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## Workforce Investment Act Title I-B *Annual Report*



***Program Year 2000  
July 2000 – June 2001***

Prepared By:  
Arkansas Workforce Investment Board  
December 3, 2001

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## A Message from the Governor

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

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



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

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

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

Governor Mike Huckabee

## A Message from the Chairman

*Bringing People and Jobs Together.*

*As Chairman of the Arkansas Workforce Investment Board, I am pleased to submit the first Annual Report under the Workforce Investment Act (WIA) for the State of Arkansas.*

*I would like to acknowledge all of our state and local workforce development partners for their assistance in collecting the data needed for this Program Year 2000 report.*

*During this initial year of WIA operations, the State Workforce Investment Board has dedicated its efforts in working toward the creation of a globally recognized workforce in Arkansas —educated, trained, and skilled — with the character and work ethic needed to excel in a changing economy. This broad mission cannot be accomplished in just one program year. In order to move forward, we must continue our work in establishing a unified, flexible, accountable workforce training system implemented by business, industry, labor and citizens, which is characterized by accessible Arkansas Workforce Centers. We must ensure that the system offers employers a resource for workers in existing and emerging occupations and empowers Arkansans to receive employment services as well as job-specific training.*



*In addition to directing the full implementation of local boards and the one-stop center concept, future goals include formulating the State Board's larger vision of better coordination of approximately fifty different workforce training programs currently offered in Arkansas through \$400 million in state and federal resources into a more efficient system called for in Arkansas Act 1125 of 1999, the State Workforce Investment Act.*

*The Arkansas Workforce Investment Board looks forward to the challenge of continuing to improve the one-stop concept and delivery of WIA services in Arkansas. Continued improvement in the WIA systems and other economic/workforce development programs will be realized incrementally in the coming years. We pledge the State Board and its partners, including the Local Workforce Investment Boards and service providers, will continue to collaborate to ensure successful WIA operations in Arkansas in bringing people and jobs together.*

A handwritten signature in black ink that reads "Bill Fisher".

Chairman Bill Fisher

## State Board Members

<i>Name</i>	<i>Organization</i>	<i>City</i>	<i>Category</i>
Marguerite Abowitz	Potlatch Corp.	McGehee	Business / Industry
Tom Anderson	Lexmark Corporation	Little Rock	Business / Industry
Gilbert Baker	State Senator	Conway	Senate
Candis Collins	Union of NeedlesTrades	Little Rock	Labor Organization
Chuck Cramer	Baldor Electric	Fort Smith	Business / Industry
Charles Cunningham	Central AR Dev. Council	Benton	Business / Industry
Joe Dillard	Mayor of Mountain Home	Mountain Home	Municipal League
David Dowd	Cross County Bank	Wynne	Business / Industry
Robert Drechsler	Raytheon Aircraft Co.	Little Rock	Business / Industry
Larry Featherstone	Mr. Klean's, Inc.	Little Rock	Business / Industry
Don Finley	Albemarle Corp.	Magnolia	Business / Industry
William Fisher, Chair	Union Planter's Bank	Paragould	Business / Industry
Steve Franks	AR Dept. of Workforce Ed.	Little Rock	State Agency
Mary Beth Green	State Representative	Van Buren	Women's Caucus
Lu Hardin	AR Dept. of Higher Ed.	Little Rock	State Agency
James Hendren	ARKSYS	Little Rock	Business / Industry
Randy Hopper	Ranger Boats	Flippin	Business / Industry
Mike Huckabee	Governor	Little Rock	Governor
Jim Hudson	Division of Services for the	Little Rock	Vocational Rehabilitation
Alan Hughes	AFL-CIO	Little Rock	Labor Organization
Calvin Johnson	Dean, School of Ed.	Pine Bluff	Black Caucus
Kurt Knickrehm	AR Dept. of Human Services	Little Rock	State Agency
Steve Lux	Central Moloney, Inc.	Pine Bluff	Business / Industry
Gloria Lynn	AFL-CIO	Texarkana	Labor Organization
Kathy Matlock	SouthArk Com. College	El Dorado	Two-Year Colleges
Karen McFarren	Tri-County Shirt Co.	Salem	Business / Industry
Eddie Miller	CAP Administrator	Little Rock	Community Based
Helen Moore	StaffMark	Little Rock	Business / Industry
Trevor Myers	Cloyes Gear & Prod., Inc.	Paris	Business / Industry
Mike Norton	Northwest Arkansas EDD, Inc.	Harrison	Local WIA
Jim Pickens	AR Dept. of Economic Dev.	Little Rock	State Agency
Jim Putlak	Avaya Company	Little Rock	Business / Industry
Ed Rolle	AR Employment Security Dep.	North Little Rock	State Agency
Frank Scroggins	Lafayette County Judge	Lewisville	AAC
Jim Smith	Keith Smith Company	Hot Springs	Business / Industry
Arnessa Staten	Arnessa Staten Enterprises	North Little Rock	Business / Industry
Bill Sutton	Preformed Line Products	Rogers	Business / Industry
Joe Warren	Viskase Corp.	Osceola	Business / Industry
David Weick	Weick Custom Cases, Inc.	Pocahontas	Business / Industry
Robert White	State Representative	Camden	House of Representatives
Campbell Wilkerson	Georgia-Pacific Corp.	Crossett	Business / Industry
Barbara Wood	AR Green Thumb	Little Rock	Business / Industry
John Wyvill	Rehabilitation Services	Little Rock	State Agency

## State Board Staff



*Dr. Linda L. Beene, Executive Director of the Arkansas Workforce Investment Board from July 1999 – October 2001, was instrumental in the implementation of the Workforce Investment Act in Arkansas. Her strong background in Education and Workforce Training provided leadership to the staff for the support of the Board and the local workforce investment areas. She helped to provide the framework for streamlining the workforce investment system in Arkansas.*

*Dr. Beene is now Director of the Southwest Arkansas Technology Learning Center and was recently appointed by Governor Mike Huckabee to the Council for a New Economy Workforce, a policy advisory group for the Southern Growth Policies Board.*



*From Left to Right, Bottom Row: Joyce Walker (Financial Officer), Jane English (Executive Director as of December 3, 2001), Cindy Varner (Deputy Director), Ronald Stone (Performance Manager).*

*Top Row: Elroy Willoughby (Monitor to Eastern, Northeast, Northwest, And West Central), Rebecca Trammell (Monitor to Central, Southeast, Southwest, and Western), Christina Miller (Monitor to City of Little Rock, North Central, and Board Liaison), Robin Pelton (State Evaluation Project), Angela Glasgow (Administrative Assistant).*

## Arkansas Workforce Investment Board

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

### Vision Statement

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

### Mission Statement

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

### Challenges

- Inadequate education/skill level of workforce, especially for high-tech jobs
- Lack of work ethic in some workers, particularly in categories including low-waged jobs and youth entering the workforce
- Insufficient coordination between employers and education/training professionals
- Failure of job-seekers and employers to make optimum use of existing workforce development programs
- Sometimes inefficient, ineffective, and unresponsive K-12 and non-baccalaureate education and job-training system
- Lack of clear and definite communication between the K-12 system and preschool and postsecondary schools
- Lack of motivation to increase skill and education level

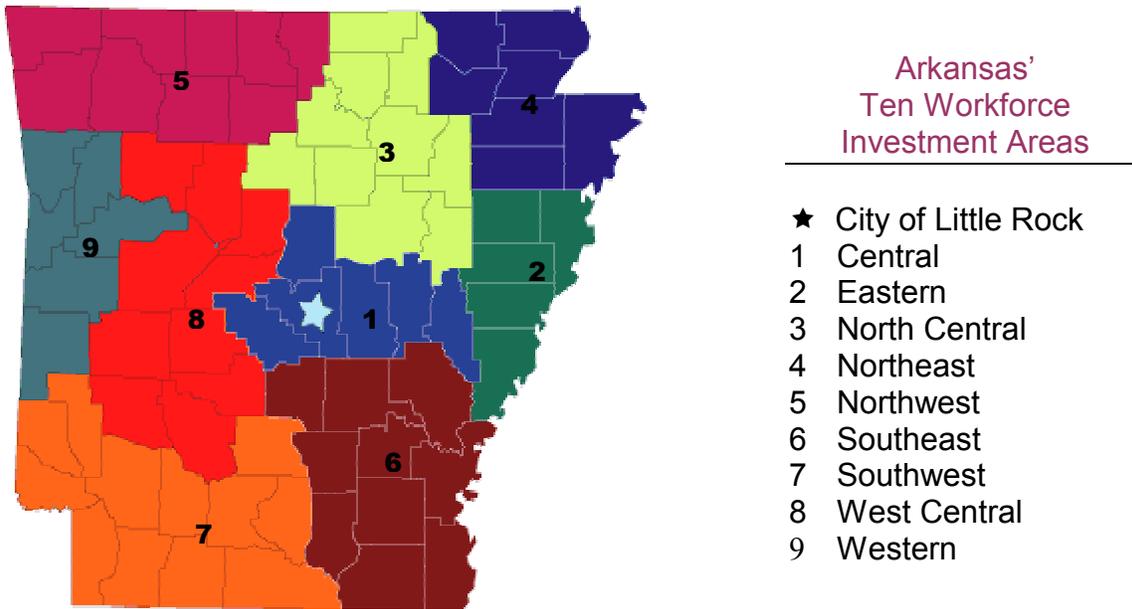
- Lack of awareness of the availability of higher-paying jobs for people who receive increased education/training
- Duplication of services and programs, which creates an inefficient system
- Lack of a clearly defined role and scope in some individual institutions and agencies
- Convincing Arkansans of reasons for investing in an improved workforce
- Confidentiality regulations of certain agencies which creates barriers to service

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

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

## Local Workforce Investment Areas (LWIA)

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



### Local Workforce Investment Area Information:

**City of Little Rock:** City Limits of Little Rock

**Central:** Faulkner, Saline, Pulaski, Lonoke, Prairie, Monroe

**Eastern:** Cross, Crittenden, St. Francis, Lee, Phillips

**North Central:** Fulton, Izard, Sharp, Independence, Stone, Van Buren, Cleburne, White, Jackson, Woodruff

**Northeast:** Randolph, Clay, Lawrence, Greene, Craighead, Poinsett, Mississippi

**Northwest:** Benton, Washington, Carroll, Madison, Boone, Newton, Marion, Searcy, Baxter

**Southeast:** Grant, Jefferson, Arkansas, Desha, Lincoln, Cleveland, Bradley, Drew, Ashley, Chicot

**Southwest:** Howard, Sevier, Little River, Hempstead, Miller, Lafayette, Nevada, Columbia, Ouachita, Union, Dallas, Calhoun

**West Central:** Johnson, Pope, Conway, Yell, Perry, Montgomery, Garland, Pike, Clark, Hot Spring

**Western:** Crawford, Franklin, Sebastian, Logan, Scott, Polk

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

## Arkansas Workforce Centers

### *The One-Stop Delivery System*

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

#### **Key Principles of Operation**

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

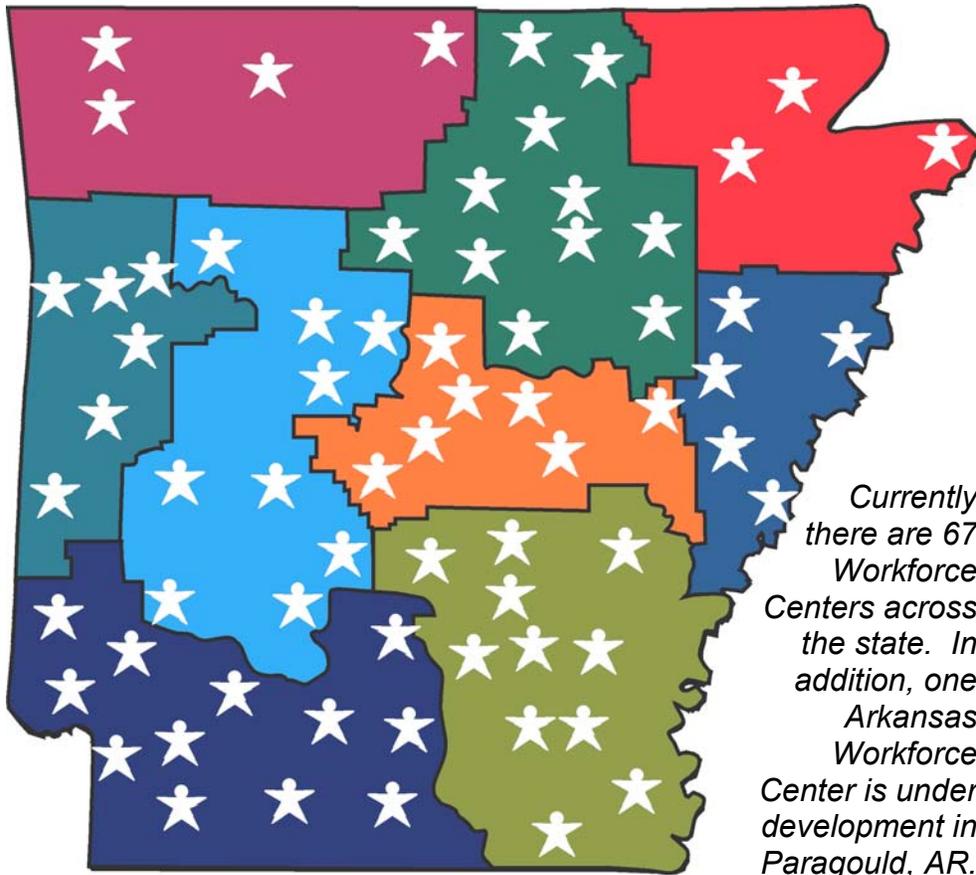
#### **Responsibilities of the Arkansas Workforce Centers:**

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

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

Currently there are 67 Arkansas Workforce Centers across the state. Of 67 centers, there are 15 comprehensive centers and 52 affiliate or satellite centers. In addition, one additional center is under development in Northeast Arkansas. The map on the following page shows the approximate location of each center throughout the state.

## Arkansas Workforce Center Locations



### One-Stop System Partners and Programs

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

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

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

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### **Arkansas Employment Security Department**

- Trade Act Programs
- Veterans Programs
- Unemployment Insurance
- Wagner-Peyser Act
- Welfare-to-Work
- WIA Title I Adult Program
- WIA Title I Dislocated Worker Program
- WIA Title I Youth Program

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

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

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

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

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

- Employment and Training Program

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### **Green Thumb, Inc.**

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

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### **Arkansas Human Development Corporation**

- National Farmworker Jobs Program

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### **Job Corps**

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

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

- Employment and Training Program

## Marketing and Outreach

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



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

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

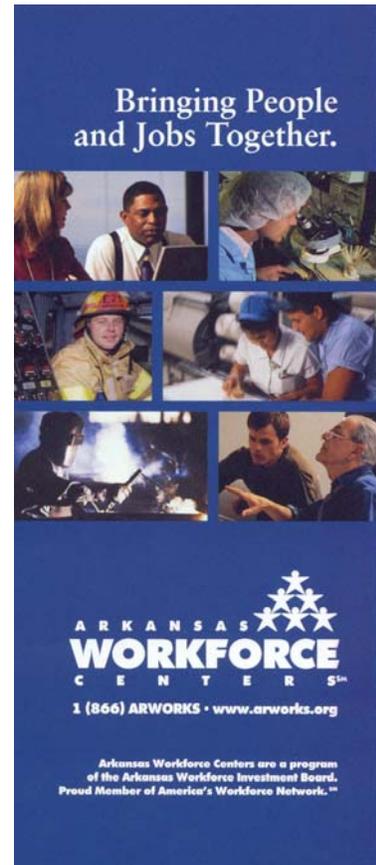
The common theme developed was "Bringing People and Jobs Together" which signifies the purpose of the One-Stop Centers.

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

*Arkansas Workforce Center Brochure*

The Arkansas Workforce Investment Board has made arrangements with an answering service to answer calls 24 hours a day, seven days a week. The answering service transmits information received from the telephone calls to a representative in the appropriate local workforce investment area according to the caller's resident county. The answering service is equipped to handle relay calls for hearing-impaired individuals as well.

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

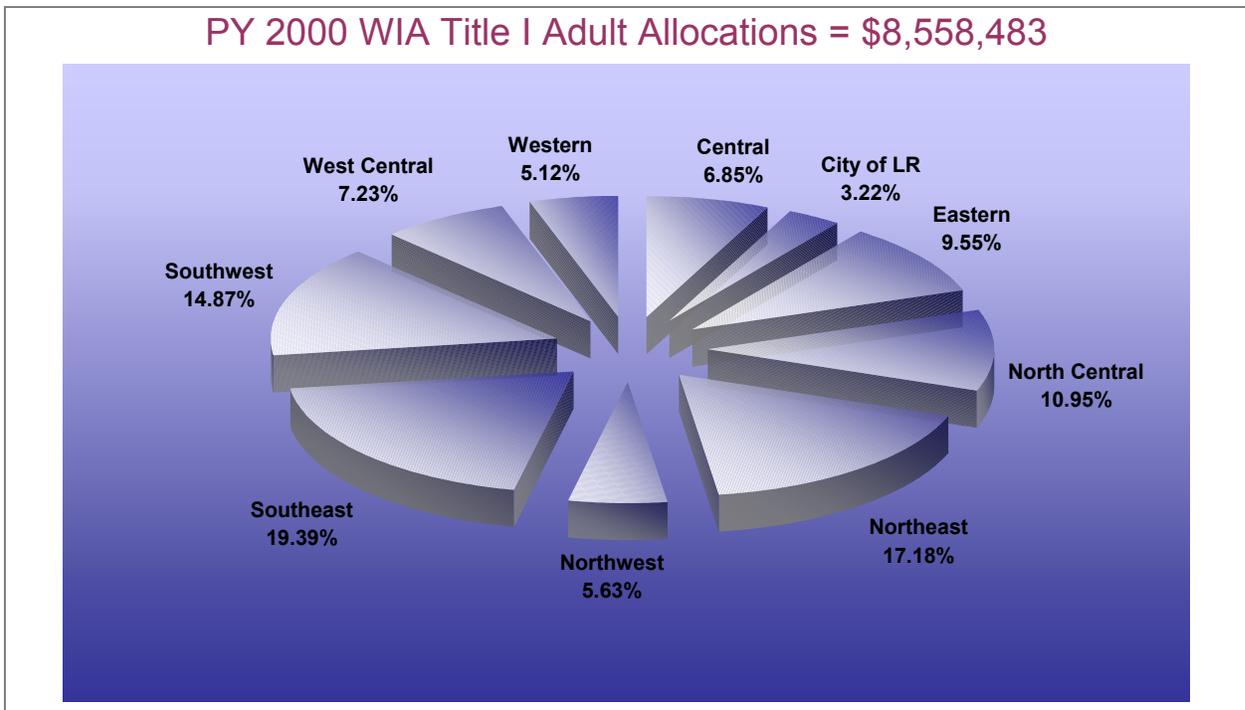


## Workforce Investment Act, Title I Programs

### Purpose and Brief History

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

### WIA Title I – Adult Program



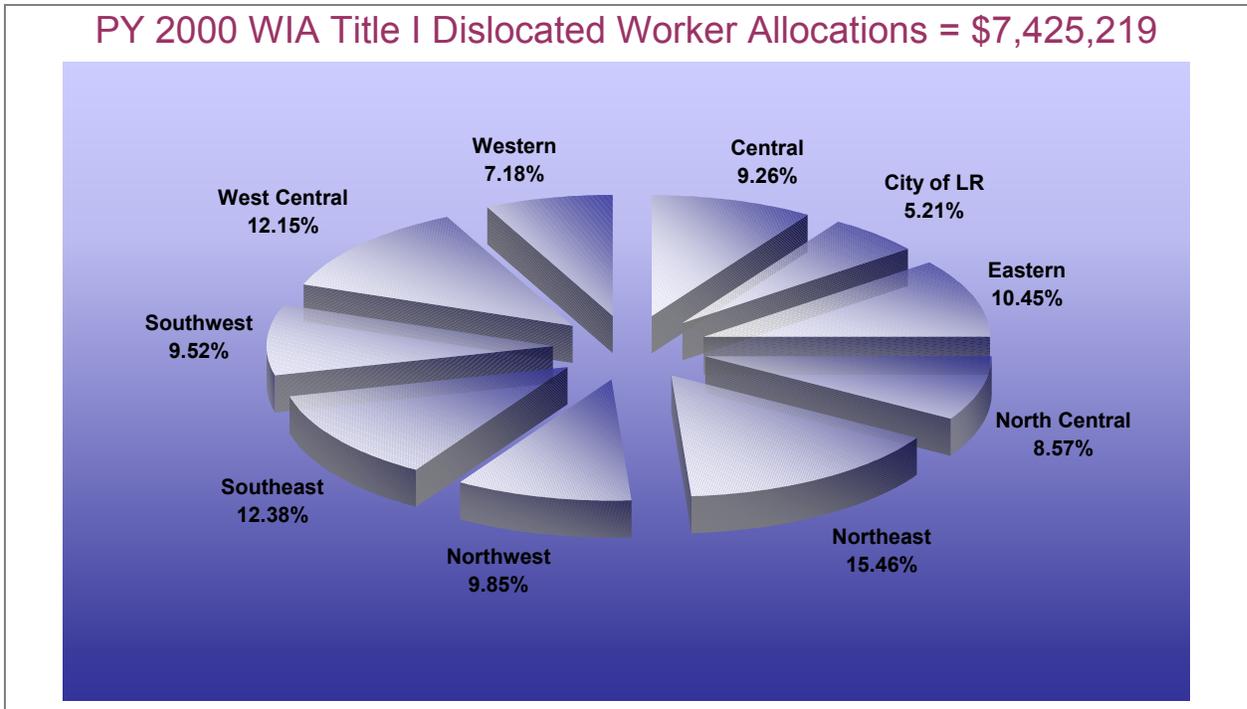
### Clientele Served

Individuals who are 18 years of age and older.

### Services Provided

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

### WIA Title I – Dislocated Worker Program



### Clientele Served

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

## **Services Provided**

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

## **Rapid Response Activities**

### **Governor's Dislocated Worker Task Force**

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

The Governor's Dislocated Worker Task Force has provided services to dislocated workers since 1983. Originally, these services were provided through the Job Training Partnership Act (JTPA). Since July 1, 2000, the services have been provided under the provisions of the Workforce Investment Act of 1998. The Task Force is comprised of staff from the Arkansas Department of Workforce Education, Arkansas Department of Economic Development, Arkansas Employment Security Department and the AFL-CIO. The purpose is to provide rapid response assistance and to coordinate reemployment services to workers affected by closures or layoffs throughout Arkansas.

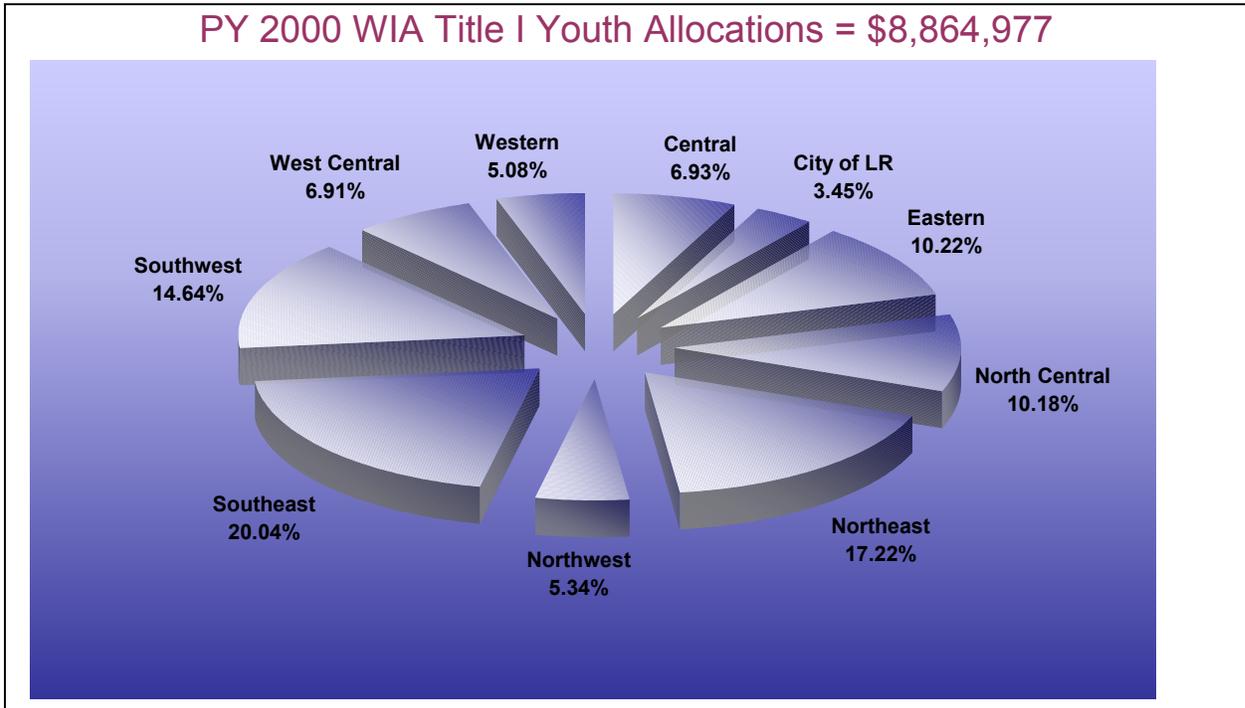
#### **Clientele Served**

Workforce Investment Act eligible dislocated workers.

#### **Services Provided**

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

## WIA Title I – Youth Program



### Clientele Served

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

### Services Provided

Local programs must make the following services available to youth participants: (1) Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies; (2) Alternative secondary school offerings; (3) Summer employment opportunities directly linked to academic and occupational learning; (4) Paid and unpaid work experiences, including internships and job shadowing; (5) Occupational skill training; (6) Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors; (7) Supportive services; (8) Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation; (9) Follow-up services; and (10) Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

## Performance Measures

Table A provides the results of the customer satisfaction surveys conducted for PY 2000. The results were calculated as follows.

### Program Participant Customer Satisfaction

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

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

### Employer Customer Satisfaction

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

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

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

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	80.2	566	1,118	1,118	50.6
Employers	66	64.1	1,354	2,212	2,212	61.2

Explanatory Note: A total of 1,150 exiters are reported in Table M (page 27). Only 1,118 are reported as eligible for the survey on Table A above, resulting in a difference of 32 exiters. Nine (9) participants were exited from the program due to reasons of health/medical difficulties, death, or incarceration. Individuals with these exit reasons are not included in the performance measure calculations. The program written by the information system developers to extract a listing of exiters eligible for the survey had an error which resulted in 23 exiters being omitted from the list. These names were not delivered to the Customer Satisfaction contractor for contact. The programming error has since been corrected, but not in time for contact to be made with the 23 exiters for inclusion of their information in this report.

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

**Entered Employment Rate**

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

**Employment Retention Rate**

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

**Earnings Change in Six Months**

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

**Employment and Credential Rate**

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

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>68.0%</b>	<b>76.0%</b>	536
			705
<b>Employment Retention Rate</b>	<b>78.0%</b>	<b>79.3%</b>	720
			908
<b>Earnings Change in Six Months</b>	<b>\$3,000</b>	<b>\$4,125</b>	\$3,407,426
			826
<b>Employment and Credential Rate</b>	<b>50.0%</b>	<b>47.0%</b>	349
			743

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

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

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

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

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

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

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
	<b>Entered Employment Rate</b>	<b>74.0%</b>	67 91	<b>76.0%</b>	28 37	<b>65.0%</b>	31 48	<b>80.0%</b>
<b>Employment Retention Rate</b>	<b>76.4%</b>	68 89	<b>77.4%</b>	41 53	<b>77.0%</b>	33 43	<b>83.3%</b>	5 6
<b>Earnings in Change in Six Months</b>	<b>\$5,184</b>	\$425,108 82	<b>\$3,649</b>	\$175,151 48	<b>\$2,434</b>	\$85,186 35	<b>\$5,939</b>	\$17,818 3
<b>Employment and Credential Rate</b>	<b>38.3%</b>	44 115	<b>56.1%</b>	23 41	<b>28.0%</b>	10 36	<b>100%</b>	4 4

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

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
<b>Entered Employment Rate</b>	<b>77.1%</b>	339 440	<b>74.3%</b>	197 265
<b>Employment Retention Rate</b>	<b>81.0%</b>	486 603	<b>76.7%</b>	234 305
<b>Earnings Change in Six Months</b>	<b>\$4,428</b>	\$2,448,669 553	<b>\$3,512</b>	\$958,757 273

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

**Entered Employment Rate**

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

**Employment Retention Rate**

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

**Earnings Change in Six Months**

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

**Employment and Credential Rate**

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

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>77.0%</b>	<b>88.0%</b>	697 792
<b>Employment Retention Rate</b>	<b>90.0%</b>	<b>86.0%</b>	599 697
<b>Earnings Replacement in Six Months</b>	<b>97.0%</b>	<b>97.5%</b>	\$5,734,748 \$5,881,040
<b>Employment and Credential Rate</b>	<b>50.0%</b>	<b>50.4%</b>	309 613

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

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

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	<b>Entered Employment Rate</b>	<b>89.0%</b>	62 70	<b>67.0%</b>	14 21	<b>68.3%</b>	41 60	<b>0.0%</b>
<b>Employment Retention Rate</b>	<b>77.4%</b>	48 62	<b>79.0%</b>	11 14	<b>83.0%</b>	34 41	<b>0.0%</b>	0 0
<b>Earnings Replacement Rate</b>	<b>94.0%</b>	\$606,301 \$648,341	<b>103.3%</b>	\$112,733 \$109,126	<b>74.0%</b>	\$292,980 \$397,576	<b>0.0%</b>	0 0
<b>Employment and Credential Rate</b>	<b>50.0%</b>	28 56	<b>25.0%</b>	5 20	<b>38.1%</b>	16 42	<b>0.0%</b>	0 0

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

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	<b>Entered Employment Rate</b>	<b>89.1%</b>	546 613	<b>84.4%</b>
<b>Employment Retention Rate</b>	<b>86.3%</b>	471 546	<b>85.0%</b>	128 151
<b>Earnings Replacement Rate</b>	<b>101.0%</b>	\$4,536,412 \$4,496,943	<b>87.0%</b>	\$1,198,336 \$1,384,097

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

**Entered Employment Rate**

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

**Employment Retention Rate**

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

**Earnings Change in Six Months**

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

**Employment and Credential Rate**

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

The results of the older youth credential rate are attributed to the fact that this performance measure is captured at the third quarter after exit. The older youth did not exit until June 2001. Therefore, this measurement will not include these youth until they enter the third quarter after exit, which will be January 2002.

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	<b>68.0%</b>	<b>80.0%</b>	86 108
<b>Employment Retention Rate</b>	<b>79.0%</b>	<b>72.1%</b>	142 197
<b>Earnings Change in Six Months</b>	<b>\$3,500</b>	<b>\$2,965</b>	\$373,628 126
<b>Credential Rate</b>	<b>50.0%</b>	<b>31.0%</b>	65 210

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

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

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

Reported Information	Public Assistance		Veterans		Individuals with Disabilities		Out-of-School Youth	
	<b>Entered Employment Rate</b>	<b>78.0%</b>	21 27	<b>0.0%</b>	0 0	<b>100.0%</b>	3 3	<b>76.4%</b>
<b>Employment Retention Rate</b>	<b>67.0%</b>	26 39	<b>0.0%</b>	0 0	<b>86.0%</b>	6 7	<b>75.0%</b>	60 80
<b>Earnings Change in Six Months</b>	<b>\$2,116</b>	\$44,435 21	<b>0.0%</b>	0 0	<b>\$2,587</b>	\$10,346 4	<b>\$2,542</b>	\$116,917 46
<b>Credential Rate</b>	<b>14.3%</b>	5 35	<b>0.0%</b>	0 0	<b>33.3%</b>	2 6	<b>33.0%</b>	27 82

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

**Skill Attainment Rate**

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

**Diploma or Equivalent Attainment Rate**

Counting only youth participants who register without a diploma or equivalent, the number of youth who attained a secondary school diploma or equivalent by the end of the first (1<sup>st</sup>) quarter after exit divided by the number of younger youth who exited during the quarter excluding those still in secondary school at exit.



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

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

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

**Table L – Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
<b>Adults</b>	N/A	N/A	N/A	N/A	5.1%	36	\$424	\$298,609	31.3%	354
		N/A		N/A		705		705		1,131
<b>Dislocated Workers</b>	N/A	N/A	N/A	N/A	6.0%	44	\$676	\$535,222	4.0%	28
		N/A		N/A		792		792		792
<b>Older Youth</b>	N/A	N/A	N/A	N/A	5.0%	5	\$241	\$31,282		
		N/A		N/A		108		130		



### State of Arkansas WIA PY 2000 Financial Statement

	Available	Expended	% Expended	Obligated	% Obligated	Balance
<b>Adult</b>						
WIA Title I	7,702,635	3,694,603	48.0%	2,287,730	77.7%	4,008,032
Supplemental Funds	50,607	50,607	100.0%	-	100.0%	-
JTPA Rollover	2,661,493	1,835,126	69.0%	-	69.0%	826,367
<b>Dislocated Worker</b>						
WIA Title I	6,682,699	2,918,926	43.7%	2,499,738	81.1%	3,763,773
JTPA Rollover	1,462,363	1,457,559	99.7%	4,803	100.0%	4,803
<b>Youth</b>						
WIA Title I	7,978,479	2,922,744	36.4%	3,862,771	84.5%	5,055,735
Supplemental Funds	51,221	51,221	100.0%	-	100.0%	-
JTPA Rollover	1,512,902	929,238	61.4%	-	61.4%	583,664
<b>Local Administration</b>						
WIA Title I	2,484,868	866,714	34.9%	167,272	41.6%	1,618,154
Supplemental Funds	11,314	11,314	100.0%	-	100.0%	-
JTPA Rollover	626,306	613,606	98.0%	12,700	100.0%	12,700
<b>Rapid Response</b>						
WIA Title I	3,093,842	1,516,060	49.0%	-	49.0%	1,577,782
JTPA Rollover	1,218,606	1,218,606	100.0%	-	100.0%	0
<b>Statewide Activities</b>						
WIA Title I	4,931,034	1,839,343	36.8%	1,495,603	67.1%	3,117,269
JTPA Rollover *	1,346,454	1,201,249	89.2%	145,204	100.0%	145,205

PY 2000 allocations were originally calculated by the Arkansas Employment Security Department and approved by the Arkansas Workforce Investment Board on March 21, 2000. Subsequently, the PY 2000 allocations were revised based upon information received from the U. S. Department of Labor in Dallas, Texas. The recalculation caused some local workforce investment areas to have a lower allocation than previously reported. Local boards had completed the budgeting process for the program year based on the original allocations, therefore, the allocations were supplemented with JTPA rollover administration funds in the amount of \$113,142 so that no area suffered a loss as a result of the recalculation. The table above shows the amount supplemented to each area for WIA PY 2000 services.

**State of Arkansas  
Average Cost Per Service Provided**

	Total Expenditures	Number of Services Provided	Average Cost Per Service
<b>Adult Program</b>			
Core Services *	1,879,463.35	563	3,338.30
Intensive Services	1,462,525.83	2,025	722.23
Training Services	2,049,069.23	1,583	1,294.42
<b>Total Adult Program</b>	<b>5,391,058.41</b>	<b>4,171</b>	<b>1,292.51</b>
<b>Dislocated Worker Program</b>			
Core Services *	1,439,152.38	368	3,910.74
Intensive Services	1,031,615.02	1,397	738.45
Training Services	1,737,406.32	1,385	1,254.44
<b>Total Dislocated Worker Program</b>	<b>4,208,173.72</b>	<b>3,150</b>	<b>1,335.93</b>

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

\* The table reports only staff-assisted core services; therefore, a large per service results. In addition to these staff-assisted core services, 102,825 self-service or informational services were provided to adults and dislocated workers and is included in the total expenditures for core services.

**Youth Program Cost Per Participant**

<b>Total Youth Program Expenditures</b>	<b>\$</b>	<b>3,705,072.74</b>
<b>Youth Program Participants</b>		
Older Youth		517
Younger Youth		2,121
<b>Total Youth Program</b>		<b>2,638</b>
<b>Cost Per Participant</b>	<b>\$</b>	<b>1,404.50</b>

The cost per youth participant was \$1,496.39 to serve all youth participants according to the ten required program elements.

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

<b>Local Area Name</b> Central Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>121</b>
		<b>Dislocated Workers</b>	<b>280</b>
		<b>Older Youth</b>	<b>31</b>
		<b>Younger Youth</b>	<b>266</b>
<b>ETA Assigned #</b> 05010	<b>Total Exiters</b>	<b>Adults</b>	<b>29</b>
		<b>Dislocated Workers</b>	<b>56</b>
		<b>Older Youth</b>	<b>3</b>
		<b>Younger Youth</b>	<b>17</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>83.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>68.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>72.0%</b>	<b>78.8%</b>
	<b>Dislocated Workers</b>	<b>84.0%</b>	<b>90.4%</b>
	<b>Older Youth</b>	<b>68.0%</b>	<b>90.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>79.0%</b>	<b>82.6%</b>
	<b>Dislocated Workers</b>	<b>91.0%</b>	<b>91.0%</b>
	<b>Older Youth</b>	<b>88.0%</b>	<b>68.4%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,500</b>	<b>\$4,092</b>
	<b>Dislocated Workers</b>	<b>92.0%</b>	<b>89.5%</b>
	<b>Older Youth</b>	<b>\$4,800</b>	<b>\$4,950</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>40.4%</b>
	<b>Dislocated Workers</b>	<b>52.0%</b>	<b>36.8%</b>
	<b>Older Youth</b>	<b>52.0%</b>	<b>53.3%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>100.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>93.0%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>5</b>	<b>12</b>
			<b>Exceeded</b>
			<b>10</b>

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

<b>Local Area Name</b> City of Little Rock Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>148</b>
		<b>Dislocated Workers</b>	<b>65</b>
		<b>Older Youth</b>	<b>115</b>
		<b>Younger Youth</b>	<b>388</b>
<b>ETA Assigned #</b> 05005	Total Exiters	<b>Adults</b>	<b>70</b>
		<b>Dislocated Workers</b>	<b>34</b>
		<b>Older Youth</b>	<b>17</b>
		<b>Younger Youth</b>	<b>51</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>72.0%</b>	<b>76.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>64.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>84.0%</b>	<b>69.5%</b>
	<b>Dislocated Workers</b>	<b>86.0%</b>	<b>84.8%</b>
	<b>Older Youth</b>	<b>68.0%</b>	<b>75.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>88.0%</b>	<b>83.3%</b>
	<b>Dislocated Workers</b>	<b>96.0%</b>	<b>82.1%</b>
	<b>Older Youth</b>	<b>88.0%</b>	<b>57.1%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$4,300</b>	<b>\$4,002</b>
	<b>Dislocated Workers</b>	<b>85.0%</b>	<b>97.7%</b>
	<b>Older Youth</b>	<b>\$3,000</b>	<b>\$3,129</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>36.9%</b>
	<b>Dislocated Workers</b>	<b>52.0%</b>	<b>18.4%</b>
	<b>Older Youth</b>	<b>52.0%</b>	<b>0.0%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>97.5%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>12</b>	<b>5</b>
			<b>Exceeded</b>
			<b>5</b>

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

<b>Local Area Name</b> Eastern Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>114</b>
		<b>Dislocated Workers</b>	<b>39</b>
		<b>Older Youth</b>	<b>97</b>
		<b>Younger Youth</b>	<b>168</b>
<b>ETA Assigned #</b> 05055	<b>Total Exiters</b>	<b>Adults</b>	<b>32</b>
		<b>Dislocated Workers</b>	<b>8</b>
		<b>Older Youth</b>	<b>8</b>
		<b>Younger Youth</b>	<b>0</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>77.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>57.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>55.0%</b>	<b>66.7%</b>
	<b>Dislocated Workers</b>	<b>62.0%</b>	<b>72.2%</b>
	<b>Older Youth</b>	<b>57.0%</b>	<b>87.5%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>74.0%</b>	<b>70.3%</b>
	<b>Dislocated Workers</b>	<b>83.0%</b>	<b>92.3%</b>
	<b>Older Youth</b>	<b>82.0%</b>	<b>66.7%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,000</b>	<b>\$2,959</b>
	<b>Dislocated Workers</b>	<b>117.0%</b>	<b>108.8%</b>
	<b>Older Youth</b>	<b>\$3,100</b>	<b>\$1,649</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>7.7%</b>
	<b>Dislocated Workers</b>	<b>52.0%</b>	<b>0.0%</b>
	<b>Older Youth</b>	<b>52.0%</b>	<b>0.0%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>100.0%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>11</b>	<b>6</b>
			<b>Exceeded</b>
			<b>6</b>

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

<b>Local Area Name</b> North Central Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>205</b>	
		<b>Dislocated Workers</b>	<b>85</b>	
		<b>Older Youth</b>	<b>21</b>	
		<b>Younger Youth</b>	<b>129</b>	
<b>ETA Assigned #</b> 05020	<b>Total Exiters</b>	<b>Adults</b>	<b>38</b>	
		<b>Dislocated Workers</b>	<b>33</b>	
		<b>Older Youth</b>	<b>6</b>	
		<b>Younger Youth</b>	<b>0</b>	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>87.0%</b>	
	<b>Employers</b>	<b>68.0%</b>	<b>56.0%</b>	
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>75.0%</b>	<b>84.8%</b>	
	<b>Dislocated Workers</b>	<b>85.0%</b>	<b>95.0%</b>	
	<b>Older Youth</b>	<b>69.0%</b>	<b>100.0%</b>	
<b>Retention Rate</b>	<b>Adults</b>	<b>78.0%</b>	<b>84.3%</b>	
	<b>Dislocated Workers</b>	<b>96.0%</b>	<b>91.2%</b>	
	<b>Older Youth</b>	<b>74.0%</b>	<b>77.3%</b>	
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$2,400</b>	<b>\$6,123</b>	
	<b>Dislocated Workers</b>	<b>94.0%</b>	<b>83.0%</b>	
	<b>Older Youth</b>	<b>\$3,400</b>	<b>\$2,764</b>	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>51.0%</b>	<b>52.9%</b>	
	<b>Dislocated Workers</b>	<b>51.0%</b>	<b>73.2%</b>	
	<b>Older Youth</b>	<b>51.0%</b>	<b>47.8%</b>	
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>97.4%</b>	
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>7</b>	<b>10</b>	<b>10</b>

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

<b>Local Area Name</b> Northeast Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>460</b>	
		<b>Dislocated Workers</b>	<b>290</b>	
		<b>Older Youth</b>	<b>71</b>	
		<b>Younger Youth</b>	<b>273</b>	
<b>ETA Assigned #</b> 05050	<b>Total Exitors</b>	<b>Adults</b>	<b>130</b>	
		<b>Dislocated Workers</b>	<b>54</b>	
		<b>Older Youth</b>	<b>7</b>	
		<b>Younger Youth</b>	<b>1</b>	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>81.0%</b>	
	<b>Employers</b>	<b>68.0%</b>	<b>71.0%</b>	
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>72.0%</b>	<b>81.7%</b>	
	<b>Dislocated Workers</b>	<b>75.0%</b>	<b>89.9%</b>	
	<b>Older Youth</b>	<b>80.0%</b>	<b>100.0%</b>	
<b>Retention Rate</b>	<b>Adults</b>	<b>80.0%</b>	<b>79.0%</b>	
	<b>Dislocated Workers</b>	<b>94.0%</b>	<b>85.0%</b>	
	<b>Older Youth</b>	<b>88.0%</b>	<b>85.7%</b>	
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,600</b>	<b>\$4,157</b>	
	<b>Dislocated Workers</b>	<b>105.0%</b>	<b>106.5%</b>	
	<b>Older Youth</b>	<b>\$4,800</b>	<b>\$2,682</b>	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>51.0%</b>	<b>46.8%</b>	
	<b>Dislocated Workers</b>	<b>51.0%</b>	<b>61.6%</b>	
	<b>Older Youth</b>	<b>51.0%</b>	<b>30.0%</b>	
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>100.0%</b>	
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		<b>8</b>	<b>9</b>	<b>9</b>

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

<b>Local Area Name</b> Northwest Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>129</b>
		<b>Dislocated Workers</b>	<b>172</b>
		<b>Older Youth</b>	<b>25</b>
		<b>Younger Youth</b>	<b>221</b>
<b>ETA Assigned #</b> 05025	<b>Total Exiters</b>	<b>Adults</b>	<b>82</b>
		<b>Dislocated Workers</b>	<b>101</b>
		<b>Older Youth</b>	<b>17</b>
		<b>Younger Youth</b>	<b>28</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>75.0%</b>	<b>84.0%</b>
	<b>Employers</b>	<b>75.0%</b>	<b>68.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>89.0%</b>	<b>77.6%</b>
	<b>Dislocated Workers</b>	<b>77.0%</b>	<b>88.8%</b>
	<b>Older Youth</b>	<b>80.0%</b>	<b>100.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>80.0%</b>	<b>84.4%</b>
	<b>Dislocated Workers</b>	<b>96.0%</b>	<b>83.0%</b>
	<b>Older Youth</b>	<b>88.0%</b>	<b>86.7%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>100.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$4,300</b>	<b>\$4,360</b>
	<b>Dislocated Workers</b>	<b>98.0%</b>	<b>93.5%</b>
	<b>Older Youth</b>	<b>\$3,400</b>	<b>\$4,059</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>63.9%</b>
	<b>Dislocated Workers</b>	<b>51.0%</b>	<b>59.5%</b>
	<b>Older Youth</b>	<b>55.0%</b>	<b>46.7%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>100.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>96.7%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>6</b>	<b>11</b>
			<b>Exceeded</b>
			<b>11</b>

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

<b>Local Area Name</b> Southeast Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>155</b>
		<b>Dislocated Workers</b>	<b>129</b>
		<b>Older Youth</b>	<b>59</b>
		<b>Younger Youth</b>	<b>202</b>
<b>ETA Assigned #</b> 05045	<b>Total Exiters</b>	<b>Adults</b>	<b>44</b>
		<b>Dislocated Workers</b>	<b>27</b>
		<b>Older Youth</b>	<b>2</b>
		<b>Younger Youth</b>	<b>2</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>81.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>73.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>73.0%</b>	<b>71.7%</b>
	<b>Dislocated Workers</b>	<b>86.0%</b>	<b>84.6%</b>
	<b>Older Youth</b>	<b>80.0%</b>	<b>79.2%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>84.0%</b>	<b>77.8%</b>
	<b>Dislocated Workers</b>	<b>92.0%</b>	<b>86.4%</b>
	<b>Older Youth</b>	<b>79.0%</b>	<b>72.7%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$2,700</b>	<b>\$3,678</b>
	<b>Dislocated Workers</b>	<b>109.0%</b>	<b>97.6%</b>
	<b>Older Youth</b>	<b>\$2,100</b>	<b>\$2,889</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>51.0%</b>	<b>22.2%</b>
	<b>Dislocated Workers</b>	<b>51.0%</b>	<b>14.3%</b>
	<b>Older Youth</b>	<b>51.0%</b>	<b>29.7%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>75.0%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>12</b>	<b>5</b>
			<b>Exceeded</b>
			<b>5</b>

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

<b>Local Area Name</b> Southwest Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>471</b>
		<b>Dislocated Workers</b>	<b>321</b>
		<b>Older Youth</b>	<b>59</b>
		<b>Younger Youth</b>	<b>330</b>
<b>ETA Assigned #</b> 05040	<b>Total Exiters</b>	<b>Adults</b>	<b>38</b>
		<b>Dislocated Workers</b>	<b>11</b>
		<b>Older Youth</b>	<b>1</b>
		<b>Younger Youth</b>	<b>0</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>78.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>69.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>63.0%</b>	<b>70.1%</b>
	<b>Dislocated Workers</b>	<b>79.0%</b>	<b>81.6%</b>
	<b>Older Youth</b>	<b>80.0%</b>	<b>58.3%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>79.0%</b>	<b>71.4%</b>
	<b>Dislocated Workers</b>	<b>87.0%</b>	<b>77.4%</b>
	<b>Older Youth</b>	<b>82.0%</b>	<b>60.0%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$2,700</b>	<b>\$4,435</b>
	<b>Dislocated Workers</b>	<b>109.0%</b>	<b>111.7%</b>
	<b>Older Youth</b>	<b>\$3,553</b>	<b>\$3,291</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>48.5%</b>
	<b>Dislocated Workers</b>	<b>52.0%</b>	<b>37.9%</b>
	<b>Older Youth</b>	<b>52.0%</b>	<b>31.1%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>0.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>67.7%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>11</b>	<b>6</b>
			<b>Exceeded</b>
			<b>6</b>

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

<b>Local Area Name</b> West Central Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>115</b>
		<b>Dislocated Workers</b>	<b>170</b>
		<b>Older Youth</b>	<b>25</b>
		<b>Younger Youth</b>	<b>80</b>
<b>ETA Assigned #</b> 05030	<b>Total Exiters</b>	<b>Adults</b>	<b>34</b>
		<b>Dislocated Workers</b>	<b>58</b>
		<b>Older Youth</b>	<b>2</b>
		<b>Younger Youth</b>	<b>23</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>91.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>73.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68.0%</b>	<b>88.0%</b>
	<b>Dislocated Workers</b>	<b>85.0%</b>	<b>89.2%</b>
	<b>Older Youth</b>	<b>68.0%</b>	<b>100.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>82.0%</b>	<b>86.4%</b>
	<b>Dislocated Workers</b>	<b>91.0%</b>	<b>87.9%</b>
	<b>Older Youth</b>	<b>88.0%</b>	<b>75.0%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,500</b>	<b>\$3,515</b>
	<b>Dislocated Workers</b>	<b>90.0%</b>	<b>122.1%</b>
	<b>Older Youth</b>	<b>\$3,380</b>	<b>\$1,474</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>52.0%</b>	<b>52.4%</b>
	<b>Dislocated Workers</b>	<b>52.0%</b>	<b>45.4%</b>
	<b>Older Youth</b>	<b>52.0%</b>	<b>33.3%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>100.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>96.8%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>6</b>	<b>11</b>
			<b>Exceeded</b>
			<b>11</b>

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

<b>Local Area Name</b> Western Arkansas Local Workforce Investment Area	<b>Total Participants Served</b>	<b>Adults</b>	<b>52</b>
		<b>Dislocated Workers</b>	<b>67</b>
		<b>Older Youth</b>	<b>14</b>
		<b>Younger Youth</b>	<b>64</b>
<b>ETA Assigned #</b> 05035	<b>Total Exiters</b>	<b>Adults</b>	<b>40</b>
		<b>Dislocated Workers</b>	<b>31</b>
		<b>Older Youth</b>	<b>7</b>
		<b>Younger Youth</b>	<b>8</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>70.0%</b>	<b>81.0%</b>
	<b>Employers</b>	<b>68.0%</b>	<b>70.0%</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>64.0%</b>	<b>86.7%</b>
	<b>Dislocated Workers</b>	<b>77.0%</b>	<b>86.0%</b>
	<b>Older Youth</b>	<b>80.0%</b>	<b>25.0%</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>83.0%</b>	<b>83.8%</b>
	<b>Dislocated Workers</b>	<b>93.0%</b>	<b>91.0%</b>
	<b>Older Youth</b>	<b>65.0%</b>	<b>83.3%</b>
	<b>Younger Youth</b>	<b>56.0%</b>	<b>0.0%</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,300</b>	<b>\$3,930</b>
	<b>Dislocated Workers</b>	<b>98.0%</b>	<b>105.9%</b>
	<b>Older Youth</b>	<b>\$3,000</b>	<b>\$1,485</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>51.0%</b>	<b>53.8%</b>
	<b>Dislocated Workers</b>	<b>51.0%</b>	<b>53.3%</b>
	<b>Older Youth</b>	<b>51.0%</b>	<b>50.0%</b>
	<b>Younger Youth</b>	<b>57.0%</b>	<b>100.0%</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>74.0%</b>	<b>44.0%</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1)) (Insert additional rows if there are more than two “Other State Indicators of Performance”)</b>		<b>N/A</b>	<b>N/A</b>
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>6</b>	<b>11</b>
			<b>Exceeded</b>
			<b>11</b>

## State Evaluation of Activities

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

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

### Evaluation Process

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

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

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

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

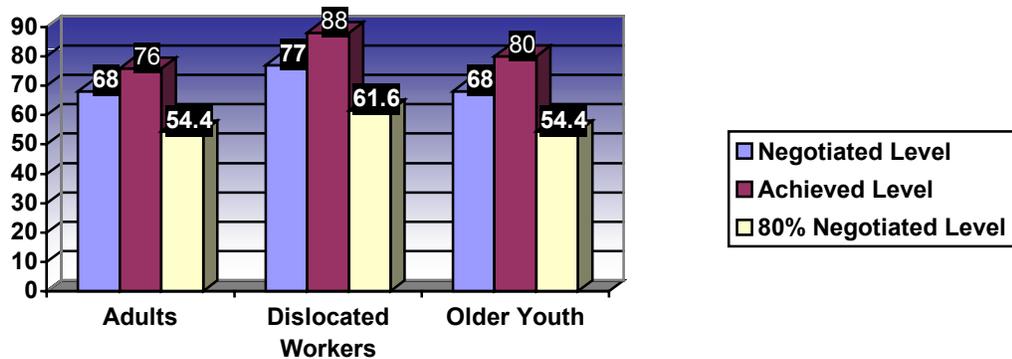
### Outcome

In January 2002, the Strategic Planning Committee will report to the Arkansas Workforce Investment Board its’ findings from the evaluation. Subsequently, the Arkansas Workforce Investment Board will make a recommendation to the Governor for streamlining workforce investment services and establishing procedures to assure coordination and avoid duplication among training and development programs in Arkansas.

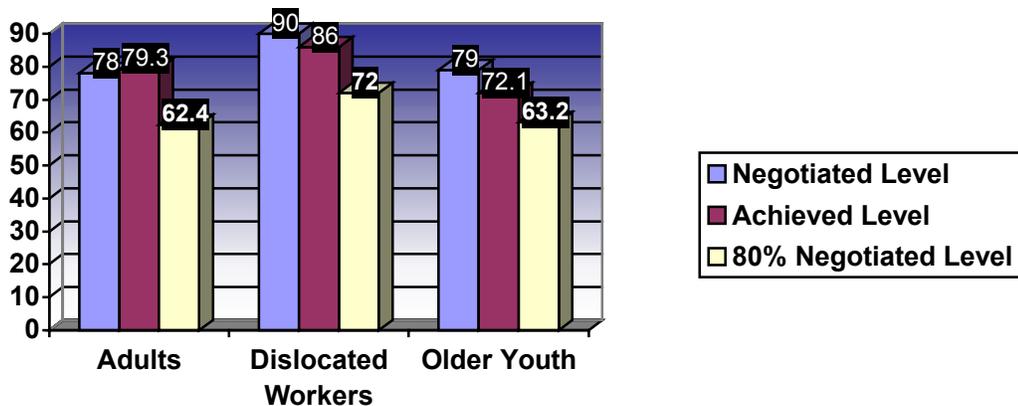
## Performance At-A-Glance

Negotiated performance levels were established between the U.S. Department of Labor (USDOL) and the State of Arkansas for each of the 17 performance measures reported below. The charts below report the negotiated level, the actual achieved level, and 80% of the negotiated level. According to USDOL guidance, the lowest acceptable level (lower limit) is calculated as 80% of the established State negotiated level. States must attain 80% of the target performance level on each measure to be determined acceptable. For PY 2000, Arkansas met or exceeded the 80% level for 15 of the 17 performance measures.

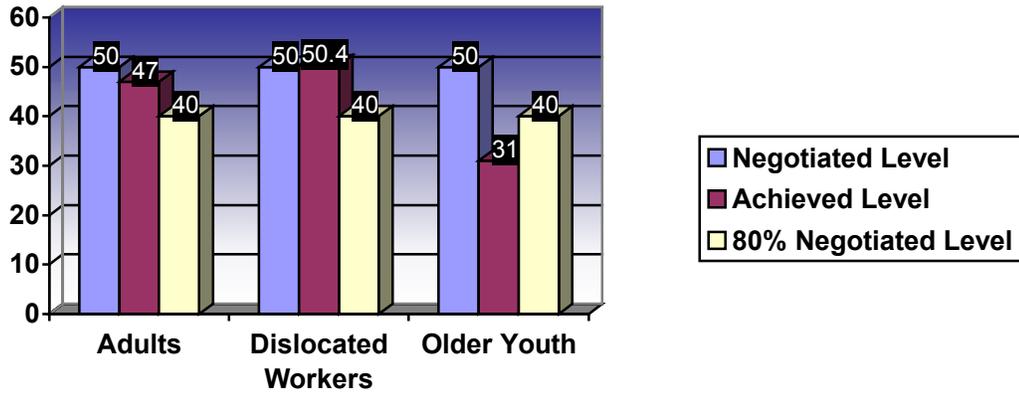
### Entered Employment Rates



### Employment Retention Rates



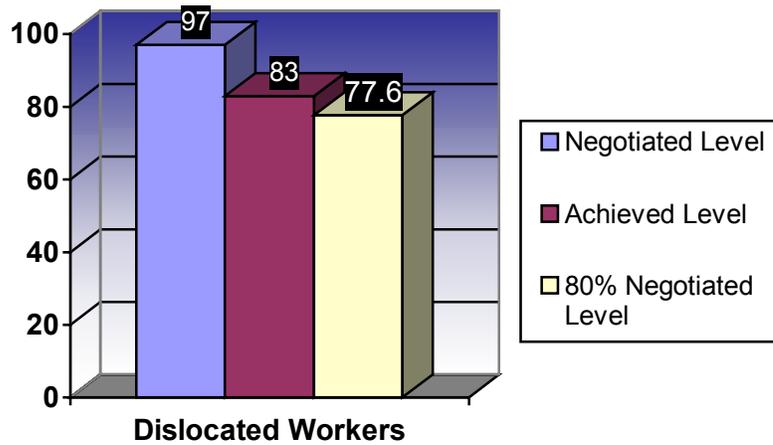
## Employment & Credentials Rates



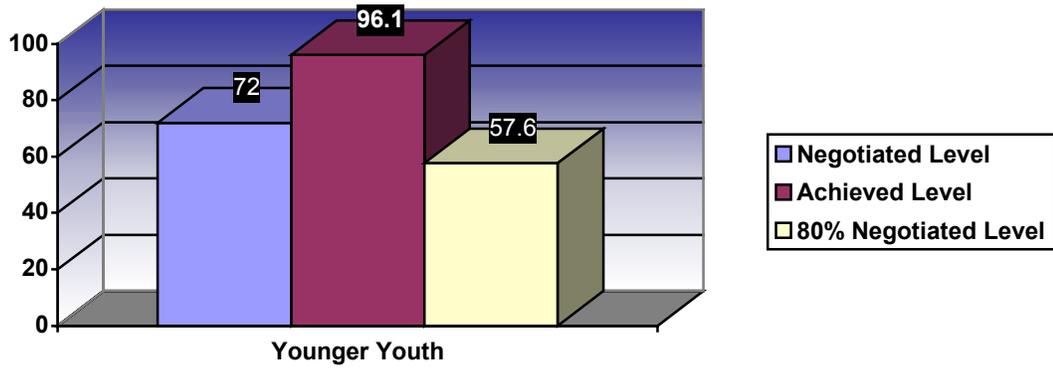
## Earnings Change in 6 Months Rates



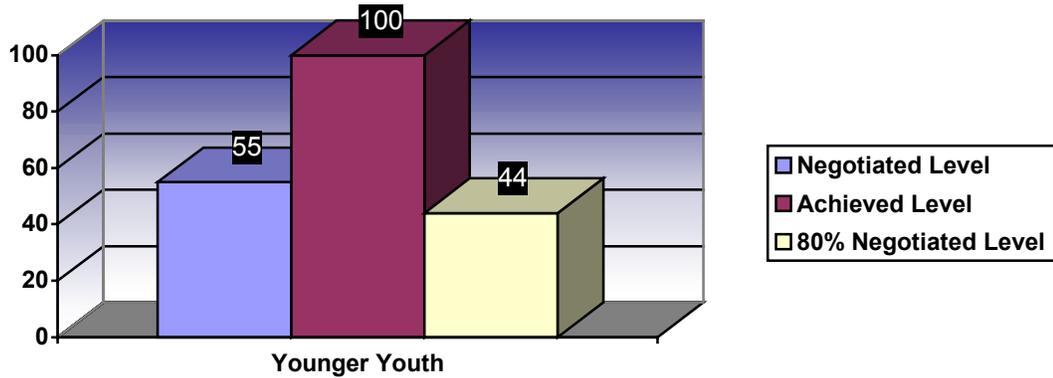
## Earnings Replacement Rate



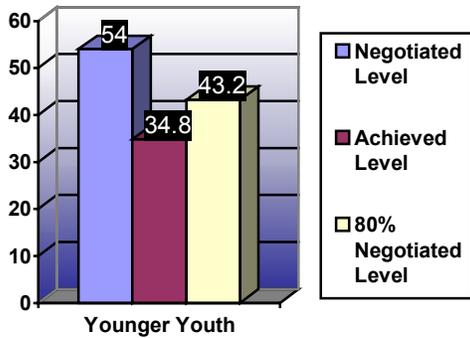
### Skill Attainment Rate



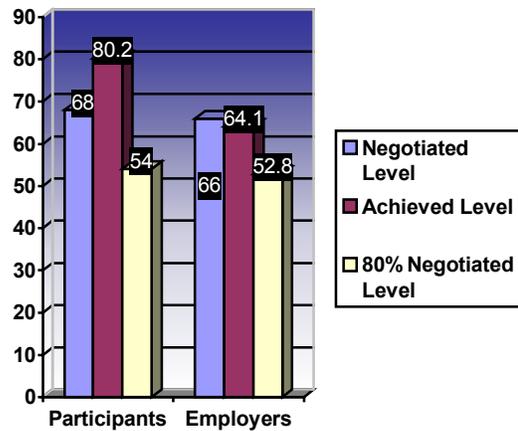
### Diploma or Equivalent Attainment Rate



### Placement & Retention Rate



### Customer Satisfaction Rates



## WIA Title I-B Success Stories

### Collaboration Success

A collaboration of Workforce Investment Act (WIA) and Temporary Assistance for Needy Families (TANF) dollars was compiled to erect billboards in the Little Rock area offering job assistance through a toll-free telephone number. The Little Rock Workforce Investment Board and the Pulaski County Temporary Employment Assistance (TEA) Coalition are sponsoring five billboards in the City of Little Rock to read as follows:

**Need Employment Assistance?**

**682-0000**

**Training    Jobs    Transportation**

**Little Rock Workforce Investment Board  
Pulaski County TEA Coalition**

### Driving to Success!

Nick had always dreamed of being a truck driver. He applied for JTPA funding at the City of Little Rock where Junyce Drayton tried to help him, but he could never get enough documentation to be certified as eligible and truck-driving school didn't happen. After several attempts to enroll in training, in December, 2000 he was approved under the new Workforce Investment Act program at the Arkansas Workforce Center at Little Rock where Career Counselor, Sharon Smith, referred him to CDL training and testing for the three week truck driver class. Nick was a good student and diligent job seeker and cared about helping other people. He graduated on January 15, 2001 with job offers from four major carriers, Southern Refrigerated Transport, USA Truck, Ozark Motor Lines and Werner Enterprises. He actually went to work for Swift, the largest carrier in the world and is still there. City of Little Rock Workforce Investment Area

## From Food Stamps to Self-Sufficiency

"Trevor 'T.J.' Anthony was a young 21 year old, married father of a two-year-old son, receiving Food Stamps. T.J. had not been able to secure more than short-term seasonal employment. Having just been laid off from one of those seasonal jobs, he came to the Arkansas Workforce Center at Harrison and was referred to Dede Harris, WIA Title I Youth Employment/Training Advisor. T.J. was seeking a full time permanent job with benefits for his family. Ms. Harris was very impressed by his neat, clean appearance and polite manners, as well as his sincerity in seeking employment. Although T.J. had earned his high school diploma, basic skills assessment indicated that his math scores were low. However, T.J. was willing to work on his math and did so with work sheets designed for him by the center's Adult Basic Education instructor, Jeannie Laging. Although he had a very limited job history, Ms. Harris found a local employer, Cintas, who was willing to give T.J. a chance through the WIA Work Experience Program. Cintas, a national company providing uniforms, linens, and many other supplies is a growing company with great opportunities for its employees. The WIA program assisted T.J. with supportive services for transportation from his home in Carroll County to his new job in Harrison for the first few weeks, until he started receiving paychecks. During the three months that WIA subsidized his wages, T.J. had a perfect attendance record and all satisfactory evaluations. When his participation in Work Experience ended on April 6, 2001, T.J. became a Cintas regular employee, self-sufficient and no longer in need of Food Stamps. Since that time, his responsibilities have increased, as well as his self-confidence. He received a merit pay increase in July. This raise increased his six months earnings by approximately 46% compared to his earnings in the six months prior to coming to the workforce center. T.J. said, 'My dad taught me if you wanted anything in life you had to work for it. I would like to thank the Center for connecting me with Cintas. It has been a big blessing from God.' Jeff Martens, Manager of Harrison's Cintas, states that 'T. J. was a perfect employee match in every way for Cintas. Not only did we fill a position, we found a great person who fits the moral and ethical standards of Cintas. I have watched T. J. grow as a young man and as an employee who is a real asset to our company.' Both T.J. and Mr. Martens credit the staff of the Arkansas Workforce Center at Harrison for bringing people and jobs together."

## WIA Places Dislocated Worker "On the Road" to Success

Debra Treadway was employed as an Accounting Clerk with Brown Jordan Company in Newport, Arkansas for almost 24 years. On February 12, 1999, Ms. Treadway became a displaced worker along with 289 other workers as Brown Jordan permanently ceased manufacturing operations and closed its doors. Having no formal occupational training, Ms. Treadway visited the White River Planning & Development District Office (now the Arkansas Workforce Center at Batesville) and sought the help of Case Manager, Fran Ford. Ms. Ford certified her as an eligible Dislocated Worker and enrolled her in training at the University of Arkansas Community College in Batesville. Although costs for tuition, books

and fees were initially paid under the Job Training Partnership Act, Ms. Treadway continued to receive "seamless service" under the Workforce Investment Act (WIA). She completed all requirements for an Associate Degree in Business Administration in December, 2000, graduating with a 4.0 Grade Point Average. Armed with her degree provided through WIA sponsorship, Ms. Treadway conducted a vigorous job search and was hired by a local trucking company in January, 2001. With her experience and newly acquired training, she landed a great job as a Business Office Supervisor with a starting salary of \$29,500. Today, Ms. Treadway continues her employment with the company where she supervises 12 other office employees.

### Model Youth Program = Project Achievement = New Future

Brooklyn Blackmon came from a single-parent family that lived on welfare. She is a single teen parent with an eight-month old son. Brooklyn enrolled in the WIA Youth Program, Project Achievement, in the fall of 2000. Brooklyn has been a model Project student. She has also been a wonderful role model for other students. She has worked the complete program year at Puff's Clothing Store. Her supervisor has given her outstanding evaluations in all areas as: (1) Takes Initiative; (2) Has a Positive Attitude; (3) Completes Assignments; and (4) Is on Time and Attends Regularly. When asked about her values to consider in making career decisions, she writes, "Although I like money, helping people is probably the most important to me. I believe helping others will in turn make me a better person. My values are important to me because it makes up the person I am. I want job satisfaction and to be proud of myself." Brooklyn was a 2001 honor graduate from Malvern High School. For her academic accomplishments, she received a \$1,000 scholarship from the J. Saxon Arnold Memorial Scholarship sponsored by the Malvern National Bank. Brooklyn is currently enrolled at the University of Arkansas at Pine Bluff where she is majoring in General Business.

### Mother of Five Gets Degree

Joycelyn Turner, because of her concern about her future came into the Arkansas Workforce Center at North Little Rock looking for assistance. Due to her visit to the Workforce Center, she was enrolled in the University of Arkansas at Little Rock under the Workforce Investment Act. She has been able to make constant improvement in her grades and on January 30, 2001 was put on the Chancellor's List. The letter from the Chancellor stated in part "I congratulate you on the fine record of grades you have earned during the 2000 Fall Semester. I well understand the commitment and diligence required to earn such grades." Joycelyn graduated on May 31, 2001 with a degree in Criminal Justice. Obtaining an education to ensure her future did not keep her from working part time at the Arkansas Children's Hospital, or from being the mother in a household of five.

## WIA Helps to Ease Nursing Shortage in Arkansas

*A participant recently wrote this letter to the One-Stop Operator in West Central Arkansas about her experience with WIA.*

“I would like to express my appreciation for the Workforce Investment Act program. I am a single Mom with two children, ages nine and three years old. I had been on Food Stamps, TANF, and public housing for two years. Because of the educational training provided by the Workforce Investment Act, I am now able to support my family on my own! I am proud that I don't have to be on public assistance. I am currently employed as a Licensed Practical Nurse at the Murfreesboro Nursing Center. My salary increased from \$5.15 an hour to \$10.50 an hour.

While attending Cossatot Community College, I accomplished a few things that I'd like to mention. I was a member of the National Honor Society and I was also on the President's list at Cossatot for all A's. It wasn't easy with two young children to prioritize my studying, but I have made it. None of this would have been possible without the help and support from the Workforce Investment Act program.”

Thank you,  
Stefanie Wilkerson  
Practical Nursing (LPN) graduate

## Workforce Center Provides the Right Tools to New Employer

"S&B Power Tool Company made plans to open its National Distribution Center in West Memphis, Arkansas. I had the responsibility of staffing this facility. Very quickly, it became apparent I needed a local partnership. I chose the Arkansas Workforce Center at West Memphis. I needed a multitude of services and found I could receive a complete package at one location. I listed my job openings with the center and they handled my applications. The staff of this 'One-Stop' center has extended their hospitality to S&B Power Tool Company many times in the use of phones, faxes, and space to conduct interviews. They have assisted me in coordinating and setting up the interviewing and testing process with the community college. This avoided a duplication of efforts. I am now in the process of hiring associates with the necessary skills. As an employer, I have found the workforce investment system works, and look forward to a continue positive partnership with the Arkansas Workforce Center at West Memphis in the future." ... Linda Mounce, Human Resource Manager, S&B Power Tool Company, West Memphis, AR

## Education Gives New Beginning

Russell Howard was a convicted felon on parole and considered himself “a three-time loser.” His lack of education and job skills kept him in and out of jobs that could not pay his bills, feed him, or allow him to purchase reliable transportation. Russell wanted change. He wanted a career that would not only afford him a livable wage, but a job that would include benefits and opportunities for advancement. All his previous jobs offered were low pay and limited opportunity. Low income typically means no education beyond high school, which leads to a limited job market and continued low pay and limited educational options. This is a cycle that WIA and the Western Arkansas Local Workforce Investment Area helped Russell to break. WIA provided the education necessary to earn the certifications required for a viable career in computer technology. Russell is now a member of a professional field and is earning a respectable salary (\$38,000 - \$45,000 per year) and supporting his wife and young child. He is a tax-paying citizen and has successfully completed his parole. Russell credits his success to the education he received under the WIA. He stated, “My accomplishment is a direct result of the real education afforded me under the Workforce Investment Act. If not for the opportunity of education through this program, I would have remained in my criminal behavior pattern.”

## Economic Development

Nestlé USA will build a \$259 million frozen-food preparation center in Jonesboro, Arkansas, creating more than 1,000 jobs when production begins in the first quarter of 2003. Nestlé’s frozen-food division, which produces Stouffer’s and Lean Cuisine brands, will construct a \$225 million plant and a \$34 million storage and distribution center. When fully expanded, the production facility could create up to 2,100 jobs. This economic development opportunity for Arkansas was due in part to the commitment of the Northeast Arkansas Workforce Investment Board to provide workers with initial training in the new plant.



*Governor Mike Huckabee (right) with state economic development officials and Jonesboro business leaders celebrate Nestlé USA’s decision to build a multi-million dollar plant in Jonesboro. When the plant begins production in early 2003, more than 1,000 east Arkansas workers will go to work at average annual wages of \$26,000 to \$28,000. “This will send a signal to other companies across the nation and around the world that Arkansas is a great place to do business.”*

## Workforce Center and Employer Make Beautiful Music Together

Klipsch Audio Technologies, maker of high-quality Klipsch speakers, hires almost all their employees through the Arkansas Workforce Center at Hope. In the last 12 months, the company has hired approximately 100 employees through the center. When job openings become available at the plant, Klipsch contacts the center with a job order. The center then contacts and screens applicants and sets up the interviews. Human Resource staff is extended the use of a closed room at the center in which to interview prospective employees.

Hope One-Stop Operator, Claudia Griffin, said, "We feel that our working arrangements with Klipsch expedite the selection and hiring process, and we're always happy to provide similar services for other employers." Company officials report that they are very pleased with the services they receive from the center and the time (and thus, money) saved by having the center screen the applicants and set up the interviews. Klipsch and the Arkansas Workforce Center at Hope look forward to many more years of "*Making Beautiful Music Together*" while strengthening the economy of Southwest Arkansas.

## Communication is the Key

"Optus, Inc. is a telecommunications company consisting of self-starters. With the assistance of the Arkansas Workforce Center at Jonesboro, we try to find workers who have the drive to succeed and bring them into our business. The details can be taught; however, that drive can't. Companies like ours provide a training ground and opportunity for educational advancement for people who want to realize their true potential. We think it is important that, as a striving business in this country, we give back or help in any way we can. That is why we prefer to hire applicants who aren't currently working. We want to assist the revival of the economy in tough times like these. If hiring one dislocated worker can make any difference, we see that as our duty. We aren't just a company, we're a collection of families and citizens who are directly affected by the economy around us. The Arkansas Workforce Center at Jonesboro provides reemployment services for dislocated workers and other individuals seeking career changes everyday. The staff takes the time to listen to our needs and to provide the services designed to meet those needs. I congratulate them on all their hard work and dedication. Optus, Inc. thanks them for assisting us in recruiting and placing qualified candidates with our company. We especially like the 'single point of contact' offered through the 'one-stop' office. The human and physical resources they allow us to access are wonderful! We greatly appreciate and look forward to a long-standing relationship with the Arkansas Workforce Center at Jonesboro." ...Kevin Thielemier, Human Resources Manager, Optus, Inc.

## **WIA Title II – Adult and Family Literacy**

### **Purpose and Brief History**

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

### **Clientele Served**

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

### **Services Provided**

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

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

### **Program Evaluation**

Program evaluation is conducted based on the core indicators of performance cited in Title II of the Workforce Investment Act. Information used for evaluation purposes is taken from the management information system and compared with each local program's negotiated core indicator benchmarks. Local programs

failing to meet the required benchmarks are required to complete a program improvement plan. Site monitoring by the state program managers is also part of the overall evaluation process.

### **Program Evaluation Results for PY 2000**

Results of the latest evaluations indicate that all local adult education programs were operating effective and efficient programs as measured by evaluation criteria established by the State Board of Workforce Education and Career Opportunities.

## **Adult Education Success Stories**

### **English as a Second Language Initiative**

To meet what he called “the incredibly growing need” for English as a Second Language (ESL) programs and services, Governor Mike Huckabee has launched a new state ESL initiative through the DWE’s Adult Education Section. Governor Huckabee announced details of the initiative during a press conference at the Jones Center for Families in Springdale.

Continued growth in the number of people from across the world moving to Arkansas is leading to the greater need for education and resources to help them transition into the workplace and into other aspects of American culture. For over ten years, providing ESL services to individuals and to employers with employees speaking limited English has put a demand on adult education and literacy providers throughout the state, who traditionally provide services to Arkansans who need stronger basic educational skills. During the last decade, Governor Huckabee reported that there has been a 400 percent increase in the number of students enrolled in adult education ESL programs. During the 1990-1991 fiscal year, 1,226 people were enrolled in ESL programs. That number grew to 5,202 as of the end of the 1999-2000 fiscal year.

### **Adult Education Testimonials**

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

“It had been 42 years between my last year of high school and the year I earned my GED. After I earn my bachelor’s degree in Criminal Justice from Arkansas State University, I’m going to go out and seek work that will let me give love,

support, and encouragement to kids and young families.” Ms. Melba McGuire, GED graduate, ASU/Mountain Home Adult Education Center.

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

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

### **Purpose and Brief History**

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

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

### **Clientele Served**

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

### **Services Provided**

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

### **Program Evaluation**

There was no approved performance standard for PY 2000. The Employment and Training Administration has approved the following performance measures for the public labor exchange for PY 2001: Employer Customer Satisfaction; Job Seeker Customer Satisfaction; Employment Rate; Entered Employment Rate; and Employment Retention Rate at Six Months. Absent a national standard, the agency used the following: The primary measure is the number of individuals placed on a job per staff year worked during the review period. The required standard varies from office to office based on local labor market conditions, available staff and past performance. The range of expected performance is from 225 to 400 individuals placed per staff year worked. The offices with the most experienced and capable staff and located in strong labor markets are at the higher end of the scale, while offices with inexperienced staff or that are located in shrinking labor markets have lower expectations. Obviously, operational reviews focus on the things that lead to placement, i.e., quality job orders, quality applications, staff training, assuring that only those workers who meet the employer's job related selection criteria are referred, etc. A second broad measurement area is service to veterans. All offices are expected to meet the negotiated standards that meet the minimum standards as set by the USDOL Veterans Employment and Training Services. All job orders are to be properly searched and documented to assure that all qualified veterans have been considered for referral before any non-veteran is referred. Wagner-Peyser staff must understand that placement of veterans is not solely the responsibility of veterans staff. It's everyone's job. Also, all local office managers are expected to be active in the local WIB, local Chamber of Commerce and other community organizations.

### **Program Evaluation Results for PY 2000**

As staffing levels have decreased statewide, a corresponding drop in the number of individuals placed in jobs has also occurred. With regard to service to veterans, Arkansas continues to meet all standards established by USDOL Veterans Employment and Training Service. Also, the local office manager's involvement with the community organizations keeps them informed and available to have input in the type of services provided in their area.

## Wagner-Peyser Program Year 2000 Performance Data

New Applicants & Referrals	179,218
Veteran	14,810
Vietnam Era	4,652
Disabled Veterans	1,523
Special Disabled Veterans	809
MSFW	34
Handicapped	2,627
UI Claimants	60,641
Youth	36,371
Referral to Supportive Services	21,510
Veterans	12,867
Vietnam Era	4,223
Disabled Veterans	1,436
Special Disabled Veterans	781
MSFW	7
Handicapped	1,676
UI Claimants	5,902
Youth	1,921
Referral to Employment	109,000
Veterans	10,290
Vietnam Era	3,120
Disabled Veterans	1,080
Special Disabled Veterans	592
MSFW	30
Handicapped	1,782
UI Claimants	26,735
Youth	23,866
Entered Employment	39,012
Veterans	6,108
Vietnam Era	1,990
Disabled Veterans	706
Special Disabled Veterans	410
MSFW	10
Handicapped	1,041
UI Claimants	11,245
Youth	8,281
Assessment Interview	9,803
Tested	838
Referred to Educational Services	1,121
Job Search Workshop	1,531
Resume Preparation	3,930
Specific Labor Market Information	5,955
JS Automatic Labor Exchange	7,725
Vocational Guidance	1,473
Job Orders Received	29,794
Job Openings Received	83,859
Job Openings Filled	40,745

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

### **Arkansas Rehabilitation Services**

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

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

#### **Clientele Served**

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

#### **Services Provided**

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

#### **Program Evaluation**

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

## **Program Evaluation Results for FY 2000 (Oct. 1, 1999 – Sept. 30, 2000)**

ARS met or excelled in performance above each of the national benchmarks.

### **Standard 1: Employment Outcomes**

#### **Performance Indicator 1.1**

The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the program after achieving an employment outcome during the previous performance period.

*[Performance level: Equal or exceed previous performance period for both General/Combined and Blind Designated State Units (DSUs).]*

The data indicates that the number of individuals in Arkansas who achieved an employment outcome increased during the last year that data is available from 2,426 in FY 99 to 2,805 in FY 2000. This is an increase of 5.8%.

#### **Performance Indicator 1.2**

Of all individuals who exit the VR program after receiving services, the percentage that are determined to have achieved an employment outcome.

*[Performance level: 55.8% for General/Combined]*

The data indicates that 68.8% of the individuals in Arkansas who exited the VR program after receiving services achieved an employment outcome, which exceeds Performance Indicator 1.2 federal benchmark of 55.8%.

#### **Performance Indicator 1.3**

Of all individuals determined to have achieved an employment outcome, the percentage that exit the VR program in competitive, self-employment, or Business Enterprise Program (BEP) employment with earnings equivalent to at least the minimum wage.

*[Performance level: 72.6% for General/Combined and 35.4% for Blind DSUs]*

The data indicates that the percentage of individuals determined to have achieved an employment outcome, which exited the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage was 79.5% in Arkansas, which exceeds the federal benchmark of 72.6%.

#### **Performance Indicator 1.4**

Of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

*[Performance level: 62.4% for General/Combined and 89.0% for Blind DSUs]*

The data indicates that of all individuals who exited the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage, the percentage that were individuals with significant disabilities in Arkansas was 79.9% which exceeds the federal benchmark of 62.4%.

#### Performance Indicator 1.5

The average hourly earnings of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings levels equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed (as derived from the Bureau of Labor Statistics report "State Average Annual Pay" for the most recent available year).

*[Performance level: A ratio of 0.52 for General/Combined and 0.59 for Blind DSUs]*

The data indicates that in Performance Indicator 1.5 in Arkansas the ratio was 0.74, which exceeds the federal benchmark of 0.52.

#### Performance Indicator 1.6

Of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who reported their own income as the largest single source of economic support at exit and the percentage who reported their own income as the largest single source of economic support at application.

*[Performance level: 53.0% mathematical difference in percentage for General/Combined and 30.4% for Blind DSUs]*

The data indicates that in Performance Indicator 1.6, the mathematical difference between the percentage that reported their own income as the largest single source of economic support at exit and the percentage that reported their own income as the largest single source of economic support at application was 69.1% in Arkansas, which exceeds the federal benchmark of 53.0%.

## Standard 2: Equal Access to Services

#### Performance Indicator 2.1

The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

*[Performance level: Ratio of 0.80 for both General/Combined and Blind DSUs]*

The data indicates that in Performance Indicator 2.1, the service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities was 0.924 in Arkansas, which exceeds the federal benchmark of 0.80.

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

### **Purpose and Brief History**

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

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

### **Clientele Served**

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

### **Services Provided**

Vocational Rehabilitation Services for achievement of appropriate employment by consumers.

### **Program Evaluation**

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

disabilities. The two evaluation standards performance measures are Employment Outcomes and Equal Access to Services.

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

### **Program Evaluation Results for FY 2000 (Oct. 1, 1999 – Sept. 30, 2000)**

#### **Standard 1 - Employment outcomes**

A DSU must assist any eligible individual, including an individual with a significant disability, to obtain, maintain, or regain high-quality employment.

##### **Performance Indicator 1.1**

The number of individuals exiting the Vocational Rehabilitation (VR) program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the previous performance period.

DSB Results: FY 1999-292 FY 2000-310 6.2%

##### **Performance Indicator 1.2**

Of all individuals who exit the VR program after receiving services, the percentage that are determined to have achieved an employment outcome.

DSB Results: FY 1999-292 FY 2000-310 73.3%

##### **Performance Indicator 1.3**

Of all individuals determined to have achieved an employment outcome, the percentage that exit the VR program in competitive, self-employment or BEP employment with earnings equivalent to at least the minimum wage.

DSB Results: FY 1999-159 FY 2000-151 100%

##### **Performance Indicator 1.4**

Of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings equivalent at least the minimum wage, the percentage who are individuals with significant disabilities.

DSB Results: FY 1999-54.5% FY 2000-48.7%

All DSB consumers are individuals with significant disabilities, therefore the percentage is the same as Performance Indicator 1.3.

### Performance Indicator 1.5

The average hourly earnings of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earning levels equivalent to at least the minimum wage as a ratio to the state's average hourly earning for all individuals in the state who are employed (as derived from the Bureau of Labor Statistics Report "State Average Annual Pay" for the most recent available year).

DSB Results: FY 1999-State Average earnings per hour \$11.50/DSB consumer competitive average hourly earnings-\$6.70 for a ratio of .58. FY 2000-State average is \$11.70/DSB consumer competitive average -\$ 8.05 for a ratio of .69.

The total weekly earnings of DSB's 151 competitive employment outcomes were \$48,620.00, which is an average weekly earnings of \$321.99 per competitive employment outcome. This is an average of \$8.05 per hour. The state average hourly earnings for 2000 are \$11.50 per hour. Therefore, DSB's average hourly earnings for FY 2000 are .69 of the state average and are \$2.90 above the \$5.15 minimum wage for Arkansas.

### Performance Indicator 1.6

Of all individuals who exit the VR program in competitive, self-employment, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source at the time they apply for VR services.

DSB Results: FY 1999 - Of 159 competitive employment outcomes, 42.8% (68/159) reported their own income as the largest single source of support at the time of application. At the time of closure, 79.8% (127/159) reported their own income as the largest single source of income. FY 2000 - Of 151 competitive employment outcomes, 53.3% (80/151) reported their own income as the largest single source of support at the time of application. At the time of closure, 86.8% (131/151) reported their own income as the largest single source of income.

Rehabilitation Services Administration Performance levels: Requirements for Blind agencies

1.1 Equal or exceed previous performance period.

FY 2000 DSB exceeds previous year

1.2 68.9% / FY 2000 73.3%

1.3 35.4% / FY 2000 48.7%

1.4 89.0% / FY 2000 100%  
1.5 .59 (ratio) / FY 2000 .69%  
1.6 30.4 (math difference) / FY 2000 33.5

To achieve successful performance on Evaluation Standard 1 (Employment Outcomes), a DSU must meet or exceed the performance levels established for four of the six performance indicators in the evaluation standard, including meeting or exceeding the performance levels for two of the three primary indicators (Performance Indicators 1.3, 1.4 and 1.5).

DSB exceeded or met the performance levels in six of the six indicators. Of the three primary indicators, DSB met or exceeded two of the three primary indicators, 1.3 and 1.5.

## Standard 2- Equal Access to Services

A DSU must ensure that individuals from minority backgrounds have equal access to VR services.

### Performance Indicator 2.1

The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

The number of individuals who exited the VR program who are individuals from a minority background.  
FY2000 146 or 26.3%

The number of non-minority individuals exiting the VR program.  
FY 2000 410 or 73.7%

The number of individuals from a minority background exiting the VR program after receiving services under an IPE (Individualized Plan for Employment).  
FY 2000-113 or 26.5%

The number of non-minority individuals exiting the VR program after receiving services under and IPE.  
FY 2000-313 or 73.5%

To achieve successful performance on Evaluation Standard 2, Equal Access, DSUs must meet or exceed the performance level established for performance Indicator 2.1, or, if fewer than 100 individuals from a minority population have exited the VR program during the reporting period, the DSU must describe the policies it has adopted or will adopt and the steps it has taken, or will take, to ensure that individuals with disabilities from minority backgrounds have equal access to VR services.

## DSB Success Stories

### Collaboration Success

Glen Baker was referred to Chem-Fab in Hot Springs for a production department worker job opening. During his three-month probationary period, DSB used WIA funds through the Vocational Rehabilitation Program to purchase \$500 in “reasonable accommodation” supplies, including a signature stamp, two grinders, work gloves, shoes, and a toolbox, to enable Glen to perform the essential functions of the job. DSB provided a tape-recorded “Employee Manual” to orient Glen to plant safety precautions and physical surroundings. DSB also provided information about the Work Opportunity Tax Credit (WOTC) Program to Chem-Fab, which enabled the company to qualify for federal tax credits as a result of hiring a Vocational Rehabilitation client. DSB continues to provide consultation and counseling for Glen and the company for whatever needs arise. Today, Glen is a proud member of the community’s work family that is proving to be mutually productive for economic and personal growth.

### Comprehensive System of Personnel Development

The Arkansas Division of Services for the Blind (DSB) supports a Comprehensive System of Personnel Development (CSPD) as required by Section 101(a)(7) of the Rehabilitation Act Amendments of 1973, as amended. DSB’s CSPD Plan is aimed at securing and maintaining an adequate supply of qualified rehabilitation professionals and paraprofessionals to provide rehabilitation services to blind and visually impaired Arkansans.

DSB focused heavily on implementing the Division CSPD Plan. A Comprehensive Personnel Development Team (CPDT) was appointed by the Director to address CSPD Issues. The Team consisted of eleven staff from all program areas and reviewed transcripts, Education /Training Plans and designated VR Counselors as priority to receive training, taking into account retirees and turnover. As a result, eleven counselors have been involved in Masters Programs and other activities to prepare for Certification.

This Division will recruit, and, to the degree possible, hire counselors with a Master’s Degree in Rehabilitation Counseling or other closely related degree, and utilize the CPDT to implement an education plan for existing personnel to be retrained to meet certification standards.

DSB has partnered with Universities across the state in providing practicum and internships, Employment Security and Workforce Center Activities, UALR Advisory Board and the University of Arkansas at Pine Bluff (UAPB) Undergraduate Program in Rehabilitation, Arkansas Independent Living Council (AILC) and Workforce Investment Act Activities with eleven VR counselors

appointed to local Workforce Investment Boards statewide. Additionally, DSB participated as an agency partner in the Arkansas Workforce Center Conference sponsored by the Arkansas Workforce Investment Board in May, 2001.

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

### **Purpose and Brief History**

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

### **Clientele Served**

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

### **Services Provided**

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

related experiences that are related to vocational and technical education; assisting vocational student organizations; mentoring and support services; supporting nontraditional training and employment activities; and many other permissive activities that are consistent with the purpose of the Act.

### **Program Evaluation**

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

### **Program Evaluation Results for PY 2000**

Data for the school year 2000-01 was not available at the time of publication of this report.

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

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

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

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

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

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

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

### Up, Up and Away!

Brendon Sutherland, a senior in the Workforce Education Internship program at Danville High School, spends ten hours per week in a coordinated work experience at the Russellville airport in the Aircraft Maintenance Department.

Ms. Dickey says, “This story really began in the eighth grade in the Career Orientation (CO) classroom.” Every year Dickey hands out a survey to her CO students to find out their career interests. The year Brendon was in Career Orientation, he indicated an interest in aviation. Dickey had another former Danville student, Sean Hayes, a fighter pilot with the USAF, come to speak with the CO students. Before Sean left, he and Brendon had their picture taken.

Three years later, in the spring of 2001, Brendon enrolled in Ms. Dickey's Workplace Readiness class. As an integral part of the course work, every student participates in at least one job shadowing experience. Brendon, who has now decided he wants to be a pilot, had the opportunity to job shadow with Mr. Looney at the Russellville airport. He was even able to acquire a little “hands-on” experience as he waggled his wings over Danville High School.

Brendon enrolled and was accepted in the Internship program at Danville for the 2001-2002 school year. He applied and interviewed for the internship position at Russellville airport. In addition to technical training, mentoring is another benefit that has been a result of his involvement in workforce education programs. Ms. Dickey says, “They're talking to him about what kind of school he needs to attend. He's in the process of applying to the Air Force Academy.”