities that are consistent with the purpose of the Act.

### **Program Evaluation**

The new Act specifies a set of core performance indicators as follows: (1) Student attainment of challenging state established academic and vocational and technical skill proficiencies; (2) Student attainment of a secondary school diploma or its recognized equivalent, a proficiency credential in conjunction with a secondary school diploma, or a postsecondary degree or credential; (3) Placement in, retention in, and completion of, postsecondary education or advanced training, placement in military service, or placement or retention in employment; (4) Student participation in and completion of vocational and technical programs that lead to nontraditional training and employment. The secondary and postsecondary systems have established methods of measurement for each of these performance indicators that has been accepted by the U.S. Department of Education.

### **Perkins Secondary and Postsecondary Success Stories**

#### **Future Doctor Credits Youth Apprenticeship for Career Direction**

"As a sophomore in high school, my grades were really low, and I didn't care what I did." That was how Mrs. Candace Royer Crawford of El Dorado felt six years ago before she tried something that changed her life – Youth Apprenticeship.

Mrs. Crawford is a third-year student in the College of Pharmacy at the University of Arkansas for Medical Sciences (UAMS) in Little Rock. And, she already has seven years' work experience as a pharmacist, a career that began in the summer of 1994 through the Youth Apprenticeship program sponsored by El Dorado High School, Southern Arkansas University (SAU) in Magnolia, and the DWE. She discovered that apprenticeship not only brought out her passion to help others through medicine, but it also brought out her determination to be successful (she made the UAMS Dean's List for both the fall and spring semesters of her sophomore year).

The SAU Youth Apprenticeship program introduced Mrs. Crawford to a career path that she found she cared about – the medical profession. She decided to pursue Youth Apprenticeship through the Medical Professions Education career major for the last two years of high school.

After high school, Mrs. Crawford went on to SAU to major in Pharmacy and then enrolled at UAMS in 1998 to work toward her doctorate. When she leaves UAMS with a Doctorate in Pharmacy in 2002 (and eight years of work experience), she plans to apply for residency in Little Rock to further develop clinical education skills.

Mrs. Crawford will always be grateful for Youth Apprenticeship – “. . . it is what woke me up to realize that you have got to figure out what you want to do with the rest of your life. After I joined apprenticeship, my grades went up, and I had a goal to work toward. I wouldn't have looked for a job if I hadn't gone through apprenticeship - I don't know where I'd be now.”

## WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	73	81.8	444	930	930	47.7
Employers	69	62.7	1,637	4,157	2,340	70

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	83.9	349
			416
Employment Retention Rate	80	90	496
			551
Earnings Change in Six Month	3,240	4,313	2,156,260
			500
Employment and Credential Rate	52	58.4	284
			486

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	81	51	79.2	19	85.7	18	77.8	14
		63		24		21		18
Employment Retention Rate	89.4	59	96	24	80	16	90.9	20
		66		25		20		22
Earnings Change in Six Months	4,179	250,766	5,383	102,279	4,621	73,943	3,599	71,989
		60		19		16		20
Employment and Credential Rate	60.3	38	55	11	73.7	14	37.5	6
		63		74		19		16

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.7	241	89.3	108
		295		121
Employment Retention Rate	91.2	375	86.4	121
		411		140
Earnings Change in Six Months	4,436	1,667,947	3,938	488,313
		376		124

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80	89.7	384
			428
Employment Retention Rate	91	96.1	369
			384
Earnings Replacement in Six Months	101	122.3	3,713,133
			3,036,635
Employment and Credential Rate	52	69	260
			377

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	76.9	30	100	8	83	39	78.6	11
		39		8		47		14
Employment Retention Rate	93.3	28	100	8	92.3	36	81.8	9
		30		8		39		11
Earnings Replacement Rate	94.5	383,945	172.9	75,789	122.9	366,965	170.1	78,111
		406,142		43,826		298,663		45,926
Employment And Credential Rate	61.3	19	42.9	3	65.9	27	30	3
		31		7		41		10

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	92	347	72.5
377			51	
Employment Retention Rate	96.3	334	94.6	35
		347		37
Earnings Replacement Rate	126.1	3,367,415	94.2	345,718
		2,669,788		366,847

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	71
Employment Retention Rate	81	83.3	80 96
Earnings Change in Six Months	3,775	3,668	168,714 46
Credential Rate	52	36	49 136

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	75	15	100	1	40	2	77.5
20			1		5		40	
Employment Retention Rate	70.6	12	100	1	100	3	81.3	26
		17		1		3		32
Earnings Change in Six Months	9,360	37,438	0	0	3,785	3,785	2,435	48,695
		4		1		1		20
Credential Rate	24	6	0	0	28.6	2	39.5	17
		25		1		7		43

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	76
			3,328
Diploma or Equivalent Attainment Rate	58	55.6	140
			252
Retention Rate	57	63.7	86
			135

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.2	658	75.3	137	86.9	193
		772		182		222
Diploma or Equivalent Attainment Rate	63.9	23	66.7	8	68	17
		36		12		25
Retention Rate	76.2	16	75	6	64.3	9
		21		8		14

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	51.5	470	1,656	1,335,074	3.7	13	3,346	1,167,623	78.1	75
		913		806		349		349		96
Dislocated Workers	65.6	376	38.9	2,294,349	6.5	25	4,788	1,838,529	90.5	95
		573		5,904,354		384		384		105
Older Youth	62.3	66	1,251	132,553	2.8	2	2,535	182,493		
		106		106		72		72		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>3,577</b>	<b>857</b>
<b>Dislocated Workers</b>	<b>1,890</b>	<b>384</b>
<b>Older Youth</b>	<b>722</b>	<b>175</b>
<b>Younger Youth</b>	<b>2,907</b>	<b>547</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$7,967,348.00</b>
<b>Local Dislocated Workers</b>		<b>\$5,156,140.00</b>
<b>Local Youth</b>		<b>\$8,915,480.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$2,747,260.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,092,430.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	<b>\$1,429,307.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$27,307,965.00</b>

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Arkansas Planning & Development District Board	<b>Total Participants Served</b>	Adults	178
		Dislocated Workers	277
		Older Youth	38
		Younger Youth	382
	<b>Total Exiters</b>	Adults	36
		Dislocated Workers	60
		Older Youth	3
		Younger Youth	5

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	76.2	
	Employers	71	73.3	
Entered Employment Rate	Adults	75	84.6	
	Dislocated Workers	85	89.8	
	Older Youth	71	100	
Retention Rate	Adults	81	94.7	
	Dislocated Workers	92	95.5	
	Older Youth	89	100	
	Younger Youth	59	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	6,596	
	Dislocated Workers	97	109.4	
	Older Youth (\$)	4,900	5,619	
Credential / Diploma Rate	Adults	54	57.1	
	Dislocated Workers	54	72.9	
	Older Youth	54	60	
	Younger Youth	60	100	
Skill Attainment Rate	Younger Youth	78	86	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	17	17

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Little Rock Workforce Investment Board	<b>Total Participants Served</b>	Adults	155
		Dislocated Workers	107
		Older Youth	14
		Younger Youth	36
	<b>Total Exiters</b>	Adults	43
		Dislocated Workers	21
		Older Youth	11
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75.7	
	Employers	71	55.8	
Entered Employment Rate	Adults	85	73.2	
	Dislocated Workers	87	78.1	
	Older Youth	71	62.5	
Retention Rate	Adults	89	87.5	
	Dislocated Workers	97	96	
	Older Youth	89	62.5	
	Younger Youth	59	4.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,400	4,447	
	Dislocated Workers	95	89.2	
	Older Youth (\$)	3,400	4,480	
Credential / Diploma Rate	Adults	54	50	
	Dislocated Workers	54	85.7	
	Older Youth	54	0	
	Younger Youth	60	0	
Skill Attainment Rate	Younger Youth	78	50	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		13	4	4

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: North Central	Total Participants Served	Adults	534
		Dislocated Workers	72
		Older Youth	25
		Younger Youth	364
	Total Exiters	Adults	214
		Dislocated Workers	44
		Older Youth	15
		Younger Youth	75

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	86.9
	Employers	71	73.1
Entered Employment Rate	Adults	77	98.2
	Dislocated Workers	87	97
	Older Youth	72	100
Retention Rate	Adults	80	89.5
	Dislocated Workers	97	100
	Older Youth	77	100
	Younger Youth	59	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,750	3,502
	Dislocated Workers	97	81
	Older Youth (\$)	3,700	5,418
Credential / Diploma Rate	Adults	53	70.3
	Dislocated Workers	53	70.8
	Older Youth	53	77.8
	Younger Youth	60	88.1
Skill Attainment Rate	Younger Youth	78	94.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	16	16

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Northeast Arkansas Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	712
		Dislocated Workers	357
		Older Youth	141
		Younger Youth	572
	<b>Total Exiters</b>	Adults	117
		Dislocated Workers	60
		Older Youth	11
		Younger Youth	40

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	82.7	
	Employers	71	71	
Entered Employment Rate	Adults	75	84	
	Dislocated Workers	79	93.6	
	Older Youth	81	100	
Retention Rate	Adults	82	95.3	
	Dislocated Workers	95	93.2	
	Older Youth	89	85.7	
	Younger Youth	59	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,800	5,121	
	Dislocated Workers	106	154.3	
	Older Youth (\$)	4,900	2,689	
Credential / Diploma Rate	Adults	53	60.9	
	Dislocated Workers	53	73.7	
	Older Youth	53	71.4	
	Younger Youth	60	100	
Skill Attainment Rate	Younger Youth	78	92.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	14	13

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> Northwest Arkansas Local Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	200
		Dislocated Workers	113
		Older Youth	43
		Younger Youth	305
	<b>Total Exiters</b>	Adults	120
		Dislocated Workers	46
		Older Youth	23
		Younger Youth	144

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	85.3	
	Employers	76	63	
Entered Employment Rate	Adults	90	100	
	Dislocated Workers	80	95.9	
	Older Youth	81	89.5	
Retention Rate	Adults	89	92.1	
	Dislocated Workers	97	100	
	Older Youth	82	84.2	
	Younger Youth	59	87.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,400	6,045	
	Dislocated Workers	103	109	
	Older Youth (\$)	3,700	2,217	
Credential / Diploma Rate	Adults	53	69.8	
	Dislocated Workers	53	68.5	
	Older Youth	56	77.3	
	Younger Youth	60	87.9	
Skill Attainment Rate	Younger Youth	78	96.1	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	15	15

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Southeast Arkansas EDD	Total Participants Served	Adults	740
		Dislocated Workers	296
		Older Youth	146
		Younger Youth	437
	Total Exiters	Adults	82
		Dislocated Workers	5
		Older Youth	67
		Younger Youth	147

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	80.8	
	Employers	71	65.4	
Entered Employment Rate	Adults	76	67.5	
	Dislocated Workers	87	66.7	
	Older Youth	81	48	
Retention Rate	Adults	85	91.7	
	Dislocated Workers	93	100	
	Older Youth	81	69	
	Younger Youth	59	59.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	2,564	
	Dislocated Workers	110	64.3	
	Older Youth (\$)	2,700	0	
Credential / Diploma Rate	Adults	53	51.5	
	Dislocated Workers	53	66.7	
	Older Youth	53	5	
	Younger Youth	60	21.4	
Skill Attainment Rate	Younger Youth	78	85.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		11	6	6

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Southwest AR PDD	Total Participants Served	Adults	660
		Dislocated Workers	355
		Older Youth	101
		Younger Youth	395
	Total Exiters	Adults	105
		Dislocated Workers	40
		Older Youth	14
		Younger Youth	17

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	81	
	Employers	71	69.9	
Entered Employment Rate	Adults	66	60.6	
	Dislocated Workers	82	53.8	
	Older Youth	81	0	
Retention Rate	Adults	81	82.8	
	Dislocated Workers	89	100	
	Older Youth	83	100	
	Younger Youth	59	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	4,366	
	Dislocated Workers	110	166.8	
	Older Youth (\$)	3,800	0	
Credential / Diploma Rate	Adults	54	47.6	
	Dislocated Workers	54	45.5	
	Older Youth	54	100	
	Younger Youth	60	76.9	
Skill Attainment Rate	Younger Youth	78	62.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		9	8	8

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

<b>Local Area Name:</b> West Central Arkansas Planning & Development	<b>Total Participants Served</b>	Adults	206
		Dislocated Workers	180
		Older Youth	38
		Younger Youth	123
	<b>Total Exiters</b>	Adults	62
		Dislocated Workers	75
		Older Youth	16
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	83.6	
	Employers	71	69.4	
Entered Employment Rate	Adults	71	92.6	
	Dislocated Workers	86	95.6	
	Older Youth	71	100	
Retention Rate	Adults	83	95.5	
	Dislocated Workers	92	95.3	
	Older Youth	89	100	
	Younger Youth	59	85.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,307	
	Dislocated Workers	95	151.9	
	Older Youth (\$)	3,700	97	
Credential / Diploma Rate	Adults	54	65.1	
	Dislocated Workers	54	71.3	
	Older Youth	54	75	
	Younger Youth	60	66.7	
Skill Attainment Rate	Younger Youth	78	97.3	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	15	15

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Western AR EDA	Total Participants Served	Adults	72
		Dislocated Workers	64
		Older Youth	35
		Younger Youth	95
	Total Exiters	Adults	18
		Dislocated Workers	17
		Older Youth	7
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	88.1	
	Employers	71	68.9	
Entered Employment Rate	Adults	67	75	
	Dislocated Workers	80	79.4	
	Older Youth	81	83.3	
Retention Rate	Adults	84	82.9	
	Dislocated Workers	94	96.3	
	Older Youth	70	100	
	Younger Youth	59	88.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,543	
	Dislocated Workers	101	244.5	
	Older Youth (\$)	3,300	6,405	
Credential / Diploma Rate	Adults	53	60.5	
	Dislocated Workers	53	52.9	
	Older Youth	53	90	
	Younger Youth	60	61.5	
Skill Attainment Rate	Younger Youth	78	97.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	13	13

# WIA Annual Report Data

State Name: AR

Program Year: 2001

**Table O: Summary of Participants**

Local Area Name: Workforce Investment Board of Eastern Arkansas	Total Participants Served	Adults	120
		Dislocated Workers	69
		Older Youth	141
		Younger Youth	198
	Total Exiters	Adults	60
		Dislocated Workers	16
		Older Youth	8
		Younger Youth	27

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	78.1	
	Employers	71	63.3	
Entered Employment Rate	Adults	60	96.4	
	Dislocated Workers	66	90	
	Older Youth	62	80	
Retention Rate	Adults	76	76.9	
	Dislocated Workers	86	77.8	
	Older Youth	83	100	
	Younger Youth	59	57.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,250	1,149	
	Dislocated Workers	118	107	
	Older Youth (\$)	3,500	87	
Credential / Diploma Rate	Adults	54	33.3	
	Dislocated Workers	54	60	
	Older Youth	54	16.7	
	Younger Youth	60	41.2	
Skill Attainment Rate	Younger Youth	78	68.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		9	8	8