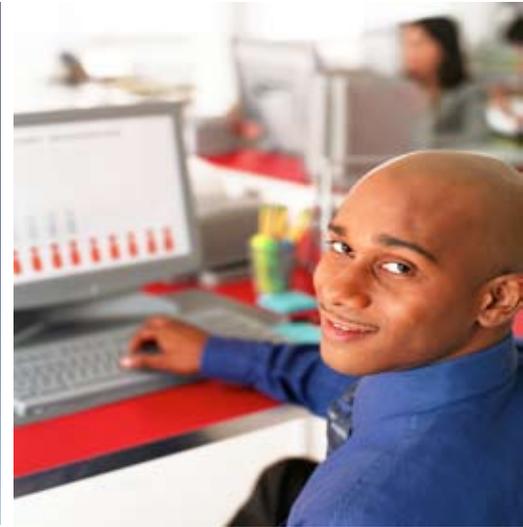




ANNUAL REPORT on the [Workforce Investment Act](#)
State of Arkansas ♦ Program Year 2008



Submitted to the
U.S. Department of Labor

Prepared by the
Arkansas Department
of Workforce Services

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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 ninth year accomplishments in Arkansas to implement WIA Title I-B services. For Program Year 2008 (July 2008 through June 2009) the United States Department of Labor (DOL) allocated approximately \$33.7 million in WIA Title I-B funds to Arkansas. These funds continued employment and training services designed to benefit employers, dislocated workers, adults, and youth. This is an increased allocation of almost \$7.5 million from last year's funding.

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

BACKGROUND AND SUMMARY

Workforce Development System Vision and Goals

Arkansas's State Strategic Plan for workforce development was updated 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.

AMERICAN RECOVERY AND REINVESTMENT ACT

In program year 2008, the American Recovery and Reinvestment Act ("the Recovery Act") was signed enacted providing states with additional funding to provide expanded services to individuals affected by the downturn in the economy. The ARRA, signed by President Obama on February 17, 2009, is intended to preserve and create jobs, promote

the nation's economic recovery, and to assist those most impacted by the recession. With the additional workforce funding provided in the Recovery Act, and the increased employment and training services such funding will support, the state's workforce system will play a vital role in Arkansas's economic recovery by assisting workers who are facing unprecedented challenges to retool their skills and re-establish themselves in viable career paths. The State of Arkansas received Recovery Act funding for the following programs.

Employment Services and Reemployment Services - \$3.3 Million

The One-stop delivery system provides universal access to an integrated array of employment and reemployment services so that workers, job seekers and businesses can find the services they need in one stop and frequently under one roof in easy to find locations.

WIA Adult and Dislocated Worker Programs - \$12.6 Million

The Adult and Dislocated Worker Programs, under Title I of the Workforce Investment Act of 1998, are designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment and to help employers find the skilled workers they need to compete and succeed in business. The funds may be used for training with priority placed on the provision of the supportive services and needs related payments (child care, transportation, housing, etc.) necessary to ensure the successful completion of training.

WIA Youth Program - \$12.1 Million

To prepare youth for the 21st century workforce, WIA investments are demand-driven. The focus is on training for jobs in high-growth industries and "green jobs".



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.



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Supportive services and needs related payments (child care, transportation, housing, etc.) might be provided when necessary to ensure the successful completion of training.

A priority use of these funds was for a summer employment opportunities program for youth ages 16-24.

DISLOCATED WORKER SERVICES

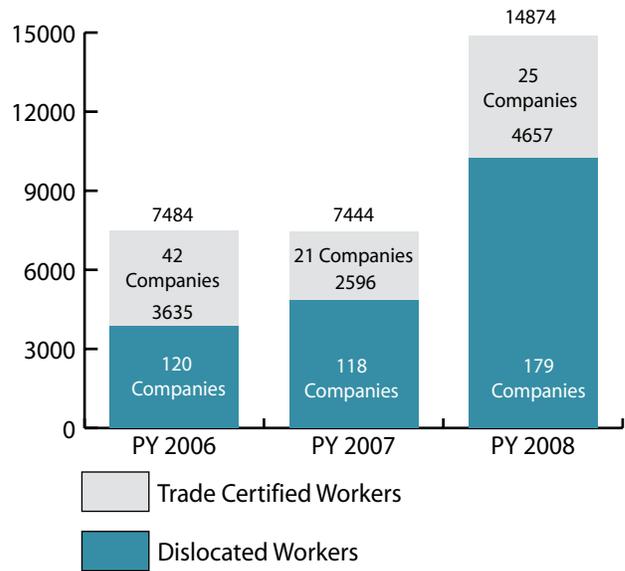
Arkansas continues to create economic growth through attracting new factories and by working to retain the businesses we already have. Unfortunately, some businesses must downsize or even close their doors, and their workers become displaced through no fault of their own. When this happens to our citizens, 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 contact 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 2008, the Task Force was informed of 179 company closures or layoffs impacting 14,874 workers.

PY 2008 Dislocated Worker Statistics



- The number of dislocated workers has almost doubled in the last two program years.
- 25 companies were certified as trade affected representing 4,657 workers.
- There are 35 pending applications for trade certification to be determined by the U.S. Department of Labor.
- 1,480 eligible workers entered program funded training programs.
- 1,528 clients completed Trade funded training programs
- 114 worker assistance workshops attended by 9,103 workers
- Nine opportunity fairs sponsored and two co-sponsored
- 1,480 trade certified workers in training and 1,528 trade certified Workers completed training

ARKANSAS WORKFORCE CENTER TRANSITIONS

In program year 2008, Arkansas had 63 total Arkansas Workforce Centers, including 16 comprehensive, 18 satellite, and 29 affiliate centers.

Comprehensive centers

In program year 2008, five Arkansas Workforce Centers were moved to new locations.

Paragould, Arkansas



On June 16, 2008, the Arkansas Workforce Center in Paragould moved to 1015 Linwood Drive, Suite 4.

Partners: Workforce Investment Act, Veterans, Wagner-Peyser, Rehabilitation Services, Trade Adjustment Assistance, Temporary Assistance for Needy Families, Unemployment Insurance, and Senior community service employment activities (Experience Works)

Rogers, Arkansas



On July 30, 2008, the Arkansas Workforce Center in Rogers moved to 100 N. Dixieland Road.

Partners: Workforce Investment Act, Unemployment Insurance, Wagner-Peyser, Temporary Assistance for Needy Families, Trade Adjustment Assistance, Veterans programs, Arkansas Rehabilitation Services, Senior community service employment activities (Experience Works), American Indian Center, and Job Corp

West Memphis, Arkansas



On July 14, 2008, the Arkansas Workforce Center in West Memphis moved to the north campus of Mid South Community College (MSCC).

Partners: Workforce Investment Act, WAGE, Temporary Assistance for Needy Families, Wagner-Peyser, Unemployment Insurance

New Satellite Locations

During PY 2008, part-time staff were also located in the offices below to provide intermittent services to the community:

Arkansas Tech University – Ozark Campus

Hours of Operation: 8:00 a.m. - 4:30 p.m. on Tuesday and Wednesday

Services: Unemployment Insurance, Job Services, and KeyTrain.

Arkansas Tech University – Booneville Campus

Hours of Operation: 9:00 a.m. – 3:30 p.m. Wednesday
Services: Unemployment, Job Services, KeyTrain, and TANF

Crawford County Adult Education, Van Buren

Hours of Operation: 8:00 a.m. – 4:30 p.m. Wednesday and Thursday

Services: Unemployment Insurance and Wagner-Peyser

NATIONAL EMERGENCY GRANTS

Arkansas had a stream of bad weather events during PY 2008. Three separate FEMA disaster declarations were issued.

On June 20, 2008, the U.S. Department of Labor awarded a grant to the state of Arkansas in the amount of \$1,914,413 to create temporary jobs linked to cleanup and recovery efforts for National Emergency Grant AR-14 Severe Storms, Tornados and Flooding. The Northwest LWIA was sub granted \$890,000 to employ 60 participants in labor positions in Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington Counties. Western Arkansas PDD, (Central) was sub granted \$454,005 to employ 30 participants in labor positions in Monroe, Prairie, Pulaski, and Saline Counties. The Western Arkansas PDD, (Western) was sub granted \$243,346 to employ 16 participants in Crawford, Franklin, Logan, Scott, and



Sebastian Counties. White River PDD, Inc. (North Central) was sub granted \$160,000 to employ 10 participants in Cleburne, Fulton, Jackson, Independence, Izard, Sharp, Stone, Van Buren,

and Woodruff Counties. West Central PDD was sub granted \$138,770 to employ 11 participants, however, after several months of trying to locate participants; West Central informed the Arkansas Department of Workforce Services that they would not be able to expend the funds awarded totaling \$138,770. Two local areas expressed an interest in receiving additional funds. North Central received \$50,000 and Northwest received \$88,770. The grand total sub grant award for Northwest LWIA is \$978,770. The grand total sub grant award for North Central LWIA is \$210,000. A

Modification to revise the budget and plan documents, including a grant period extension to July 31, 2009



was approved on January 9, 2009. The project ended with 169 total participants for a 100% participant rate and 100% expenditure rate.

On October 13, 2008, the U.S. Department of Labor awarded the state of Arkansas \$216,332 to create temporary jobs for cleanup and recovery efforts for National Emergency Grant AR-15 Hurricane Gustav. The West Central LWIA was sub granted \$181,315 to employ 13 participants in Conway and Perry Counties. The Southwest LWIA was sub granted \$31,820 to employ 3 participants in Dallas County. A modification for an extension of the grant period was approved on July 7, 2009. The grant period will end on December 31, 2009.

On March 2, 2009, the U.S. Department of Labor awarded the state of Arkansas \$2,167,099 of which \$725,000 in incremental funding was issued, to create temporary jobs for cleanup and recovery efforts for National Emergency Grant AR-16 Ice. The North Central LWIA was sub granted \$456,323 to employ 30 participants in labor positions in Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, and Van Buren



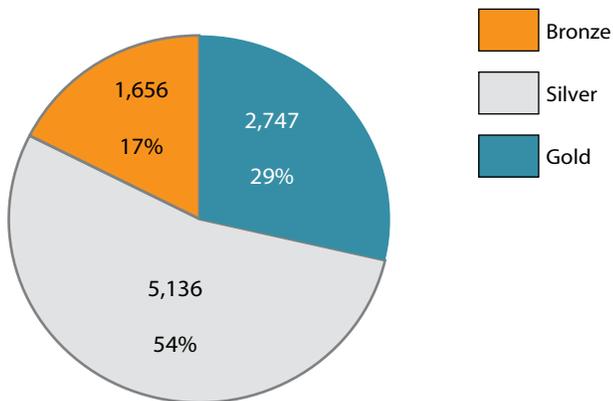


Counties. The Northwest LWIA was sub granted \$1,475,000 to employ 120 participants in Baxter, Boone, Carroll, Madison, Marion, Newton,

Searcy, and Washington Counties. The Western LWIA was sub granted \$203,750 to employ 13 participants in labor positions in Franklin and Crawford County. A modification to extend the grant period was approved on July 7, 2009. The grant period will end on December 31, 2009. A second Modification request for the remainder of funds, \$1,442,099, was awarded on July 17, 2009.

CAREER READINESS CERTIFICATE AWARDS

In program year 2008, 9,539 career readiness certificates were awarded to Arkansas jobseekers. Twenty-seven Arkansas employers are now using the



Arkansas Career Readiness Certificate as part of their hiring process.

Some of the employers using the CRC process are:

- 3M Company
- Actronix, Inc.
- Alberto Culver
- AMC, Inc.
- American Railcar, Inc.
- Ashland Chemical, Inc.
- Austin Powder Co.
- Cardinal Health
- Definance Metal Products
- Domtar Industries, Inc.
- Eaton Hydraulics, LLC
- Fidelity National Information Services
- FutureFuel Chemical Company
- Harps Food Stores, Inc.
- Hino Manufacturing
- Hope Water & Light
- Klipsch Audio Technologies
- LM Glasfiber, Inc.
- L'Oreal USA
- Nice-Pak Products, Inc.
- Polymarin Composites, USA Ltd.
- Post Food LLC
- Replacement Parts, Inc.; Bumper to Bumper
- Rineco
- Sage V Foods, LLC
- Spectra Technologies
- Stant Manufacturing
- Welspun Pipes

PARTNERING WITH APPRENTICESHIP

PY 2008 proved a good year for partnership among the workforce investment system and registered apprenticeship. The workforce investment system is partnering and collaborating with registered apprenticeship and a memorandum of understanding has been signed between the Arkansas Department of Workforce Services, Arkansas Department of Education, Arkansas Apprenticeship Coordination Steering Committee, and the Arkansas Workforce Investment Board to establish a mutually collaborative partnership for the integration of registered apprenticeship into the workforce system.

Additionally, a registered apprenticeship workgroup has been formed consisting of representatives from the National Apprenticeship Foundation, Department of Workforce Education (State Apprenticeship Office), Painters Union Local 424, Associated General Contractors, Plumbers and Pipefitters Local Union 155, Arkansas Construction Education Foundation, Workforce Investment Board of Eastern Arkansas, and the U.S. Department of Labor State Office of Apprenticeship.

The Governor's Workforce Cabinet has adopted the integration of registered apprenticeship into the workforce system as one of their priorities.

The state plans a concerted effort to encourage the expansion of workforce investment activities to include registered apprenticeship programs at the state and local level.

YOUTH ACTIVITIES IN ARKANSAS

Arkansas Youth Development Collaborative

The Arkansas Youth Development Collaborative (AYDC) is a collaborative approach to prepare youth for success in a global, demand-driven economy.

In 2003, the White House Task Force Report on Disadvantaged youth noted that despite billions of public

SUCCESS HIGHLIGHT

Jamie came into the Fayetteville Workforce Center to register and look for a summer job. A WIA Staff Member assisted her with registering on the AJL system. As Jamie registered for job search and spoke with the WIA staff member, it was apparent that Jamie was a Teen Parent facing multiple barriers: she was a TEA Recipient, on Food Stamps, and needed assistance to complete her educational program. Jamie and her young son, Elijah, were Katrina Evacuees. Before the Katrina evacuation she was attending William Carey Baptist University as a Registered Nursing student. She enrolled at the U of A -Fayetteville as soon as she arrived in the area, as to not lose her educational credits and complete her RN Degree as planned. Jamie was informed of resources available in the area for Hurricane Katrina Evacuees. Jamie applied for and was approved for the NEG-Hurricane Katrina Program, which enabled her to have a summer job, develop customer services skills, and expose her to diverse cultures and socioeconomic levels in NWA area. Jamie had not earned enough money during her summer employment to complete her last semester at U of A – Fayetteville. She applied for and was awarded a WIA Scholarship to help her pay for her last semester at U of A – Fayetteville. She is now employed by Well Quest in Bentonville and is earning an above average wage with full benefits. She is excited about her bright future and thankful for the opportunity of reaching her lifelong goal.



and private dollars spent on services to youth, many of the neediest youth are still being left behind. The report cited a lack of communication, coordination, and collaboration among federal agencies that provide services to youth, especially our country's neediest youth. In response, Arkansas Governor Mike Beebe has made providing services that are comprehensive and appropriate to this target population a priority.

In 2007, the US Department of Labor awarded a Share Youth Vision (SYV) grant to Arkansas to facilitate the efforts of the AYDC. Utilizing the many opportunities offered by a Shared Youth Vision grant, in program year 2008-2009, the Arkansas Youth Development Collab-

orative was able to reach many of the milestones that early planners set.

Programmatic highlights for the AYDC In PY 2008 include:

With Shared Youth Vision funding, the AYDC hired a Project Coordinator to promote the activities of the collaborative on a statewide basis. Chief among the many duties of the Coordinator was to provide technical assistance to local workforce areas in order to organize a local collaborative.

Collaboratives were organized in nine of the ten local workforce investment areas and they have, as a part of the organizing action plan, partnered with local businesses and industries to assist with the training and employment of targeted youth.

The AYDC Project Coordinator had an opportunity to present as part of a larger panel to the Region IV American Recovery and Reinvestment Act Conference in Dallas. The request was to offer 'how to' information to those in attendance so that they could replicate promising practices and approaches. Included prominently in this presentation was the progress and methodologies used in first establishing the Arkansas Youth Development Collaborative, and how the implementing the Shared Youth Vision supported a statewide effort.

This information was then linked to how that approach connects to a vision for services for local contracted providers.

This year, the AYDC solutions desk was developed and upgraded, which provides Arkansas with a single point of access to state and federal partnership representatives and provides states assistance in developing Shared Youth Vision teams and implementing Shared Youth Vision activities.

Members of the AYDC provided support to national partners by attending a U.S. Department of Labor sponsored peer-to-peer forum and planning session, which took place in Destin, Florida. Attendees voiced the opinion that Arkansas had met and exceeded the expectations of the Shared Youth Vision grant and requested information and assistance.

AYDC continued to host quarterly meetings where partners, stakeholders, and guests gathered to share common interests for improving their youth-related activities, and to accelerate the dissemination and transfer of best practices, efficient technologies, and capacity building.

Aerospace Academy

In program year 2008, the state continued its support



SUCCESS HIGHLIGHT

Heather is a resident of Widener, Arkansas. She came into the Arkansas Workforce Center to conduct a job search, inquired about the Workforce Investment Act Program, and was determined eligible and enrolled as a Dislocated Worker.

Heather participated in the Work Experience Program at the Arkansas Workforce Center in Forrest City as a clerical worker. Heather's ability to work well with clients and the outstanding way she performed all of her assigned duties was noticed by everyone in the center, and she was offered a position with DWS and WIA.

On July 1, 2009, Heather was hired by SERCO as a Career Advisor for Lee County. She has done an outstanding job working with the summer youth program, and has been successful in getting two of her summer youth employed at their worksites. Heather has a great ability to motivate her clients to succeed, and is thrilled to be able to help others become self-sufficient.

of the Governor's Aviation Industry Priority through funding for the Central Arkansas Aerospace Academy. The Academy was provided through collaboration between the Little Rock School District (LRSD) and Pulaski Technical College (PTC), and is composed of a technology camp and a course on aircraft manufacturing.

The Summer Aviation and Aerospace Technology Camp is a two-week pilot for high school sophomores, juniors, and seniors focusing on summer educational activities designed to stimulate students' interest in Aerospace Aviation Technology.

The Summer Aircraft Manufacturing course is designed to teach basic skills in aircraft completion. This course was open to graduating seniors and included instruction on subjects such as reading blueprints for aircraft interior and learning the components of cabinetry, sheet metal, upholstery and avionics installation.

The LRSD and PTC used these funds to provide career exploration activities regarding opportunities in aerospace related careers to identified youth. The program also provided older youth career opportunity skills for entry-level work in the aerospace industry.

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

For the second year in a row, the 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 7th Annual Work-Life Balance Awards ceremony May 12, 2009, 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 also won last year.

The Arkansas 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. Winners are selected in three categories, based on the number of employees.

The Mature Worker Initiative led by the Department of Workforce Services and the Arkansas Workforce Investment Board were successful in getting the Work-Life Balance Awards Committee to add a mature worker component in PY 2007.

ARKANSAS WORKFORCE CONFERENCE

The Arkansas Workforce Investment Board hosted its annual Workforce Conference on October 29-30, 2008 at the DoubleTree Hotel in Little Rock, Arkansas. The 2008 conference was themed "Charting the Course: Navigating Education, Employment, and Economic Development" and had two primary goals:

- 1) to equip front-line workforce staff across the state with tools to continue creative workforce solutions that support global competition, and
- 2) to better acquaint employers with the services available through Arkansas' workforce centers.

The conference featured local and national facilitators who presented strategies designed to help local workforce boards, One-Stop Center providers, and employers develop real collaboration with other stakeholders. The conference exposed over 300 participants to a variety of topics aimed at helping workforce partners improve their programming and collaboration efforts, such as "Bringing Partners Together," "Challenging Our Youth," "Transitioning Ex-Offenders into the Work-

force,” and “Reconnecting with Retirees.” Conference evaluations revealed that participants believed that the conference not only enhanced their skills and knowledge, but also provided renewed motivation.

OUTREACH TO COMMUNITIES

In PY 2008, the state provided several opportunity and job fairs to dislocated workers and other jobseekers. 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:

- Pilgrim’s Pride-Clinton
- Pilgrim’s Pride-El Dorado
- Scholastic/Molex-Maumelle
- Deceuninck-Little Rock
- Target-Maumelle
- UCA Dislocated Workers Workshop-Conway
- Career Empowerment Summit-Little Rock

Outreach to the Hispanic Community

To aid in addressing the needs of the hispanic community, Workforce Investment Act funds were used to sponsor the 1st 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 workforce booth where they received information regarding the many services offered by workforce centers throughout the state. According to expo organizers, plans are be-

ing made for a sequential event.



ENTREPRENEURIAL EDUCATION CONFERENCE

In November 2008, 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 585 participants and more than 50 exhibitors with information to share about starting a business. The one-day event offered more than 20 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. The event was a huge success and evaluations of the event by participants showed that 83 percent of those that attended rated the event ‘excellent’ and another 15 percent rated the event good at enabling them to start their own business.

PERFORMANCE

The data tables included in this report represent Arkansas’s Title I-B performance measure results for Program Year 2008. Arkansas has the highest performance measure goals amongst all states in six (6) categories (Adult Entered Employment, Adult Employment Retention, Dislocated Worker Employment Retention, Dislocated Worker Employment/Credential, Older Youth Employment Retention, and Younger Youth Retention). In addition, the state has the second highest goals in three (3) other categories (Adult Employment/Credential, Dislocated Worker Entered Employment, and Younger Youth

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Diploma).

The results of Arkansas's rigorous performance measures were calculated in varying timeframes, meaning every measure was not calculated within the same twelve-month time period. For example, Earnings Gains and Retention Rates were measured by customers who exited between April 2007 and March 2008. Entered Employment Rates and Employment and Credential Rates were measured by customers who exited between October 2007 and September 2008.

Arkansas's real-time measures, such as Customer Satisfaction (Table A), were based on a year running between January 2008 and December 2008. Younger Youth Skill Attainment Rates and Diploma Attainment

Rates (portions of Tables J and K) were measured from April 2008 through March 2009, while Table L measures (12-month Retention Rates and 12-month Earnings Change) were calculated based on customers who exited between January 2007 and December 2007. The Participant Counts (Table M), which include the number of exits, were calculated from April 2008 through March 2009.

Table O 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.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Goal	Actual	Number Completed	Number Eligible	Number Included	Response Rate
Participants	87.0	84.1	511	789	789	64.8
Employers	81.5	76.8	779	829	829	93.7

Table B - Adult Program Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator Denominator
Entered Employment Rate			501
	91.0	93.3	537
Employment Retention Rate			825
	92.0	93.6	881
Average Earnings			\$9,862,847.00
	\$12,530.00	\$13,717.00	719
Employment And Credential Rate			583
	78.5	80.3	726



SUCCESS HIGHLIGHT

When Jodie applied with the Workforce Investment Act (WIA), she was a 21 year old, unemployed, single mother of one, with no marketable job skills. She now enjoys a rewarding career as an LPN and is employed with the Hudson Memorial Nursing Home in El Dorado, Arkansas.

Upon enrollment with WIA, Jodie had completed the required course work and was accepted into the South Arkansas Community College G.A.I.N. (Getting Ahead In Nursing) program. But the high demands of the LPN program would not allow her to work and attend school full-time making it difficult for her to meet her personal financial obligations.

Through WIA and its partner, South Arkansas Community College, Jodie was able to complete her LPN certification and graduate August 2009. She is now a Licensed Practical Nurse and employed with Hudson Memorial Nursing Home in El Dorado, Arkansas. Jodie is able to take care of her family in a career that she enjoys.

Table C - Outcomes for Adult Special Populations

Performance Items	Public Assistance Services	Veterans		Individuals with Disabilities		Older Adults	
		Numerator	Denominator	Numerator	Denom	Numerator	Denom
Entered Employment Rate	91.3	230	93.8	15	92.3	12	100.0
		252		16		13	
Employment Retention Rate	93.5	304	100.0	24	84.6	11	100.0
		325		24		13	
Average Earnings	\$12,557.00	\$3,202,090.00	\$18,313.00	\$329,631.00	\$14,135.00	\$155,485.00	\$15,892.00
		255		18		11	
Employment And Credential Rate	72.8	227	86.4	19	85.7	12	100.0
		312		22		14	

Table D - Other Outcome Information for the Adult Program

Performance Items	Individuals Received Training		Individuals Core/Intensive Services	
	Numerator	Denominator	Numerator	Denominator
Entered Employment Rate	93.7	417	91.3	84
		445		92
Employment Retention Rate	95.4	702	84.8	123
		736		145
Average Earnings	\$14,326.00	\$8,853,279.00	\$9,996.00	\$1,009,568.00
		618		101

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

Performance Items	Negotiated	Actual	Numerator Denominator
Entered Employment Rate	93.5	95.6	262
			274
Employment Retention Rate	95.5	96.4	239
			248
Average Earnings	\$13,200.00	\$15,204.00	\$3,253,717.00
			214
Employment And Credential Rate	81.5	73.7	188
			255

Table F - Outcomes for Dislocated Worker Special Populations

Performance Items	Veterans	Num Individuals Denom	Disabilities	Num Denom	Older Individuals	Num Denom	Displaced Homemakers	Num Denom
Entered Employment Rate	96.20	25	100.00	1	94.7	18	100.0	2
		26		1		19		2
Employment Retention Rate	100.00	30	100.00	7	100.0	17	83.3	5
		30		7		17		6
Average Earnings	\$17,292.00	\$484,165.00	\$14,889.00	\$74,446.00	\$13,853.00	\$207,799.00	\$11,255.00	\$56,277.00
		28		5		15		5
Employment And Credential Rate	79.2	19	0	0	60.0	9	50.0	1
		24		0		15		2

Table G - Other Outcome Information for the Dislocated Worker Program

Performance Items	Individuals Received Training	Numerator Denominator	Individuals Core/Intensive Services	Numerator Denominator
Entered Employment Rate	96.3	233	90.6	29
		242		32
Employment Retention Rate	96.8	214	92.6	25
		221		27
Average Earnings	\$15,625.00	\$3,031,302.00	\$11,121.00	\$222,415.00
		194		20

Table H.1 - Youth (14 - 21) Program Results

Performance Items	Negotiated	Actual	Numerator Denominator
Placement in Employment or Education	NA	79.9	571 715
Attainment of Degree or Certificate	NA	77	568 738
Literacy and Numeracy Gains	NA	56.2	41 73

Table H.2 - Older Youth (19 - 21) Results

Performance Items	Negotiated	Actual	Numerator Denominator
Entered Employment Rate	79	86.7	78 90
Employment Retention Rate	91	96.4	107 111
Earnings Change in Six Months	\$4,200.00	\$7,070.00	\$657,533.00 93
Credential Rate	56	55.7	73 131

Table I - Outcomes for Older Youth Special Populations

Performance Items	Public			Out-of-				
	Assistance Recipients	Num Denom	Veterans	Num Denom	Individuals Disabilities	Num Denom	School Youth	Num Denom
Entered Employment Rate	84.9	45/53	0	0/0	100.0	3/3	83.3	55/66
Employment Retention Rate	93.2	55/59	100.0	1/1	100.0	5/5	96.3	78/81
Earnings Change in Six Months	\$5,849.00	\$269,055.00/46	\$530.00	\$530.00/1	\$9,676.00	\$38,705.00/4	\$6,666.00	\$439,931.00/66
Credential Rate	50.7	35/69	100.0	1/1	83.3	5/6	46.2	42/91

Table J - Younger Youth Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator Denominator
Skill Attainment Rate	94	95.2	1908/2003
Diploma or Equivalent Rate	87	92	485/527
Retention Rate	84.5	88.5	493/557

Table K - Outcomes for Younger Youth Special Populations

Performance Items	Public Assistance Recipients	Numerator Denominator	Individuals Disabilities	Numerator Denominator	Out-of-School Youth	Numerator Denominator
Skill Attainment Rate	94.4	1119/1185	98.3	232/236	90.4	103/114
Diploma or Equivalent Rate	89.1	244/274	92.1	58/63	57.9	11/19
Retention Rate	86.8	210/242	79.5	31/39	88.8	79/89

Table L - Other Reported Information

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	91.8	809	\$9,156.00	\$7,114,433.00	2.6	13	\$5,247.00	\$2,361,309.00	79.0	329
		881		777		501		450		417
Dislocated Workers	94.4	204	\$143.60	\$2,999,270.00	3.1	8	\$6,281.00	\$1,563,911.00	67.0	156
		216		2088928		262		249		233
Older Youth	86.5	96	\$6,852.70	\$664,715.00	5.1	4	\$3,146.00	\$207,613.00		
		111		97		78		66		

Table M - Participation Levels

Program	Total Participants Served	Total Exiters
Total Adults	27971	23453
Total Adults (self)	24887	22380
WIA Adults	27029	23161
WIA Dislocated Workers	947	293
Total Youth (14 - 21)	2326	812
Younger Youth (14 - 18)	2034	702
Older Youth (19 - 21)	292	110
Out-of-School Youth	363	143
In-School Youth	1963	669
Totals	30297	24265

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
	Local Adults	\$9,541,908.84
	Local Dislocated Workers	5,048,775.04
	Local Youth	8,814,416.27
	ARRA Adult	263,347.70
	ARRA Dislocated Workers	102,754.78
	ARRA Youth	2,480,781.68
	ARRA Rapid Response	5,129.77
	Rapid Response	1,243,088.59
	Statewide Required Activities	646,670.41
	Description	
	AWIB Support	730,007.17
Statewide	Conference Training & Technical Assistance	102,927.42
Allowed	GAE Administration	1,236,702.86
Activities	Outreach	33,354.72
	State Workforce Innovations Conference	130,398.15
	ARRA GAE Administration	49,141.41
Total of All Federal Spending Above		\$30,429,404.81

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 2008, Arkansas provided a cost efficient program that provided a wide variety of services meeting the needs of all stakeholders. Data for PY 2008 are shown in Figure I.

Figure 1 - Cost Analysis

Target Population	PY 2008 Participants	PY 2008 Expenditures	Cost Per Participant
Adults			
Core	2,539	\$253,620.00	\$99.80
Intensive	6,619	\$526,931.00	\$79.60
Training	1,731	\$305,781.00	\$176.64
Dislocated Adults			
Core	822	\$442,947.00	\$538.86
Intensive	2,519	\$869,669.00	\$345.24
Training	808	\$347,560.00	\$430.14
Youth	5,155	\$6,036,526.00	\$1,171.00

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served			
		4085		
Central	Adults	3798		
	Dislocated Workers	67		
	Older Youth	34		
	Younger Youth	186		
	Total Exitters	3641		
	Adults	3571		
	Dislocated Workers	20		
	Older Youth	8		
	Younger Youth	42		
			Negotiated Level	Actual Level
Customer Satisfaction	Program Participants	87.0	87.8	
	Employers	81.5	78.1	
Entered Employment Rate	Adults	90.0	94.1	
	Dislocated Workers	94.5	100.0	
	Older Youth	79.0	100.0	
Retention Rate	Adults	92.5	100.0	
	Dislocated Workers	95.5	98.2	
	Older Youth	92.0	100.0	
	Younger Youth	84.5	84.6	
Average Earnings (Ad/DW)	Adults	\$13,900	\$13,580	
	Dislocated Workers	\$14,250	\$16,523	
	Older Youth	\$4,450	\$5,051	
Credential/Diploma Rate	Adults	81.0	82.6	
	Dislocated Workers	82.0	89.5	
	Older Youth	56.0	33.3	
	Younger Youth	87.0	93.3	
Skill Attainment	Younger Youth	94.0	95.6	
Placement in Employment or Education	Youth (14 - 21)	NA	69.0	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	71.7	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	45.5	
Overall Status of Performance		Not Met	Met	Exceeded
		3	1	13

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
Little Rock	Adults	2434	
	Dislocated Workers	48	
	Older Youth	42	
	Younger Youth	226	
	Total Exitters	1910	
	Adults	1780	
	Dislocated Workers	23	
	Older Youth	18	
	Younger Youth	89	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	79.1
	Employers	81.5	74.7
Entered Employment Rate	Adults	92.0	92.7
	Dislocated Workers	92.5	100.0
	Older Youth	77.0	88.2
Retention Rate	Adults	93.5	95.2
	Dislocated Workers	95.5	95.5
	Older Youth	92.0	100.0
	Younger Youth	84.5	87.0
Average Earnings (Ad/DW)	Adults	\$13,900.00	\$17,120.00
	Dislocated Workers	\$12,200.00	\$15,375.00
	Older Youth	\$3,850.00	\$4,469.00
Credential/Diploma Rate	Adults	73.0	82.0
	Dislocated Workers	80.5	53.3
	Older Youth	56.0	63.2
	Younger Youth	87.0	89.9
Skill Attainment	Younger Youth	94.0	96.3
Placement in Employment or Education	Youth (14 - 21)	NA	83.3
Attainment of Degree or Certificate	Youth (14 - 21)	NA	85.4
Literacy or Numeracy Gains	Youth (14 - 21)	NA	8.3
Overall Status of Performance	Not Met	Met	Exceeded
	3	1	13

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
Eastern	Adults	1048	
	Dislocated Workers	26	
	Older Youth	39	
	Younger Youth	385	
	Total Exitters	849	
	Adults	718	
	Dislocated Workers	10	
	Older Youth	14	
	Younger Youth	107	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	83.2
	Employers	81.5	77.2
Entered Employment Rate	Adults	89.0	94.1
	Dislocated Workers	91.5	100.0
	Older Youth	72.0	76.9
Retention Rate	Adults	84.5	93.0
	Dislocated Workers	95.5	100.0
	Older Youth	88.0	100.0
	Younger Youth	84.5	86.7
Average Earnings (Ad/DW)	Adults	\$9,500.00	\$12,532.00
	Dislocated Workers	\$12,200.00	\$17,131.00
	Older Youth	\$3,950.00	\$6,056.00
Credential/Diploma Rate	Adults	74.50	81.10
	Dislocated Workers	76.50	62.50
	Older Youth	56.00	18.80
	Younger Youth	87.00	92.90
Skill Attainment	Younger Youth	94.00	98.40
Placement in Employment or Education	Youth (14 - 21)	NA	85.70
Attainment of Degree or Certificate	Youth (14 - 21)	NA	77.60
Literacy or Numeracy Gains	Youth (14 - 21)	NA	64.30
Overall Status of Performance	Not Met	Met	Exceeded
	4	0	13

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served	7718	
Northeast	Adults	7162	
	Dislocated Workers	185	
	Older Youth	60	
	Younger Youth	311	
	Total Exitors	6530	
	Adults	6335	
	Dislocated Workers	57	
	Older Youth	21	
	Younger Youth	117	
			Negotiated Performance Level
Customer Satisfaction	Program Participants	87.0	86.9
	Employers	81.5	78.4
Entered Employment Rate	Adults	92.5	94.0
	Dislocated Workers	92.5	92.9
	Older Youth	85.0	90.0
Retention Rate	Adults	93.5	96.7
	Dislocated Workers	95.5	95.5
	Older Youth	94.5	100.0
	Younger Youth	84.5	87.3
Average Earnings (Ad/DW)	Adults	\$13,900.00	\$14,337.00
	Dislocated Workers	\$14,500.00	\$16,298.00
	Older Youth	\$4,050.00	\$10,477.00
Credential/Diploma Rate	Adults	81.50	79.20
	Dislocated Workers	77.00	57.10
	Older Youth	56.00	37.90
	Younger Youth	87.00	90.40
Skill Attainment	Younger Youth	94.00	94.10
Placement in Employment or Education	Youth (14 - 21)	NA	72.10
Attainment of Degree or Certificate	Youth (14 - 21)	NA	48.90
Literacy or Numeracy Gains	Youth (14 - 21)	NA	86.70
Overall Status of Performance	Not Met	Met	Exceeded
	4	4	9

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
North Central	Adults	2904	
	Dislocated Workers	75	
	Older Youth	15	
	Younger Youth	295	
	Total Exitters	2710	
	Adults	2531	
	Dislocated Workers	25	
	Older Youth	10	
	Younger Youth	144	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	88.0
	Employers	81.5	83.6
Entered Employment Rate	Adults	92.5	92.5
	Dislocated Workers	97.5	100.0
	Older Youth	78.0	100.0
Retention Rate	Adults	93.5	93.3
	Dislocated Workers	95.5	100.0
	Older Youth	93.0	100.0
	Younger Youth	84.5	90.0
Average Earnings (Ad/DW)	Adults	\$11,000.00	\$12,834.00
	Dislocated Workers	\$12,200.00	\$13,748.00
	Older Youth	\$4,450.00	\$10,036.00
Credential/Diploma Rate	Adults	82.50	90.70
	Dislocated Workers	86.50	90.00
	Older Youth	56.00	75.00
	Younger Youth	87.00	94.90
Skill Attainment	Younger Youth	94.00	94.70
Placement in Employment or Education	Youth (14 - 21)	NA	86.30
Attainment of Degree or Certificate	Youth (14 - 21)	NA	90.10
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0.00
Overall Status of Performance	Not Met	Met	Exceeded
	1	1	15

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
Northwest	Adults	1957	
	Dislocated Workers	1559	
	Older Youth	185	
	Younger Youth	44	
	Total Exiters	169	
	Adults	1453	
	Dislocated Workers	1328	
	Older Youth	60	
	Younger Youth	19	
		46	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	84.2
	Employers	81.5	73.4
Entered Employment Rate	Adults	92.0	97.1
	Dislocated Workers	92.5	96.3
	Older Youth	84.0	81.8
Retention Rate	Adults	94.0	86.6
	Dislocated Workers	95.5	97.6
	Older Youth	91.0	94.1
	Younger Youth	84.5	90.3
Average Earnings (Ad/DW)	Adults	\$13,700.00	\$16,082.00
	Dislocated Workers	\$12,200.00	\$14,994.00
	Older Youth	\$4,050.00	\$6,769.00
Credential/Diploma Rate	Adults	78.50	73.90
	Dislocated Workers	82.50	73.60
	Older Youth	56.00	70.80
	Younger Youth	87.00	94.10
Skill Attainment	Younger Youth	94.00	94.60
Placement in Employment or Education	Youth (14 - 21)	NA	79.20
Attainment of Degree or Certificate	Youth (14 - 21)	NA	88.00
Literacy or Numeracy Gains	Youth (14 - 21)	NA	50.00
Overall Status of Performance	Not Met	Met	Exceeded
	6	0	11

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
Southeast	Adults	1721	
	Dislocated Workers	25	
	Older Youth	8	
	Younger Youth	212	
	Total Exitters	1591	
	Adults	1510	
	Dislocated Workers	7	
	Older Youth	1	
	Younger Youth	73	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	85.2
	Employers	81.5	81.7
Entered Employment Rate	Adults	88.0	91.2
	Dislocated Workers	93.5	100.0
	Older Youth	75.0	100.0
Retention Rate	Adults	91.5	92.0
	Dislocated Workers	95.5	100.0
	Older Youth	86.0	100.0
	Younger Youth	84.5	89.2
Average Earnings (Ad/DW)	Adults	\$13,000.00	\$14,067.00
	Dislocated Workers	\$14,650.00	\$13,573.00
	Older Youth	\$4,450.00	\$8,277.00
Credential/Diploma Rate	Adults	72.50	75.40
	Dislocated Workers	85.50	75.00
	Older Youth	56.00	33.30
	Younger Youth	87.00	88.10
Skill Attainment	Younger Youth	94.00	94.90
Placement in Employment or Education	Youth (14 - 21)	NA	75.70
Attainment of Degree or Certificate	Youth (14 - 21)	NA	77.80
Literacy or Numeracy Gains	Youth (14 - 21)	NA	33.30
Overall Status of Performance	Not Met	Met	Exceeded
	4	2	11

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
Southwest	Adults	2939	
	Dislocated Workers	58	
	Older Youth	21	
	Younger Youth	153	
	Total Exitors	2502	
	Adults	2442	
	Dislocated Workers	24	
	Older Youth	2	
	Younger Youth	34	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	82.0
	Employers	81.5	81.2
Entered Employment Rate	Adults	92.0	92.6
	Dislocated Workers	92.0	87.0
	Older Youth	77.0	80.0
Retention Rate	Adults	91.5	85.7
	Dislocated Workers	95.5	76.5
	Older Youth	91.0	83.3
	Younger Youth	84.5	85.0
Average Earnings (Ad/DW)	Adults	\$11,500.00	\$10,615.00
	Dislocated Workers	\$14,600.00	\$11,247.00
	Older Youth	\$4,450.00	\$6,582.00
Credential/Diploma Rate	Adults	80.50	75.60
	Dislocated Workers	78.50	81.00
	Older Youth	56.00	75.00
	Younger Youth	87.00	90.50
Skill Attainment	Younger Youth	94.00	90.00
Placement in Employment or Education	Youth (14 - 21)	NA	69.00
Attainment of Degree or Certificate	Youth (14 - 21)	NA	75.00
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0.00
Overall Status of Performance	Not Met	Met	Exceeded
	10	1	6

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served		
West Central	Adults	2717	
	Dislocated Workers	2638	
	Older Youth	21	
	Younger Youth	18	
	Total Exitters	2372	
	Adults	2334	
	Dislocated Workers	5	
	Older Youth	10	
	Younger Youth	23	
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	88.0
	Employers	81.5	79.8
Entered Employment Rate	Adults	89.5	90.9
	Dislocated Workers	94.5	100.0
	Older Youth	78.0	81.8
Retention Rate	Adults	93.5	100.0
	Dislocated Workers	95.5	100.0
	Older Youth	91.0	84.6
	Younger Youth	84.5	93.1
Average Earnings (Ad/DW)	Adults	\$13,500.00	\$14,893.00
	Dislocated Workers	\$12,200.00	\$10,325.00
	Older Youth	\$3,850.00	\$2,674.00
Credential/Diploma Rate	Adults	81.50	84.80
	Dislocated Workers	83.50	66.70
	Older Youth	56.00	84.60
	Younger Youth	87.00	89.50
Skill Attainment	Younger Youth	94.00	97.60
Placement in Employment or Education	Youth (14 - 21)	NA	91.20
Attainment of Degree or Certificate	Youth (14 - 21)	NA	93.80
Literacy or Numeracy Gains	Youth (14 - 21)	NA	90.00
Overall Status of Performance	Not Met	Met	Exceeded
	5	0	12

Table O - Local Area Performance (Includes one table for each of the state's ten local areas)

Local Area	Total Participants Served	1151
Western	Adults	826
	Dislocated Workers	257
	Older Youth	11
	Younger Youth	57
	Total Exitters	708
	Adults	612
	Dislocated Workers	62
	Older Youth	7
	Younger Youth	27

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	87.0	88.0
	Employers	81.5	81.2
Entered Employment Rate	Adults	92.0	93.1
	Dislocated Workers	93.5	92.5
	Older Youth	85.0	100.0
Retention Rate	Adults	91.5	93.6
	Dislocated Workers	95.5	100.0
	Older Youth	91.0	100.0
	Younger Youth	84.5	94.7
Average Earnings (Ad/DW)	Adults	\$11,400.00	\$11,697.00
	Dislocated Workers	\$13,000.00	\$14,753.00
	Older Youth	\$4,450.00	\$5,399.00
Credential/Diploma Rate	Adults	79.50	65.00
	Dislocated Workers	82.50	83.70
	Older Youth	56.00	62.50
	Younger Youth	87.00	90.90
Skill Attainment	Younger Youth	94.00	95.70
Placement in Employment or Education	Youth (14 - 21)	NA	88.90
Attainment of Degree or Certificate	Youth (14 - 21)	NA	82.10
Literacy or Numeracy Gains	Youth (14 - 21)	NA	0.00

Overall Status of Performance	Not Met	Met	Exceeded
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