



Helping Arkansans...

GET SKILLED.SM
CERTIFIED.
A JOB.

State of Arkansas Workforce Investment Act Annual Report

Program Year 2013
July 1, 2013 - June 30, 2014

A proud partner of the
americanjobcenter
network



Bringing People and Jobs Together.SM

Report Prepared by

Office of Employment Assistance
Arkansas Department of Workforce Services
P.O. Box 2981
Little Rock, Arkansas 72203

www.dws.arkansas.gov

Arkansas Workforce Investment Board Members

Governor Mike Beebe
Diane Hilburn, Chair
Tom Anderson, Vice-Chair
Sarah Agee, Governor's Liaison
John Adams
Terrie Baker
Lawrence Bearden
Jonathan Bibb, Program Committee Chair
Shane Broadway
Bob Cosgrove
Karen Coy
Matt Fair
Judge Jimmy Hart
Randy Haynie
Barbara Horn
Alan Hughes
Dean Inman
Brian Itzkowitz

Marion Littlejohn
Dwayne Mays, Strategic Planning Committee Chair
Representative Walls McCrary
Steve McGuire
Katy Morris
Representative Jim Nickels
Mary Parham
Marty Reep
Gary Sams
John Selig
Mayor Mark Stodola
Hays Sullivan
Senator Larry Teague
Grant Tennille
Chris Thomason
Bill Walker
Artee Williams
Senator David Wyatt

VISION

A highly trained and diversified workforce that meets the needs of high growth industry, which drives a statewide regionalized economy that is competitive in the global market.

MISSION

The Arkansas Workforce Investment Board will strive to ensure an innovative and demand-driven workforce investment system, in collaboration with education, business, industry, labor and state agencies, that effectively leverages employment and training resources and collectively responds to the needs of local and regional economies.

INTRODUCTION

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in Arkansas on July 1, 2000. This summary report focuses on fourteenth year accomplishments in Arkansas relative to the provision of WIA Title I-B services. For Program Year 2013 (July 2013 through June 2014), the United States Department of Labor (DOL) allotted approximately \$19.3 million in WIA Title I-B funds to Arkansas. While these funds enabled a continuation of employment and training services designed to benefit our youth, adults and dislocated workers, as well as our employers, funding for PY 2012 was \$167,887 less than the previous year's funding due primarily to funding reductions at the federal level.

This report describes how WIA Title I-B is organized in Arkansas, highlights state and local accomplishments, and concludes with WIA Titles I-B and III performance results.

WORKFORCE DEVELOPMENT SYSTEM VISION AND GOALS

Arkansas' strategic plan for workforce development was submitted to the U.S. Department of Labor in September 2012 and approved in December 2012 for the Workforce Investment Act and Wagner-Peyser Act programs through June 30, 2017. The plan communicates the state's vision, goals, objectives and strategies for the workforce development system. WIA Title I-B programs are a critical part of realizing this vision and accomplishing our state's workforce development goals. In addition, the state received approval of the following waivers as well.

The Arkansas Workforce Investment Board identified nine objectives to improve Arkansas' workforce and included those in the state's strategic plan. These goals were developed in agreement with the Governor's plan for economic development in the state. This report highlights the workforce activities conducted during program

year 2013 to meet these five-year objectives. The nine objectives included:

Serve the range of job seekers

- Identify, provide and leverage services for adults, youth, dislocated workers, incumbent workers, people with disabilities, ex-offenders, mature workers, returning military, and other veterans

Serve the range of employers

- Develop and deliver services in support of small businesses, regional priority sectors, existing companies
- Understand industry skill needs locally, statewide and regionally
- Track business impact

Serve the range of job economies

- Address local businesses' skills needs
- Support skill development infrastructure
- Create industry skills task forces in each workforce investment area
- Certify Arkansas communities as "career ready"

Ensure that the population is ready for work

Increase the effectiveness of local Workforce Investment Boards

Maintain collective accountability

Gain efficiencies across the system

- Create statewide workforce asset inventories
- Create joint diversified communication strategy
- Create joint tracking function across programs

Re-imagine learning

- Create mechanisms to integrate learning and work
- Improve remediation
- Provide new learning opportunities

PY 2013 ANNUAL REPORT

Diversify funding

- Leverage new funding sources
- Explore cost sharing with job seekers, employers

Waivers

[Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.](#)

The ability to use Individual Training Accounts for this hard-to-serve population enhances the ability of local areas to expedite entry into the workforce through occupational skills training and eliminates the duplicative efforts inherent to dual-enrollment.

[Waiver to replace the performance measures at WIA Section 136 \(b\) with the common measures.](#)

The common measures provide a simplified and streamlined performance measurement system and have become the basis of the workforce system's performance accountability. This waiver positively impacts all customers of Arkansas' workforce investment system by simplifying program management and performance measurement.

[Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.](#)

By alleviating provider concerns with the types and amount of information to be collected and reported, the state is able to retain approved providers and continues to increase their numbers. This facilitates quality customer choice for Arkansans in need of occupational skills training.

[Waiver of WIA Section 133 \(b\) \(4\) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to a local area to fifty \(50\) percent.](#)

This waiver provides greater flexibility in the design of local area adult and dislocated worker service delivery plans and enhances the ability of local boards to respond to changing workforce and economic dynamics. Local boards are able

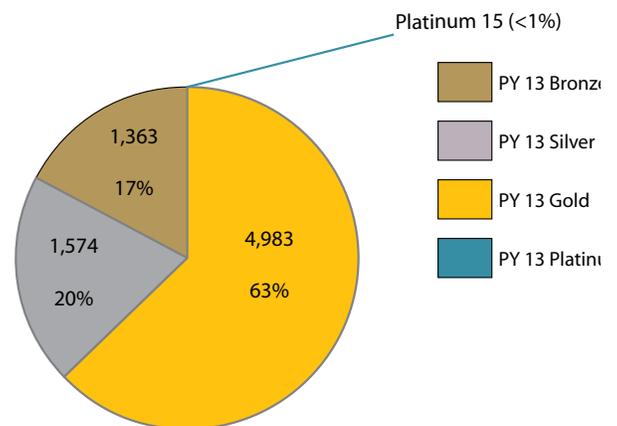
to provide targeted assistance in response to customer needs. The vast majority of requests are to transfer dislocated worker funds to the adult funding stream because a large number of dislocated workers qualify for training under the Trade Adjustment Assistance program. The ability to transfer funds enables local areas to serve more adults that were not trade impacted.

CAREER READINESS CERTIFICATION

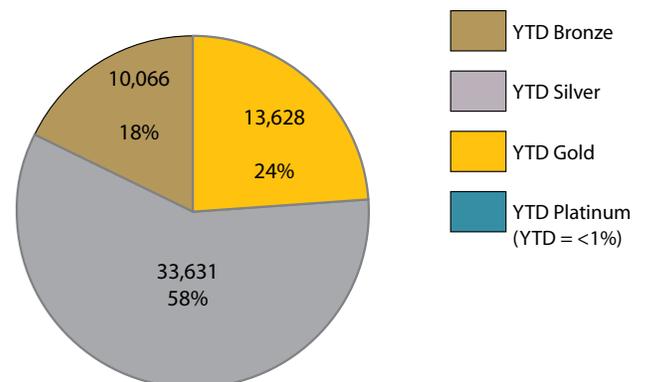
In program year 2013, 7,935 career readiness certificates were awarded to Arkansas job seekers making the total number of CRC awards 57,421 since the inception of the program in 2008.

Eighty-three employers have signed commitment forms to use the Arkansas CRC program as part of their pre-employment process.

Program Year 2013 CRC Awards



All CRC Awards



DISLOCATED WORKER SERVICES

Arkansas continues to create economic growth through attracting new employers and by working to retain the businesses we already have. Unfortunately, some businesses must downsize or even close their doors, and their workers become displaced through no fault of their own. When this happens to our citizens, it is a terrible blow to the community and the families affected. The Governor’s Dislocated Worker Task Force provides rapid response services to workers affected by layoffs through worker assistance workshops that provide information and services dealing with many issues including:

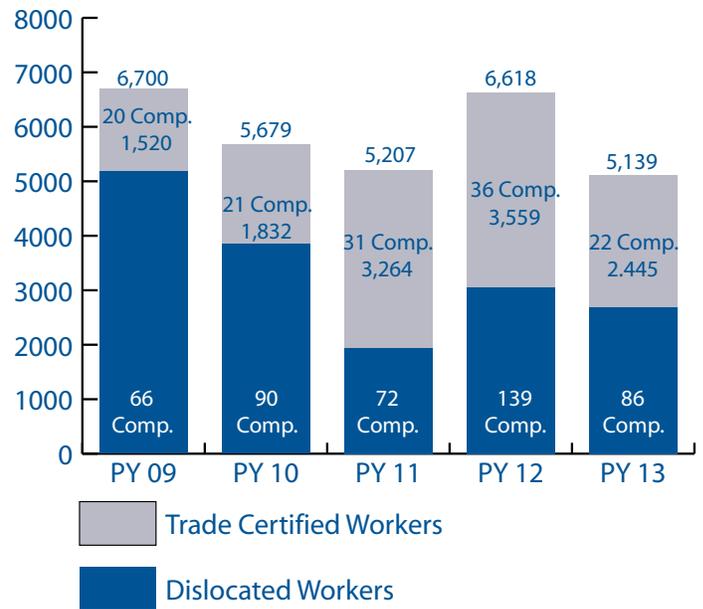
- Claiming Unemployment Insurance
- Retraining and Educational Opportunities
- Social Service Programs
- Stress Management
- Credit Counseling
- Insurance Needs
- Job Search Tips

Immediately upon receiving notice of a permanent closure or a substantial layoff, the Task Force contacts company officials. Whenever possible, a community meeting is scheduled with elected officials and business leaders to assist in creating action plans to aid both the community and the affected dislocated workers. During Program Year 2013, the Governor’s Dislocated Worker Task Force was informed of 86 actual or anticipated company closures or layoffs impacting 5,139 workers. Other PY 2013 dislocated worker facts, include:

- 22 companies were certified as trade-affected representing 2,425 workers--a decrease of almost 31 percent from PY 2012.
- XXX eligible workers enrolled in the Trade Program (Rosemary Hopkins is compiling).
- XXX clients exited the Trade Program (Rosemary Hopkins is compiling).
- 45 worker assistance workshops were held and

attended by 2,966 workers.

- The Task Force participated in or sponsored 49 job and opportunity fairs to connect dislocated workers with jobs and supportive services.



NATIONAL EMERGENCY GRANTS

AR-23 Severe Winter Storm

The President declared a disaster for Arkansas on January 6, 2014 due to severe winter storms which took place during the period of December 5-6, 2013. Arkansas applied for and received National Emergency Grant (NEG) funds to cover the cost of providing temporary employment linked to cleanup and recovery efforts caused by the disaster. The NEG was approved for \$1,520,243, with an initial incremental funding of \$506,748.00 for the period of January 6, 2014 to June 30, 2015 to serve 101 participants.

There were 13 counties affected by the storms. NEG funds were provided to three Local Workforce Investment Areas (LWIAs), geographically located throughout the state, through grant awards. The three areas were North Central, Northwest and Western. The White River Planning and Development District, Inc. (North Central) was awarded \$76,034.00 to fund 10 participants in Sharp and Van Buren

PY 2013 ANNUAL REPORT

Counties. The Northwest Arkansas Economic Development District, Inc. (Northwest) was awarded \$151,800.00 to employ 35 participants in Madison, Marion, Newton and Searcy Counties. The Western Arkansas Planning and Development District, Inc. (Western) was awarded 221,499.00 to employ 51 participants in Crawford, Sebastian, Scott, Franklin and Polk Counties.

AR-24 April Tornadoes

The State's application for National Emergency Grant (NEG) funds was approved for \$771,218.00 to create temporary jobs for eligible individuals to assist with clean up and recovery efforts as the result of the effects of the Arkansas Severe Storms, Tornadoes, and Flooding on April 27, 2014. The initial declaration was for Faulkner County. A subsequent declaration expanded the public assistance to Fulton, Independence, Izard, Jackson, Sharp, and White Counties located in North Central Arkansas.

OUTREACH TO COMMUNITIES

In PY 2013, the state coordinated or supported many events designed to assist dislocated workers, job seekers and the workforce development system. Several job and opportunity fairs were held for specific communities experiencing significant layoffs. An example of these opportunity fairs or other community outreach initiatives include:

- Federal Correctional Institution Prisoner Reentry Event, "Reentry Begins on the Day of Incarceration", FCI-Texarkana, Texas Prison Camp, Texarkana, TX
- Arkansas Democrat-Gazette / Central Arkansas Human Resource Association (CAHRA) Spring Job Fair, Statehouse Convention Center, Little Rock, AR
- Arkansas Career Development Association 4th Annual Conference, Holiday Inn Airport, Little Rock, AR
- Community Development Institute, University of Central Arkansas Campus. Conway, AR
- StarTek Transition Center, Jonesboro, AR.
- Washington Academy Charter School, Texarkana, AR
- Arkansas State University – Mountain Home Job Fair, Mountain Home, AR
- Bradley County Job Fair, Immanuel Baptist Church, Warren, AR
- 2014 Career & Community Resource Expo, Texarkana Convention Center, Texarkana, TX
- Veteran's Benefit Fair/Boots on the Ground Job Fair, Jonesboro, AR.
- Hot Springs Aerospace Day and Job Fair, Hot Springs Memorial Field, Hot Springs, AR
- Residence inn by Marriott Hourly Associate Job Fair, Texarkana, TX.
- Little River Health Systems Health Fair, Little River County Court House, Ashdown, AR
- 2014 Linking the Community Health Event sponsored by the First Baptist Church & Arkansas Minority Health Commission, North Little Rock, AR
- 2014 Rail Fest, Texarkana, AR
- 2014 Community Health & Wellness Expo, presented by the Derek Lewis Foundation, Little Rock, AR
- DWS/Rich Mountain Community College Job Fair, Old Historic Armory, Mena, AR
- St. Mark's NLR Community Health Fair, North Little Rock, AR
- Arkansas Municipal League's 80th Annual Convention, State House Convention Center, Little Rock, AR
- Local Equal opportunity Conference, Embassy Suites, Little Rock, AR.
- West Central Arkansas Society of Human resource Management Annual Conference, Hot Springs Convention Center, Hot Springs, AR
- "Putting Arkansas Back to Work" Job Fair, Clear Channel Metroplex, Little Rock, AR.
- "Hiring Our Heroes" Veteran's & Active Duty Military Employment Event sponsored by the U. S. Chamber of Commerce Foundation, Goodwill Resource Center, Little Rock, AR
- Day Reporting Center and Drug Court Care, Arkansas Community Corrections, Texarkana, AR
- Single Mothers – "What Employers Wish You Knew" presented by the Single Parent Scholarship Fund of Johnson County & Arkansas Single Parent Scholarship

- Fund, University of the Ozarks, Clarksville, AR
- Arkansas State Employees' Association 46th Annual Convention, Little Rock, AR
- Jacksonville Chamber of Commerce Business Expo, Jacksonville, AR
- 5th Annual Florida Workforce Professional Development Summit, Orlando, FL
- Aspen Transportation, LLC., Hiring / Training Initiative, Jonesboro, AR
- Sears Hiring Event, Goodwill Career Services Center, Little Rock, AR.
- Delta Regional Authority and the Arkansas State Chamber "Summit on Workforce Development", University of Arkansas at Pine Bluff Extension Auditorium, Pine Bluff, AR
- Arkansas Economic Development (AED) Annual Conference, Marriott Hotel, Little Rock, AR
- "Putting Arkansas to Work" sponsored by Cumulus Broadcasting, Springdale Convention Center, Springdale, AR
- Explore Southeast Arkansas Career Expo, Sadie Johnson Community Center, Monticello, AR
- NLR Chamber of Commerce "Back to Business" Market Arkansas Business Expo 2014, Verizon Arena, North Little Rock, AR.
- Canaan Missionary Baptist Church Community Event, Little Rock, AR
- Back to School Empowerment Bash, The Healing Place of Texarkana, Texarkana, TX.
- Hector School District Teacher Pre-Session, Hector, AR
- SERCO Hiring Initiative, Rogers, AR
- Back to School Event for Step by Step Cancer Foundation, Inc., Riverfront Amphitheatre, Little Rock, AR
- Miller County Fair, Miller County Fair Grounds, Fouke, AR
- Arkansas Department of Career Education "ACE Expo", Little Rock, Conway and El Dorado, AR
- West Memphis Chamber of Commerce – 14th Annual Business Expo, Holiday Plaza Mall, West Memphis, AR
- Jobs Now – Arkansas Summit hosted by Arkansas

- Economic Development Corporation, Concentrating on the Manufacturing, Construction, Trucking and Agriculture Industries, Statehouse Convention Center, Little Rock, AR
- 12th Annual Maumelle Business Expo, Jess Odom Community Center, Maumelle, AR
- Easter Seals 2014 Career and Resources Fair, Little Rock, AR
- Arkansas Community Development Society Annual Conference, UALR Reynolds Building, Little Rock, AR
- Single Parent Scholarship Recipient Workshop, Helena, AR
- Diabetes Community Health Event "Know Your A1C" hosted by the Arkansas Minority Health Commission, McGehee, AR.
- Superior Industries Job Fair. 9/24/14. 1301 N. Dixieland, Rogers, 72756.
- Paragould Regional Career Expo, Paragould, AR
- Hola Arkansas' 7th Annual Career and Business Expo, Clear Channel Metroplex. Little Rock.

DISABILITY PROGRAMS

The Arkansas Disability Employment Initiative (DEI) aims to improve education, training and employment opportunities and outcomes for youth with disabilities who are unemployed, underemployed and/or receiving Social Security disability benefits. Originally funded from October 2010 through September 2013, the State requested and received an extension to continue operations through March 31, 2014.

From the inception of the program, the State Lead and Disability Resource Coordinators (DRC) constantly sought to reach out and assist youth with disabilities. Aware that disabled youth were habitually marginalized, and although talented, often got side-lined into believing that real career paths were unavailable to them—particularly in geographic areas where poverty and unemployment are common. With these concerns in mind, the DEI Project group began to consider having some type of event for special needs

PY 2013 ANNUAL REPORT

youth that could identify and instill leadership qualities and expose them to career preparatory experiences, work-based learning opportunities, and connecting activities, such as financial planning.

Modeled on a Future Business Leaders of America (FBLA) archetypal, the DEI Summits and Academies were a focused-leadership experience, where students explored personal leadership skills, and began the process of creating an action plan to help define career goals. During PY 2013, program staff organized ten leadership training events that attracted over 500 students, teachers and parents. The “Leadership Summit” included workshops, seminars, exhibits, and general sessions, as well as an opportunity for students to enjoy the benefit of networking among their peers from other schools. Presentations and discussions were wide-ranging and covered (among other topics) business etiquette, Registered Apprenticeship opportunities, Job Corps and a virtual visit to the Arkansas Career Training Institute, a comprehensive rehabilitation and training center.

The DEI leadership training events was the first step in an ongoing process. Following each of the trainings and with the assistance of DEI staff, students attempted to organize job clubs on their respective campuses. Realizing, as one student phrased it, “what is the point of a job club if there aren’t any jobs available?”, staff approached ADWS with the idea of utilizing DEI funds to underwrite a summer job opportunity experience for job club participants. Wisely, the idea was expanded to include any student with disabilities. Through this project, 169 students were hired.

Project staff continued to work with area schools during the 2013 program year.

State specific DEI outreach material was developed; the most notable being the DEI Rapid Guide to Youth Services. It was and continues to be highly desired by teachers. While originally conceived for the exclusive use by students with disabilities, its ease-of-use format and the currency

of information have made it a highly sought after item by many others.

To raise awareness about disability employment issues, in PY 2013 staff increased technical assistance —mainly Disability Awareness/Etiquette training—to workforce center case managers and supervisors; local Workforce Investment Board members and the business community. A unique opportunity to extend technical assistance occurred during the Disability Awareness Month (October 2013). Staff hosted a weekly “Disability Training” moment on the state’s intranet web site which was broadcasted to all staff.

One of the goals of the project was to enhance accessibility for customers with disabilities to workforce centers.

Prominent activities included:

- Registering customers with Arkansas JobLink (AJL)
- Referring customers for formal employment assessments when appropriate
- Assisting in developing resumes, providing interview rehearsals, and advising on appropriate attire for job interviews
- Working with WIA and referring for services
- Working closely with Veteran’s Representatives to provide all possible services
- Networking with employers to keep abreast of job openings and to advocate for hiring people with disabilities
- Introducing the concept of assistive technologies to employers
- Conducting extensive outreach to businesses, local Chamber(s) of Commerce and other potential employment sites
- Conducting outreach to youth serving organizations and non-profits
- Referring customers to partner programs, e.g. WIA, UI, Vocational Rehabilitation
- Making employers aware of tax breaks offered through the Work Opportunity Tax Credit (WOTC) program

REEMPLOYMENT ASSISTANCE TO UNEMPLOYMENT INSURANCE CLAIMANTS

The Middle Class Tax Relief and Job Creation Act of 2012 mandated four additional requirements for current Unemployment Insurance claimants to continue to qualify for Emergency Unemployment Compensation (EUC) and assist them in returning to the workforce more quickly. Below are services that were provided by a combination of Unemployment Insurance, Employment Services, Veterans' Employment Representatives and Reemployment Services staff members.

1. Orientation to the Workforce Center: a summary of the services provided by partners in the one-stop.
2. Dissemination of Labor Market information: An overview of the labor market in Arkansas and how data collected and created can be used to explore career options.
3. Assessment of Skills: An occupational skills assessment to determine an individual's current skill level. Since implementation of the reemployment eligibility assessment program in March 2012, 71,441 occupational skills assessments have been created utilizing the TORQ system. TORQ is a web-based assessment system that assists in identifying a client's key knowledge, skills and abilities, based on their highest education level attained and previous work experience, then utilizes that information to rank alternate occupations based on the ability to easily move into that occupation. The system combines labor market information (median wage in the area for the suggested occupations); O-Net knowledge, skills and abilities; current job posting information (from US Jobs, Simply Hired, Indeed and Arkansas Job Link) to provide the client relevant information to assist them in identifying a possible career change.
4. Review of Eligibility: Job search contacts for the initial claim must be reviewed for any potential issues.

The Emergency Unemployment Compensation (EUC) program ended December 31, 2013. Despite the conclusion of the EUC program, the TORQ occupation skills assessment tool continues to be offered to any customer requesting assistance in our Arkansas Workforce Centers.

The Arkansas Reemployment Services (RES) program utilizes claimant demographic data to mathematically identify Unemployment Insurance (UI) claimants that are most at risk of exhausting benefits before finding employment. The Department of Workforce Services, through the Arkansas Workforce Centers, provides additional assistance to these participants and requires completion of a job search workshop to maintain their UI benefits. The goal of the program is to keep these claimants from exhausting their benefits before they move on to gainful employment. A job search workshop that lasts four to six hours is held once a month in each of the workforce centers that handle unemployment insurance claims. The workshop provides:

- An orientation to the Arkansas Workforce Center system
- Partner Program Information - Adult Education, Workforce Investment Act, Temporary Assistance for Needy Families, Veterans Services, etc.
- An overview of program requirements
- Labor market information
- Career Readiness Certification information
- Job search assistance
- Proper resume and application preparation
- Interviewing skills information

There were four Reemployment Service Coordinators that conducted over 300 Job Search Workshops throughout the state with over 4,200 individuals attending during PY 2013.

The Arkansas Reemployment Services (RES) Intensive Services program enhanced the current RES process by adding the Career Readiness Certificate program, the Transferable Occupation Relationship Quotient (TORQ)

PY 2013 ANNUAL REPORT

occupational skills assessment and additional services for selected claimants to maintain benefits. The goal of the intensive services program is not only to keep claimants from exhausting their benefits before moving on to employment, but also to reduce the total benefits paid to result in a savings for the Unemployment Insurance trust fund. Additional requirements for the intensive services program include:

- Initial assessment appointment with Reemployment Specialist staff
- Resume creation or modification
- TORQ occupational skills assessment
- Work search plan and/or enhanced employment plan
- Attempt the Career Ready 101 online curriculum as a first step to obtaining a Career Readiness Certificate
- Attend five counseling appointments with Reemployment Specialist staff every other week
- Evaluation of Career Ready 101 and WorkKeys progress
- Review of job contacts

There were ten RES Intensive Service Program locations providing these services throughout the state. The Reemployment Services Specialist in these locations conducted over 140 Job Search Workshops with over 2,100 individuals receiving these services in PY 2013.

During PY 2013, there were 33,739 occupational skills assessments created for individuals in our workforce centers utilizing the TORQ system.

Due to the overwhelming success of the Arkansas RES program overall, it was determined the services provided by the entire RES Team would be beneficial to a wider audience. Beginning in November 2013, the RES Team began actively engaging in community outreach initiatives throughout Arkansas. The RES Team partnered with other agency programs to conduct specialized workshops to assist those individuals receiving

assistance from Temporary Assistance for Needy Families (TANF), Temporary Employment Assistance (TEA) and the Community Action Program for Central Arkansas (CAPCA). The RES Team also partnered with the following community and social organizations to provide targeted mini-workshops and assistance for audiences of:

- Local High Schools
- Local Community Colleges
- State Universities
- Local and State Non-Profit Organizations
 - Faith based community assistance and food pantries
 - Low income housing and utility assistance agencies
 - Homeless and domestic abuse shelters
- Local and State Community Correction Facilities
- Local Workforce Development Agencies

The RES Team actively participated and assisted job seekers and students during job fair/career expo in over 75 events throughout the state providing résumé review, information on proper application and interviewing skills and job search skills/tips to all that attended.

VETERANS SERVICES

The state's commitment to serving our veteran population is strong. The primary means of fulfilling the needs of veteran jobseekers remains the focus of the Local Veterans Employment Representatives (LVER) and Disabled Veteran Outreach Program (DVOP) Specialists fielded through funds provided by the Jobs for Veterans State Grant.

In accordance with the intent of the Jobs for Veterans State Grant program, and the new federal guidance, the State has taken the opportunity to convert Local Veteran Employment Representatives (LVER) to Disabled Veteran Outreach Program (DVOP), to better serve our veteran customers. The primary mission of the DVOPs is the delivery of intensive case management employment

services to a targeted veteran population as an integrated partner within the Arkansas Workforce Centers.

Through this grant, the state employs thirteen full-time, and two half-time DVOPs, and eighteen half-time LVERs for a total of 23 full-time equivalents. Based on current Labor Market information, DVOPs have been placed in the major metropolitan areas across the state to educate employers and jobseekers of the services available to veterans and ensuring that workforce centers adhere to priority of service for veterans.

The effectiveness of these efforts are measured the same as they are for other clients, by determining the entered employment rate, employment retention rate of those served, and intensive service provided by the DVOP specialists, which is a new measure. It should be noted that 46% of total veterans and eligible persons served by DVOP specialist are receiving intensive services. This is above the states negotiated goal of 40%, and we expect this percentage to continue to increase as DVOP's are properly aligned within the workforce centers.

The state assures that veterans will be afforded employment and training activities authorized in 134 of the Workforce Innovation and Opportunity Act (WIOA) and activities authorized in chapters 41 and 42 of Title 38 US code by educating the local office staff on the myriad of tools specifically directed at providing customized assistance to veterans (i.e. TORQ, My Next Move, Military Skills Translator, and VetCentral).

Our success with the implementation of priority of service is evidenced by the fact that during PY 13 of the 13,106 "Covered Entrants" served, 7,168 (55%) received a direct service. The state continues through the Gold Card initiative, to provide targeted training to office managers, veteran representatives, and employment service staff on the steps required to document and provide follow-up contact with veterans that come through our offices for

service. The effect of this effort is identified by the fact that 64% of all veteran clients served by our system received staff-assisted services, compared to 50% of all clients.

As part of the Veterans Opportunity to Work (VOW) Act and the announcement of the Job-Driven National Emergency Grant, we will expand employer partnerships that provide opportunities for on-the-job training, Registered Apprenticeships or other occupational training that results in an industry-recognized credential. The state has provided information on all of these efforts to our staff and suggestions on ways in which they can be leveraged with other programs and funding sources to overcome barriers for veteran clients.

ARKANSAS PARTNERSHIP FOR NURSING'S FUTURE

Arkansas received a \$4.8 million grant to train health care professionals in the state over the next four years. Arkansas was one of 43 grantees who received this funding under the H-1B Technical Skills Training Grants. The goal of the federal grant program is to reduce the number of H-1B visas for foreign workers by training and educating Americans to fill those jobs most in demand. The Arkansas Partnership for Nursing's Future (APNF) will provide funding to enable Arkansas workers statewide to be trained for careers in the nursing profession which include

- Certified Nursing Assistants (CNA),
- Licensed Practical Nurses (LPN),
- Associate Degree Nurses (ADN), and
- Bachelor of Science Degree Nurses (BSN).

The APNF partners in providing training under this grant are the two-year colleges and UAMS. A total of 1500 participants will receive grant funded services. Of these participants, APNF has a goal of 960 participants completing their education and a goal of placing at least 691 participants into employment in related health care fields.

DWS Labor Market Information indicates that the number of RNs will increase more than 27 percent in Arkansas by 2018. According to the health care industry, more than 1,500 qualified nursing applicants are turned away each year in Arkansas because of limited capacity. The grant intends to address that lack of capacity through the use of distance learning and increased clinical training opportunities.

The APNF grant has exceeded the number of participants to be served under the grant with one year remaining in the program. The grant goals call for 1,200 participants to enter training in one of the target fields. APNF has trained over 1,865 participants thus far. 337 participants have entered employment in the Nursing Career Pathway due to training offered under the grant. Many participants are in a multi-year program that will enable them to gain the credential of RN or BSN. Two new programs have been developed under the APNF--an accredited program for RNs with an Associate's Degree to earn their Bachelor's Degree in Nursing and an online clinical training program to increase the number of clinical instructors throughout the State.

PARTNERSHIP WITH REGISTERED APPRENTICESHIP

Arkansas Apprenticeship Coalition

In June of 2012, Governor Beebe approved an investment of up to \$1.2 million dollars from the Department of Workforce Services Training Trust Fund for an apprenticeship training initiative that is being implemented by the Arkansas Apprenticeship Coalition. It is providing a long-term employment and training opportunity for many previously unemployed and underemployed individuals, in that these new apprentices may be funded for the full four to five years, depending on the discipline, that it takes to reach the Master or Journeyman level. Of the 96 individuals who began the program as new-hire apprentices in August of 2012, 68 remain in the program and entered their fourth semester in January 2014 earning

an average annual wage of \$28,397.00. The individual training providers and the number of apprentices that are currently in training, by trade, are as follows:

- Arkansas Painters Apprenticeship Local 424 – 11 Painters apprenticeships
- Little Rock Electrical Joint Apprenticeship Training Committee (International Brotherhood of Electrical Workers (IBEW)) – 9 Electrician apprenticeships
- National Apprenticeship Training Foundation, Inc. (NATF) – 15 Plumbing and 16 Electrician apprenticeships
- Northwest Arkansas Plumbing – 9 Plumbing apprenticeships
- Plumber and Pipefitter Local Union 155 – 7 Plumbing – Pipefitting/Welding apprenticeships
- Sheet Metal Workers Local 36 – 1 Sheet Metal Worker apprenticeship

Arkansas Pipe Trades Association

In May of 2013, the Arkansas Pipe Trades Association was approved for \$1.2 million dollars from the Department of Workforce Services Training Trust Fund to fund the implementation of an Accelerated Welder Training Program. This program will result in 192 individuals receiving training that leads to certification and employability as an apprentice in the pipe fitting and pipe welding trades. Three 18-week training sessions were conducted between August 19, 2013 and June 30, 2014, two at their Little Rock training facility and one at their El Dorado facility. The sessions followed the 720 hour curriculum of the United Association of Journeymen and Apprentices of the Plumbing and Pipefitting Industry of the United States and Canada ("UA"). The primary goals of the training are to provide the participant with OSHA 10 safety training, basic pipefitting skills, pipe welding certification(s), and employment upon completion. The following is a brief illustration of outcomes for these sessions.

Number of Participants	38
Number Completed	30
% Completed	79%
Completed OSHA 10 Certification	66%
Completed 1 Welding Certification	55%
Completed 2 Welding Certifications	34%
Completed 3 Welding Certifications	21%
Completed 4 Welding Certifications	10%
Completed 5 Welding Certifications	8%

Of the 38 participants that completed this training, two were granted Journeyman status and became members of UA Local 155. The other participants were offered and accepted a place in UA Local 155's Apprenticeship Program, which operates as the Greater Little Rock Area Joint Apprentice Training Committee. The apprentices were granted two years credit in the five-year program, which means they will obtain Journeyman status with only three additional years of on-the-job and classroom training. This also means that their hourly rate of pay is set significantly higher than someone classified as a first year apprentice. Currently, the per hour pay rate for a third year apprentice of UA Local 155 is \$17.16 plus health insurance benefits and pension. All graduates are employed full-time in the construction industry.

MICROSOFT IT ACADEMY

In July 2012, the Governor's Workforce Cabinet announced the launch of the Microsoft IT Academy program. The Microsoft IT Academy includes web-based instruction and opportunities to earn industry-recognized certifications, including Microsoft Office Specialist, Microsoft Technology Associate or Microsoft Certified Professional. Topics range from computer basics to high-level programming, along with information and communications technology management.

The Microsoft IT Academy has been piloted in 26 Arkansas Workforce Centers around the state with the expectation of making it available to all of our workforce centers in the

near future. Arkansas is the first state in the nation to offer the Microsoft IT Academy to all adult learners, who can access services at adult education centers and Arkansas Workforce Centers.

Arkansas' Microsoft IT Academy is funded jointly by the Department of Career Education, the Department of Education and the Department of Workforce Services. The state's investment of \$469,635 provides a variety of curricula, lab resources, teacher training and certification materials for an anticipated 343 sites.

With the implementation of the Microsoft IT Academy, adult Arkansans will be able to participate and acquire skills to enhance their employability. Arkansas' Microsoft IT Academy is customized to align with the state's STEM Works program, also an initiative of the Governor's Workforce Cabinet. STEM Works is aimed at educating more K-12 students in the STEM fields of science, technology, engineering and mathematics and equipping Arkansas colleges with the tools needed to better educate future K-12 teachers in these core subjects.

A total of 1,232 participants have enrolled in the IT Academy coursework and 134 of the workforce center staff have also enrolled. While only 15 actual certifications have been earned, that number is expected to increase during PY 2014 due to the workforce centers gaining the ability to proctor both the practice and certification tests at the workforce centers, instead of referring the participant to another location. The jobseeker is now able to register at a workforce center, enroll in the IT Academy, begin work in our center or work from their own home, return to our center to test and, upon completion, print a Microsoft Certificate before leaving.

Since its 2012 inception, Microsoft IT Academy has been promoted to adults solely through the Arkansas Workforce Centers along with other skills training opportunities and programs. This partnership with Microsoft IT in offering training to adults not only produces more qualified

PY 2013 ANNUAL REPORT

applicants for Arkansas' workforce, but it can assist employers by incorporating this certification in their applicant selection process.

To further increase awareness, in June 2014, a targeted media campaign was launched in the Jonesboro and Camden markets. These two markets were selected because of their geographic location within the state and the available job openings in those markets requiring some kind of computer technology skills. Additionally, each designated market area is more defined and much smaller than markets such as Little Rock or Fort Smith that coincide or overlap with other significant markets.

The media campaign strategy is designed to inform persons about the benefits of Microsoft IT Academy certification, while incorporating a call-to-action to contact a local Arkansas Workforce Center for more information. Moreover, a new, powerful positioning statement is incorporated that not only complements Microsoft IT Academy but reinforces the overall goals of DWS and the Arkansas Workforce Centers:

During this 3-month pilot campaign, a combination of advertising mediums are utilized to include print collaterals, in-house signage, newspaper, network and cable television, radio, outdoor billboard and banners. The campaign also incorporates a special link on www.ARJobLink.com and periodic Facebook postings.

Although this pilot media campaign is only running in Jonesboro and Camden market areas, a "soft-campaign" approach is being executed through all Arkansas Workforce Centers via in-house print collaterals; e.g. brochures, counter cards, etc. The broadcast and newspaper campaign ends mid-September 2014. Marketing will continue, however, statewide through in-house print collaterals and signage.

ARKANSAS WORKFORCE CENTERS

In program year 2013, Arkansas had a total of 47 Arkansas Workforce Centers, including 24 comprehensive, nine satellite and 14 affiliate centers.

In October 2013 the Arkansas Workforce Center at Hope was relocated to its new location at 205 Smith Road, which was the former location of the Hope Migrant Center. This move allowed the Center to expand its workspace, provided more resources for customers, and brought more partners together such as those already in the existing workforce center plus those working with migrant programs. In November 2013, WIA services that were being offered at the Greater Texarkana Workforce Center consolidated with the workforce center at Hope.



MOBILE WORKFORCE CENTERS

The Department of Workforce Services operates five mobile Arkansas Workforce Center units. The units are used to assist with employment services at job fairs and other events and as needed to areas of worker dislocation. The units, which are in high demand around the state, are available to training providers, educational institutions, and other state and federal agencies. For Arkansans who lack access to reliable transportation this is often the critical factor in obtaining and maintaining employment. With



the use of the mobile workforce centers, many more Arkansans will have access to services. Each mobile workforce center contains 10 to 13 computer stations. Three units also include an interview room, interactive smartboard, sound system, and are handicapped accessible. These three units also are equipped with outside monitors that can display videos and presentations which can be directed to larger audiences. In Program Year 2013, the mobile units were used at over 102 events statewide to assist jobseekers and employers.

BUSINESS ENGAGEMENT

Outreach to the employer community is critical for the Arkansas Workforce Centers in meeting the employment needs of the community. Each local workforce investment area conducts business engagement activities in a customized way in order to meet the needs of their employers. Below is a summary of some of the outreach activities and programs and strategies for serving the employer community in Arkansas.

- Statewide implementation of the Arkansas Career Readiness Certificate program at no cost to employers or job seekers.
- Coordinated outreach to employers among all partner programs through the use of Business Liaison Teams to prevent duplicate contact.
- Speaking with a common message for the center rather than program specific messages.
- Use of Business Service Coordinators to focus on services to the employer community.
- Communication, both verbal and written, with local community leaders. Community leaders and local businesses are provided with pamphlets, brochures, business cards, and other reading material that gives a brief description of services.
- Conduct job fairs, opportunity fairs, and career expos at no cost to employers and jobseekers.
- Conduct open houses for community members to learn more about the workforce centers.
- Make mobile workforce center units available to employers that are having mass hiring or training.
- Allow employers to recruit and conduct interviews onsite at workforce centers.
- Work closely with chambers of commerce, economic and community development organizations to establish strong working partnerships, attend and participate in after-hours business networking events.
- Educate employers about incentives for hiring targeted populations through the Work Opportunity Tax Credit program and Federal Bonding program.
- Follow up with employers about the quality, timeliness, and efficiency of services provided.
- Partners share information about job openings and use a common database to record job orders throughout the state.
- Join regional and state human resource associations.
- Provide occupational skills training such as the Microsoft IT Certification(s) to employers needing specific skills.
- Provide information on external partners (i.e Vocational Rehabilitation Services).
- Identification of employers current and future hiring needs.
- Listening to the customer's needs, concerns, and expectations.
- Work with high school and post-secondary schools to help develop a career and technical education (CTE) honors program that will encourage and better prepare individuals for technical jobs for which employers are recruiting.
- Use the Career Readiness Certificate to inform employers of the abilities of prospective employees.

PERFORMANCE DATA

Wagner-Peyser Performance

Wagner-Peyser Labor Exchange Performance focuses on providing a variety of employment related services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, and recruitment services for employers with job openings. The services are delivered in two modes: self-service and staff assisted service. Arkansas’ customers may visit a workforce center, electronically or in person, for a variety of services. During the 2013 program year, over 258,000 individuals received employment related information services and registered with Arkansas JobLink, the state’s internet-based job matching system. Of the 258,000, 121,000 (47%) received staff assisted services.

Through our partnership with the National Labor Exchange and a proactive effort to include jobs from employers with established applicant tracking systems; many of the jobs in the AJL system are received and automatically included through a “no touch” electronic information transfer. This leveraging of information frees up staff to provide services directly to jobseekers and saves thousands of man hours each year in reduced maintenance and updating of individual job orders posted in our system.

The PY12 federal performance measurement indicators from Arkansas JobLink show that 71 percent of Arkansas’ jobseekers gained employment and 84 percent were retained in employment for at least six months with six-month average earnings of \$14,000 dollars.

Wagner-Peyser Program Results

Performance Items	Negotiated	Actual
Entered Employment Rate	64.0	71.0
Employment Retention Rate	82.0	84.0
Average Earnings*	\$12,300	\$14,000

*Average Earnings measure represents two quarters of earnings.

Workforce Investment Act Title I-B Performance

The data tables included in this report represent Arkansas’ Title I-B performance measure results for Program Year 2013. Program Year 2012 Arkansas had the highest performance measure goals amongst all states in seven categories . The U.S. Department of Labor approved to lower several of the WIA performance goals for PY 2013. This approval came after significant discussions and commitments on the part of the state to increase the number of individuals served from several target populations. The target populations are as follows: Adult target categories consist of Not High School Graduate, Veteran, Low Income, Temporary Assistance for Needy Families, Receives Public Assistance (not TANF), Offender, and Single Parent. Youth target categories consist of Out of School Youth, Dropout, Basic Skills Deficient, Offender, and Pregnant or Parenting Youth. Dislocated Worker target categories consist of Displaced Homemaker, Unemployment Insurance Exhaustee, Veteran and Single Parent.

The results of Arkansas performance measures were calculated in varying timeframes, meaning every measure was not calculated within the same twelve-month time period. For example, Average Earnings and Retention Rates were measured by customers who exited between April 2012 through March 2013. Entered Employment Rates were measured by customers who exited between October 2012 through September 2013. The 12-month Retention Rates and 12-month Average Earnings Rates were calculated based on customers who exited between January 2012 and December 2012. The Participant Counts were calculated from July 2013 through June 2014. A performance table is presented for each of the state’s ten local workforce investment areas.

Adult Program Results At-A-Glance

ETA-B

Performance Items	Negotiated	Actual	Numerator Denominator
Entered Employment Rate	84.0	87.9	335 381
Employment Retention Rate	88.0	94.2	554 588
Average Earnings*	\$13,080	\$13,896	\$6,906,505 497

Outcomes for Adult Special Populations

ETA-C

Performance Items	Public Assistance	Numerator	Veterans	Numerator	Individuals	Numerator	Older	Numerator
	Services	Denominator		Denom	Disabilities	Denom	Individuals	Denom
Entered Employment Rate	87.3	213 244	75	9 12	80	8 10	80	8 10
Employment Retention Rate	93.5	332 355	100	10 10	80	4 5	62.5	5 8
Average Earnings*	\$13,188	\$3,956,305 300	\$13,642	\$122,781 9	\$10,779	\$43,117 4	\$11,828	\$47,314 4

Outcome Information by Service Level for the Adult Program

ETA-D

Performance Items	Individuals	Numerator	Individuals	Numerator	Individuals	Numerator
	Core Only	Denominator	Core & Intensive	Denominator	Training	Denominator
Entered Employment Rate	0	0	81.3	13 16	88.2	322 365
Employment Retention Rate	0	0	91.3	21 23	94.3	533 565
Average Earnings*	0	0	\$10,549	\$200,429 19	\$14,029	\$6,706,076 478

*Average Earnings measure represents two quarters of earnings.

Dislocated Worker Program Results At-A-Glance

				ETA-E
Performance Items	Negotiated	Actual	Numerator Denominator	
Entered Employment Rate	88.0	91.6	218	238
Employment Retention Rate	93.0	96.9	250	258
Average Earnings*	\$14,114	\$14,869	\$3,271,232	220

Outcomes for Dislocated Worker Special Populations

								ETA-F
Performance Items	Veterans	Num Individuals Denom	Disabilities	Num Denom	Older Individuals	Num Denom	Displaced Homemakers	Num Denom
Entered Employment Rate	100.0	15	100.0	4	66.7	10	66.7	2
		15		4		15		3
Employment Retention Rate	92.9	13	100.0	1	100.0	10	100.0	1
		14		1		10		1
Average Earnings*	\$16,094	\$193,123	\$11,655	\$11,655	\$11,746	\$93,967	\$6,351	\$6,351
		12		1		8		1

Outcome Information by Service Level for the Dislocated Worker Program

							ETA-G
Performance Items	Individuals Core Only	Numerator Denominator	Individuals Core & Intensive	Numerator Denominator	Individuals Training	Numerator Denominator	
Entered Employment Rate	0	0	96.6	28	90.9	190	
		0		29		209	
Employment Retention Rate	0	0	96.3	26	97.0	224	
		0		27		231	
Average Earnings*	0	0	\$11,859	\$237,187	\$15,170	\$3,034,045	
		0		20		200	

*Average Earnings measure represents two quarters of earnings.

Youth (14 - 21) Program Results

ETA-H1

Performance Items	Negotiated	Actual	Numerator Denominator
Placement in Employment or Education	81.7	81.6	501 614
Attainment of Degree or Certificate	81.5	85.1	548 644
Literacy and Numeracy Gains	77.9	71.2	79 111

Outcomes for Youth Special Populations

ETA-H1A

Reported Information	Public Assistance	Num Denom	Veterans	Numr Denomr	Individuals. Disabilities	Num Denom	Out-of-School Youth	Num Denom
Placement in Employment or Educ Rate	80.7	342 424	0	0 0	73.4	47 64	76.3	106 139
Attainment of Degree or Certificate Rate	85.6	356 416	100	1 1	87.3	69 79	69.5	73 105
Literacy and Numeracy Gains	71.6	53 74	0	0 0	62.5	5 8	71.2	79 111

Other Reported Information

ETA-L

Program	12 Mo. Employ Retention	Num Denom	12 Mo. Earn Change	Numerator Denominator	Place. Nontrad	Num Denom	Wages Unsub	Num Denom	Unsub Trng	Num Denom
Adults	92.3	562 609	\$9,168	\$5,014,650 547	5.4	18 335	\$5,021	\$1,506,187 300	68.0	219 322
Dislocated Workers	92.6	264 285	194.3	\$3,567,153 \$1,835,483	4.1	9 218	\$6,326	\$1,239,949 196	63.7	121 190
Older Youth	0	0 0	0	0 0	0	0 0	0	0 0	0	0 0

Participation Levels

ETA-M

Program	Total Participants Served	Total Exitters
Total Adults	199,563	192,305
Total Adults (self)	197,936	191,417
WIA Adults	199,045	192,035
WIA Dislocated Workers	521	271
Total Youth (14 - 21)	1,614	716
Younger Youth (14 - 18)	0	0
Older Youth (19 - 21)	0	0
Out-of-School Youth	300	170
In-School Youth	1,314	546

Cost of Program Activities

ETA-N

Program Activity	Total Federal Spending
Local Adults	\$5,822,056
Local Dislocated Workers	3,921,417
Local Youth	6,069,429
Rapid Response	1,600,333
Statewide Required Activities	847
	Description
	GAE Administration 1,176,675
	Eligible Training Provider Cert ACRS 52,609
Statewide Allowed Activities	Statewide Youth Activities 1,566

Total of All Federal Spending Above

\$18,644,932

Figure 1 - Cost Analysis

ETA-Figure 1

Target Populations	PY 2013 Expenditures*	PY 2013 Participants Receiving Services	Cost Per Service Provided
Adults			
Core	\$1,312,099.39	2,090	\$627.80
Intensive	\$1,823,765.02	3,509	\$519.74
Training	\$1,839,009.59	1,147	\$1,603.32
Dislocated Adults			
Core	\$1,113,929.89	1,032	\$1,079.39
Intensive	\$1,364,986.07	1,508	\$905.16
Training	\$866,254.86	501	\$1,729.05
Youth	\$5,158,214.20	12,487	\$413.09

*Expenditures were from all available funding periods and sources, i.e., PY 2012, and PY 2013 allotments. Expenditure period covers July 1, 2013 through June 30, 2014. Please note that the participants counts above may count one individual more than once, depending on the level and number of services received by the participant.

Arkansas has analyzed the cost of workforce activities for the program year using the “cost per participant” methodology used in previous years. The analysis indicates that the value of services has increased and that overall costs of providing services have declined, considering inflationary factors.

For Program Year 2013, Arkansas provided a cost efficient program that provided a wide variety of services meeting the needs of all stakeholders. Data for PY 2013 are shown in Figure 1.

CENTRAL ARKANSAS HIGHLIGHTS

The Central LWIA participated in six job fairs and six employer hiring events throughout the program year. Employer specific events were held for the Hughes Agency, Marshall's, Ross, First Staff, Manpower, and UCA.

Innovative Service Delivery

The Adult and Dislocated Worker Program goals for the entered employment rate, employment retention rate, and average earnings were exceeded by the participants during Program Year 13.

Target Population

During one quarter of 2013 WAGE assisted in preparing customers to receive 10 Career Readiness Certificates, nine Employability Certificates, ten Customer Service Certificates, five Banking Certificates, and one Industrial Certificate.

A member of the Lonoke Business Service team met with over 175 employers during the 2013 Program Year to connect them with the workforce centers and the jobseekers who were seeking employment.

The Brinkley Workforce Center formed a new partnership with the owner of several area businesses who conducted workshops for Adults, Youth and Dislocated Workers on topics such as resume preparation, interviewing techniques, and advertising.

The Benton Center assisted Saint-Gobain in finding applicants for open jobs by providing interviewing space for the employer.

From October 31, 2013 through March 13, 2014 the Arkansas Health Connectors assisted 101 customers gain knowledge of the new health laws.

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	28,318		
	Dislocated Workers	41		
	Older Youth	11		
	Younger Youth	99		
	Total Exitters			
	Adults	27,229		
	Dislocated Workers	15		
	Older Youth	6		
	Younger Youth	30		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	86.0	
	Dislocated Workers	88.0	100.0	
Retention Rate	Adults	88.0	100.0	
	Dislocated Workers	93.0	100.0	
Average Earnings	Adults	\$13,080	\$13,698	
	Dislocated Workers	\$14,114	\$19,269	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	62.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	72.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	60.0	
Overall Status of Performance	Not Met	Met	Exceeded	
	X			

Also, a Department of Workforce Services Reemployment Specialist continued providing workshops for up to thirty-five unemployed workers each month. Beginning in April of 2014 several mini job search workshops began being offered each quarter.

Leveraging Resources

The Central Arkansas Workforce Investment Board received a National Emergency Grant sub-grant award in the aftermath of a significant ice and snow storm on Christmas Day of 2012.

The NEG provided opportunities not only for the areas affected, but the people as well. Over 25% of the participants who were enrolled under the AR-20 NEG, were retained for permanent employment once the program ended.

CITY OF LITTLE ROCK HIGHLIGHTS

The Little Rock LWIA participated in 15 job fairs and employer hiring events throughout the program year. Over 2,588 job seekers and 171 employers participated in these events.

Some other noteworthy activities included:

- December 22, 2013 – Christmas Caravan for the Homeless, the center-wide staff Christmas project, which included gathering winter clothes, non-perishable goods, children’s toys and attending the event with a DWS mobile unit and employment information. Hundreds attended and received gifts and services, such as dental care and applying for affordable health care.
- Two Citizenship Workshops were held in partnership with Arkansas United Communities Coalition and other Hispanic advocacy groups and coalitions. These workshops are open to legal residents wanting to begin the naturalization process to become U.S. Citizens or update their legal DACA status. 135 persons attended and were able to speak with volunteer immigration attorneys and advocates.

The Summer Youth Employment Program (SYEP) was a success. Over 90% of the clients successfully completed the work readiness goal. As a result of the SYEP, four clients were offered permanent positions with their worksites.

Innovative Service Delivery

The LRWIB adopted a 16-goal strategic plan to serve targeted and additional populations considered to be “Harder-to-Serve”, including the homeless, ESL, ex-offender, and older out-of-school youth, among others. The board achieved twelve of those goals and made positive advances in the process of achieving the other four.

National Emergency Grant (NEG)

The Little Rock Workforce Investment Board (LRWIB) received a small natural disaster grant in the wake of the severe winter storms in December 2012 and January 2013. The board entered into a partnership with the City of Little Rock’s Parks and Recreation Department to continue the repair and cleanup of the city’s park system. From July 2013 through March 2014, a total of 23 long-term unemployed individuals were hired and trained. By the end of the program, nine of the participants had found full-time employment, some with other departments at the City of Little Rock.

Local Area Performance

Local Area	Total Participants	ETA-O		
Little Rock 	Adults	21,448		
	Dislocated Workers	67		
	Older Youth	24		
	Younger Youth	87		
	Total Exitters			
	Adults	20,826		
	Dislocated Workers	39		
	Older Youth	10		
	Younger Youth	28		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	100.0	
	Dislocated Workers	88.0	97.0	
Retention Rate	Adults	88.0	97.0	
	Dislocated Workers	93.0	100.0	
Average Earnings	Adults	\$13,080	\$12,568	
	Dislocated Workers	\$14,114	\$14,082	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	90.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	82.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	75.0	
Overall Status of Performance		Not Met	Met	
			X	

Target Populations

- Adults (not a high school graduate): Increased new Adult enrollments by 42 individuals in PY 2013 thereby exceeding the goal of 26 new enrollments.
- Veterans: The LRWIA has been working closely with a company called QI Security Services that has been awarded the federal contract to staff trained security officers at all federal facilities in Arkansas. The company was veteran-founded and predominantly hires veterans to join its employee-owned company.
- UI Exhaustee: Increased new DLW enrollments by 40 individuals in PY 2013 thereby meeting the goal of 40 new DLW participants.
- Youth (Out of School): Increased new youth enrollments by 53 individuals in PY 2013 exceeding the goal of 34 new participants.
- Met the goal of increasing enrollment of homeless persons across all WIB programs from 2 to 6 (300%). NEG enrolled another 3 homeless persons with other barriers.
- Exceeded the goal of placing at least six participants in part or full-time positions paying at least \$10/hour by May 1, 2014. Seven EPA Grant participants have found employment at this or a higher level.

Continuous Improvement

For the first time in its history the LRWIA achieved all of the performance goals for each of the 9 common measures and the additional 4 local measures set by the board.

EASTERN ARKANSAS HIGHLIGHTS

The WIB Eastern Area partnered with several agencies and employers to participate in 10 job fairs & hiring events. Over the program year 1,400 job seekers and 166 employers took part in these hiring events.

- The Arkansas Workforce Center in West Memphis provided a job fair for Malace HR at the Army National Guard Building on September 19, 2013. Malace is new to the area and providing staffing services for Hino. There were over 230 jobseekers that attended, completed applications and received a pre-employment interview. The DWS Mobile Unit was on site so job seekers could print their Career Readiness Certificates, which the employer requires.
- WIBEA partnered with DWS to host their annual job fair in Forrest City at the East Arkansas Community College Fine Arts Center on October 24, 2013. Approximately 300 jobseekers visited with 50 vendors to discuss job opportunities, services available to job seekers and meet with training providers.
- The Arkansas Department of Corrections conducted a job fair at the Arkansas Workforce Center in West Memphis on February 6, 2014 and was pleased with the applicants they conducted pre-interviews with during the job fair.
- The Arkansas Workforce Center partnered with the Employer Support of the Guard and Reserve (ESGR) to host a Job and Career Expo at the Eugene Woods Civic Center in West Memphis on April 3, 2014. There were approximately 20 employers who participated. Other vendors included training providers and other agencies that assisted job seekers.

Innovative Service Delivery

On March 14, 2014, The Arkansas Department of Human Services (DHS) awarded the board a Supplemental Nutrition Assistance Program (SNAP) Employment and Training grant for \$80,916.16 to serve Crittenden County residents receiving supplemental food assistance. The goal of the grant is to assist adults referred by the

Local Area Performance

Local Area	Total Participants	ETA-O		
Eastern	Adults	13,390		
	Dislocated Workers	10		
	Older Youth	13		
	Younger Youth	151		
	Total Exitters			
	Adults	13,217		
	Dislocated Workers	9		
	Older Youth	6		
	Younger Youth	54		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	100.0	
	Dislocated Workers	88.0	100.0	
Retention Rate	Adults	88.0	100.0	
	Dislocated Workers	93.0	100.0	
Average Earnings	Adults	\$13,080	\$17,396	
	Dislocated Workers	\$14,114	\$14,051	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	96	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	94	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	100	
Overall Status of Performance		Not Met	Met	
			Exceeded	
			X	



DHS office with the tools they need to gain meaningful employment and/or get their GED or training to become self-sufficient. The grant period is July 1, 2014 through June 30, 2015. The WIBEA is the first board to receive a SNAP grant in Arkansas.

Business Service Efforts

The business services team is led by WIA and DWS management personnel who partner with other agencies in the center to promote the wide range of services in the Workforce Centers (West Memphis and Forrest City) to provide qualified applicants to fill the employer's needs. Members of the team meet with business and industry leaders at various locations including their place of business, Chamber of Commerce events, Workforce Center, and community activities. The meetings involve talking to the business leaders about the services in the center and how we can serve the business community by providing qualified applicants to help with their hiring needs.

We promote the Arkansas Career Readiness Certificate and Microsoft IT Academy to jobseekers for credentials and businesses for identifying qualified jobseekers. We also provide occupational skills training to help meet employer needs for employees needing specific skills.

NORTH CENTRAL ARKANSAS HIGHLIGHTS

The North Central WIB participated in two major job fairs. Over 400 job seekers and 90 employers participated in the events.

Through National Emergency Grants, about 40 temporary workers were placed with cities and counties to help clean up after severe storms in the nine county area.

Innovative Service Delivery

North Central LWIA contracts with Jobs for Arkansas Graduates (JAG) Program to provide some of its youth services. JAG is a nationwide program whose mission is to assist at-risk and disadvantaged youth in graduating from high school or receiving a GED and then finding and keeping quality jobs. Their 40 core competencies closely align with youth services, which WIA is required to provide. North Central also provides funding for work experience for those enrolled in JAG, who are WIA eligible.

The North Central area continues to operate its Youth Build (YB) grant received from DOL in November 2012. The three-year YB grant for \$1,043,130 is a comprehensive youth and community development program that addresses core issues facing low-income communities such as education, housing, employment, crime prevention and leadership development. The first eight-month class of 20 participants graduated December 5, 2013. A total of 95% met literacy/numeracy gains, 80% received high school diplomas, one received a GED, 70% received a Home Builders Institute certification and began employment related to construction, 95% completed CPR training, and 100% earned an OSHA certificate. The second eight-month class began on January 6, 2014 with 22 students enrolled.

Leveraging Resources

The North Central area routinely applies for grants from other sources in an effort to leverage resources. North Central was awarded the following grants in PY 2013:

Local Area Performance

Local Area	Total Participants	ETA-O		
North Central 	Adults	13,645		
	Dislocated Workers	45		
	Older Youth	10		
	Younger Youth	185		
	Total Exitters			
	Adults	13,030		
	Dislocated Workers	21		
	Older Youth	3		
	Younger Youth	125		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	89.0	
	Dislocated Workers	88.0	95.0	
Retention Rate	Adults	88.0	95.0	
	Dislocated Workers	93.0	96.0	
Average Earnings	Adults	\$13,080	\$14,258	
	Dislocated Workers	\$14,114	\$15,022	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	82	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	90	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	100.0	
Overall Status of Performance		Not Met	Met	
			Exceeded	
			X	

- YouthBuild grant in November 2012 from the U.S. Department of Labor (DOL) in the amount of \$1,043,130 for a three-year period
- National Emergency Grant in August 2013 from DOL for \$496,821 to employ 30 workers to assist with clean-up efforts from severe storms in the area
- National Emergency Grant in January 2014 from DOL for \$253,448 to employ 15 workers to assist with clean-up efforts
- Screening, Brief Intervention and Referral to Treatment (SBIRT) grant for substance abuse treatment and alcohol abuse. Funding comes to Youth Build through the Conrad Hilton Foundation

Continuous Improvement

In its efforts to continuously improve services, the North Central area, not only met, but exceeded its performance goals in each of the nine common measures for PY 13.

NORTHEAST ARKANSAS HIGHLIGHTS

The Northeast LWIA participated in four job fair and hiring events. Over 360 job seekers and 59 employers participated in these events.

Innovative Service Delivery

Northeast’s primary focus is utilizing WIA funds to provide adults, dislocated workers and youth an opportunity to participate in occupational skills training at local two- and four-year state colleges/ institutions through Individual Training Accounts (ITAs).

The ultimate goal of occupational skills training is to gain necessary skills to obtain employment that leads to self-sufficiency. Listed below are some important facts:

1. Northeast served over 283 participants (155 adults, 77 dislocated workers and 51 youth) in occupational skills training for the Spring 2014 semester.
2. Over seventy percent of the adult participants served were low-skilled, low income individuals.
3. Northeast had a successful summer employment opportunities program. During the six week program, over 140 disadvantaged youth were served throughout the seven county area.

Continuous Improvement

Based on clients’ responses to WIA questionnaire forms, online surveys, information obtained through monitoring/technical assistance, and partner feedback, the NEAWIB develops and

Local Area Performance

Local Area	Total Participants	ETA-O	
Northeast 	Adults	26,184	
	Dislocated Workers	117	
	Older Youth	78	
	Younger Youth	164	
	Total Exitters		
	Adults	24,685	
	Dislocated Workers	54	
	Older Youth	25	
	Younger Youth	89	
			Negotiated Level
Entered Employment Rate	Adults	84.0	92.0
	Dislocated Workers	88.0	95.0
Retention Rate	Adults	88.0	95.0
	Dislocated Workers	93.0	98.0
Average Earnings	Adults	\$13,080	\$16,358
	Dislocated Workers	\$14,114	\$16,414
Placement in Employment or Educ.	Youth (14 - 21)	81.7	86.0
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	91.0
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	94.0
Overall Status of Performance	Not Met	Met	Exceeded
			X

implements plans for continuous improvement for the NEAWIA. NEACEOs, NEAWIB, and ETS, Inc. leadership is responsible for achieving the NEAWIA’s objectives through strategic planning, organizing, staffing, evaluating and correcting. Successful continuous improvement involves the entire area in instituting objective and internal program evaluation, collaborative strategic planning, and effective implementation. ETS, Inc. staff has experience developing, implementing, monitoring, and achieving results with continuous improvement plans. A review of performance standards and the level of integration at the workforce centers will demonstrate the staff’s commitment to and success at continuous improvement.

NORTHWEST ARKANSAS HIGHLIGHTS

The Northwest LWIA participated in 18 job fairs and hiring events. Approximately 4,565 job seekers participated in these employment opportunities.

Innovative Service Delivery

Last summer Northwest enrolled 83 youth with disabilities ages 14-24 in the Disability Employment Initiative (DEI) summer work experience. Of those 83 youth, 22 are co-enrolled in the WIA younger youth program. Seventy-five (over 90%) successfully completed their work experience. Funding was granted to extend after-school work experience for 16 of these youth through March 31, 2014. Additionally we were able to assist with school expenses for one individual who is attending Arkansas Tech University.

Northwest participated in the MyFreeTaxes Workforce Initiative sponsored by LEAD Center and funded through the Disability Employment Initiative of the US Department of Labor and the Walmart Foundation. This initiative provided access to no cost income tax preparation (web based) for those whose incomes were less than \$58,000. Workforce Centers displayed and distributed flyers and provided information directly to work experience participants. Workforce Center customers are usually unemployed or low income and benefit from this service allowing many to save money rather than paying tax preparers to prepare simple returns. Increasing Service to Targeted Hard to Serve Populations.

At least 27 veterans were enrolled in WIA training and employment services in PY 2013.

Leveraging Resources

Northwest was the recipient of three National Emergency Disaster Grants totaling \$1,195,000 during PY 2013. These grants help with the cleanup and recovery from tornados, severe storms, flooding and severe winter storms. We have had 119 people assisting with projects

Local Area Performance

Local Area	Total Participants	ETA-O		
Northwest	Adults	30,300		
	Dislocated Workers	86		
	Older Youth	27		
	Younger Youth	232		
	Total Exitters			
	Adults	30,239		
	Dislocated Workers	32		
	Older Youth	22		
	Younger Youth	71		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	87.0	
	Dislocated Workers	88.0	92.0	
Retention Rate	Adults	88.0	97.0	
	Dislocated Workers	93.0	100.0	
Average Earnings	Adults	\$13,080	\$12,928	
	Dislocated Workers	\$14,114	\$12,980	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	87.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	92.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	100.0	
Overall Status of Performance	Not Met	Met	Exceeded	
			X	



across seven counties by repairing and replacing bridges, culverts and roads, debris cleanup, moving dirt and gravel and more.

Through the Disability Employment Initiative Summer Youth Employment grant additional funding was awarded in the amount of \$280,400. Northwest has been able to serve 83 additional youth and an extension provided funds to assist youth with disabilities through March 31, 2014.

Software purchases through TechSoup save non-profit organizations, such as ours, thousands of dollars thanks to donations from Microsoft, Adobe and other vendors.

Arkansas Department of Workforce Services has provided additional sources of services to customers including Microsoft IT Academy and cTORQ. At no cost to the local areas we can now help customers train for and receive Microsoft Office programs certification. The cTORQ program allows customers to easily prepare and search for employment efficiently and quickly.

SOUTHEAST ARKANSAS HIGHLIGHTS

Innovative Service Delivery

Dislocated workers and adult clients were recruited and targeted through various means including universities, job fairs, local events, community outreach, and through partner agencies. Once these clients received core services they were encouraged to apply for additional programs such as WIA Tuition Assistance, Microsoft IT Academy, CRC and more.

Youth were served in a “meet you where you are” manner and staff would set up events at schools, community centers, neighborhoods and other local events to spread the word about WIA services. Youth clients who were enrolled participated in intensive services including work readiness courses and activities that promote skill development and career planning and preparation. Youth were also welcomed to share their ideas on how to better improve our programs.

Leveraging Resources

The local board, through the one-stop operator, worked to identify other potential funding sources. Included in this process was Pell Grants for education and other programs providing service in the area, such as Rehabilitation Services. In addition, the local board partners with other service providers in the area to encourage leveraging these, and other, additional available resources in area.

Local Area Performance

Local Area	Total Participants	ETA-O		
Southeast 	Adults	10,431		
	Dislocated Workers	3		
	Older Youth	13		
	Younger Youth	231		
	Total Exitters			
	Adults	9,821		
	Dislocated Workers	1		
	Older Youth	5		
	Younger Youth	55		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	81.0	
	Dislocated Workers	88.0	100.0	
Retention Rate	Adults	88.0	86.0	
	Dislocated Workers	93.0	100.0	
Average Earnings	Adults	\$13,080	\$12,690	
	Dislocated Workers	\$14,114	\$16,479	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	84.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	80.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	73.0	
Overall Status of Performance	Not Met	Met	Exceeded	
	X			

Continuous Improvement

Southeast Arkansas Workforce Centers continuously strives to offer high-quality services to citizens of Arkansas. Although performance goals are important and are a target for what we do, our main focus is bettering the lives of those, in which we serve. We believe that by providing intensive, client-centered and personalized services to our clients and offering valuable resources and guidance, that goals, outcomes, and performance will all fall into place.

SOUTHWEST ARKANSAS HIGHLIGHTS

Employer Services

In El Dorado, on March 11, 2014, WIA partnered with the local Veterans representative and Job Corps staff to present information on the services provided by the local Workforce Center at Westwood Preschool.

A job fair sponsored by the Ouachita Partnership for Economic Development, SAU Tech, The Department of Workforce Services and Camden Area Chamber of Commerce was held in Camden at the Charles O. Ross Center on March 13, 2014. Southwest provided jobseeker and Dislocated Worker materials, and budgeting information. Over 20 employers participated, 388 registration forms were returned for the event, and approximately 400 job seekers attended.

Innovative Service Delivery

In the fall of 2013, in an effort to identify hard-to-serve, low-skilled and/or low-income adults and disadvantaged youth in Southwest Arkansas, staff made a presentation to residents of a homeless shelter about accessing services through the Arkansas Workforce Centers and the Workforce Investment Act, including job search assistance, occupational skills training and partner services. There were 20 adults and five younger youth for this session including the following: Veteran, low income, single parents, and recipients of public assistance.

Staff attended and participated in Governor's Dislocated Task Force workshops and/or contacted affected workers to offer Core, Intensive and Training services when appropriate and as funding allowed. These services were provided by center staff and WIA Case Managers and/or the WIA Regional Manager served as the spokesperson for training services. WIA presentations offered assistance to dislocated workers and an appeal was made to those workers to pass information about WIA to any displaced homemakers affected by the layoffs/closures.

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	17,526		
	Dislocated Workers	45		
	Older Youth	12		
	Younger Youth	62		
	Total Exitters			
	Adults	16,645		
	Dislocated Workers	34		
	Older Youth	12		
	Younger Youth	47		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	78.0	
	Dislocated Workers	88.0	82.0	
Retention Rate	Adults	88.0	91.0	
	Dislocated Workers	93.0	85.0	
Average Earnings	Adults	\$13,080	\$10,862	
	Dislocated Workers	\$14,114	\$15,153	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	79.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	82.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	75.0	
Overall Status of Performance	Not Met	Met	Exceeded	
	X			

Information and applications received from the ADWS Training Trust Fund's Accelerated Welder Program was placed in local Center(s), in an effort to reach the targeted populations. This partnership was established on November 22, 2013.

Leveraging Resources

SWAPDD applied for and received \$150,000.00 (total project cost of \$300,000.00 – 50% local match) from EDA for the implementation of these goals: 1) Workforce Development Mapping which involves assembling data from various sources such as Department of Labor, Department of Education, Department of Transportation, University of Arkansas at Little Rock, etc., formatting data for visual presentation, and upload and distribute processed data, and 2) Implement a Regional Business Retention and Expansion Program which involves creating a regional workforce business case that will teach members how to compile, analyze, and present relevant data to existing businesses and new prospects. Both of these goals involve coordination of cities and counties, local schools, community colleges and universities, economic developers, private sector, non-profits, workforce development partners, and the State.

WEST CENTRAL ARKANSAS HIGHLIGHTS

Workforce Center partners joined the Workforce Center’s Business Service Representative to create a business service team that provided employer contact to over 1,500 employers during the past program year.

Workforce center staff in the West Central area took a total of 3,809 job orders listing 8,526 job openings. The Workforce Center staff located qualified job applicants for employers, provided space for employers to conduct job interviews, and provided labor market information to employers. The business services team members also worked with economic development agencies and businesses to maintain a proactive approach to encourage and maintain economic growth. Employer input is solicited on a regular basis on how our Workforce Center services can be improved to meet their needs.

Business service team members also provided information to the employers on assessment services such as cTorq that is available through the Workforce Centers, as well as the Career Readiness Certificate program and Microsoft IT Academy.

Innovative Service Delivery

- Workforce Center customers/employers were encouraged to participate in the Microsoft IT Academy. The program is designed to provide customers with the 21st century technology skills necessary to acquire certification and be competitive in the workplace.
- Workforce Center staff utilized the cTORQ assessment data with adults, dislocated workers and disadvantaged youth in establishing career goals and determining their chances of career success. Staff was encouraged to use this assessment in developing a training/career plan for continuing education.

Local Area Performance

Local Area	Total Participants	ETA-O	
West Central	Adults	21,903	
	Dislocated Workers	10	
	Older Youth	33	
	Younger Youth	84	
	Total Exitters		
	Adults	20,888	
	Dislocated Workers	2	
	Older Youth	24	
	Younger Youth	46	
			Negotiated Level
Entered Employment Rate	Adults	84.0	89.0
	Dislocated Workers	88.0	80.0
Retention Rate	Adults	88.0	95.0
	Dislocated Workers	93.0	100.0
Average Earnings	Adults	\$13,080	\$14,435
	Dislocated Workers	\$14,114	\$15,721
Placement in Employment or Educ.	Youth (14 - 21)	81.7	51.0
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	61.0
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	62.0
Overall Status of Performance	Not Met	Met	Exceeded
	X		



- Leadership Development Workshops were held on a regular basis for disadvantaged youth enrolled in the WIA Youth Program. These workshops have been successful in encouraging participating youth to become more responsible, focus on positive social behaviors and decision-making. Youth were exposed to postsecondary educational opportunities that they might otherwise be unaware are available to them.
- Job/Career Fairs and Business Expo events continued to benefit our workforce area by connecting employers directly with job seekers. The Arkansas Workforce Center partners and mobile unit was on site for customers to tour and have hands-on experience with the many services offered inside the mobile unit, including resume preparation and job listings.

Leveraging Resources

The West Central Workforce Investment Board partnered with the Department of Workforce Services to offer a summer work experience program for disabled youth within the West Central area. The program known as Disability Employment Initiative served 66 youth from May 1, 2013 to March 31, 2014. \$295,240 was expended during this timeframe.

WESTERN ARKANSAS HIGHLIGHTS

Innovative Service Delivery/ Increased Services to Targeted Populations

Case Managers are using a “group messaging” application to communicate with their clients via smart phones or tablets. The app is called “Remind 101”, and is a free one-way texting program commonly used by teachers/professors to communicate with mass groups of students. Recipients remain anonymous and can call their Case Manager with any questions/comments regarding the message they receive via a “phone tag” imbedded in the text message. This has made sending reminders about workshops, orientation sessions, job fairs, or grade reports more streamlined and time effective.

Another use of technology to better serve clients is the iPad or tablet to administer the O*Net Interest Profiler during the initial orientation whether in the field, or during group orientation sessions. The portability and ease-of-use are advantageous for both the client and Case Manager.

The Greenwood Public School Special Services Department hosted a Transition Fair on November 5, 2013, at their Performing Arts Center for students with disabilities and their families/guardians. The purpose of the event was to provide an opportunity for students with disabilities, their family members, and educators, to learn more about the process for navigating services in Western Arkansas as the students prepared to transition from high school to life after high school.

WIA and DWS teamed up with 25 local businesses to speak to the high school seniors about employment opportunities and short-term training programs. Workshops were provided throughout the day in 30-minute breakout sessions covering topics such as; resume preparation, completing applications, interviewing tips, job hunting, navigating AJL job openings, and information on WIA approved training programs. Helpful materials were distributed during the workshops and included: Arkansas Career Readiness Info / Job Search Handbook / Be Successful at Work / Rapid Guide to Interviewing / Rapid Guide to Job Hunting / Pocket Resumes.

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	15,900		
	Dislocated Workers	97		
	Older Youth	51		
	Younger Youth	47		
	Total Exitters			
	Adults	15,455		
	Dislocated Workers	64		
	Older Youth	25		
	Younger Youth	33		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	84.0	88.0	
	Dislocated Workers	88.0	85.0	
Retention Rate	Adults	88.0	92.0	
	Dislocated Workers	93.0	94.0	
Average Earnings	Adults	\$13,080	\$12,506	
	Dislocated Workers	\$14,114	\$15,379	
Placement in Employment or Educ.	Youth (14 - 21)	81.7	92.0	
Attainment of Degree or Certificate	Youth (14 - 21)	81.5	80.0	
Literacy or Numeracy Gains	Youth (14 - 21)	77.9	25.0	
Overall Status of Performance				
	Not Met	Met	Exceeded	
	X			

Approximately 170 students took advantage of these workshops making it a very successful and valuable experience for all those involved.

Workshop for Disadvantaged and At-Risk Youth

On February 22, 2014, a workshop for WIA youth clients was held at the Logan County Courthouse in Booneville. Three of the ten WIA program elements were the focus of the workshop. The main agenda items were:

- Dropout prevention and the importance of remaining in school
- Community service
- Leadership development and peer centered activities
- Drug and alcohol abuse prevention

Leveraging Resources

During PY-13, Western expended \$487,000.00 in funds from two National Emergency disaster grants to fund temporary jobs for dislocated workers in aiding our counties and cities in the clean up and repair of public infrastructure following severe weather events. The funds were used to provide wages and supportive services, such as clothing and safety gear, to 70 dislocated workers and long term unemployed citizens of Western Arkansas.

Veterans' Outcomes by Special Populations

Performance Items	ETA-Q					
	Post 9/11 Era	Numerator	Post 9/11 Era	Numerator	TAP Workshop Veterans	Numerator
	Veterans	Denominator	Rec Intensive Serv	Denominator	Denominator	Denominator
Entered Employment Rate	90.9	10/11	90.9	10/11	0	0/0
Employment Retention Rate	100.0	4/4	100.0	4/4	0	0/0
Average Earnings*	\$14,561.21	\$58,244.85/4	\$14,561.21	\$58,244.85/4	\$0	\$0/0

Veteran Priority of Service

Performance Items	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	8,141	
Covered Entrants Who Received a Service During the Entry Period	8,140	99.99
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	66	81.0

CUSTOMER SATISFACTION

For PY 13, the approach that was used to assess customer satisfaction paralleled the methodology used previously, which followed the ACSI protocol. In order to attain the most accurate, honest feedback from employers and job seekers, Arkansas Department of Workforce Services contracted with the Survey Research Center at the University of Arkansas at Little Rock to conduct the surveys. ADWS collaborated with SRC on the design of the survey instrument, but the execution of the survey was done independently by SRC staff. SRC staff administered the survey, collected the data, analyzed the data and reported the results.

Employer Survey Results

A total of 868 employers participated in the survey, and the response rate for the survey was 73% (RR3, according to the AAPOR 2004 Standard Definitions). All employers who posted job openings with Arkansas Workforce Centers were included in the target population. When asked to rate their overall satisfaction with Workforce Center services, approximately 1 in 3 (31%) employers gave the services a “10,” the highest satisfaction score possible. Additionally, 80% of employers who used Arkansas JobLink to post job openings, rated the process as either “Excellent” or “Good.”

The Customer Satisfaction Index for Arkansas employers was computed using the three ACSI customer satisfaction

questions. These questions used a 1-10 scale and measured 1) Overall satisfaction, 2) Service expectancy, and 3) Comparison to an ideal. The CSI was calculated with a formula that used the arithmetic mean for each question transformed to a value on a 0 to 100 scale and then weighted using equal weights and summed to obtain an overall CSI score.

Customer Satisfaction Index for Employers

Mean Overall Satisfaction = 7.7 0 -100 Overall Satisfaction = $((7.7 - 1)/9) \times 100 = 74.4$
Mean Service Expectancy = 6.9 0 -100 Overall Satisfaction = $((6.9 - 1)/9) \times 100 = 65.6$
Mean Comparison to Ideal = 7.0 0 -100 Overall Satisfaction = $((7.0 - 1)/9) \times 100 = 66.7$

CSI = $(.33 \times 74.4) + (.33 \times 65.6) + (.33 \times 66.7)$
Customer Satisfaction Index = 68.2

Job Seeker Survey Results

A total of 619 job seekers participated in the survey, and the response rate for the survey was 60% (RR3, according to the AAPOR 2004 Standard Definitions). In order to assess customer satisfaction system-wide, all job seekers who received staff-assisted services associated with Employment Services, Unemployment Insurance (includes disqualified claimants) and Workforce Investment Act were included in the target population. Prior to PY 12, only customer satisfaction of WIA participants was assessed. The data received from job seekers were weighted for age and race in order to bring the sample representations in line with the actual population proportions. When asked to rate their overall satisfaction with Workforce Center services, approximately 1 in 3 (31%) job seekers gave the services a “10,” the highest satisfaction score possible, and nearly three-fourths (74%) of job seekers rated the Workforce Center staff’s willingness to help as either “Excellent” or “Good.” Additionally, job seekers who reported having their Career Readiness Certification were asked to rate the certification in helping them get a job, promotion, or take on new responsibilities. Using a scale of 1-10, the majority of job seekers rated the helpfulness of the certification a “7” or higher with 32% giving a rating of “10.”

The Customer Satisfaction Index for Arkansas job seekers was also computed using the three ACSI customer satisfaction questions.

Customer Satisfaction Index for Job Seekers

Mean Overall Satisfaction = 7.5 0 -100 Overall Satisfaction = $((7.5 - 1)/9) \times 100 = 72.2$
Mean Service Expectancy = 7.1 0 -100 Overall Satisfaction = $((7.1 - 1)/9) \times 100 = 67.8$
Mean Comparison to Ideal = 7.1 0 -100 Overall Satisfaction = $((7.1 - 1)/9) \times 100 = 67.8$

CSI = $(.33 \times 72.2) + (.33 \times 67.8) + (.33 \times 67.8)$
Customer Satisfaction Index = 68.6

SUCCESS STORIES

Oscar Oregon

Imagine being laid off from a high paying job in the oil field industry, then living only on unemployment benefits while you look for another job. It happened to Oscar Oregon. As a single parent with two daughters, Oscar needed to take action immediately.



While at the Fayetteville Workforce Center, Oscar asked the Unemployment Interviewer about his options. Encouraging him to consider retraining opportunities, the Interviewer immediately referred him to the Workforce Investment Act training programs in the Fayetteville Office where he received additional information.

Oscar researched the medical field and applied to the Registered Nursing program at the Northwest Arkansas Community College (NWACC); however, since English wasn't his first language, he had to overcome the language barrier. NWACC required that he first take additional classes to get his language skills up to college level, which did not deter him. He completed his pre-requisites and was accepted into the nursing program.

A WIA scholarship was awarded to help pay tuition books, and fees, plus supportive services. Oscar also worked part-time as a Certified Nursing Assistant to support his family while in school.

He graduated from NWACC in December 2013, and is employed at the Veteran's Hospital in Fayetteville earning \$28.00 per hour. Oscar is currently enrolled in the Bachelor of Science Nursing program at the University of Arkansas Fayetteville. Oscar is always encouraging others to pursue their dreams. His motto is "Anything you want to do and are willing to work hard for, you can achieve".

David Burton

David Burton came into the Arkansas Workforce Center in Hope around July 2013. Mr. Burton presented some unique challenges to take into consideration before



being accepted to the WIA program. David grew up in a stable environment with both parents and had few life challenges. He lived in a nice home with the opportunity to obtain a quality education. David stated he did not take advantage of these opportunities he had been given. Instead, he chose a lifestyle of reckless living subsequently leading to the Arizona Department of Corrections. During his incarceration, he reflected on the values he was taught while growing up, realized he must make better choices in order to change the course of his life.

Upon his release from prison, he realized the full impact of his choices. Jobs that were easy to get were no longer available to a felon. Apartment complexes would not allow him to apply for residency. Certain rights that he once had were no longer obtainable. He was now experiencing a new kind of discrimination. It was then that he realized he had to make some drastic changes in order to not return to his previous lifestyle. He was searching for a career that would allow him to make a decent living and was "felon-friendly". The trucking industry was that type of industry. He realized he needed training in this field. He then discovered WIA.

Mr. Burton came to the local Center several times. He was steadfast in his efforts to prove to staff that he would successfully complete the WIA program and obtain gainful employment afterwards. Mr. Burton was given the opportunity to become a participant and he assured us that he would do everything in his power to successfully complete the program.

Mr. Burton received his Certificate of Training on September 6, 2013. His grades were exceptional. His scores were the highest in his class. Mr. Burton was hired on September 11, 2013 by Smith Ready Mix in Hope, Arkansas. A visit was made to Smith Ready Mix on November 14, 2013 by WIA staff. Mr. Burton's employer stated that he is overly excited to have him aboard. He came to them at a much needed time. His drive and enthusiasm are remarkable and he stated that if he had at least three more employees like him, he would have it made. Mr. Burton is seen as a self-starter and a quick learner. He stated there are other duties within the job that he will eventually learn.

Mr. Burton expressed how happy he is to be able to make an honest living. He thanked Southwest Arkansas Planning and Development staff and his WIA case managers for giving him the opportunity to get his certificate in order to get gainful employment.

Jerry Luna

Jerry Luna has always worked and provided for his family. When he was laid off from his job his world tilted. After some research he decided to earn an Energy Control Technology Certificate. He consumed his financial resources during spring and summer semesters. He did not qualify for aid except loans which he did not want to do. With one more semester to go and no way to pay for it he had to apply for a small student loan. He had heard about the WIA program at school and decided to complete a prescreening form and was found eligible as a dislocated worker. He is very thankful for the WIA program and the assistance that was provided. He was able to pay tuition with WIA assistance and use the loan to pay bills. Jerry received a Technical Certificate in Energy Control in December 2013, and began employment with a local company at \$20.00 per hour. Jerry said that it makes a person humble to sit down at a table and eat; knowing that they weren't able to help provide what was on it. With his attitude and a new job, he is well on his way to once again being able to provide for his family.

Kristinia Eason

Kristinia Eason is a single mother of two minor boys. When she came to WIA for training assistance she was living off the remnant of her Unemployment Insurance and monthly food stamps benefits. She needed financial assistance with her last semester of Vocational Nurse training, books, supplies and NCLEX fees.

On December 20, 2013 Kristinia completed her clinical and classroom training at Texarkana College in Vocational Nursing. She went on to successfully pass her State Board LVN Certification Licensure exam on January 2014. Currently, she is working fulltime at Bailey Creek Health & Rehabilitation Center and as a Licensed Practical Nurse, earning \$15.50. She also works as a part-time PRN for Texarkana Nursing Center at a pay rate of \$15.75 an hour.

Kristinia said, "I did without so much while going to school; I am now trying to make up for lost time by working and saving as much money as I can." Kristinia has successfully transitioned from public assistance dependence to gainful, self-sufficient employment.

Destiny Richey

Destiny was enrolled into the DEI Summer Program during the summer of 2013. She was enrolled into the WIA Youth Program on 10/18/13. At that time she was a senior at Hector High School with an IEP for a learning disability. She was excited about the WIA Youth Program and all of the possibilities that it offered her.

Destiny has been an active participant with the WIA Youth Program, attending all of the monthly workshops. She worked well with the other participants and was willing to help them when needed. She graduated from Hector High School on 5/17/14. Because Destiny is a very creative individual, she was asked to do artwork in the children's section of the Hector Library while she



PY 2013 ANNUAL REPORT

worked there. Destiny worked at the library during the DEI Summer Program and was able to get twelve weeks of Work Experience before she began Summer Employment Opportunities there. Her supervisor, Ednita Condley, the branch director, said that Destiny has done an exceptional job with them and they had enjoyed having her there.

Destiny is currently working at the Atkins Nursing Home in housekeeping earning \$7.25 per hour. She plans on attending college in the future to study art and eventually teach an art class to high school students. Destiny has the determination and enthusiasm needed to be successful in everything that she does. She has been a delight to work with in the WIA Youth Program. I am sure that she will succeed in life and reach all of her personal goals.

Byron Thomas

Byron Thomas sought out WIA assistance after being laid off from his job at South Ark Electric Company in Hope, Arkansas. Although he had several years of on the job electrical construction experience, he did not have the certified accreditation. It was for this reason, and the hope of improving the quality of life for his family, Byron enrolled in the Electronics Technology training program at Texarkana College

Byron excelled academically and maintained a 4.0 grade point average throughout his classroom training. In addition to receiving tuition assistance, Byron received mileage reimbursement to help defer the cost of fuel while traveling from Lewisville, Arkansas to Texarkana, Texas to attend training five days a week.

Byron received his Electronics Technology certification on December 20, 2013. He received a glowing recommendation from his instructor which resulted in Cooper Tire & Rubber Company hiring him on October 9, 2013 as a full time, Tier 2 Electrical/Electronics Multicraft worker (two months before completing his training). Byron

currently works an average of 36-48 hours per week at a pay rate of \$29 per hour and a base pay of \$24.56 an hour.

William Henderson, Jr.

William Henderson Jr. is an ex-offender released in July 2014. Upon his release he had been conducting job search in the Arkansas Workforce Center in Helena with no success. It had been over 4 years since William had a job and he is surviving with the help of SNAP benefits. He was referred to WIA Career Advisor Heather Pipkin to see if there was any assistance through WIA for him to get training. She met with William August 5 and assisted



him with Job Search and career assessments. William wanted short term training so he could get to work as soon as possible and start getting his life back in order. He thought driving a truck for a local farmer would help him do that. Cox Farms was willing to hire him if he could get his license. He was enrolled and approved eligible for WIA assistance on August 07. William was able to get a travel permit from his parole officer and started school at Pine Bluff Trucking on August 11 and graduated on August 29, 2014. Unfortunately by the time William graduated, Cox Farms was no longer hiring but after conducting further job search he was employed at Edwards Farms of Marianna. He earns 25% of the load and hauls an average of 2 loads a day which leaves him earning on average \$500.00 a week. William was exited from the WIA program on September 22, 2014 due to obtaining his CDL's and entering employment in his field of study. He feels that now he can get his life back and none of that would have been possible has it not been for the belief his Career Advisor had in him and the encouragement she gave him to believe in himself.

James Hollywood

James, a very young, bright husband and father of two, was referred to WIA by his advisor. He was in need of tuition assistance to complete his Bachelor of Arts in Criminology. Although James was receiving some financial assistance, it wasn't sufficient to cover all college expenses.



December 2013 James completed his degree a semester ahead of schedule with an overall GPA of 3.6. He is employed full-time as a Direct Care Worker for Consolidated Youth Services. James has decided to further his education and is enrolled in the Masters Program at Arkansas State University for Public Administration. He plans to continue working full time as well. His long-term goal is to become a lawyer.

Richard Walington

It did not take long for Richard Walington to come to the cold realization that he could not survive or pay his bills while depending on his unemployment benefits. Richard worked for a local hotel but was laid off due to the lack of work for him to continue.

While filing for his unemployment, he was given an orientation on the resources and services available at the Forrest City Arkansas Workforce Center. He knew immediately he needed some type of training in order to get a good job but had no idea what to do next.

Richard met with WIA Career Advisor, Eduardo Lemm, to learn about what type of training might be available in the area. He was interested in short-term training that would lead to employment quickly so he was referred to Crowley's Ridge Technical Institute (CRTI), to learn about their Residential Heating and Air Conditioning Program. No matter what the economy is like, he knew people would always need heating and air conditioning.

Richard returned to the Arkansas Workforce Center to meet with his career advisor to learn more about the eligibility process for WIA and to get advice on starting school. Although Richard was very excited about a new career, he was also nervous about starting classes since it had been many years since he had been in a classroom. Richard was eligible for WIA assistance and his career advisor helped him through the enrollment process at CRTI and reassured him that this type of training was hands-on training and the school was committed to helping their students succeed. After many pep-talks from his career advisor and making an "A" on his first exam, he became accustomed to being a student and graduated in the summer of 2013 with a cumulative GPA of 3.76. Richard is now employed as a Maintenance Technician for the St. Francis Assisted Living Community in Forrest City. He is very thankful to the WIA program, not only for providing financial assistance for his training but also for the positive support he received. Richard went from being unemployed, to a student, to a Maintenance Technician.

Carey Knowlton

Carey Knowlton understands how it feels to be a dislocated worker. He worked as a Honda sales representative until he was laid off from the company. Uncertain about his future, he visited the Forrest City Arkansas Workforce Center inquiring about center resources and assistance for school.



Carey had always wanted to be a teacher but couldn't afford to continue his education without assistance or a job. Heather Pipkin, WIA Career Advisor, began working with Carey in 2012. He was enrolled into the WIA program placed in occupational skills training. Since Carey had expressed a desire to be a teacher, he enrolled at Arkansas State University (ASU) and began his studies in Middle-

PY 2013 ANNUAL REPORT

Level Education. The Middle-Level Education program is designed to prepare teachers to teach mathematics and science.

After completing his educational requirements, Carey graduated and signed a contract with the Palestine Wheatley School District in St. Francis County and is teaching 9th grade Physical Science.

With desire, drive and his degree -- Carey has now achieved his goal to teach others and to be the best he can be.

Charles Wilson

Charles came into the Workforce Center in May 2009 seeking to gain work experience. He was 14 years old at the time. In April of 2012, Charles came into the Workforce Center wanting



information on the year-round Y.E.S. Program. He was 17 years old and attending the 11th grade at Wonderview High School.

Charles participated in the stimulus funding work experience in 2009 and 2010. He did not return to the Workforce Center until April 23rd, 2012, when he was introduced to the WIA Youth Program. Charles attended leadership and development workshops and was enrolled in Work Readiness Skills to help him acquire the tools to gain adequate employment and maintain employment. He developed positive work habits and ethics while participating in the WIA Youth Program.

Charles graduated from Wonderview High School on May 17th, 2013. He is currently working as a Jailer at the Conway County Detention Center. He works 40 hours per week and his salary is \$22,750 per year.

Aubrey Talbert

Aubrey came into the office in November 2012. He originally started college majoring in graphic design, but was drawn to the medical field. His four-year scholarship ran out due to changing his major. He was working part-time trying to pay all his bills and did not want to take out student loans. Aubrey was living with his parents, but paid all of his own bills, however did not have the skills, education or training for meaningful employment that leads to self-sufficiency.

Aubrey was attending Henderson State University in the RN Program. He needed 3 semesters to complete his training. He was not eligible for a Pell Grant and needed funding to complete his training in the RN Program. He was enrolled in the WIA program. He maintained excellent grades and earned his Bachelor of Science in Registered Nursing Degree on May 9, 2014.

Aubrey is currently employed as a RN at St. Vincent in Hot Springs earning \$19.00 an hour. He is now earning enough income to be self-sufficient.

Caitlin Ragland

Caitlin Ragland grew up in Marshall, a rural community in Searcy County, where job opportunities are few. She was pursuing her dream of becoming a Licensed Practical Nurse when someone told her about the WIA program. Caitlin was 21 years old with a one year old daughter and experiencing family difficulties during her training. Not only is the LPN program hard to complete while having a one year old she also was commuting 110 miles, five days per week to training. Being a young mom with family difficulties and long commutes did not stop Caitlin from succeeding. She finished the program and has accepted a job in a Rural Health Clinic with plans to pursue a Register Nursing (RN) degree in the future.



The following is what Caitlin wrote to Karen Henry, her

case manager. “Ms. Karen Henry, I would like to thank you and the WIA program for all of your help throughout the last year. I would not be where I am today without it! I am beyond grateful for the tuition and book assistance that was provided to me – but the biggest help of all was the encouragement and support. Karen, thank you so, so much for the words of encouragement and for pushing me to be the best I can be!”

Vernisha Williams

Vernisha Williams is a resident of Wynne and a participant in the WIA older youth program. Vernisha had many barriers that hindered her from achieving her goal of obtaining a degree in Criminal Justice. She was a single parent who had flunked out of college and lost the ability to receive financial aid due to her grades. Without a job she certainly couldn't afford to pay tuition and buy books. She also had to move back home with her mother since she had no income to provide for herself and her daughter. Vernisha wanted her daughter to know that education is a must and that she could be anything that she wanted to be in life if she worked hard enough. Vernisha started searching for different resources to get back in school. She prayed day in and day out that there would be a way for her to fulfill her dreams of completing her education and becoming self sufficient and being the role model she wanted to be for her daughter. Vernisha spoke with WIA Career Advisor Benny McDowell to see if she could receive tuition and book assistance in completing her degree from Eastern Arkansas Community College. Vernisha received her Associates of Science Degree in Criminal Justice. Vernisha wants to further her education by getting her Bachelor's in sociology from ASU in the future. Vernisha believes the assistance she received from her Career Advisor and WIA has made her dreams come true.

Vernisha Williams is currently employed with the Arkansas Department of Corrections. She is working in her field of study and providing a good living for her daughter.

Cheyenne Allende

Cheyenne was enrolled in the WIA Youth Program in 2013. She had dropped out of Morrilton High School in the 10th grade. Cheyenne was a parenting and pregnant youth. She was 16 years of age with a nine month old son and pregnant with her second child. Cheyenne had never worked before, and lacked the tools required to obtain employment. Her husband was on SSI, but his benefits were scheduled to end in April of 2013, leaving the household with zero income. Cheyenne was enrolled into Educational Achievement Services through UACCM Adult Education in February of 2013. Cheyenne also began attending leadership and development workshops. She was enrolled in Work Readiness Skills to aide her in gaining knowledge on how to develop positive work ethics and habits. Cheyenne was enrolled in Summer Work Opportunities and began working at Morrilton Housing Authority in June of 2013. She was placed in a clerical position and was responsible for answering the phone, and assisting in office duties. Cheyenne gained great customer service knowledge while working at Morrilton Housing Authority.



Cheyenne received her GED in February of 2013. She is currently a full-time employee at McDonald's in Morrilton. She works approximately 37 hours per week and earns \$7.25 per hour.

Angeline Kolbicka

Angeline came into the office in April of 2013 seeking assistance from WIA with training. Angeline was living with her mother who was sick and not able to support her. She had been working since she was 14 and wanted to be able to support herself. She started attending college.

PY 2013 ANNUAL REPORT

While in college she lost her scholarships when she changed her major. She then requested assistance from WIA. The Medical Technician Program summer classes ran five days a week which did not leave her time to work to pay for school. Angeline was attending National Park Community College in the Medical Technician Program. She needed 3 semesters to complete her training. She was not eligible for a Pell Grant and needed funding to complete her last semester. She was enrolled into the WIA program. She maintained excellent grades and graduated with an Associates of Applied Science in Medical Laboratory Technology Degree on May 17, 2014.

Angeline is currently employed at Baptist Health Hot Spring County as a Medical Lab Tech earning \$15.00 an hour. She is now earning enough to be self-sufficient.

Anfernee Foster

Anfernee was determined eligible for the WIA Youth Program in 2012. He lived in a single parent household with his mother and two brothers. Anfernee was basic skill deficient in language. He was employed, but the work was not steady or reliable and he didn't have enough work experience to obtain a better job. Anfernee also had the desire to attend college, but knew tuition would be a hardship. Anfernee was enrolled in the WIA Youth Program in 2012 and immediately began attending leadership and development workshops. He also attended work readiness skills workshops. The combination of these two services helped him learn positive work ethics and habits. Anfernee was placed in Summer Work Opportunities at Northwestern Sporting Goods. He worked as a Sales Associate and learned valuable skills and gained work experience.



Anfernee graduated from Morrilton High School on May 17, 2013. He is currently entering his second year

at Arkansas Tech University in Russellville where he is working on his General Education requirements.

Layla Wilson

Severe flooding can cause damage to county roads and bridges. The clean up after severe flooding, often takes several months and requires additional labor in order to get the repairs completed. Yet that is only part of the problem, clerical staff is overwhelmed with processing the paperwork along with other additional requirements associated with the National Emergency Grant. Layla Wilson had been a dislocated worker since February 2012. She found it very difficult to find a job in the rural area of Washington County, Arkansas where she lived. When Layla was asked to take a temporary clerical job with the Benton County Road Department, she did not hesitate to say yes. The Northwest Arkansas WIA program was able to enroll Layla into the NEG 2013 Severe Storms and Flooding grant, which allowed her to participate in the temporary work experience program. She worked at the Benton County Road Department for six months and learned clerical skills and what was required to work in a county road office.



After her assignment was complete, Layla was hired as a permanent employee on July 21, 2014 and now makes \$14.83 per hour. She continues to be appreciative of the WIA program and the opportunity she was given.

Tyan Smith

Tyan Smith, disabled veteran, was discharged from the Air Force in 2002. She had been unemployed since 2011. Her desire was to gain an education, and being aware of the shortage of nurses in the area where she lived to become a licensed practical nurse (LPN). As a participant in the WIA adult program, Tyan enrolled at Black River Technical College. She completed training earning a technical certificate with a grade point average of 3.38.

She is currently working for a health provider as a LPN and earning a self-sufficient wage. Tyan expresses her appreciation of the assistance and opportunity that was provided through the Workforce Investment Act.

Kanyell Chappell

Kanyell Chappell made her first summer youth program a huge success for herself and the people she worked with at the Trumann School District. Kanyell brought some innovative ideas to her worksite and she was able to make the job easier on everyone. One idea that Kanyell had was to split the six workers up into two groups to get a job done more quickly. She also explained how they could save time by doing the classroom floors in two sections since the rooms were so large. By using Kanyell's ideas, the supervisor stated they were further along on their cleaning schedule than normal. The supervisor called Kanyell "a natural born leader." Kanyell's goal is to be a nurse and is planning on beginning college in the fall. With her drive to succeed, there is no doubt that she will reach all of her goals and dreams.

Anita Nail

Anita was a single mom who had become dislocated from her job when the optical company closed. She came to the WIA office seeking assistance to complete LPN training. Her unemployment compensation was almost exhausted; she was receiving Pell, and had a part-time job at a convenience store to support herself and her daughter. With assistance from WIA she was able to complete training, received her LPN license in June 2014, and gained employment at a nursing and rehab facility. Anita is very appreciative of her case manager and the WIA assistance which made it possible for her to complete her education and become employed in a position that she truly enjoys. She says that without the assistance of her case manager she would not be where she is today.

Tajuan Haggins

Tajuan Haggins was a single mother of two when permanently laid off in December, 2012 from K-Tops Plastic Manufacturing, Inc. in Colt, AR after a fire destroyed the manufacturing plant. She had been with the company since 2006 working as a receptionist. While visiting the Arkansas Workforce Center at Forrest City to file for her unemployment benefits, she met with WIA Career Advisor Eduardo Lemm regarding jobs available in the area and to explore any possibility of her going back to college through services in the center. She had also started receiving food stamps to help her through her unemployment period. Tajuan had attended East Arkansas Community College before she started work at K-Tops but had to stop when she accepted her job. Raising children and working did not allow any time for classes! Tajuan soon discovered that there were no jobs in the area that offered pay she could live on that did not require some type of degree. As a Dislocated Worker, Tajuan was eligible for services through WIA and was enrolled into occupational skills training at East Arkansas Community College where in May, 2014 she was awarded an Associate Degree in Administrative Office Technology, a Technical Certificate in Office Technology and a Technical Certificate in Word Processing/Desktop Publishing.

Ms. Haggins currently works full time as an administrative clerk at the District Court for the City of Forrest City and is very thankful that WIA was able to assist her and help her complete her college education. Now she has the skills and education to find and retain employment.