



ANNUAL REPORT on the [Workforce Investment Act](#)
State of Arkansas ♦ Program Year 2009



Submitted to the
U.S. Department of Labor

Prepared by the
Arkansas Department
of Workforce Services

October 1, 2010



Report Prepared by

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

www.dws.arkansas.gov

Arkansas Workforce Investment Board Members

Governor Mike Beebe
Diane Hilburn, Chair
Tom Anderson, Vice-Chair
Sarah Agee, Governor's Liaison
Terrie Baker
Dan Bakke
Lawrence Bearden
Ricky Belk
John Berry
David Burnley
Bob East
Donnie Fowler
Maria Haley
Barry Hay
Gene Hill
Denny Holliday
Alan Hughes
Dean Inman
Brian Itzkowitz
Sandra Kerr
Senator Randy Laverty

Marion Littlejohn
Dwayne Mays
Representative Walls McCrary
Judge Steve McGuire
Ken Milbrodt
Katy Morris
Representative Jim Nickels
Mayor Stephen Northcutt
Mary Parham
Jim Purcell
Mike Rebick
Marty Reep
Gary Sams
John Selig
Hays Sullivan
Pat Sweeden
Levi Thomas
Robert Trevino
Bill Walker
Artee Williams
Senator David Wyatt

VISION

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

MISSION

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

TABLE OF CONTENTS

Introduction	1
Transfer of the State Workforce Board to DWS	1
Workforce Development System Vision & Goals	1
State Approved Waivers	1
Workforce System Evaluation	2
American Recovery & Reinvestment Act	2
Dislocated Worker Services	3
Outreach to Communities	4
Arkansas Workforce Center Transitions	5
National Emergency Grants	7
Career Readiness Certificate Update	7
Elevate America in Arkansas Initiative	7
Arkansas Energy Sector Partnership	8
Governor's Aerospace Summit	9
Mature Worker Awards	10
Arkansas Workforce Summit	10
Entrepreneurial Education Conference	11
Arkansas Incumbent Worker Training Program	11
TANF Youth Employment Program	12
Disability Program Navigator Program	12
Performance	13
Local Area Highlights	19
Success Stories	29

INTRODUCTION

The federal Workforce Investment Act (WIA) was signed into law in August 1998 and became effective in Arkansas on July 1, 2000. This summary report focuses on tenth year accomplishments in Arkansas relative to the provision of WIA Title I-B services. For Program Year 2009 (July 2009 through June 2010), the United States Department of Labor (DOL) allotted approximately \$25.4 million in WIA Title I-B funds to Arkansas. These funds enabled a continuation of employment and training services designed to benefit our youth, adults and dislocated workers, as well as our employers. Due primarily to economic conditions that were comparatively better than many other states, funding for PY 2009 was just over \$8.3 million less than the previous year's funding.

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

TRANSFER OF STATE WORKFORCE BOARD TO DWS

In July 2009, the Arkansas Workforce Investment Board was transferred to the Department of Workforce Services, a result of Act 1487 of 2009. The board is comprised of 41 members, with at least 51 percent representing business and industry.

DWS has worked closely with the board in the past regarding workforce issues. The transfer has improved the development and implementation of workforce programs around the state. DWS provides staff support to the board, as well as guidance and technical assistance to the local workforce investment areas regarding services to youth, adults and dislocated workers. The board develops workforce policies and procedures for use by the ten local workforce investment boards and oversees the operations of

the Arkansas Workforce Centers located throughout the state. Additionally, the board is responsible for developing the state's workforce development plan, developing workforce training standards, reporting the progress of the system, developing linkages in order to assure coordination, evaluating the workforce investment system, and continuously improving the statewide system of activities.

WORKFORCE DEVELOPMENT SYSTEM VISION AND GOALS

Arkansas' strategic plan for workforce development was modified to address the provisions and requirements of the American Recovery and Reinvestment Act and adopted by the Arkansas Workforce Investment Board. The plan communicates the state's vision, goals, objectives and strategies for the workforce development system. WIA Title I-B programs are a critical part of realizing this vision and accomplishing our state's workforce development goals.

Waivers

As part of Arkansas' state plan modification for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act, in compliance with WIA Section 189 (i) (4)(B) and 20 CFR 661.420 (c), the state submitted a plan to request approval of selected waivers through Program Year 2009. In a letter dated October 13, 2009, DOL granted approval of the waivers listed below.

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

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

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

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

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

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

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

This waiver provided greater flexibility in the design of local area adult and dislocated worker service delivery plans and enhanced the ability of local boards to respond to changing workforce and economic dynamics. Local boards were able to provide targeted assistance in response to customer needs. The vast majority of requests were to transfer dislocated worker funds to the adult funding stream because a large number of dislocated workers qualified for training under the Trade Adjustment Assistance program. The ability to transfer funds enabled local areas to serve more adults that were not trade impacted.

WORKFORCE SYSTEM EVALUATION

The Arkansas Workforce Investment Board voted in PY 2009 to hire an independent evaluator to conduct

a review of the state's workforce investment system against federal and state laws and regulations.

A Request for Proposals was issued in early PY 2010 to secure a vendor that has experience in evaluating programs and identifying best practices in other states. The evaluation will be conducted during PY 2010 with an estimated completion date of March 2011.

As part of the evaluation, a review of a sample of at least five comprehensive workforce centers, four satellite centers, and three affiliate centers will be reviewed against the state workforce center certification policy.

AMERICAN RECOVERY AND REINVESTMENT ACT

President Obama signed The American Recovery and Reinvestment Act (ARRA) into law on February 17, 2009. The ARRA provided Arkansas with additional funding to expand services to individuals affected by the downturn in the economy. The ARRA provided Arkansas with \$3.3 million in funding for employment services and reemployment services, \$12.1 million for youth services and \$12.6 million for services to adults and dislocated workers.

At the close of PY 2009, 29 additional positions were in place in our workforce centers to provide employment services and 23 additional Reemployment Services Specialists were on board providing services such as job search workshops in workforce centers across the state. Relative to the youth, adult and dislocated worker programs, 3,366 youth, 810 adults, and 529 dislocated workers were enrolled and receiving ARRA-funded Workforce Investment Act services. A priority was for a summer employment opportunities program for youth ages 16-24. A total of 3,330 youth were enrolled.

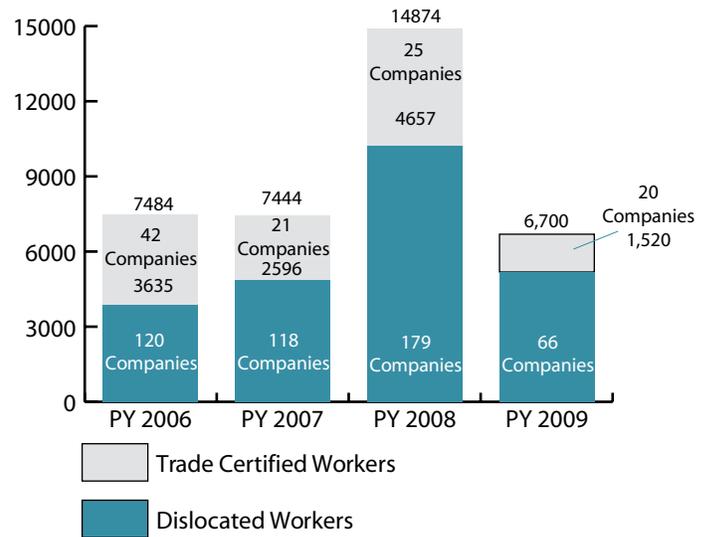
DISLOCATED WORKER SERVICES

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

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

Immediately upon receiving notice of a permanent closure or a substantial layoff, the Task Force contacts company officials. Whenever possible, a community meeting is scheduled with elected officials and business leaders to assist in creating action plans to aid both the community and the affected dislocated workers.

In program year 2009, the Task Force was informed of 86 company closures or layoffs impacting 6,700 workers. This is down from program year 2008, when Arkansas experienced 179 company closures or layoffs impacting 14,874 workers.



- 20 companies were certified as trade affected representing 1,520 workers
- There are 35 pending applications for trade certification to be determined by the U.S. Department of Labor
- 1,619 eligible workers entered trade program funded training programs
- 757 clients completed Trade funded training programs
- 67 dislocated worker assistance workshops were held attended by 4,605 workers
- Participated in 21 job and opportunity fairs to connect dislocated workers with jobs and supportive services

OUTREACH TO COMMUNITIES

In PY 2009, the state provided several opportunity and job fairs to dislocated workers and other job seekers. A few of these opportunity fairs were held for specific communities experiencing significant layoffs. An example of the job and opportunity fairs that workforce center staff sponsored or participated in include:

- Hiring Heroes Event for Returning Veterans
- Career Choices Fair, Fort Smith Convention Center
- NOARK Workforce Readiness Committee, Fall Job Fair, John Q. Hammons Center, Rogers
- Crossroads Job Fair, West Memphis
- Workforce Day sponsored by the House of Refuge and Deliverance Church
- Pulaski Technical College Job Fair
- Hot Springs Chamber of Commerce Job Fair
- Paragould Chamber of Commerce Job Fair
- ATU-Ozark Economic Development, Regionalism, and Teamwork in Franklin County Workshop
- Resource Fair, East Arkansas Community College
- Phillips County Job Fair
- Philander Smith Spring Career/Graduate School Fair
- Veteran's Job Readiness Workshop
- Job Readiness Workshop, Jonesboro
- Northwest Arkansas Community College Career Fair
- Pine Bluff Arsenal Educational/Opportunity Fair
- Fort Smith Opportunity Fair
- Vets Spring Job Fair
- Northwest Arkansas Spring Job, Rogers

The Task Force continued its outreach initiatives to the Hispanic community and developed Spanish-language job search materials for distribution at job search workshops and community events.

In an effort to address the high rate of unemployment experienced by veterans, the Governor's Dislocated Worker Task Force staff and Department of Workforce

Services Veterans staff engaged the leadership of St. Francis House and representatives of the Arkansas Department of Veterans Affairs. The purpose of this endeavor was to share information about programs/ services offered by the different agencies. The desired outcome is to build networks and share resources to improve each agency's outreach initiatives and increase the reemployment education options for veterans, thus improving their employment potential.

In an effort to assist a sister-state, the Task Force deployed a mobile Arkansas Workforce Center to Lafitte, Louisiana in Jefferson Parish. This Unit aided Louisiana workforce personnel when responding to employment-related issues resulting from the oil spill in the Gulf of Mexico.

Outreach to the Hispanic Community

To aid in addressing the needs of the Hispanic community, the Department of Workforce Services was a sponsor of the 2nd Annual Hola! Arkansas Career & Business Expo. The goal of the event was to foster economic synergy within the Hispanic and minority communities and to provide platforms for career and businesses development. The expo also gave businesses and agencies the opportunity to network and expose their goods and services. Finally, job seekers encountered an environment that supported their educational and financial growth and advancement.

During the one-day event, several hundred individuals attended the expo and visited the Arkansas mobile workforce center where they received information about available workforce services.

ARKANSAS WORKFORCE CENTER TRANSITIONS

In program year 2009, Arkansas had 65 total Arkansas Workforce Centers, including 17 comprehensive, 19 satellite, and 29 affiliate centers. In program year 2009, six Arkansas Workforce Centers were moved to new locations, experienced improvements to their locations, or were established as new centers.

Benton, Arkansas



On October 14, 2009, the Arkansas Workforce Center at Benton was relocated to 400 Edison Avenue to provide more space for the center.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, Temporary Assistance for Needy Families, Single Parent Program, and Central Arkansas Development Council.

Cabot, Arkansas



In June 2010, the Arkansas Workforce Center at Cabot was established at One City Plaza - Suite C.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, Temporary Assistance for Needy Families, Unemployment Insurance, Career Readiness Certificate, Adult Education, energy assistance programs through Central Arkansas Development Council, and senior community service employment activities (Experience Works)

DeQueen, Arkansas



On May 17, 2010, the Arkansas Workforce Center at DeQueen moved from Cossatot Community College to a store front location at 509B W. Collin Raye Drive. This move better positioned the DeQueen staff to serve Sevier County by being located near the center of town, in a high traffic, highly visible area.

Partner Programs: Workforce Investment Act, Wagner-Peyser, Temporary Assistance for Needy Families, and Unemployment Insurance.

Fayetteville, Arkansas



During Program Year 2009, the Arkansas Workforce Center at Fayetteville located at 2143 Martin Luther King Blvd. underwent a renovation and expansion.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, Temporary Assistance for Needy Families, senior community service employment activities (Experience Works), Unemployment Insurance, Arkansas Rehabilitation Services, Legal Aid Services, Fayetteville Adult Education, Job Corps, credit counseling services provided through Credit Counseling of AR, American Indian Center services, Disability Program Navigator services, Services for the Blind, Reemployment Services, and Trade Adjustment Assistance.



Forrest City, Arkansas

On April 7, 2010, Governor Mike Beebe presided over the ribbon cutting for the Arkansas Workforce Center at Forrest City, relocated to 300 Eldridge Road.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, Temporary Assistance for Needy Families, Unemployment Insurance, Career Readiness Certificate Trade Adjustment Assistance, and Migrant Seasonal Farmer Worker services through Arkansas Human Development Council.



Siloam Springs, Arkansas

On April 1, 2010, the Arkansas Workforce Center at Siloam Springs was established at 809 S. Mt. Olive Street.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, Temporary Assistance for Needy Families, Unemployment Insurance, Arkansas Rehabilitation Services, senior community service employment activities (Experience Works), Job Corps, and American Indian Center.



Newport, Arkansas

On January 19, 2010, the Arkansas Workforce Center at Newport was relocated to the campus of Arkansas State University-Newport at 7648 Victory Blvd.

Partner Programs: Workforce Investment Act, Veterans, Wagner-Peyser, senior community service employment activities (Experience Works), Unemployment Insurance, Adult Education, Career Pathways through Arkansas State University-Newport, and Arkansas Rehabilitation Services.

MOBILE WORKFORCE CENTERS

With support from Governor Mike Beebe and the Governor's Workforce Cabinet, the State was able to purchase two mobile Arkansas Workforce Center units with ARRA Workforce Investment Act statewide activities funding. The new mobile workforce centers are being used in the Delta region of the State to help Arkansans with limited or no transportation to travel to the nearest Arkansas Workforce Center. The Delta region to be served by the mobile units includes the following counties: Arkansas, Chicot, Clay, Craighead, Crittenden, Cross, Desha, Drew, Greene, Jackson, Lee, Mississippi, Monroe, Phillips, Poinsett, Prairie, Randolph, St. Francis, White, and Woodruff.

For Arkansans who lack access to reliable transportation this is often the critical factor in obtaining and maintaining employment. With the use of the mobile workforce centers, many more Arkansans will have access to workforce services. Each mobile workforce center contains 13 computer stations, an interview room, interactive smartboard, sound system, and are handicapp accessible. Each comes equipped with an outside monitor that can display videos and presentations that can be provided to larger audiences.



NATIONAL EMERGENCY GRANTS

Arkansas experienced more bad weather during program year 2009. Two separate FEMA declarations were issued for the state.



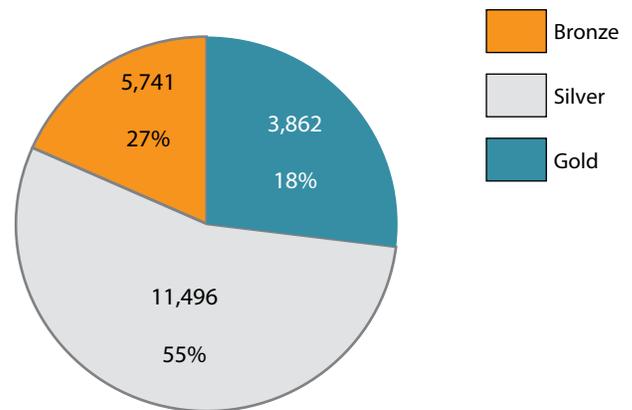
On December 28, 2009, the U.S. Department of Labor awarded a grant to the state in the amount of \$1,238,564 of which \$412,885 in incremental funding was issued, to create temporary jobs linked to cleanup and recovery efforts for National Emergency Grant AR-17 Storms-October 2009. The White River Planning & Development District (PDD), Inc. (North Central) was sub-granted \$472,998 to employ 30 participants in labor positions in Cleburne, Fulton, Izard, Jackson, Sharp, Stone, Van Buren, White, and Woodruff Counties. The Northwest local workforce investment area (LWIA) was sub-granted \$465,000 to employ 32 participants in labor positions in Boone, Carroll, Marion, and Newton Counties. Western Arkansas PDD, was sub-granted \$15,110 to employ three participants in labor positions in Dallas County. The Western Arkansas PDD was sub-granted \$257,929 to employ 14 participants in Franklin, Logan, and Scott Counties. A modification to release additional funding and to extend the grant period was approved on June 11, 2010. As of July 31, 2010, four participants have obtained permanent employment.

On February 4, 2010, the U.S. Department of Labor awarded a grant to the state in the amount of \$341,844 to create temporary jobs linked to cleanup and recovery efforts for National Emergency Grant AR-18 December 2009 Storms. The Western Arkansas PDD, (Central) was sub-granted \$239,480 to employ 16 participants in labor positions in Monroe and Prairie Counties. Western Arkansas PDD, (Southwest) was sub-granted \$97,312 to employ seven participants in Dallas, Lafayette, and Nevada Counties.

CAREER READINESS CERTIFICATION

In program year 2009, 9,169 career readiness certificates were awarded to Arkansas job seekers making the total number of CRC awards 21,099 since the inception of the program in 2008.

Having doubled from PY 2008, fifty-four Arkansas employers have formally committed to using the Arkansas Career Readiness Certificate as part of their hiring process and more than 2,000 employers have hired CRC certificate holders since 2008.



ELEVATE AMERICA INITIATIVE

Microsoft launched the Elevate America Initiative in an effort to enhance the technical job skills of Americans, thus increasing their workforce readiness. The Department of Workforce Services (DWS) partnered with Microsoft to launch the Microsoft Elevate America Initiative in Arkansas. As a result, nearly 7,000 vouchers were distributed for free online training in Microsoft Office software and in information technology areas such as web development and database management. Over 3,000 vouchers were distributed free to those wanting to become certified in a particular Microsoft Office program such as Excel, Word, Outlook, etc. The Arkansas Association of Two-Year Colleges and Goodwill Industries of Arkansas partnered with DWS and AWIB to ensure that testing sites would be available to Arkansans wanting to take the certification exams.

ARKANSAS ENERGY SECTOR PARTNERSHIP

In January 2010, the U.S. Department of Labor awarded Arkansas an Energy Sector Partnership grant of \$4,866,479 from ARRA funds. The Arkansas Energy Sector Partnership (AESP) will provide funding to enable Arkansas workers statewide to be trained in the skills required to succeed in green jobs. The AESP selected three areas of focus that will most likely result in job growth over the next few years. Those industries of focus are:

- Energy Efficient Building, Construction, and Retrofitting;
- Renewable Electric Power;
- Energy Efficiency Assessment



AESP has partnered with the 22 two-year colleges in Arkansas as well as the Arkansas Apprenticeship Coalition to develop and deploy curriculum and programs that will prepare participants for careers in the targeted industries. Training activities will include high school concurrent credit programs, college certificate and degree programs, incumbent worker training, apprenticeship programs, workshops for employed workers to gain green skills, and training for disadvantaged populations.

Special efforts will be made to recruit participants from the priority populations of high school dropouts, offenders, unemployed workers, and other disadvantaged, at risk individuals. In addition, special efforts will be made to recruit individuals residing in the auto-impacted counties of Cleburne, Desha, Greene, and Logan Counties.

Key partners in implementing the AESP include the Arkansas Workforce Investment Board, the Arkansas Department of Workforce Services, the Arkansas Economic Development Commission, the Arkansas Association of Two-Year Colleges, the Arkansas

Apprenticeship Coalition, the Arkansas State Office of Apprenticeship, Winrock International, Arkansas Department of Career Education, nine regional partnership teams which include all ten local workforce investment boards, non-profits, and energy efficient and renewable energy industries.

During the life of the grant it is expected that a total of 2,800 participants will be recruited and referred to training programs. Of these participants, 1,792 will complete education and training and 1,434 will receive a certificate, degree or complete an apprenticeship program. Additionally, 1,371 participants who complete training will be placed in energy efficient occupations. Labor and Registered Apprenticeship programs will recruit 300 participants. Winrock International and non-profits will recruit 300 participants from priority populations.

Curriculum and training programs developed to provide training for green jobs will remain available after completion of the grant time period. The partnerships that are developed and strengthened during the life of the grant will also continue. The sustained partnerships and training programs will enable Arkansans to continue to update their skills in green industries well into the future.

PY 2009 Grant Accomplishments

- Key Grant Personnel Hired
- Development of strategic partnerships with Arkansas Energy Office and Energy Efficiency Arkansas Organization
- Conducted initial green economy occupational-based research
- Primary subgrantees have been organized and sub-awards completed
- Participated in a workforce training consortium forum of two-year colleges which resulted in the

identification of six targeted green skills areas, including:

1. Industrial Welding and Vent Systems Efficiency
 2. HVAC Best Practices (residential, commercial, industrial)
 3. Green Construction (residential, commercial, industrial)
 4. Renewable Energy Options
 5. Exploration of a “Green” Career Readiness
 6. Composite Materials Fabrication and Repairs
- Nine regional partnership teams have been organized and initial meetings conducted
 - Seventy-one business and industry representatives have been engaged to assist in the development of training programs to meet regional needs for green skills.
 - Developed data collection instruments
 - Initiated efforts to secure an independent evaluator for the program

GOVERNOR’S AEROSPACE WORKFORCE SUMMIT

As a result of a \$2.9 million U.S. Department of Labor Community-Based Job Training Initiative Act grant awarded in December 2008, the Arkansas Association of Two-Year Colleges (AATYC) Aerospace Training Consortium project called “Flying into the Future” was established. The Consortium includes eight two-year colleges, with University of Arkansas Community College-Batesville as the lead college.

The result of the above grant and collaborative efforts, the Governor’s Aerospace Workforce Summit was held March 18, 2010, at the Hot Springs Convention Center, Hot Springs, Arkansas. The conference brought together nearly 200 industry leaders, government officials, and educators to speak candidly about the progress and needs of the aviation and aerospace

industry in Arkansas. The event which was organized by the Arkansas Association of Two-Year Colleges (AATYC) Aerospace Training Consortium included numerous sponsors, including the Arkansas Workforce Investment Board and Department of Workforce Services.

Governor Mike Beebe was in attendance and quoted as saying, “Aerospace is a great example of higher education and industry working together,” Beebe said. “These kinds of partnerships will ensure that our two-year colleges help create a 21st –century workforce that will provide rewarding careers for Arkansans, and attract well-paying, high quality jobs to our state.”

Consortium accomplishments include acquiring state-of-the art equipment for training to benefit hundreds of students, the addition of eight Federal Aviation Administration (FAA) licensed instructors, and new scholarship programs at four colleges with airframe and power plant programs. The Consortium is considering the development of a new two-year Aerospace Engineering Technician degree, and has begun planning for a national model for youth and adult apprenticeships, with the National Apprenticeship Training Foundation based in Arkadelphia, Arkansas and the Arkansas Department of Career Education.

According to the Arkansas Economic Development Commission, aviation and aerospace remained Arkansas’ number one value-added export in 2009, with exports totaling more than \$1.67 billion. Arkansas’ aerospace industry employs more than 12,000 people and there are more than 130 aerospace related companies in the state. As a result of the high skill level of workers, average earnings are higher in the aerospace sector than in most other industries. Arkansas’ two strongest aerospace sectors are completion centers and defense contractors, including aerospace/defense research and development.

GOVERNOR'S WORK-LIFE BALANCE INITIATIVE AWARDS COMPANIES FOR HIRING MATURE WORKERS

For the third year in a row, the Arkansas Mature Worker Initiative, led by the Arkansas Department of Workforce Services and the Arkansas Workforce Investment Board, partnered with the Governor's Work-Life Balance Initiative to recognize three employers for their commitment to hiring and retaining mature workers (those age 50+).

The Mature Worker Friendly Awards were presented at the 8th Annual Work-Life Balance Awards ceremony May 10, 2010, at the Peabody Hotel. Saline Memorial Hospital, the Arkansas Educational Television Network and Bank of the Ozarks were this year's winners. Bank of the Ozarks was a third-time winner and will be inducted as an ambassador at the 2011 awards ceremony. Saline Memorial Hospital and AETN were two-time winners.

The Governor's Work-Life Balance Initiative recognizes Arkansas employers for establishing and providing resources that support employees in balancing the needs of both work and family.

The Arkansas Mature Worker Initiative was designed to increase the awareness of the need to hire and retain mature workers. The initiative also serves to connect mature workers to employers through the Arkansas Workforce Centers.



On November 5, 2009, the Arkansas Department of Workforce Services and the Arkansas State Chamber of Commerce hosted an Arkansas Workforce Summit, an interactive conference delivering practical, demand-driven solutions for today's workforce challenges. The summit provided participants with an opportunity to be part of discussions about these challenges and the state's response. More than 400 were in attendance including employers, community leaders, chamber representatives, legislators, government officials, educators, economic developers, and workforce developers.



This summit was a tremendous opportunity to share important dialogue with Arkansas' workforce, economic development, education and industry leaders and to learn new methods to help transform the workforce system and create a better, stronger Arkansas. Presenters provided high-quality information regarding cutting edge workforce development solutions and an opportunity to dialogue, network, and share best practices.

GET IN THE GAME ENTREPRENEURIAL CONFERENCE AND CAREER EXPO

In November 2009, the Department of Workforce Services sponsored the Get in the Game Entrepreneurial Conference and Expo. The event was coordinated between the Workforce Investment Act and the Temporary Assistance for Needy Families programs and was heavily marketed to dislocated workers and low-income parents that were interested in starting their own business. In attendance were more than 1,200 participants and more than 50 exhibitors with information to share about starting a business. The one-day event offered workshops on how to start, finance, and sustain your own business. On hand were existing entrepreneurs that had a message to share with others about the pitfalls of small business ownership and the successes that can be experienced.



A Career Expo was held the next day for jobseekers and employers to connect. 1,931 jobseekers came to the event to connect with the almost 100 employers and educators that were exhibitors at the event. In addition, the Arkansas Workforce Centers had a mini-workforce center onsite that provided information about the workforce center services, resume assistance, job search assistance, computer resource area, Career Readiness Assistance information, and workshops on interviewing skills and resume preparation.

ARKANSAS INCUMBENT WORKER TRAINING PROGRAM

In PY 2009, the Arkansas Workforce Investment Board approved an updated Incumbent Worker Training Program (IWTP) application and instructions. As a result of the funding opportunity, Arkansas employers submitted 245 applications for consideration. Of the

245 applications, 121 applications were approved for funding totaling just over \$3.4 million to increase the skills of 7,166 Arkansas workers, with a 100% match of funds from employers.

The incumbent worker training program funds may be used for:

- Training to prepare participants for productive, high demand employment;
- Work-site-based learning strategies using cutting-edge technology and equipment;
- Training programs incorporating technological changes in the workplace;
- Training programs designed to impart learning to meet employer-specified or industry-specific skills;
- Train-the-trainer instruction to build the capacity of Arkansas businesses to effectively respond to the challenges of an increasingly diverse workforce.

Projects that met the following criteria were given priority in funding.

- Will avoid a significant layoff
- Employees will receive a significant upgrade in skills
- Companies with 50 or few employees
- Training of workers in distressed area (based on unemployment rate, poverty rate, per capita income, and growth rate)
- Training will be replicated
- Train-the-trainer projects
- Utilizes Arkansas training providers

Some examples of the types of training that will be conducted through IWTP funding include:

- Lean Manufacturing
- Supervision, Management and Leadership Training
- Value Stream Mapping
- Strategic Planning and Decision Making
- Computer Skills
- Electrical and Mechanical Maintenance
- Total Quality Management
- Six Sigma

TANF SUMMER YOUTH EMPLOYMENT

Arkansas responded to a joint letter from the U.S. Department of Labor Employment and Training Administration and the U.S. Department of Health and Human Services Administration for Children and Families encouraging the public workforce system to partner with the Temporary Assistance for Needy Families (TANF) program to promote subsidized employment opportunities for youth by employing over 2,000 youth during the summer months of May through August 2010.

A total of \$4,887,595 of TANF funds were sub-granted to the local workforce investment boards for delivery of services by the Local Workforce Investment Act Title I Youth Provider through the Arkansas Workforce Centers. TANF funds were allocated based on the service capacity indicated by the LWIA for wages of participants, taxes, reasonable and temporary case management costs, workers compensation, and eight percent administration.

The summer youth programs were between six and eight weeks in duration. Most participants worked 30 hours per week; however, some were approved for up to 40 hours per week. Local areas were encouraged to co-enroll in WIA ARRA or WIA formula funds if it was deemed the youth would benefit from additional services. Approximately, 198 youth were co-enrolled in TANF and ARRA.

For TANF, the project was designed to reduce dependency on public assistance by promoting job preparation. For WIA, the goal was to provide meaningful work experiences for youth, which bestowed youth with invaluable opportunities to learn about career opportunities and to gain the skills necessary to succeed in the workplace.

DISABILITY PROGRAM NAVIGATOR

The Disability Program Navigator Initiative is working to improve the employment outcomes of individuals with disabilities. Funded in March 2009 by a \$314,380 two-year grant from the U.S. Department of Labor (DOL), five Disability Program Navigators (DPNs) were hired and located throughout the state to accomplish four programmatic objectives: (1) conduct outreach; (2) promote effective access to the Workforce Centers; (3) increase job opportunities; and (4) create systemic change in the workforce system. In February 2010, the Department of Labor approved an extension to extend the grant period through March 2012.

To address the Initiative's objectives, DPNs have made presentations, conducted trainings, and provided educational material to organizations that provide services to the disabled, such as the Division of Services for the Blind; participated in job fairs; and partnered with area Arkansas Rehabilitation Services and county departments of human services. They have visited workforce centers and other venues where employment information is located to gauge the degree of accessibility and to offer informed suggestions for improvements in accessibility.

DPNs have made significant efforts to engage employers across the state; hundreds of contacts have been made to the local business and government officials. Finally, Navigators have developed a coalition of disability serving professionals and agencies that are committed to providing a full range of employment services.

PERFORMANCE DATA

Wagner-Peyser Performance

Because of the economy, this has been a record year for serving job seekers. In excess of 202,000 individuals visited the state’s workforce centers for a wide variety of reasons: seeking employment, to develop a resume, apply for training funds, or secure labor market information.

Just under 152,000 registered with Arkansas JobLink, the state’s internet based job matching system. Over 49,000 job openings were posted in Arkansas JobLink with an average of three-four thousand jobs available each day.

Arkansas JobLink’s spidering technology has given the jobseeker access to job vacancies pulled from multiple job search engines. This has virtually doubled our capacity to make jobs visible to Arkansas’ job seekers.

Of the jobseekers who became employed and are tracked in Arkansas JobLink for federal performance measurements, slightly over seventy-five percent remained employed for at least six months.

Wagner-Peyser Program Results

Performance Items	Negotiated	Actual
Entered Employment Rate	71.5	54.29
Employment Retention Rate	80.5	75.34
Average Earnings*	\$9,500.00	\$10,915.00

*Average Earnings measure represents two quarters of earnings.

Workforce Investment Act Title I-B Performance

The data tables included in this report represent Arkansas’ Title I-B performance measure results for Program Year 2009. Arkansas has the highest performance measure goals amongst all states in four (4) categories (Adult Entered Employment, Adult Employment Retention, Dislocated Worker Employment Retention, and Youth Attainment of a Degree or Certificate). In addition, the state has the second highest goals in two (2) other categories (Youth Placement in Employment or Education and Dislocated Worker Entered Employment Rate).

The results of Arkansas’ rigorous performance measures were calculated in varying timeframes, meaning every measure was not calculated within the same twelve-month time period. For example, Average Earnings and Retention Rates were measured by customers who exited between April 2008 through March 2009. Entered Employment Rates were measured by customers who exited between October 2008 through September 2009. The 12-month Retention Rates and 12-month Average Earnings Rates were calculated based on customers who exited between January 2008 and December 2008. The Participant Counts were calculated from July 2009 through June 2010.

A performance table is presented for each of the state’s ten (10) local workforce investment areas. Each table contains a section that illustrates the performance successes and/or challenges of each local area. The results serve as an evaluation tool to indicate the overall success rate of the statewide Title I-B system.

Adult Program Results At-A-Glance

ETA-B

Performance Items	Negotiated	Actual	Numerator Denominator
Entered Employment Rate	91.0	87.4	540 618
Employment Retention Rate	92.0	95.4	698 732
Average Earnings*	\$12,530.00	\$13,580.00	\$8,311,193.00 612

Outcomes for Adult Special Populations

ETA-C

Performance Items	Public Assistance	Numerator	Veterans	Numerator	Individuals	Numerator	Older	Numerator
	Services	Denominator		Denom	Disabilities	Denom	Individuals	Denom
Entered Employment Rate	86.6	266 307	88	22 25	90	9 10	70	7 10
Employment Retention Rate	94.7	319 337	93.1	27 29	70	7 10	100	5 5
Average Earnings*	\$12,151.00	\$3,450,977.00 284	\$14,508.00	\$377,203.00 26	\$10,671.00	\$64,024.00 6	\$14,577.00	\$72,886.00 5

Other Outcome Information for the Adult Program

ETA-D

Performance Items	Individuals Received Training	Numerator Denominator	Individuals Core/Intensive Services	Numerator Denominator
Entered Employment Rate	90.0	441 490	77.3	99 128
Employment Retention Rate	96.2	603 627	90.5	95 105
Average Earnings*	\$14,009.00	\$7,565,104.00 540	\$10,362.00	\$746,089.00 72

*Average Earnings measure represents two quarters of earnings.

Dislocated Worker Program Results At-A-Glance

				ETA-E
Performance Items	Negotiated	Actual	Numerator Denominator	
Entered Employment Rate	93.5	92.9	354	381
Employment Retention Rate	95.5	97	258	266
Average Earnings*	\$13,200.00	\$13,635.00	\$3,136,103.00	230

Outcomes for Dislocated Worker Special Populations

									ETA-F
Performance Items	Veterans	Num Individuals Denom Disabilities		Num Denom		Older Individuals Denom		Displaced Homemakers Denom	
Entered Employment Rate	92.60	25	100.00	2	2	80.8	21	100.0	3
		27					26		3
Employment Retention Rate	92.00	23	100.00	2	2	100.0	14	50	1
		25					14		2
Average Earnings*	\$16,279.00	\$341,853.00	\$9,319.00	\$18,637.00	2	\$13,551.00	\$149,056.00	\$13,653.00	\$13,653.00
		21					11		1

Other Outcome Information for the Dislocated Worker Program

						ETA-G
Performance Items	Individuals Received Training		Numerator Denominator		Individuals Core/Intensive Services Numerator Denominator	
Entered Employment Rate	93.9		325		29	
			346		35	
Employment Retention Rate	96.8		239		19	
			247		19	
Average Earnings*	\$13,768.00		\$2,918,868.00		\$217,235.00	
			212		18	

*Average Earnings measure represents two quarters of earnings.

Youth (14 - 21) Program Results

ETA-H1

Performance Items	Negotiated	Actual	Numerator Denominator
Placement in Employment or Education	79.7	78.4	595 759
Attainment of Degree or Certificate	76.9	78	656 841
Literacy and Numeracy Gains	48	69.3	95 137

Other Reported Information

ETA-L

Program	12 Mo.		12 Mo.		Place. Nontrad	Num Denom	Wages		Unsub Trng	Num Denom
	Employ Retention	Num Denom	Earn Change	Numerator Denominator			Unsub	Num Denom		
Adults	89.1	667	\$8,665.00	\$5,640,764.00	3.9	21	\$5,002.00	\$2,411,032.00	76.0	335
		749		651		540		482		441
Dislocated Workers	89.1	237	\$95.10	\$3,128,316.00	2.5	9	\$5,693.00	\$1,798,971.00	73.2	238
		266		3,288,775		354		316		325
Older Youth	84.6	77	\$6,323.00	\$448,917.00	2.5	2	\$2,448.00	\$161,586.00		
		91		71		80		66		

Participation Levels

ETA-M

Program	Total Participants Served	Total Exiters
Total Adults	60890	53092
Total Adults (self)	56923	51364
WIA Adults	59503	52553
WIA Dislocated Workers	1401	541
Total Youth (14 - 21)	2479	982
Younger Youth (14 - 18)	2075	822
Older Youth (19 - 21)	404	160
Out-of-School Youth	477	205
In-School Youth	2002	776

Cost of Program Activities

		ETA-N
Program Activity	Total Federal Spending	
Local Adults		\$8,736,080.32
Local Dislocated Workers		5,029,878.64
Local Youth		7,331,899.28
ARRA Adult		3,326,712.92
ARRA Dislocated Workers		2,838,801.54
ARRA Youth		7,261,391.20
ARRA Rapid Response		213,073.03
Rapid Response		1,227,312.75
Statewide Required Activities		562,781.48
	Description	
	ARRA Asst to Local Area for WIA Activities	336,634.92
Statewide	ARRA GAE Administration	423,313.88
Allowed	Outreach	202,887.56
Activities	Additional LWIA PRAadult	37,448.15
	Assist to Local Areas for WIA Activities	284,608.52
	GAE Administration	1,766,677.98
	Asst in Estab and Operation of Workforce Ctrs.	250,000.00
	Capacity Building & Tech Assistance	38,408.98
Total of All Federal Spending Above		\$39,867,911.15

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

For Program Year 2009, Arkansas provided a cost efficient program that provided a wide variety of services meeting the needs of all stakeholders. Data for PY 2009 are shown in Figure I.

Figure 1 - Cost Analysis

ETA-Figure 1

Target Populations	PY 2009 Expenditures*	PY 2009 Participants Receiving Services	Number of Services Provided	Cost Per Participant	Cost Per Service Provided
Adults					
Core	\$1,990,566.81	2,036	3,673	\$977.69	\$541.95
Intensive	\$4,755,160.39	2,348	7,961	\$2,025.20	\$597.31
Training	\$4,229,014.68	2,054	2,250	\$2,058.92	\$1,879.56
Dislocated Adults					
Core	\$1,830,530.23	1,293	2,376	\$1,415.72	\$770.43
Intensive	\$2,934,381.43	1,397	4,091	\$2,100.49	\$717.43
Training	\$2,159,790.54	1,248	1,310	\$1,730.60	\$1,648.70
Youth	\$13,949,010.98	2,483	22,287	\$5,617.81	\$625.88

*Expenditures were from all available funding periods and sources, ie., PY 2008, ARRA, and PY 2009.

CENTRAL ARKANSAS

Arkansas Workforce Center at Benton Participates in Youth United Build Week

The temperature was in the mid 90's and the heat index was between 105 and 110 degrees on Wednesday, June 16th when seven youth from the Arkansas Workforce Center at Benton joined other youth from around Saline County to participate in the Saline County Youth United Build Week.

The Youth United program is one of many programs Habitat for Humanity supports to engage youth in Habitat's work. Habitat for Humanity International is an ecumenical Christian ministry that welcomes to its work all people dedicated to the cause of eliminating poverty housing. Since its founding in 1976, Habitat has built, rehabilitated, repaired, or improved more than 350,000 houses worldwide, providing simple, decent and affordable shelter for more than 1.75 million people.

In keeping with the International Organization, Habitat for Humanity of Saline County is a nonprofit, Christian housing ministry dedicated to eliminating substandard housing throughout Saline County. Building the current home marks the third house built by the Youth United group since 2006, and the fortieth home built by Habitat for Humanity of Saline County. Youth involved in the Youth United program of Saline County worked extremely hard over the past year holding numerous benefits to raise the matching funds necessary to receive a grant from State Farm. Their efforts were rewarded. The Youth United program of Saline County was one of only five programs in the United States selected to receive a \$10,000 donation from State Farm.

Students involved in the Habitat for Humanity Program learn leadership and teamwork skills,

Local Area Performance

Local Area	Total Participants	ETA-O		
Central	Adults	7816		
	Dislocated Workers	121		
	Older Youth	61		
	Younger Youth	154		
	Total Exitters			
	Adults	7384		
	Dislocated Workers	41		
	Older Youth	16		
	Younger Youth	69		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	90.0	90.0	
	Dislocated Workers	94.5	96.0	
Retention Rate	Adults	92.5	100.0	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$13,900	\$13,518	
	Dislocated Workers	\$14,250	\$13,139	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	80.3	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	64.1	
Literacy or Numeracy Gains	Youth (14 - 21)	48	53.8	
Overall Status of Performance	Not Met	Met	Exceeded	
	3	1	5	



and gained a better understanding of their community and poverty housing. According to comments made by youth from the Benton Workforce Center, they also learned it was nice to meet and work with other youth on a project of this magnitude. It makes you feel good to help do something for someone else, and it makes you think about other people and realize what it's like for those who have jobs working outside.

One young man who really didn't even want to get on a ladder when we started, wound up going up the ladder, standing on the scaffolding, and nailing plywood onto the gables at the top of the house!



CITY OF LITTLE ROCK ARKANSAS

Little Rock Board Sponsors "Little Rock is Working!" Photography Contest & Exhibit

The primary goal of this contest and exhibit was to reflect the wide variety of work - and the people accomplishing that work - in our community. The Little Rock Workforce Investment Board (LRWIB) honored the humanity and integrity that each individual's role contributes to the total Little Rock workforce. People actually working at what they do, day in and day out, is what photographers were asked to capture. We also wanted to see what personality or attitude they bring to their work, and, if possible, how their work gives meaning to their outlook and attitudes. That is a lot to capture, but we think the 30 photographs selected for this exhibit – taken by amateurs and professionals alike – accomplished that goal beautifully. The 1st Annual contest attracted more than 200 entries.

Young Parents Demonstration Grant

In June 2009, the LRWIB received notice that it would receive a Young Parents Demonstration Grant (YPDG) in the amount of \$848,452 - one of 13 awarded in the country. The LRWIB will function as the responsible administrative entity for the funds, in principle partnership with the Centers for Youth and Families and Arbor Employment & Training to provide the program services.

The Little Rock Young Parents Demonstration Grant will work with 200 youth ages 16-24 over a period of three years. All of the youth will be enrolled through The Centers for Youth and Families' Young Moms/ Dads Healthy Families program where they will receive mentoring services to include group counseling, one-on-one counseling as

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	6282		
	Dislocated Workers	68		
	Older Youth	48		
	Younger Youth	203		
	Total Exitters			
	Adults	6477		
	Dislocated Workers	28		
	Older Youth	24		
	Younger Youth	78		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	92.0	90.7	
	Dislocated Workers	92.5	85.7	
Retention Rate	Adults	93.5	96.3	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$13,900	\$12,027	
	Dislocated Workers	\$12,200	\$14,378	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	81.6	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	78.1	
Literacy or Numeracy Gains	Youth (14 - 21)	48	66.7	
Overall Status of Performance		Not Met	Met	Exceeded
		3		6

necessary, home visitations, guidance in finding a medical home, healthy baby checkups and proactive case managers whose role is partly defined as a mentor and not merely as a referral agent to outside services.

In addition to these services currently provided by Centers for Youth and Families, the staff at Arbor Employment & Training will "bump up" the services for 100 of these young parents with additional intensive and personal attention from employment/ education specialists hired to assess their career interests and aptitudes, develop individual employment or training strategies, and refer them to: one-to-one and group mentoring in academics, Life Skills, and employment; sustained GED and High School Diploma attainment efforts; exposure to advanced education and occupational skills training; access to financial aid and tuition assistance; placement in on-the-job training, summer work experience and internships; and connecting them to local jobs created by local employers.

EASTERN ARKANSAS

Third Annual WIA-ADTEC Day Hosted

The Workforce Investment Board of Eastern Arkansas (WIBEA) in partnership with the East Arkansas Community College (EACC) in Forrest City, hosted the third annual Workforce Investment Act (WIA) Arkansas Delta Technical Education Consortium (ADTEC) day on June 25, 2010. Nearly 200 WIA high school students from a five county area attended the event.

WIA-ADTEC Day provides the five colleges in the ADTEC consortium: East Arkansas Community College, Arkansas Northeast College, Arkansas State University-Newport, Mid-South Community College, and Phillips Community College of the University of Arkansas an opportunity to showcase one of the programs under the ADTEC umbrella. This year programs in Allied Health were featured at the event. "The primary goal was to provide information so that the youth could make more informed decisions about their future education," said David Barch, Director of One-Stop Operations.

Each college promoted a different focus within their Allied Health programs and had the opportunity to familiarize the youth participants with the programs offered at each of the campuses. The programs featured included: Patient Care Technology, Surgical Technology, Occupational Therapy Assistant, Medical Assistant Technology, and Medical Lab Technology.

Secretary Solis Visits Eastern Arkansas
U.S. Secretary of Labor Hilda L. Solis toured the Arkansas Workforce Center in West Memphis, Arkansas and met with center staff

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	3932		
	Dislocated Workers	27		
	Older Youth	42		
	Younger Youth	355		
	Total Exitters			
	Adults	3338		
	Dislocated Workers	25		
	Older Youth	13		
	Younger Youth	141		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	89.0	90.7	
	Dislocated Workers	91.5	100.0	
Retention Rate	Adults	84.5	97.1	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$9,500	\$13,157	
	Dislocated Workers	\$12,200	\$14,449	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	87.7	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	81.0	
Literacy or Numeracy Gains	Youth (14 - 21)	48	88.2	
Overall Status of Performance	Not Met	Met	Exceeded	
			9	

during a trip to the Mid-South area on June 24, 2009. Secretary Solis was particularly interested in the American Recovery and Reinvestment Act of 2009 (ARRA) Summer Youth Work Experience Program and the Workforce Investment Act (WIA) Year-Round and Summer Youth Programs. Secretary Solis was a youth participant in the Job Training Partnership Act (JTPA) program, now WIA, when she was in high school and was very interested in what services local Workforce Investment Areas are providing for their youth participants.

Solis noted that she was very impressed with the center and the services that were being offered to youth, adults and dislocated workers.



NORTH CENTRAL ARKANSAS

North Central Workforce Center Changes

The Arkansas Workforce Center at Newport had been located near downtown in a very old building with little parking for years. In PY 2009, the North Central Arkansas Workforce Investment Board moved the center to a new location on the campus of Arkansas State University-Newport that provides ample space for participants as well as employees.

In addition, the Workforce Investment Act (WIA) Case manager's office was moved to the Arkansas State University-Beebe campus in the city of Searcy. The co-location on the community college campus provides easy access for participants who are in training. The case manager is also still housed at the Searcy office two days a week to accommodate participants.

Other North Central PY 2009 Activities

Year-Round participants attended Career Days for Seniors at the 2 year colleges in the area and workforce center staff set up booths at the events as well.

Youth assisted with numerous events throughout the Summer Youth Employment Program at LoBerg Park planned by the City of Hardy

Summer Youth Employment Program and year-round youth participants assisted with moving into the new middle

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	5160		
	Dislocated Workers	116		
	Older Youth	20		
	Younger Youth	280		
	Total Exitters			
	Adults	4550		
	Dislocated Workers	49		
	Older Youth	7		
	Younger Youth	154		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	92.5	93.7	
	Dislocated Workers	97.5	87.2	
Retention Rate	Adults	93.5	94.8	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$11,000	\$14,002	
	Dislocated Workers	\$12,200	\$13,736	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	87.6	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	95.0	
Literacy or Numeracy Gains	Youth (14 - 21)	48	0	
Overall Status of Performance				
	Not Met	Met	Exceeded	
	2		7	

school in the city of Southside. A fish and burger cookout was provided by the school to show their appreciation.

Year-round youth participants from the city of Southside also worked on a float to enter in the Christmas parade in Batesville, a project which they enjoyed.

Year-Round youth participants from Melbourne assisted with the Coats for Kids program at Christmas, this included clothing, toys and food baskets delivered to those in need. They also assisted with commodity distribution including packing items as well as carry out assistance.

NORTHEAST ARKANSAS

American Reinvestment & Recovery Act (ARRA) & Temporary Assistance for Needy Families (TANF) Funding Increases Enrollments

In the beginning of Program Year 2009, an influx of funding from ARRA helped offset some of the worst economic impact, particularly during the 2009 Summer Youth program. In June 2009, the unemployment rate for youth ages 16-19 in Arkansas was 24.7, according to the state Department of Workforce Services. But by leveraging WIA formula funds with ARRA funds, 798 Northeast Arkansas youth were provided summer jobs and remediation during the 2009 Summer Youth Program, compared to 263 youth funded under WIA alone the previous summer.

Such a massive increase in the summer program required a corresponding increase in staff and worksites. Nine temporary staff were added, with most working 5-6 months. In addition to the larger 2009 Youth program, 260 extra Adults and Dislocated Workers were provided work experience and tuition assistance using ARRA funds during PY09.

By the time the summer program began again in June 2010, all ARRA Adult and ARRA Youth funds had been expended, with only a few ARRA DLW obligations remaining to be paid. However, we were able to expand our Summer Youth program yet again, this time using TANF funds. At the very end of PY09, we enrolled just over 400 youth in summer work experience and remediation, using a combination of WIA formula funds and TANF funds. As of August 31, 2010, TANF funds will be 100% expended, but availability of these

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	11,528		
	Dislocated Workers	232		
	Older Youth	64		
	Younger Youth	317		
	Total Exitters			
	Adults	10,560		
	Dislocated Workers	106		
	Older Youth	30		
	Younger Youth	118		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	92.5	88.4	
	Dislocated Workers	92.5	93.5	
Retention Rate	Adults	93.5	94.6	
	Dislocated Workers	95.5	98.0	
Average Earnings	Adults	\$13,900	\$14,104	
	Dislocated Workers	\$14,500	\$15,347	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	73.9	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	64.1	
Literacy or Numeracy Gains	Youth (14 - 21)	48.0	74.1	
Overall Status of Performance	Not Met	Met	Exceeded	
	3		6	

funds allowed us to serve roughly twice the number of summer youth participants we would have been able to serve otherwise.

Performance Standards

Another significant occurrence during PY09 was the change in required performance standards. The DOL waiver allowing Arkansas to implement the Common Measures had an impact locally during PY09, by decreasing the number of required performance measures. This brought WIA measures in line with other federally funded programs while still maintaining a high level of required performance. However, the change means that as we go forward from PY09, we will be able to concentrate even more of our efforts on these most important goals: increasing the number of workers trained, hired, and retained in good jobs in Northeast Arkansas-- essentials for any economic recovery.

NORTHWEST ARKANSAS

Below are some significant actions/activities of the Northwest local workforce investment area in PY 2009:

- Due to the ARRA funding, the area experienced more than twice the number of customers in training, served many dislocated workers and slightly increased the number of staff to help handle the influx of customers.
- The Summer Youth Employment Program funded with ARRA grew the youth summer program by over 400% from the previous year and provided opportunities to youth that the area had not been able to serve in the past.
- The local staff helped their communities recover from natural disasters with three back-to-back or overlapping National Emergency Disaster Grants.
- The area ventured into regional activities with the Quad States/Heartland 411 Regional Innovation Grant from the U.S. Department of Labor. Workforce Boards and communities across Northwest Arkansas, Northeast Oklahoma, Southeast Kansas and Southwest Missouri meet regularly and have found common areas for collaboration and alignment.

Heartland 411 is an economic transformation initiative that connects

Local Area Performance

Local Area	Total Participants	ETA-O	
Northwest	Adults	5689	
	Dislocated Workers	394	
	Older Youth	64	
	Younger Youth	259	
	Total Exitters		
	Adults	3938	
	Dislocated Workers	112	
	Older Youth	28	
	Younger Youth	77	
			Negotiated Level
Entered Employment Rate	Adults	92.0	96.1
	Dislocated Workers	92.5	90.9
Retention Rate	Adults	94.0	95.9
	Dislocated Workers	95.5	92.7
Average Earnings	Adults	\$13,700	\$13,642
	Dislocated Workers	\$12,200	\$13,799
Placement in Employment or Educ.	Youth (14 - 21)	79.7	73.2
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	82.6
Literacy or Numeracy Gains	Youth (14 - 21)	48	83.3
Overall Status of Performance	Not Met	Met	Exceeded
	4		5

the local assets from the corners of the four-state region to create a globally-competitive region. Towns across the region can and should retain their uniqueness of local character and prioritized strategies while seizing opportunities to achieve regional prosperity that benefit each community. Heartland 411 builds on three years of powerful, borderless collaboration to position for the four-State region to overcome economic challenges and leverage their resources for future growth.

SOUTHEAST ARKANSAS

New Comprehensive Center for Southeast Arkansas at the Delta Technology and Education Center

After a long wait, the renovations are complete and wheels are in motion for the Delta Technology and Education Center in Dumas to be operational on September 1, 2010. The Southeast Arkansas Workforce Investment Board received a grant from the Arkansas Workforce Investment Board and Department of Workforce Services to operate and staff the facility.

Central Arkansas Planning and Development District, Inc. is the One Stop Operator for Southeast Arkansas and will operate the Center for the duration of the grant. The \$250,000 grant will be utilized to cover operational costs for the first year, purchase equipment and furniture and to pay salaries and benefits for three (3) center staff. The positions will include an Administrative Assistant, College Coordinator and Center Director.

There are a number of organizations to be housed at the Center, which includes: the Department of Workforce Services (DWS)



Local Area Performance

Local Area	Total Participants	ETA-O		
Southeast	Adults	2740		
	Dislocated Workers	68		
	Older Youth	12		
	Younger Youth	204		
	Total Exitters			
	Adults	2425		
	Dislocated Workers	18		
	Older Youth	3		
	Younger Youth	54		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	88.0	94.1	
	Dislocated Workers	93.5	100.0	
Retention Rate	Adults	91.5	91.8	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$13,000	\$12,260	
	Dislocated Workers	\$14,650	\$11,366	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	81.4	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	74.6	
Literacy or Numeracy Gains	Youth (14 - 21)	48.0	28.6	
Overall Status of Performance	Not Met	Met	Exceeded	
	4		5	

staff, Workforce Investment Act (WIA) staff, Migrant and Seasonal Farm Workers Program staff and Montrose Youth Program personnel. There will be numerous other service providers and employers to take advantage of the facility as needed, which will also benefit the job seekers in Southeast Arkansas. In addition to the various service providers, there will be several colleges to offer classes at the Center.

The classes will be provided based on employer needs and needs of the local students. The Center will help prepare individuals for the workforce, provide educational opportunities and training to clients. In addition to the many client services offered, there will be numerous employer services offered which includes, but are not limited to recruitment, screening, testing, job fairs and interviewing space. The center will be used as a tool to attract industry with long range goals to improve the overall economic conditions in Southeast Arkansas.

SOUTHWEST ARKANSAS

Workforce Center Grant Approved

The Southwest Arkansas Workforce Investment Board was approved for a \$250,000 grant to relocate their Camden Workforce Center in partnership with the local two-year college, Southern Arkansas University-Tech. The grant will enable the Camden workforce center to expand for more space for additional partners to be co-located in the center and will have state of the art equipment, including a distance education lab. The center should be operational in PY 2010.

The Brownfields Remediation Technician Program

The Brownfields Remediation Technician Program is entering its last cycle of the last grant year at the Environmental Academy on the campus of SAU Tech in East Camden. This is the sixth training cycle and the second grant awarded by the Environmental Protection Agency to the City of Camden to provide this training. To date, the grant has funded training to over 60 residents in Ouachita and surrounding counties at no cost to them.

The training consists of an introduction to Brownfields, an overview of environmental regulations, OSHA safety regulations, CPR/ First Aid, HAZWOPER, spill response and site remediation, confined space, overview of industrial wastewater, groundwater remediation, backflow prevention assembly tester and asbestos supervisor. The program requires 344 (total) training hours, classroom and lab time. All classes are offered in the evenings to allow the underemployed to attend. Approximately 85% of Brownfield graduates have obtained employment in the environmental field. Defense and Aerospace

Local Area Performance

Local Area	Total Participants	ETA-O	
Southwest	Adults	5058	
	Dislocated Workers	94	
	Older Youth	29	
	Younger Youth	190	
	Total Exitters		
	Adults	4552	
	Dislocated Workers	31	
	Older Youth	19	
	Younger Youth	81	
			Negotiated Level
Entered Employment Rate	Adults	92.0	71.0
	Dislocated Workers	92.0	85.2
Retention Rate	Adults	91.5	94.8
	Dislocated Workers	95.5	95.0
Average Earnings	Adults	\$11,500	\$11,815
	Dislocated Workers	\$14,600	\$14,212
Placement in Employment or Educ.	Youth (14 - 21)	79.7	53.4
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	72.5
Literacy or Numeracy Gains	Youth (14 - 21)	48	33.3
Overall Status of Performance	Not Met	Met	Exceeded
	7		2



Manufacturing Certification Program

SAU Tech in Camden has devised an innovative plan to collaborate with industries in the community to provide a pre-employment program focused on training unemployed and underemployed local residents in the areas of Defense and Aerospace.

The partnership wishes to provide training at no cost to the participants during the first training cycle. The initial cost of coverage will be provided by a congressionally directed grant from the Department of Education awarded from the offices of Senator Blanche Lincoln, Senator Mark Pryor, and Congressman Mike Ross. An additional investment from the Ouachita Partnership for Economic Development in the amount of \$15,000 will provide full scholarships for the first 15 students accepted into the training program. Upon completion of the training program, the prospective employee will obtain a Certificate of Proficiency in Defense/Aerospace Manufacturing Technology.

WEST CENTRAL ARKANSAS

Partner Meetings

The three comprehensive centers of West Central have regularly scheduled partner meetings. These meetings give everyone a voice and vote regarding their centers core services. The internal workforce center policy is written by all staff located in that center. The local area management has found that keeping everyone involved in the decisions and understanding all available services has made a difference in customer service, satisfaction, and professional attitude.

West Central's cross-trained staff is such an asset as the training better prepares the staff for customer over-loads, mass hiring, lay-offs and employee absences and proves that a successful partnership benefits all partners.

Our community involvement has been a great tool for marketing our center service and let's our community know that we care.

Local Area Performance

Local Area	Total Participants	ETA-O		
	Adults	6403		
	Dislocated Workers	32		
	Older Youth	34		
	Younger Youth	43		
	Total Exitters			
	Adults	5056		
	Dislocated Workers	10		
	Older Youth	13		
	Younger Youth	25		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	89.5	93.8	
	Dislocated Workers	94.5	100.0	
Retention Rate	Adults	93.5	100.0	
	Dislocated Workers	95.5	100.0	
Average Earnings	Adults	\$13,500	\$18,369	
	Dislocated Workers	\$12,200	\$13,752	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	65.5	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	74.1	
Literacy or Numeracy Gains	Youth (14 - 21)	48	75.0	
Overall Status of Performance	Not Met	Met	Exceeded	
	2		7	

WESTERN ARKANSAS

Southwest Arkansas Community College Consortium

The Western Local Workforce Investment Area (LWIA) partnered with the Southwest LWIA, the Arkansas Association of Two-Year Colleges and five two-year colleges to form the Southwest Arkansas Community College Consortium. This partnership will serve as a platform for seeking funds, sharing resources, knowledge, and best practices. This partnership will enhance the area’s ability to address the needs of its employers and job seekers.

American Reinvestment & Recovery Act (ARRA) / Temporary Assistance to Needy Families (TANF) Summer Youth Work-Experience Programs

The ARRA and TANF summer youth work-experience programs more than doubled the LWIA’s ability to provide valuable work-experience to area youth. For many of these youth it is their first foray into the work world, and these programs are extremely valuable in teaching youth what it takes to become a good employee.

Arkansas Energy Sector Partnership (AESP)

The AESP was a good first-step in getting training institutions, businesses, and workforce agencies together to begin the process of developing our economy through energy efficiency and renewable energy. The Western LWIA is involved in the AESP through their regional sector partnership team.

Local Area Performance

Local Area	Total Participants	ETA-O		
Western	Adults	4895		
	Dislocated Workers	249		
	Older Youth	30		
	Younger Youth	70		
	Total Exitters			
	Adults	4273		
	Dislocated Workers	121		
	Older Youth	7		
	Younger Youth	25		
			Negotiated Level	Actual Level
Entered Employment Rate	Adults	92.0	100.0	
	Dislocated Workers	93.5	96.5	
Retention Rate	Adults	91.5	92.0	
	Dislocated Workers	95.5	96.6	
Average Earnings	Adults	\$11,400	\$12,973	
	Dislocated Workers	\$13,000	\$11,785	
Placement in Employment or Educ.	Youth (14 - 21)	79.7	87.0	
Attainment of Degree or Certificate	Youth (14 - 21)	76.9	86.4	
Literacy or Numeracy Gains	Youth (14 - 21)	48	0	
Overall Status of Performance				
	Not Met	Met	Exceeded	
	2		7	



SUCCESS STORIES

LUCAS LONDON

Lucas graduated from Hughes High School in Hughes, Arkansas in 2010 and was not able to find a job since he didn't have any relevant work experience or job skills.

He heard about the Workforce Investment Act (WIA) Youth Programs while looking for work in the Arkansas Workforce Center at Forrest City and decided to fill out the appropriate paper work to set things in motion.



After being determined eligible for the Temporary Assistance for Needed Families (TANF) Summer Work Experience Program, he was assigned to a maintenance position at Hughes High School.

Lucas knew he would be a good employee if someone would just give him the chance to prove himself. By the end of the summer Lucas had impressed his supervisors to the extent that he was encouraged to apply for a full-time maintenance position with the high school. With the help and assistance of Career Advisor Neysa Pendergrass, Lucas now has a full-time job with Hughes High School.

STEVEN WILLIAMS

Steven Williams is a resident of Marianna, Arkansas. He came into the Arkansas Workforce Center in October 2009 to register for job search and inquired about the Workforce Investment Act (WIA) Programs. He was determined eligible and enrolled as an Adult.

With WIA assistance, Steven was able to attend Pine Bluff Trucking where he obtained his commercial driver's license, after which Steven conducted job search and was not successful. Steven was then placed at the Marianna Police Department in work experience. The city employees of Marianna noticed all of Steven's hard work and as of June 21, 2010, he was hired on full-time as an Animal Control Officer.



Below is a letter that was written to the Editor of the Courier Index in regards to Steven's hard work as an Animal Control Officer.

Dear Editor,

I would like to express my deepest gratitude to Animal Control Officer Steve Williams who responded to my frantic 911 call about a snake in my kitchen. To me, it looked like a 12-foot Black Mambo from Africa but in reality, it was a 4-foot chicken snake. That's really not the point...it was a snake. Officer Williams tried diligently to locate the snake, but it had managed to disappear and hide. My cats later spotted the snake in my stove, and Officer Williams returned and was able to remove the snake from my house.

You can't imagine what a help this was for me. The Marianna Police Department is extremely fortunate to have such dedicated employees as Officer Williams.

Many Thanks, [Marianna Resident]

COREY STARR



My name is Corey Starr. I came from a broken home and have run the streets most of my life. I didn't have anything but the clothes on my back and a slim group of my friends to comfort me. The world around me told me, 'Corey you will never make it or become anything', but all of these thoughts and feelings changed when I was enrolled into the workforce youth program (Youth Employment Services).

I am now employed full-time at the Montgomery County Library under the sweetest, most kind-hearted librarian who supports me in everything I do. I attend GED classes two days a week. My teacher has been so helpful and encouraging. I have now finished my GED.

My future goal is to become a computer software engineer. I plan to start college in the spring. I know that I can complete my goal through the workforce system. Now, I have friends and everyone in the workforce to support and encourage me. I can and will succeed. Thank you, workforce, for giving me this opportunity to rise above the obstacles of life. I will take advantage and make you proud. I am very grateful to call all of you my friends and mentors.

TARA CUPP

Tara Cupp felt trapped in a dead-end job at Whirlpool. While the pay was too good to justify leaving on her own, the unpredictable cuts in hours and continuous threat of being laid-off were a constant source of stress and worry. To complicate matters further, Tara's husband was also employed by Whirlpool under the same conditions. The thought of losing the family's entire livelihood in a layoff was terrifying to the couple. That fear was realized in November 2006, when they were both dislocated due to a mass layoff by the company.



While the reality of major upheaval was spinning through her head, she felt a renewed sense of hope. Through the help of the Governor's Dislocated Worker Task Force, Trade Adjustment Assistance, and the Workforce Investment Act programs, she was able to revive her dream of becoming a registered Radiographer. Financially unable to attempt this journey on her own, her dream was out of reach. For Tara, becoming a dislocated worker was an opportunity to finally work toward that dream. She completed her associate degree and then went on to earn her bachelor degree and land a job with a local hospital. Tara is now able to feel a sense of security in a growing field of medicine. She has worked hard to achieve her dream, and she is finally able to apply herself knowing that this career is one in which she can continue to grow.

Tara's WIA Case Manager, Angie Oliver said of Tara, "She is one of the best students I have had over the years. She always worked hard and maintained her grades while balancing her family life. I am very proud of her and her accomplishments."

JOHNNY MYRICK



Johnny Myrick is a special kind of success story. He comes from a broken family with a multitude of barriers. Like the good big brother he is, he came into our Booneville office with his younger sister to return her application for our program. He wasn't thinking of himself at the time and didn't realize that he too was eligible to work through the TANF-WIA Summer Employment Program. Even though Johnny is only 19 years old, he had been out on his own for quite some time and had struggled to get by on money he earned doing odd jobs and a small allotment of food stamps. He dropped out of school in the 10th grade and now realizes how hard life can be without job skills or an education. With no one to guide or encourage him, Johnny did not have the confidence to return to school to earn his GED, or to secure a meaningful, steady job. That all changed when he walked through our doors.

Johnny has had a tremendous transformation of his life over this short summer. His Case Manager, Ms. Kyle Cummings took Johnny under her wing and gave him the encouragement he needed to consider the possibilities that were available to him. He was hired to work in the maintenance department for the Booneville Human Development Center at 40 hours per week. He was so proud to be able to earn a decent wage, and he managed his earnings very carefully. His appreciation for his job has been evident in his attitude and commitment. He has taken his position very seriously and has proven himself to be invaluable to his Supervisor and his fellow staff members. They see the potential in this young man, and the respect he gives and receives has strengthened his confidence to the point that he is now ready to enroll in GED classes. His employer is so impressed with Johnny's work ethic and good manners that they are considering hiring him as a permanent full-time employee once he completes his GED. They have been very supportive of him and are willing to work around his class schedule if needed, in order for him to accomplish that milestone in his life.

Once those around this fine young man saw the true value in him, he was able to see it in himself as well. His outlook on life has changed and he is now ready to take that next step into his new life. World, meet Mr. Johnny Myrick....

KRISTEN MEDCALF

Kristin Medcalf is married and a mother of one. She was working at Subteach USA as a customer service representative. She worked there for over a year and decided that she wanted to make a career change. Kristin always wanted to work as a nurse; however, due to circumstances she was unable to fulfill her dream. In January of 2009, her circumstances changed and she believed the opportunity was now available to pursue a career in nursing. She began working on the preliminary requirements for the Practical Nursing Program at Arkansas Northeastern College. Kristin heard about the WIA program and visited the Arkansas Workforce Center in Paragould. She met with the case manager and was determined eligible for the WIA Adult program. Kristin began classes in June 2009. She earned a technical certificate in Practical Nursing. She has entered employment with a local clinic and is very happy to be working in the nursing field. Kristin is very appreciative of the assistance provided by WIA and would not have been able to attend school otherwise.



SARAH HARRISON



I have always loved helping people, whether it was something like helping my mother in the kitchen or my father in the yard. I wanted to become a nurse because I wanted to make a difference in others' lives. I wanted a career that I loved, not just a job to pay the bills. Nursing gives me the opportunity to comfort, assess, educate, and encourage patients of all ages. I feel like I am truly making a difference in my patients' lives.

Nursing school was one of the hardest, yet rewarding obstacles I have ever been through. I became a newlywed and a stepmother during my first semester of training. My husband was also diagnosed with a medical condition involving major surgery in which he could not return to work. Both my grandfathers, which I was very close to, became ill and passed away during my training which was exceptionally difficult as well. I could not have succeeded without my family and friends who were always there willing to help when I needed someone to practice my assessments and the emotional rollercoaster that nursing school in general can create.

I currently have employment as a RN in a step down intensive care unit at the local hospital. WIA is an amazing program and I cannot say thank you enough for the help they have given me to get to where I am today.

PHYLLIS DANNELS

Phyllis Dannels, dislocated worker from Syroco, graduated from Northwest Arkansas Community College (NWACC) with a Business Management Associate with a focus in Accounting. She was on the dean's list numerous times and made the President's list twice. I can remember the first time she came into my office inquiring about school. She was frustrated because she couldn't see herself going back to school with all of the younger students. With the encouragement she received from the staff, family and friends, she decided to enroll and the rest is history. After graduating from NWACC, she started looking for work. She received and accepted a few offers, but none of them were in business or accounting. She didn't turn them down because, as she would so often say, "Something is better than nothing". When I received the call from David Trapp at Hampton Inn looking for someone dependable, hard working, and a team player, I knew she would be a great asset to their company.

Mr. David Trapp, General Manager, Hampton Inn has this to say about Phyllis. "Phyllis came to us at a very difficult time as we were understaffed and needed someone to do the job and learn quickly. Her background in accounting was an immense help as she only needed to learn hotel, which she learned quickly. Phyllis is always looking to help others; both guests and staff. She is well liked by all and is a great asset to the company. We are very happy to have such a well-rounded individual added to our team. We are in the top two internationally, and Phyllis is a contributor to that. Every time I call Rose at the workforce office, I ask her to send me another Phyllis."

TIFFANY PIZZIMENTI



Having excelled in math during high school, I chose to start my employment in an area with which I felt comfortable, accounting. I continued to work in the accounting field for a little over 10 years before I realized that just because you are good at something, there is no guarantee that you will enjoy it.

Feeling dissatisfied with my career choice, I was intrigued when I began to help a friend with his nursing studies. I discovered that I had a deep interest in nursing. My friend encouraged me to enter the program myself, but I did not feel it would be possible. Even though I qualified for grants and loans, that money alone was not enough. Thankfully I heard about WIA. Without this assistance, I would not have been able to complete the nursing program.

Attending school and caring for my son was a challenge. The nursing program was very demanding, and I felt horrible for not being able to devote enough of my time to my son. But, with the support of my family and by keeping the end result in sight, I finished the nursing program, and I am now working as a registered nurse in the emergency room. Although it can be very stressful at times, my job is very rewarding, and I know I am on the right career path now. Thanks to the WIA program!

JENNIFER SPENCER

Jennifer Spencer sought assistance from WIA in the summer of 2009 because she had been accepted into the Occupational Therapy program at SouthArk Community College, but did not have the funds to attend. She quit work as a church secretary to attend school full time, and her husband had been laid off from his job. They and their two children were living on his unemployment benefits. Jennifer came to WIA to request funds for education and related expenses. She was also approved for needs related payments while they were available.

Jennifer performed well in school, and is currently working on her clinical rotations at Homer Rehab in Homer, Louisiana. Jennifer is scheduled to graduate with her Associates of Arts Degree in Occupational Therapy in August 2010. She has had several job offers in the range of \$35 to \$45 per hour after she completes the Certified Occupational Therapy Assistant exam and receives her license.