



# State of Arkansas Workforce Investment Act & Wagner-Peyser State Plan Modification & Waiver Plan

Response to the  
American Recovery &  
Reinvestment Act  
of 2009

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Submitted to the  
U.S. Department of Labor  
June 30, 2009

# State of Arkansas

## Workforce Investment Act & Wagner-Peyser

### State Plan Modification

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June 30, 2009

## Section I. Context, Vision, and Strategy

### Economic and Labor Market Context

**Question IV in PY 2009 Stand-Alone Planning Guidance: Provide a detailed analysis of the state's economy, the labor pool, and the labor market context. (§112(b)(4).)**

The 2008 Arkansas population, according to the U.S. Census Bureau, was 2,855,390. Arkansas' Civilian Labor Force (seasonally adjusted) numbered 1,360,000 in March 2009, with 1,271,100 employed and 88,900 unemployed. The state's unemployment rate was 6.5 percent, which was below the Federal unemployment rate (8.5 percent). This was according to the U.S. Bureau of Labor Statistics' Current Population Survey.

Arkansas' total nonfarm payroll jobs (not seasonally adjusted) totaled 1,179,000 in March 2009. The following table shows the industry sector breakdown for Arkansas' nonfarm jobs. The trade, transportation, and utilities sectors had the largest number of jobs (236,200), followed closely by government (221,100) and manufacturing (168,000). However, approximately 23,500 manufacturing jobs have been lost since March 2007. The natural resources and mining sector had the fewest (11,200 jobs).

Reference Appendix I – Total Non-Farm Payroll Jobs: Arkansas—As of March 2009

Another measure of economic base is the contribution to the State's Gross Domestic Product (GDP) by industry. Manufacturing, Wholesale & Retail Trade, Finance Insurance & Real Estate, and Government are the top industries.

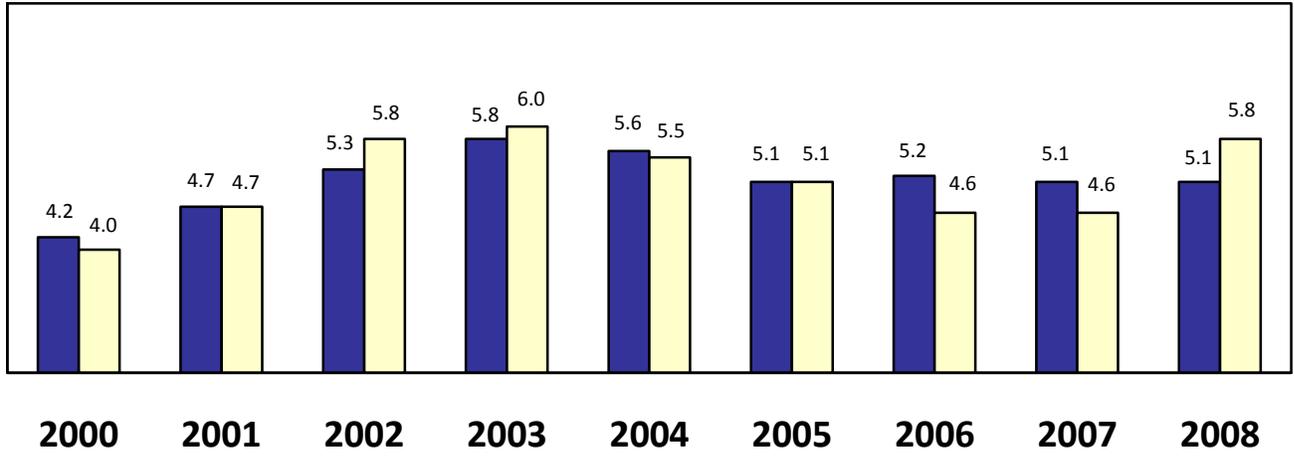
Reference Appendix II – Industry Breakdown by Gross State Product (GSP) 2007

Arkansas' unemployment rates were close to the national average between 2000 and 2008. In 2001, both the State and the Nation had an unemployment rate of 4.7 percent. Arkansas' unemployment rate was lower than the U.S. in 2002 and 2003, but rose above the national rate during the recovery of 2004. Both the State and the Nation had the same unemployment rate of 5.1 in 2005, but the National rate was lower than the State in 2006 and 2007. However, since January 2008 the Arkansas unemployment rate has been less than or equal to the U.S rate.

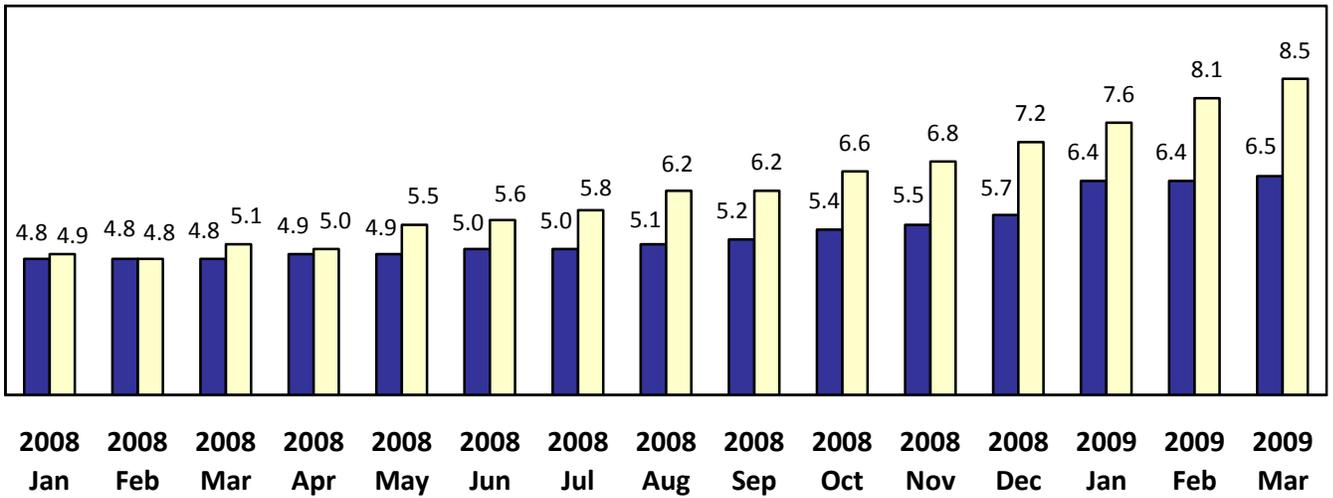
Arkansas' labor force grew from 1,269,800 in 2003 to 1,370,200 in 2008. During the same period, employment increased by 104,600 and unemployment decreased by 4,200. However, between May 2008 and March 2009 the labor force declined by 23,800. There was also a decline in employment (49,700) and an increase in unemployment (25,900).

Reference Appendix III – Arkansas Civilian Labor Force as of March 2009

## Unemployment Rate (Percent)



(seasonally adjusted)



Source: Department of Workforce Services.

### **Short Term Outlook**

Occupations related to oil and gas still dominate the top 50 fastest growing occupations, but they will have slower growth due to the recent severance tax passage and lower natural gas prices. Two shoe manufacturing occupations are the top two fastest growing occupations. The current recession has hit the state, but not as much as seen in some states, but it will slow overall growth to less than two percent.

From the Top 20 Growth Industries, the two fastest growing industries are related to a push for greener, alternative sources of energy. Engine, Turbine, and Power Transmission Equipment Manufacturing will likely be the fastest at 56.49%, where the products will be an export to create wind energy. Basic Chemical Manufacturing is second with an annual growth rate of 14.99%. Part of this industry is related to the production of biofuels.

Manufacturing and production still dominate the fastest declining occupations list, which is a driving force behind the over 7,000 jobs projected to be lost in the Manufacturing industry. The top two are electrical and electronic related with Electromechanical Equipment Assemblers losing 12.67% annually, followed by Coil Winders, Tapers, and Finishers with a loss of 11.09%. Durable Goods Manufacturing dominated the fastest declining industries. Thirteen industries are in the top twenty fastest declining industries. Seafood Product Preparation and Packaging, a non-durable goods industry, is the fastest with a loss of 33.24%.

Reference Appendix IV – Short-Term Employment Estimates (2008-2010) for Arkansas, Top 50 Growth Occupations, Top 20 Growing Industries, Top 20 Declining Occupations, Top 20 Declining Industries

### **Long Term Outlook**

The Top 50 Growth Occupations Table for Long-Term Employment Estimates (2006 -2016) indicate that the occupations with the greatest long-term growth potential in Arkansas are related to the oil and gas industries and range from Wellhead Pumpers at 100.69 percent growth to Roustabouts, Oil and Gas at 70.59 percent growth. Healthcare Practitioners and Technical and Healthcare Support Occupations lead the list with the most occupations, with most of the occupations being in the Health Technologists and Technicians major group.

Manufacturing occupations continue to show decline, with 10 of the Top 20 Fastest Declining Occupations by Percent Growth being in the Productions Occupations Major Group. These occupations show a decline from 39.45 percent to 10.69 percent. Half of the Top 20 declining industries could see a decrease of over 25 percent over the next 10 years. Other General Purpose Machinery Manufacturing leads the 13 manufacturing industries on the list with a projected 46.35 percent decline. Performing Arts Companies are projected to decrease by 40.53 percent.

Reference Appendix V – Long-Term Employment Estimates (2006-2016) for Arkansas, Top 50 Growth Occupations, Top 20 Growing Industries, Top 20 Declining Occupations, Top 20 Declining Industries

### **Arkansas Occupational Demand by Education Level 2006-2016 Projections**

Occupations requiring a Bachelor's degree or higher in the Education, Training, and Library or Computer and Mathematical Occupational groups, comprise six of the occupations listed in the Top 10 occupations by annual openings due to growth. Positions for Elementary School Teachers, Secondary School

Teachers, and Middle School Teachers are expected to increase by 542 annual openings combined, while Computer and Mathematical Occupations will see 315 annual openings combined. Workers with an associate degree or other postsecondary training in the Healthcare Practitioners and Technical and Healthcare Support Occupations will be in high demand over the next decade. Registered Nurses, Nursing Aides, Orderlies, and Attendants, and Licensed Practical and Licenses Vocational Nurses continue to provide the most annual openings by growth, with 1,228 jobs expected annually. The highest increase in annual openings by growth is expected in occupations that require work experience or on-the-job training. Truck Drivers, Heavy & Tractor-Trailer occupations should see an annual growth of 1,019.

Reference Appendix VI – Education/Occupation Annual Job Openings by Growth

## **Demographics**

### **Age**

The makeup of Arkansas' population by age is very similar to that of the United States. The largest differences between Arkansas and the U.S. are in the categories 62 years and over and 65 years and over. The median age is also higher in Arkansas, 37.0 for the 2007 estimate, compared to 36.7 for the United States. The similarity to the United States also holds true for the group aged 34 or under. Given these similarities, Arkansas will become even more like the Nation as time passes.

### **Race and Ethnicity**

Arkansas is less diverse than the United States in both racial makeup and ethnicity. The racial makeup of Arkansas is concentrated in Caucasian or African American populations. However, the Hispanic and Latino population is growing significantly and is expected to influence population data for the next census. By comparison, the United States exhibits less concentration in Caucasian or African American, and greater percentages in Asian and Some Other Race.

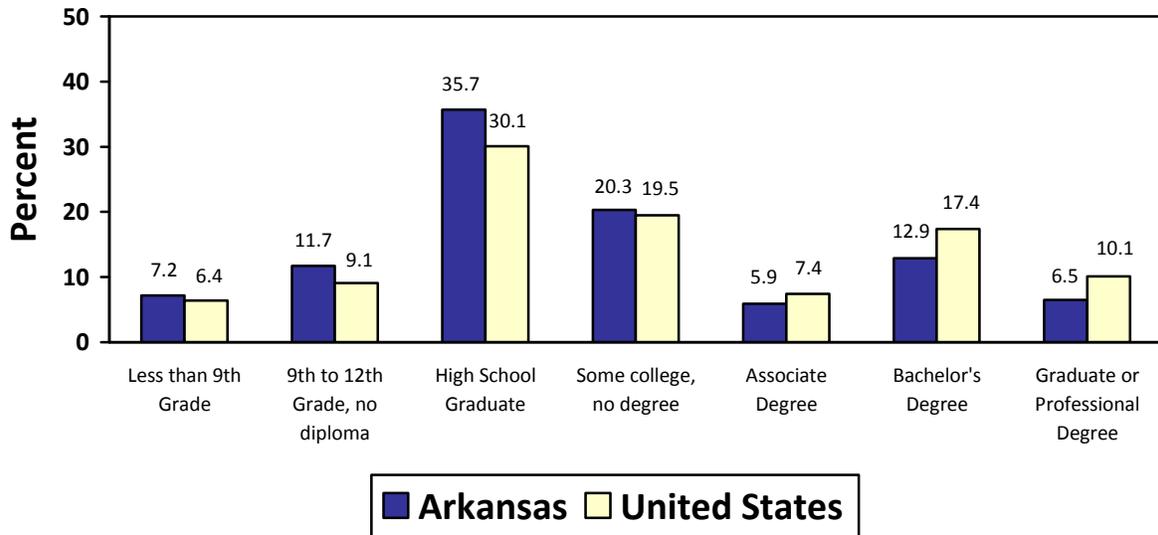
Arkansas is very different from the United States concerning its population of Hispanic Origin. While the percentage of Hispanic or Latino (of any race) is estimated to grow very rapidly in Arkansas as compared to the United States, it is still a much smaller share of total population than in the United States.

### **Education**

Arkansas faces many challenges in education. Compared to the United States, Arkansas graduates a larger percentage of its high school students (35.7% as compared to 30.1%), but lags behind the Nation in the percent of college graduates (12.9% as compared to 17.4%). The estimates for population 25 years or older with a bachelor's degree or higher are considerably higher for the United States (27.5%) than Arkansas (19.3%).

Reference VII – Demographics of Arkansas

## Educational Attainment (2007 Estimates)



Source: U.S. Census Bureau, American Community Survey.

### Skills Gaps

The Labor Market Information (LMI) staff prepares short-term (2-year) industry and occupational employment projections annually, as well as long-term (10-year) employment projections biennially, following the biennial release of the national employment projections. The most current available short-term projections cover the period 2008-2010, and the most current long-term projections cover the period 2006-2016. This data was used in conjunction with the newly developed Skills-Based Employment Projections application from the Projections Managing Partnership to identify the following three areas where gaps are and will continue to be present.

Skill Categories: learned sets of facts and standards required by many work situations

- Reading Comprehension
- Active Listening
- Critical Thinking
- Speaking
- Active Learning
- Coordination
- Monitoring
- Writing
- Time Management
- Social Perceptiveness

Knowledge Areas: learned capabilities that allow workers to master and perform the specific activities of their jobs

- Customer and Personal Service
- English Language
- Psychology
- Education and Training
- Mathematics
- Clerical
- Computers and Electronics
- Administration and Management
- Sales and Marketing
- Medicine and Dentistry

Generalized Work Activities: types of tasks common to many jobs.

- Establishing and maintaining interpersonal relationships
- Organizing, planning and prioritizing work.
- Updating and using job-relevant knowledge
- Communicating with supervisors, peers or subordinates
- Making decisions and solving problems
- Identifying objects, actions, and events
- Getting information needed to do the job
- Monitoring processes, materials or surroundings
- Processing information
- Working directly with the public

## **State Vision and Priorities**

**Question I.C. What is the Governor’s vision for ensuring a continuum of education and training opportunities that support a skilled workforce? (§112(a) and (b)(4).)**

The state of Arkansas will introduce or enhance the following actions:

- Increase the number of customers served and the number of these customers who receive training.
- Assist workers who are facing unprecedented challenges to retool their skills and re-establish themselves in viable career paths.
- Accelerate transformational efforts and demonstrate the ability to innovate and implement effective One- Stop service delivery strategies.
- Match labor market and business needs to education and training to advance careers and upgrade employee contributions to the workplace.
- Help disconnected youth to reconnect through multiple pathways to education and training that enable them to enter and advance in the workforce.
- Align adult education, job training, postsecondary education, apprenticeships, career advancement activities, and supportive services with economic and community development strategies to meet the skill needs of existing and emerging regional employers and high-growth occupations.
- Partner and develop solutions in collaboration with community colleges, businesses, faith-based organizations and community groups to align workforce development services with sector strategies that enable low-income, displaced and under-skilled adults and disconnected youth to acquire the knowledge and skills for success at work in key industries.

**Question I.E. What is the Governor’s vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk? (§112(b)(18)(A).)**

The Arkansas Youth Development Collaborative (AYDC) has a vast network of state and local partnerships that work to connect youth to education and workforce opportunities. Through these

networks and partnerships AYDC specifically targets disconnected youth to reconnect them through multiple pathways to enter and advance in the workforce. Through the AYDC partnerships, disconnected youth have several reconnection pathway options. The pathway options include but are not limited to:

- Targeted industry sector work experience.
- Apprenticeships.
- Work experience in their chosen fields.

The Shared Youth Vision calls upon all levels of the youth service system to work collaboratively in designing and coordinating programs focused on serving the Youth of Promise by:

- Conducting a local analysis to gather data of the neediest youth, identifying gaps in existing services and infrastructures target services
- Develop local strategic plans and coordinate initiatives
- Build stronger partnership in local communities in the development and implementation of collaborative vision activities.

**Question II. Identify the Governor’s key workforce investment system priorities for the state’s workforce investment system and how each will lead to actualizing the Governor’s vision for workforce and economic development. (§111(d) and §112(a).)**

The Governor’s mission for the workforce is to promote maximum coordination and efficiency among education, employment and economic development services in order to positively position Arkansas in the global economy. Stakeholders will strive toward maximum effectiveness and will remain accountable to all Arkansans. The ultimate accountability measure is whether growth in per capita income is realized for the people of Arkansas.

Specifically, the Governor will ensure that all Arkansans have every opportunity to be educated and trained for the highest possible level of lifelong, knowledge-based employment and will brand workforce development broadly to include preparation for all 21st century jobs.

The following **priorities** complement national strategic directions, the governor’s mission and vision, and emerging workforce investment and development issues:

1. **High Growth/Career Pathways Initiative:** Develop educational pathways to high wage/high demand occupations;
2. **Youth Vision Collaborative:** Create technological equity in the learning experiences and career opportunities for every youth in the State;
3. **STEM Education Coordination:** Create and coordinate a seamless educational pipeline from elementary grades to the highest competency levels in science, technology, engineering, and mathematics;
4. **English Proficiency Initiative:** Remove barriers to successful workforce entry and career advancement for persons with limited English proficiency;
5. **Mature Worker Initiative:** Promote the value of mature workers to the State’s labor force;

6. **Arkansas Disabilities Initiative:** Facilitate occupational and professional mobility for persons with disabilities to successfully compete in the State's labor market;
7. **Nursing:** Increase the number of trained medical professionals;
8. **Aviation:** Promote the aerospace industry in Arkansas, increase the growing workforce needs, and ultimately create an Aerospace Coalition;
9. **New and Emerging Industry:** Emphasize education in STEM disciplines to support an increasing number of new and emerging entrepreneurial companies requiring a workforce with innovative skill sets; and
10. **Save the Children:** To provide quality in school, after school, and summer literacy programming to poor children living in rural areas.

## Overarching State Strategies

**Question V.B. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market? (§112(b)(4)(D) and 112(a).)**

In order for Arkansas to continually compete in a global economy, talent development leading to a well-trained workforce that possesses industry specific skills is critical. Developing that workforce is a top priority, and the Governor continues to identify strategies to focus on improving the workforce development system. Recognizing that a skilled workforce is the key to economic success of every business, the Governor is committed to maximizing and leveraging a broad array of federal and state resources to fund education and training in high priority, high-demand occupations and industries. The goal is to fund those programs that result in the greatest economic benefit for Arkansas residents and businesses

One of the first steps to accomplish this goal was to coordinate the myriad of state level workforce development agencies that oversee workforce programs into the Governor's Workforce Cabinet. The Cabinet is charged to develop a more integrated, comprehensive workforce system, ensuring more efficient use of state and federal dollars. The state has developed contracts with institutions of higher education and other training providers by utilizing the flexibility offered by the federal government in allowing contracts without lengthy procurement processes. This has accelerated the ability of our workforce system to provide training in high demand occupations and has started a substantial increase in the numbers of customers served and proportion of those receiving training.

The overarching priority for the entire workforce investment system is to meet the demands of business by providing adults and youth necessary educational, occupational, and other skills training needed for high quality occupations. Arkansas will support efforts to ensure that the state's youth are prepared for careers of tomorrow. To accomplish this broad goal, the state is aligning programs that serve youth and under-skilled adults, and the education system with the needs of the workplace in an effort to ensure all youth have an opportunity for developing and achieving career goals through education and workforce training. The state has aligned a broad spectrum of high quality programs and activities to create a strong, integrated system for education, workforce and economic development.

## Service Delivery Strategies, Support for Training

**Question IX.G. Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration or meet other key state goals. (§112(b)(17)(A).)**

Arkansas has taken practical steps to leverage federal money from a variety of resources to accomplish this goal. Arkansas' economic development strategy has created a vision of what a 21<sup>st</sup> century career system should look like by building a network of industry-linked partnerships that combines the workplace and the classroom. This innovative system linking awards such as the WIRED grant, Carl Perkins, WIA, Wagner Peyser, ACT, the Arkansas Career Readiness Certificate (CRC), and a multitude of reforms seek to rebuild education and training systems and create career pathways and ladders within and across companies with strategies. We are expanding existing training programs such as registered apprenticeship, to prepare workers for careers in renewable energy sectors and other green jobs.

The state will enhance existing programs and add new programs to build our capacity to deliver more targeted services. Also, the state plans to increase the number of adults and dislocated workers placed in employment and/or placed in training programs. To accomplish these goals, the state will pursue options including but not limited to:

- Implement training programs in collaboration with business partners to close the gap between existing skills and skills required by employers. The sequence of the training will vary based on the needs of the jobseeker and the business. The components of the program may include: *Assessment -> Work Readiness -> Credentials -> Pre-Apprenticeship -> Apprenticeship -> Regular Employment*
- Hire ARRA career specialists to increase number of customers served and to increase connections of jobseekers to jobs
- Align training strategies with the business needs survey, Economic Development strategies, and regional economies. This approach will help our customers in acquiring the skills needed in high growth jobs in Arkansas
- Expand universal access points to services through several partnerships
- Offer the Key Train Assessment system and CRC program for jobseekers to assess their current abilities and interests; to provide job seekers an objective assessment of their job specific skills; to determine training needs; and to provide a pre-assessment tool for businesses to fill job openings with qualified workers
- Offer workshops to our jobseekers to assist customers in uncovering their own dependable strengths and articulating their strengths and skills to potential employers
- Expand support services for individuals in occupational training to assist with basic needs, e.g., transportation, to make it possible for trainees to successfully complete training
- Increase the number of opportunities for industry certifications and credentials using the RFP process to hire local colleges/training vendors to develop curriculum for targeted industries

## Section II. Service Delivery

### State Governance and Collaboration

**Question III.A.2. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority. (§112(b)(8)(A).)**

The Governor's Workforce Cabinet is a major step toward state agency collaboration. Shared decision making at the highest levels of state government can ensure a consistent message in service approaches to our citizens where cost-effective integration of services and application of best practices are the primary modes of action, but where knowledgeable and productive citizenship is the ultimate goal.

The Arkansas Workforce Investment Board (AWIB) is comprised of diverse leadership from business and industry, to education, workforce, and economic development. It brings Arkansas' key business leaders together to increase awareness of challenges facing business and the workforce system. The expansion of the States Board's membership to include more diversified business and industry interest, including representation from trade associations and apprenticeship entities, small business leaders and entrepreneurs, pioneers in emerging technological occupations, and economic development visionaries, will only put the state at the forefront of any workforce investment system. Collaboration also occurs between board members in committees designed to address the Governor's priorities. These small groups of individuals collaborate and advise the Governor on strategic planning and oversight of workforce investment systems.

Local Workforce Investment Boards (WIB) and the AWIB have taken action to encourage new employer-employee paradigms that will enable all Arkansans to train and compete for high-skill jobs. Such actions include local workforce administrators and their WIBs working with local economic developers to conduct retention and growth studies for their areas. Also, creation of taskforces in local communities to explore job growth prospects and target untapped high growth industry sectors in the state. Preparing our workforce for new and increasing job opportunities in high growth and high demand, economically vital industry is important for collaboration between the public workforce system, employers, education and training providers, and economic development professionals. The state continues to work with Local Boards and other state agencies to encourage development of partnerships and coordination of services in each of the local workforce investment areas.

Stimulus allotments have been set for Arkansas to supplement previous allotments for WIA Title I Adult, Dislocated Worker and Youth Activities Programs. The purpose of the funding is to provide the public workforce investment system with means to begin a vast array of employment and training programs that help Americans acquire new skills that will get them back to work.

**Question III.C.1. Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate any existing state-level barriers to coordination? (§§111(d)(2) and 112(b)(8)(A).)**

A significant key to implementing the Arkansas Workforce Center system is the “no wrong door” approach to providing services that encompass the principles of universal access, integration, and collaboration and performance building blocks to the systems. With the “no wrong door” philosophy, any Arkansas Workforce Center partner can provide assistance with employment and training or services in support of the customer’s job search or skill development. This system enables the customer to access the best mix of services from the combined menu of all partners’ resources and gain immediate access to the appropriate next steps.

Case managers for the Department of Workforce Services are located in Workforce Centers to ensure that an individual can apply for services without having to go to multiple service locations. State legislation transferred responsibility for TANF case management activities to the Department of Workforce Services, the administrative entity for the Department of Labor funds granted to Arkansas by the Workforce Investment Act. This change increases the number of staff members available in the local Workforce Centers and the services offered to those who enter the workforce system.

The local workforce investment board is the agent charged with substantiating, implementing, and monitoring all core standards. These standards are based on the business plan model for continuous improvement. The state has encouraged local workforce investment boards to develop performance levels for measuring success of service providers collaborating in the workforce centers. Performance requirements for the center operator are determined at the local level, to customize services according to local demands. The AWIB has assigned each staff member functions designed to support the development and growth of the local workforce investment systems. The staff acts as liaisons to all ten local workforce boards by attending local board meetings, providing technical assistance, providing briefings on national and states issues, and assisting in the coordination of statewide trainings responsive to identified needs. Local boards are encouraged to initiate capacity building activities by hosting strategic planning sessions to formalize policy, discuss economic and industry trends, review prior program performance and recommend measures to improve future program performance.

## **Reemployment Services and Wagner-Peyser Act Services**

**Question IX.C.4.b. Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act. (§112(b)(17)(A)(iv).)**

Unemployment Insurance (UI) claimant profiling establishes a dynamic link between unemployment insurance and the reemployment services systems. As such, the development and implementation of a profiling mechanism should be thought of as the first critical step in the establishment of a customer-

focused “profiling and reemployment services system.” Profiling is intended to identify UI claimants who experience the following circumstances.

- Permanently laid off and are unlikely to return to their previous industry or occupation
- Likely to exhaust their regular UI benefits
- Need reemployment assistance in order to make a successful transition to new employment

This early provision of services is designed to shorten claimant unemployment periods and to speed up the return to productive, stable employment. In Arkansas, Reemployment Services are being redesigned to provide more intensive reemployment services on a statewide basis. Reemployment Services will be provided based on the individual need of the UI profilee to assist them in returning to work as soon as possible. Reemployment Services vary but typically include an orientation workshop that provides an overview of services available from the different state agencies; group workshops on topics such as completing job applications, resume writing, interviewing skills and local labor market information; staff-assisted or self-service use of career assessment tools and job listings; and other activities to assist claimants during their UI claim periods to find an appropriate job quickly and efficiently.

In order to facilitate the coordination with other one-stop partners, approximately 30 reemployment services coordinators will be hired and co-located with the unemployment insurance and employment services programs to work with all partners in the workforce centers in assisting the profiled individuals in returning to work. All UI claimants will be profiled immediately after their first eligible week to determine if they are likely to exhaust UI benefits. A list of those that are determined to be likely to exhaust their benefits will be forwarded to the Reemployment Services Coordinator to initiate reemployment services to those individuals.

The following services will be made available through Arkansas’ Reemployment Services program.

- In-person staff assisted services
- Career guidance and group and individual counseling, including provision of materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions
- Provision of labor market, occupational, and skills transferability information that clarifies claimants’ reemployment opportunities and skills used in related or other industries
- Referral to job banks, job portals, and job openings
- Referral to employers and registered apprenticeship sponsors
- Referral to training through other one-stop partners such as the Workforce Investment Act
- Assessment, including interviews, testing, individual and group counseling, or employability planning
- Referral to training by WIA-funded or third party service providers
- Job Search Workshops teaching such subjects as how to get your own job, appropriate dress, resume preparation, completing a job application, interview skills, etc. to make the individual more marketable to local employers.

**Question IX.C.1.b. Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)**

As one of nine states who form the America's JobLink Alliance (AJL) consortium, all processes are developed by consensus with our Kansas host responsible for implementing the management information system programming. AJL has inherent in the labor exchange program the capability to service each of the three categories mentioned above. Job orders are visible to the public based on the employer preference.

All Recovery Act job postings will be identified with a distinct icon. The State has instructed all local workforce investment areas to post all jobs created by Recovery Act funds, including jobs created by subcontractors, in the state's labor exchange system, Arkansas Job Link. Additionally, the Department of Workforce Services is working with the State Recovery Office and the State Department of Information Systems to have all jobs created with Recovery Act funds by other state agencies to be posted to the Recovery Office website.

A registered job seeker can apply for a position from any available computer [home, library, friend's house, etc.,] that has internet service. These electronic applications are reviewed daily by a designated staff member in each field office. The referral is reviewed to see if the employer's initial screening requirements are suitably matched with the job seeker's qualifications. Every effort is made to forward the most qualified applicant to the employer for a subsequent interview. Note that in the above example, a self-service job seeker at home received a staff-assisted service without coming into the workforce center. We also have the capability to push jobs to applicants via computer-generated email once their preferences have been identified. However, our biggest cohort comes from applicants who receive personal staff assistance in the local workforce centers.

The public use computers in all of our resource centers within the workforce center are used by a combination of self-service and staff-assisted job seekers. Generally, they are used to research available jobs or to learn about specific labor market information in a locale. A resource center monitor is present to provide initial help or prompts to those new to the self-service concept.

## **Adult and Dislocated Worker Services**

**Question IX.C.1.a. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in §134(d)(2).**

Core services that are applicable to program partners are made available at Arkansas Workforce Centers. One-Stop partners are required to provide all of the core services attributable to that program and are outlined in the Memorandum of Understanding (MOU) between all partners located in the workforce center. Customers may also access many core services via the internet, from a remote location or within the resource room (unemployment insurance, labor market information, eligible training provider list, labor exchange, self-assessments, career exploration, etc.). Arkansas Job Link (AJL), the case management

information system for WIA and Trade Adjustment Assistance, and the state's labor exchange system, is used by customers to access core services.

The Department of Workforce Services, administrator of the Temporary Assistance for Needy Families (TANF) program in the state, has co-located the federal public assistance program case managers in the workforce centers throughout Arkansas to assure that core services are provided to these low-income parents.

Additionally, Arkansas utilizes SHARE Access Points, expanding usage of non-traditional sites, such as faith-based organizations, in offering core services. Arkansas has approximately ten SHARE Access Points across the state. These access points will provide outreach to targeted communities who may lack computer skills as well as those who would not be comfortable or likely to visit a traditional Arkansas Workforce Center. People can go into their own neighborhoods to look for jobs, assisted by trained individuals who connect them to the One-Stop system via computers and direct referrals for services such as online job searches and preparing resumes.

**Question IX.C.1.c. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services. (§112(b)(17)(a)(i).)**

Memorandums of Understanding (MOU) and Resource Sharing Agreements (RSA) are utilized by the One-Stop System to identify costs and service delivery strategies. The MOUs and RSAs establish the terms and conditions under which Wagner-Peyser and WIA resources are integrated to deliver services within the system. Total partnership contributions, based on an allocated or fair share approach, support the delivery of core services to both universal and targeted customer populations.

**Question IX.C.3.a. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources. (§112(b)(17)(a)(i).)**

The Governor's vision for increasing training access and opportunities for individuals requires the State Board and local boards to seek ways to conscientiously and efficiently direct limited resources to projects that produce the most effective results. Specifically, the Governor and the State Board plan to continue directing 15% Discretionary funding towards training initiatives in Arkansas' identified high growth occupations.

Additionally, the State Board has established committees, based upon the Governor's Priorities, which will continue to work towards advancing workers with barriers to employment by collaborating and/or contracting with institutions of higher education and other training providers to develop and implement novel approaches to integrating challenged workers into Arkansas' workforce. Funding made available through the Recovery Act will be used to augment these approaches by both enhancing the current level of service and increasing the state's capacity to recruit and train a greater number of interested individuals.

While the State Board will collaborate with other state agencies to facilitate an environment conducive to increasing training opportunities and developing creative partnerships, local boards and One-Stop centers will maintain their frontline positions, serving as key players in increasing training access and opportunities. Local boards and One-Stop centers are better positioned to partner with industry and employer associations, employers, and training entities to best identify current and future employer or industry skill needs in the Governor's priority areas. Using the knowledge gained from these partnerships, local boards and One-Stops can quickly (and comprehensively) navigate individuals through the various sources of training and support services available through the Arkansas workforce system.

**Question IX.A.5. What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone? (§§112(b)(2) and 111(d)(2).)**

Arkansas continues efforts to enhance service to individuals and business customers through improved service delivery and increased uniformity in service methods. The Arkansas Workforce Center Certification Criteria Guide brings all the tools approved by the Arkansas Workforce Investment Board into a single reference for Local Workforce Investment Board members involved in certifying or recertifying Arkansas Workforce Centers. The intent of the standards is to ensure high quality, consistent services to individuals and business customers across the state while also respecting local needs.

Arkansas has adopted a statewide WorkKeys® Assessment System for the identification and development of basic workplace skills. There are over 11,000 individuals with Career Readiness Certificates (CRC) in the Arkansas workforce. Efforts continue to increase the number of businesses using CRCs in the state through local workforce investment areas.

Arkansas was recently awarded \$346,080 through a Cooperative agreement with the U.S. Department of Labor, Employment and Training Administration and the Social Security Administration to increase employment and self-sufficiency for individuals with disabilities by enhancing the linkage between employers and state workforce investment boards through Arkansas Workforce Centers. The state is in the process of hiring five full-time Disability Program Navigators who will ensure that One-Stop Career Center staff possess and demonstrate comprehensive knowledge and skills to assist individuals with disabilities to "navigate" through available programs and services. Navigators will also improve coordination across federal, state, and local programs that impact the employability and career advancement of job seekers with disabilities.

The State expects local areas to pay particular attention to targeted populations that are most in need in the development of implementation strategies for Recovery Act funds. Local workforce development strategies should include robust approaches to helping these workers access training and employment services that advance them along career pathways in high-growth industries. Local areas should make certain that supportive services and needs-related payments are available through Recovery Act funds to support the employment and training needs of these priority populations.

The State expects that local areas will list all jobs generated through the Recovery Act in the Arkansas JobLink (AJL) system. This will enable all job seekers to view and, if appropriate, pursue newly created jobs, as well as assist job placement coordinators in identifying reemployment opportunities for job seekers. As modifications are made to AJL to accommodate Recovery Act data collection, we anticipate having the ability to identify those jobs that have been created with Recovery Act funding.

The State expects local areas to develop plans and strategies that target the use of WIA funds on the services that most efficiently and effectively assist workers impacted by the current economy to obtain employment, with priority given to recipients of public assistance and other low-income individuals as described in WIA section 134(d)(4)(E). These strategies should include assisting jobseekers to adapt their skills and career goals to the rapidly changing economy and employment options. Local areas should make every effort to assess the skills, abilities, and career goals of jobseekers and to help them map their skills against current and anticipated jobs.

The State expects local areas to align their use of WIA funds with other federal and state resources, such as Adult Basic Education and Pell grants, and other funding streams provided through the Recovery Act to ensure the most efficient and effective use of all funding. In particular, local areas should integrate their implementation of services with Reemployment Services and UI programs so that individuals have easy access to all programs, regardless of their point of entry into the system. Local areas should also coordinate with the Career Pathways Initiative and Temporary Assistance for Needy Families (TANF) program in serving recipients of public assistance and other low-income individuals.

The State expects local areas to leverage new and existing national, state and local registered apprenticeship programs and assets as a key resource in their talent development and reemployment strategies. Significant Recovery Act investments are targeted to key industries such as construction, health care, transportation, and other industries with emerging green jobs that traditionally utilize or are expected to draw heavily upon registered apprenticeship. Linking talent development and reemployment strategies to these Recovery Act investments, particularly those focused on generating new “green” jobs, is critical to providing employment opportunities that can provide a pathway to the middle class and allow individuals to earn while they learn.

The State expects local areas to align their WIA formula activities with state and regional economic recovery plans as they are developed, particularly those connected with the Recovery Act, to ensure that training and employment services support anticipated industry growth, and corresponding expected employment opportunities and required skill competencies. Local areas are encouraged to develop comprehensive regional partnerships to facilitate this alignment. Local boards are encouraged to partner with each other regionally and across political jurisdictions as necessary.

## Youth Services

**Question IX.E.1. Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need. (§112(b)(18).)**

The State of Arkansas will utilize ARRA funding to support the Arkansas Youth Development Collaborative (AYDC), which evolved out of the State's desire to respond to the Federal Shared Youth Vision. The Arkansas Workforce Investment Board has elected this effort as the primary initiative to address and seek solutions to the many service challenges to prepare the State's neediest youth, who have been named the State's "Youth of Promise" for the High Growth Industry workforce.

The AYDC Initiative seeks to accomplish the following goals:

- a. To engage youth service providers, high growth industry employers, and local workforce investment boards in maintaining a strong committed team approach
- b. To ensure the appropriate integration of services for high performance outcomes
- c. To establish multiple communication mediums that will ensure proper access to needed services by youth clients and their families
- d. To advocate for better and improved systems that will be accountable for a high ratio of high growth industries and
- e. To focus on connecting youth with high quality secondary and postsecondary educational opportunities, high growth and other employment opportunities.

The AYDC collaborative model has been introduced regionally and to each of the ten Local Workforce Investment Areas (LWIA). Regional implementation has allowed an opportunity to identify the local needs of youth and as well as the needs of available industry and future industry targeted to locate in the regional. In addition, a regional survey, to identify the specific categories of the Youth of Promise, has been completed to determine the amount of technical assistance will be needed to ensure successes. Finally, each region was given the additional challenge to focus on demand driven training and programming, effective alternative education models, and improved performance through overarching service delivery.

1. The AYDC seeks solutions to help out-of-school youth, high school dropouts, runaway and homeless youth, youth in foster care, court involved youth, children of incarcerated parents, and migrant youth in support of the U.S. Department of Labor's Employment Training and Administration Division's vision for serving out-of-school and at-risk youth, as issued in July 2004. Alternative education options for Arkansas' neediest youth to meet the demands of business (especially in high-growth industries and occupations) and improved performance.
2. The State will use Recovery Act Funds to fund a combination of 2009 and 2010 programs.
3. The State will deliver summer employment through the local workforce investment boards, which have the option of operating the program or employing contractors.

4. The types of worksites that will be developed for summer employment will include a mix of public and private sector work experience, with the emphasis on 1) Developing educational pathways to high wage/high demand occupations and 2) Creating technological equity in the learning experiences and career opportunities. Example of this approach include summer work experience in “green’ industries, such as the windmill blade manufacturer, Poly Martin, which is enrolling youth in summer employment experience through its partnership with the Little Rock WIA. ARRA requires that summer employment experiences are meaningful. There are several ways to ensure the meaningfulness of the experience. One method is through resource mapping, which encourages LWIAs to develop directories of potential employers and the types of work experience they are providing for youth. Another method is a checklist, where a series of pointed questions or catalog of explicit specifications is listed and the case manger checks this catalog against what the particular employer is offering.
5. Under 20 CFR 664.460(c), the purpose of work experience for youth is to provide the youth participant with opportunities for career exploration and skill development. In light of this, work experience should be designed as a training activity and participants cannot be considered as the equivalent of regular employees. Therefore, all work experiences are, by definition, learning experiences and should be have dual classification: classroom experiences and work experience are one in the same.
6. Client services are provided on a contact basis. The State will ensure that all contacts will include provisions that address the need for contractors to provide supportive services, needs-based payments, or day-care to support out-of-school youth. In addition, the State will mandate that contractors adequately budget for these kinds of services. Finally, through the regular monitoring process, contractors will be audited to determine if supported services are being provided for designed populations.
7. The State anticipates serving 2500-3000 youth with ARRA funds

## **Veterans’ Priority of Service**

**Question IX.C.5.b. What policies and strategies does the state have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?**

Arkansas provides Priority of Service (POS) to veterans in a wide variety of ways and efforts start long before the veteran ever enters a local workforce center. POS begins at the Central Office and this commitment is mirrored in our field offices. In fact some of them are quite innovative because they make use of databases not normally accessible to the veterans programs. For instance, we have partnered with several agencies outside DWS to gain access to veterans so that we can make them aware of our services and how we can assist them, as well as other eligible persons, find employment.

The following changes have been implemented and will be reflected in the new state plan:

1. The Central Office will ensure that the Local Veterans' Employment Representative (LVER) and Disabled Veterans' Outreach Program (DVOP) staff are made aware of and have the necessary contact information for:
  - a. Veterans applying for state government employment.
  - b. Veterans applying for unemployment.
  - c. Federal Contractor job openings supplied by Vet Central.
  - d. The Director will contact each veteran with an Arkansas address listed as their home of record by letter within six months of separation to inform them of the services available through the workforce system and opportunities for employment and training.
2. The State Veteran's Technician will pre-screen all applications for LVER/DVOP field positions to ensure only veterans or other eligible persons are provided to the hiring official.
3. An out-stationed DVOP is now located at the Central Arkansas Veterans' Health Care Facility at Fort Roots to service exclusively vocational rehabilitation and employment service needs and walk-in job seekers.
4. The existing state policy covering Priority of Service to Veterans will be revised to encompass the most recent guidance received on this subject.
  - a. The state's contractor for the management information system (MIS) is currently modifying and will soon field an update that will allow and make visible the ability to track "covered entrants" from initial contact through outcomes.
  - b. Senior staff, to include Area Operations Chiefs and Office Managers will be briefed on veterans' issues resulting from management analysis at each bi-monthly meeting to ensure that veterans and the inherent POC criteria are complied with.
5. An updated Part VI "Services to Veterans and Other Eligible Persons" Operations Manual will be fielded by the end of August 2009 to include language from the new rule.
6. The Wagner-Peyser, Veterans and WIA field staff performing labor exchange activities will be periodically monitored to ensure that:
  - a. Veterans are being given POS in the expenditure of WIA training dollars
  - b. Both the self-service job referral and resume search queues are being modified to flag veterans and identify their enrollment dates to ensure POS is being provided.
  - c. Job Orders are being placed in "Vet Hold" status when appropriate and that they are released by a designated official.
  - d. The effectiveness of job referrals [common measures] is at least as competitive as the rate for Wagner-Peyser.

Additionally, DWS has partnered with the Office of Personnel Management who maintains responsibility for the state government job bank. They have allowed us to gain visibility of all veterans applying for state jobs. We get a bi-monthly feed from of approximately 750 veterans with their complete contact information. These are in turn pushed to our field veteran's staff for follow-up.

In March 2009, the Arkansas Workforce Investment Board amended the state certification criteria for workforce centers to mandate POS to veterans. This policy is now incumbent on all ten areas within the state and subject to validation.

Our LVER and DVOP staff has also developed 'Vet Packets' which contain information designed to serve as an aid to the non-veteran staff. This enables them to inform veteran clients of the services and benefits available to veterans from federal, state, or local agencies that offer services specifically to veterans. These packets contain localized information (name and location of the County Veteran Service Officer) tailored to each specific location.

Within our state MIS system, we have enabled an internal messaging system that requires all staff members upon logging into the system to acknowledge the requirement to provide priority of service to veterans. This is a notice that must be acknowledged in order to log into the system. This action is intended to remind all staff of their obligation to provide POS on a regular basis. Additionally, our MIS has a hot link labeled "Veterans Priority Statement" which is prominently positioned on our log in screen. This link reiterates in some detail what the previous reminder states. Our state MIS system also automatically notifies covered persons of new jobs listed matching the occupations they are seeking via e-mail twenty four hours before sending similar messages to non-covered persons. Also when executing a resume search or working the daily self service queue, veteran clients are identified by a tag or flag icon to clearly draw attention to their records. For staff members when working either listing they are also mandated to sort the applicants by veteran status, and to work the veterans (and other covered persons) prior to working non-veterans.

The state is in the process of rewriting its policies regarding services to veterans. As part of this guidance specific requirements have been included that any staff member serving veterans will ensure that the client is not only fully enrolled with current demographic information, but they are also required to ensure that the veteran client has an electronic resume on file within our MIS for ease of referral to employers, and to provide the client better visibility by employers using the "Self Service" module of our system. Since the final rule was published during the process of updating regulations, language was included in the new policy that mirrors the rules with regard to mandating that all partners will ensure that covered persons are made aware of the full array of services and programs available through the system as well as the individual program requirements for those programs, if any.

## **Service Delivery to Targeted Populations**

**Question IX.C.4.a. Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities). (§112(b)(17)(A)(iv).)**

The State is committed to ensuring that the programs, services, and facilities of each One-Stop delivery system are accessible to all of Arkansas' workers, including individuals with disabilities.

Arkansas remains committed to the seamless delivery of workforce development services, accessible to and appropriate for all customers, while maintaining the financial integrity of each Partner's program(s). Customers have access to a variety of services intended to address their needs, including:

- a listing of local service providers and how those services may be accessed;
- information on the UI filing and claims update processes;

- current job openings;
- employment statistics;
- career guidance and occupational information;
- assessment;
- information on education, employment and training services available;
- initial eligibility information on programs available in the community for which they may qualify; and
- assistance with job search, including resume writing, interviewing, seeking nontraditional employment positions, using labor market information.

Customers with disabilities will receive the full range of One-Stop services, including registration, referral to appropriate job openings, supportive services, and other core services. In each One-Stop center, efforts have been made to assure that the buildings are physically accessible to individuals with disabilities. Assistive technology is in place and has been purchased with WIA funds and other partner programs funding. Resources will be leveraged using Wagner-Peyser funding as well as other funding sources to update assistive technology and ensure accessibility for all customers with disabilities. Training on this equipment will be coordinated by the State Lead Disability Navigator to ensure that staff will have the tools needed to assist customers with their appropriate employment and training activities. The Department of Workforce Services recently entered into a Memorandum of Agreement (MOA) with the Division of Services for the Blind to provide “kiosks” for individuals who are visually impaired to obtain services in the resource room.

Wagner-Peyser funds will be used to supplement existing programs as well as support the Disability Navigator Program initiative throughout all One-Stops in the state. Further outreach activities are planned to encourage customers with disabilities to utilize the services available through their One-Stop as well as services available in their communities. All individuals entering a One-Stop location will have access to core services. These services will be delivered to all customers and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients, and individuals with multiple barriers to employment.

The State expects local areas to pay particular attention to targeted populations that are most in need in the development of implementation strategies for Recovery Act funds. Local workforce development strategies should include robust approaches to helping these workers access training and employment services that advance them along career pathways in high-growth industries. Local areas should make certain that supportive services and needs-related payments are available through Recovery Act funds to support the employment and training needs of these priority populations.

## Section III. Operations

### Transparency and Public Comment

**Instruction from Section II of State Planning Guidance Plan Development Process: Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments. (§§111(g) and 112(b)(9).)**

On June 1, 2009, a public notice was published to announce the beginning of the official 30-day public comment period, with links to the website. The state plan modification was made available for public review and comment via several websites including the State's Recovery website, the Arkansas Workforce Investment Board website, and the Department of Workforce Services website. A public hearing was held on June 9, 2009 for interested persons to address the plan modification. Comments and suggestions received during this period were incorporated, as appropriate.

### Increasing Services for Universal Access

**Question VI.C. What state policies are in place to promote universal access and consistency of service statewide? (§112(b)(2).)**

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

The State was proactive in providing additional Wagner-Peyser staff as early as January 2009. The State added 28.80 full time equivalent (FTE) staff to facilitate the provision of assessments and services.

Wagner-Peyser Recovery Act funds are being used to increase the workforce system capacity and service levels to assist customers who are unemployed, underemployed, and dislocated workers to find new jobs in order to maintain their current sufficiency level. Additional staff is being hired throughout the state using Wagner-Peyser funding to increase our capacity to assist employers in meeting staffing needs as well as enhancing efforts in providing job ready applicants to employers. For those customers not job ready, staff will assist them in potential education/career skill development pathways to improve their labor market prospects and long-term career success.

### Local Planning Process

**Question VIII.D. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process.**

Section 118 of the Workforce Investment Act requires each local Workforce Investment Board to develop and submit a comprehensive local plan in partnership with the appropriate Chief Elected Officials. Pursuant to federal directives, local areas must have developed and be ready to implement their

approved strategic plans in order to continue their eligibility for WIA funds for administering the One Stop system and delivery of services to its customers.

Pursuant to the US Department of Labor guidance provided in Training and Employment Guidance Letter 07-08 issued December 11, 2008, the State requested a one-year extension of the current State Workforce Investment Plan and selected existing waivers through June 30, 2010. Additionally, the State will continue for Program Year 2009, use of the state and local performance goals negotiated for Program Year 2008. The State provided local workforce areas with the opportunity to extend the life of their existing plans through Program Year 2009, the final year of the current five-year planning cycle. Local plan extension requests have been received, and accepted, from all local workforce investment areas.

In accordance with TEGL 14-08 the State will submit a modification to the extended State Plan to incorporate plans to implement the requirements of the American Recovery and Reinvestment Act of 2009. Likewise, local areas must submit modifications to their extended plans detailing local plans for expending the Recovery Act funds. Local areas were provided questions to address in the appropriate local plan sections that mirror state-level questions outlined in the TEGL 14-08.

The WIA regulations at 20 CFR 661.230(d) provide that modifications to the plans are subject to the same public review and comment requirements that apply to the development of the original plan.

Local areas have been directed to submit their modifications in compliance with the attached State Local Plan Modification Policy following the public comment and review period.

## **Procurement**

**Question VIII.F.5. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).)**

The State issued Recovery Act guidance to the ten local workforce investment areas that included direction on procuring providers of youth services. The state encouraged local areas to explore expedited or emergency procurement processes that may be available under current state and local law, provided that these processes comply with OMB requirements codified in 29 CFR Parts 95.40-95.48 and 97.36. The State requested a waiver of requirements of Section 123 of the Workforce Investment Act (WIA) relating to procurement requirements for youth services that would allow Arkansas' local areas to expand on existing competitively procured contracts. This waiver will allow for expansion of existing competitively procured contracts up to one hundred (100) percent and facilitate timely implementation of the Recovery Act provisions. Approval of the requested waiver will not result in any unfair procurement practices and will not waive necessary compliance with applicable state and local procurement laws and policies and will have applicability only to the ARRA funding.

According to the Arkansas Department of Finance and Administration's Office of State Procurement, if the State's waiver request is approved local areas may amend/expand existing competitively bid contracts. The amendment/expansion is subject to the local area's normal approval process and the local areas may not amend expired contracts. To increase the availability of training to workforce system customers, the State issued guidance to the local workforce investment areas encouraging local areas to award

contracts to institutions of higher education, such as community colleges, or other eligible training providers, if the board determines it would facilitate the training of multiple individuals in high-demand occupations and if the contracts do not limit customer choice.

This provision is in addition to the current methods for providing training and is intended to help increase education and training enrollments and capacity in a time when many states and educational institutions are experiencing budget shortfalls, by allowing local boards to pay for the full cost of training at the beginning of the course. Direct contracts with institutions of higher education and eligible training providers also allow LWIBs to quickly design training to fit the needs of the job seekers and employers.

## **Technical Assistance**

**Question VIII.G.2. Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided. (§112(b)(14).)**

On-site and desktop assessment reviews are conducted on an on-going basis to identify technical assistance needs. As a result, corrective action is taken to address areas of deficiency. During the implementation of the Recovery Act, administrators and state staff are in close communication. Through monthly financial reports, the fiscal management of each local area is analyzed by state staff. Technical assistance is provided as needed to assist local workforce investment areas (LWIA) in determining the need for fund stream transfers, awareness of expenditure rates, and other financial issues. Staff of the Employment & Training Program Operations provides other programmatic technical assistance upon request from the LWIA or when the need is otherwise determined. Individualized training sessions are developed to assist LWIAs to ensure capability in various aspects of the program, such as certification of eligibility, use of Arkansas Job Link, case management, and performance measures. As local areas are hiring new staff to serve expanded participant populations, training has been and will be provided as requested or as need is identified.

The State has planned a webinar to provide assistance to the local areas on summer youth employment opportunities. The webinar will highlight areas outlined in a state guidance issuance to include monitoring requirements, adding Recovery Act youth to the State management information system, Arkansas Job Link, and emphasizing the work readiness measure.

The State intends to use Recovery Act funds to hire additional staff that will provide technical assistance and training to the local areas.

## **Monitoring and Oversight**

**Question VIII.H. Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements. (§112(b)(14).)**

The State (Department of Workforce Services [DWS]) conducts, at a minimum, annual compliance reviews of programmatic, financial, procurement, one-stop (Arkansas Workforce Center) certification/delivery systems, equal opportunity, and ADA requirements. Corrective actions, including training and technical assistance are required and provided as a result of any findings, problems, or concerns in the delivery of and regarding operations and/or services.

Monitoring procedures and a monitoring instrument are used to perform the annual reviews. These documents are being revised to accommodate and include the monitoring/oversight and evaluation requirements of all federally funded programs, including the American Recovery and Reinvestment Act, under the direction of DWS and the Arkansas Workforce Investment Board (AWIB).

These documents (the monitoring procedures and the monitoring instrument) are developed in accordance with the requirements of the Workforce Investment Act, the Federal Regulations, Office of Management and Budget Circulars, U. S. Department of Labor (DOL) guidance, other DOL issued Technical and Assistance Guides, as well as State and AWIB requirements.

The State also requires the Local Workforce Investment Area grant recipient, subrecipients and operators to implement an internal (local) monitoring, evaluation, and corrective action system.

## **Accountability and Performance**

**Question X.C.1. Describe the state's performance accountability system, including any state-system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. (§§112(b)(3) and 136(b)(3).)**

Arkansas and its ten local workforce investment boards currently operate under the fifteen core performance measures and the two customer satisfaction measures found at WIA Section 136(b). Arkansas submitted the necessary request to extend PY 2008 goals for an additional year in our state plan extension request letter. The State has not developed any additional state-system measures.

The State of Arkansas has submitted a waiver request to permit implementing and reporting the common measures versus current measures. This accountability system will simplify and streamline performance measurement and be more understandable, and thereby more meaningful to all interested parties. While the State has not incorporated additional state-system measures, both program and fiscal implementation are reviewed on a regular basis.

The State met with representatives of the ten local workforce investment areas to review a draft of local guidance based on the guidance provided to the states in TEGL 14-08. At that time, the State's expectations relative to the priorities promulgated by TEGL 14-08 were made known to the ten areas. The State will measure whether it has achieved its goals based on levels of enrollment, participation in training and summer employment opportunities, and the resulting outcomes.

Age-appropriate goals and strategies will be established for each youth participating in a local summer employment opportunities program and measurable increases in work readiness skills will reflect the effectiveness of those programs. While the State stresses that, in determining pre- and post-work readiness skills; the same instrument must be used, the State has not set policy on the use of any specific assessment instrument.

## Appendix I

### Total Nonfarm Payroll Jobs: Arkansas--As of March 2009

Industry	Number of Employed	Percent of Jobs
Total Nonfarm	1,179,000	100.0
Natural Resources and Mining	11,200	0.9
Construction	53,900	4.6
Manufacturing	168,000	14.2
Trade, Transportation and Utilities	236,200	20.0
Wholesale Trade	46,700	4.0
Retail Trade	129,700	11.0
Transportation, Warehouse, and Utilities	59,800	5.1
Information	17,300	1.5
Financial Activities	49,400	4.2
Professional and Business Services	113,700	9.6
Leisure and Hospitality	101,100	8.6
Other Services	44,800	3.8
Government	221,100	18.8

Source: Department of Workforce Services.

## Appendix II

### Industry Breakdown by Gross State Product (GSP)--Millions of Current Dollars, 2007

		Percent
INDUSTRY	2007	2007
All Industries	95,371	100.0
Agriculture, forestry, fishing, and hunting	3,838	4.0
Mining	1,406	1.5
Transportation/Warehousing and Utilities	6,833	7.2
Construction	3,571	3.7
Manufacturing	16,942	17.8
Wholesale & Retail	13,224	13.9
Information	3,892	4.1
Finance/Insurance and Real Estate/Rental/Leasing	12,317	12.9
Professional and technical services	3,650	3.8
Management of companies and enterprises	2,220	2.3
Administrative and waste services	1,999	2.1
Educational services	417	0.4
Health care and social assistance	7,299	7.7
Arts, entertainment, and recreation	445	0.5
Accommodation and food services	2,251	2.4
Government	12,863	13.5

Source: Bureau of Economic Analysis.

## Appendix III

### Arkansas Civilian Labor Force - As of March 2009 Annual, 2003-2008

	2003	2004	2005	2006	2007	2008
Labor Force	1,269,800	1,294,300	1,335,600	1,354,200	1,361,200	1,370,200
Employment	1,195,900	1,221,600	1,267,700	1,284,200	1,292,000	1,300,500
Unemployment	73,900	72,700	67,900	70,000	69,200	69,700
Unemployment Rate	5.8	5.6	5.1	5.2	5.1	5.1

Source: Department of Workforce Services.

### Every Other Month, May 2008-March 2009

	May 2008	July 2008	Sep 2008	Nov 2008	Jan 2009	Mar 2009
Labor Force	1,378,300	1,392,700	1,376,300	1,366,000	1,347,300	1,354,500
Employment	1,313,200	1,318,400	1,310,200	1,295,100	1,248,800	1,263,500
Unemployment	65,100	74,300	66,100	70,900	98,500	91,000
Unemployment Rate	4.7	5.3	4.8	5.2	7.3	6.7

Source: Department of Workforce Services.

## Appendix IV

### Short-Term Employment Estimates (2008-2010) for Arkansas

#### Top 50 Growth Occupations

SOC Title	2010 Projected Employment	Net Growth	Annual Growth Rate
Total, All Occupations	1,364,398	21,004	0.77%
Shoe Machine Operators and Tenders	441	94	12.73%
Shoe and Leather Workers and Repairers	547	97	10.25%
Service Unit Operators, Oil, Gas, and Mining	676	107	9.00%
Wellhead Pumpers	227	35	8.73%
Derrick Operators, Oil and Gas	895	135	8.52%
Rotary Drill Operators, Oil and Gas	1,221	184	8.51%
Roustabouts, Oil and Gas	240	36	8.47%
Materials Scientists	30	4	7.42%
Chemical Equipment Operators and Tenders	300	39	7.21%
Avionics Technicians	408	50	6.76%
Court Reporters	68	8	6.46%
Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	1,211	135	6.09%
Mining and Geological Engineers, Including Mining Safety Engineers	27	3	6.07%
Chemical Plant and System Operators	549	61	6.07%
Environmental Science and Protection Technicians, Including Health	151	16	5.76%
Earth Drillers, Except Oil and Gas	91	9	5.34%
Electrical Engineers	860	84	5.27%
Network Systems and Data Communications Analysts	2,281	215	5.07%
Telemarketers	2,793	263	5.07%
Environmental Engineers	248	23	4.99%
Chemical Engineers	145	13	4.81%
Multi-Media Artists and Animators	145	13	4.81%
Computer Software Engineers, Applications	1,840	157	4.56%
Geoscientists, Except Hydrologists and Geographers	118	10	4.53%
Audio and Video Equipment Technicians	250	21	4.48%
Pharmacy Technicians	3,669	306	4.45%
Financial Analysts	718	58	4.30%
Motion Picture Projectionists	146	11	3.99%
Forensic Science Technicians	108	8	3.92%

<b>SOC Title</b>	<b>2010 Projected Employment</b>	<b>Net Growth</b>	<b>Annual Growth Rate</b>
Computer Software Engineers, Systems Software	1,006	74	3.89%
Camera Operators, Television, Video, and Motion Picture	41	3	3.87%
Mobile Heavy Equipment Mechanics, Except Engines	1,183	86	3.85%
Pump Operators, Except Wellhead Pumpers	139	10	3.80%
Hotel, Motel, and Resort Desk Clerks	2,598	186	3.78%
Computer Systems Analysts	2,740	192	3.70%
Correctional Officers and Jailers	5,682	396	3.68%
Physical Therapist Assistants	607	41	3.56%
Film and Video Editors	45	3	3.51%
Textile Cutting Machine Setters, Operators, and Tenders	195	13	3.51%
Medical Equipment Repairers	318	21	3.47%
Pourers and Casters, Metal	106	7	3.47%
Mental Health and Substance Abuse Social Workers	912	60	3.46%
Farm and Home Management Advisors	260	17	3.44%
Physicists	31	2	3.39%
Agents and Business Managers of Artists, Performers, and Athletes	94	6	3.35%
Technical Writers	188	12	3.35%
First-Line Supervisors/Managers of Correctional Officers	142	9	3.33%
Bill and Account Collectors	3,149	198	3.30%
Customer Service Representatives	15,492	974	3.30%
Food Batchmakers	853	53	3.26%

Source: Department of Workforce Services. Ranked by Growth Rate

### Top Twenty Growing Industries

<b>NAICS Title</b>	<b>2010 Projected Employment</b>	<b>Net Growth</b>	<b>Annual Growth Rate</b>
Engine, Turbine, and Power Transmission Equipment Manufacturing	1,102	652	56.49%
Basic Chemical Manufacturing	2,667	650	14.99%
Commercial and Industrial Machinery and Equipment Rental and Leasing	1,244	260	12.44%
Footwear Manufacturing	2,074	418	11.91%
Other Food Manufacturing	2,080	401	11.30%
Management, Scientific, and Technical Consulting Services	5,301	971	10.65%
Oil and Gas Extraction	1,341	240	10.36%
Aerospace Product and Parts Manufacturing	4,923	784	9.06%
Business Support Services	7,978	1,239	8.81%

Support Activities for Mining	4,632	698	8.51%
RV (Recreational Vehicle) Parks and Recreational Camps	301	43	8.01%
Coating, Engraving, Heat Treating, and Allied Activities	734	100	7.60%
Glass and Glass Product Manufacturing	497	60	6.64%
Utility System Construction	5,388	649	6.63%
Nonferrous Metal (except Aluminum) Production and Processing	730	74	5.49%
Other Financial Investment Activities	931	92	5.34%
Petroleum and Coal Products Manufacturing	1,105	105	5.12%
Motion Picture and Video Industries	1,285	122	5.11%
Natural Gas Distribution	996	93	5.02%
Agriculture, Construction, and Mining Machinery Manufacturing	3,430	312	4.88%

Source: Department of Workforce Services. Ranked by Growth Rate

#### Top Twenty Declining Occupations

SOC Title	2010 Projected Employment	Net Growth	Annual Growth Rate
Electromechanical Equipment Assemblers	106	-33	-12.67%
Coil Winders, Tapers, and Finishers	449	-119	-11.09%
Furnace, Kiln, Oven, Drier, and Kettle Operators and Tenders	1,010	-184	-8.03%
Electrical and Electronic Equipment Assemblers	891	-130	-6.58%
Photographic Process Workers	114	-15	-5.99%
Materials Engineers	101	-13	-5.87%
Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	2,887	-338	-5.39%
Furniture Finishers	233	-26	-5.15%
Milling and Planing Machine Setters, Operators, and Tenders, Metal and Plastic	301	-33	-5.07%
Numerical Tool and Process Control Programmers	92	-9	-4.56%
Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	1,231	-114	-4.33%
Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	2,086	-190	-4.26%
Tool Grinders, Filers, and Sharpeners	278	-25	-4.21%
Lathe and Turning Machine Tool Setters, Operators, and Tenders, Metal and Plastic	727	-65	-4.19%
Cooling and Freezing Equipment Operators and Tenders	755	-65	-4.05%
Slaughterers and Meat Packers	1,592	-134	-3.96%
Machine Feeders and Offbearers	3,366	-275	-3.85%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping	1,131	-92	-3.83%
Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	309	-25	-3.82%
Cabinetmakers and Bench Carpenters	1,530	-123	-3.79%

Source: Department of Workforce Services. Ranked by Growth Rate

### Top Twenty Declining Industries

NAICS Title	2010 Projected Employment	Net Growth	Annual Growth Rate
Seafood Product Preparation and Packaging	78	-97	-33.24%
Charter Bus Industry	38	-25	-22.34%
Lime and Gypsum Product Manufacturing	257	-145	-20.04%
Boiler, Tank, and Shipping Container Manufacturing	488	-227	-17.39%
Navigational, Measuring, Electromedical, and Control Instruments Manufacturing	588	-257	-16.58%
Office Furniture (including Fixtures) Manufacturing	1,207	-414	-13.71%
Electrical Equipment Manufacturing	3,600	-1,159	-13.03%
Other General Purpose Machinery Manufacturing	2,214	-712	-13.01%
Spring and Wire Product Manufacturing	435	-139	-12.95%
Audio and Video Equipment Manufacturing	696	-218	-12.74%
Alumina and Aluminum Production	1,569	-473	-12.34%
Other Furniture Related Product Manufacturing	102	-30	-12.10%
Interurban and Rural Bus Transportation	47	-13	-11.49%
Pesticide, Fertilizer, and Other Agricultural Chemical Manufacturing	267	-68	-10.72%
Steel Product Manufacturing from Purchased Steel	1,889	-454	-10.21%
Hardware Manufacturing	214	-50	-9.97%
Electronic Shopping and Mail-Order Houses	280	-59	-9.12%
Foundries	1,019	-209	-8.91%
Nondepository Credit Intermediation	1,783	-351	-8.59%
Facilities Support Services	93	-17	-8.05%

Source: Department of Workforce Services. Ranked by Growth Rate

## Appendix V

### Long-Term Employment Estimates (2006-2016) for Arkansas

#### Top 50 Growth Occupations

SOC Title	2016 Projected Employment	Net Growth	Annual Growth Rate
Total, All Occupations	1,560,940	204,195	1.41%
Wellhead Pumpers	291	146	7.21%
Petroleum Engineers	281	136	6.84%
Service Unit Operators, Oil, Gas, and Mining	345	162	6.55%
Derrick Operators, Oil and Gas	610	285	6.50%
Rotary Drill Operators, Oil and Gas	1,386	645	6.46%
Network Systems and Data Communications Analysts	2,653	1,133	5.73%
Roustabouts, Oil and Gas	203	84	5.49%
Computer Software Engineers, Applications	2,493	943	4.87%
Computer Systems Analysts	3,245	1,081	4.13%
Aircraft Structure, Surfaces, Rigging, and Systems Assemblers	912	301	4.09%
Financial Analysts	1,131	366	3.99%
Logisticians	1,065	341	3.93%
Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	1,916	607	3.88%
Environmental Science and Protection Technicians, Including Health	362	113	3.81%
Database Administrators	1,310	383	3.52%
Mining Machine Operators, All Other	134	39	3.50%
Dredge Operators	31	9	3.49%
Forensic Science Technicians	131	38	3.49%
Cargo and Freight Agents	1,221	345	3.38%
Occupational Therapist Assistants	164	46	3.35%
Metal-Refining Furnace Operators and Tenders	200	56	3.34%
Veterinary Technologists and Technicians	142	39	3.26%
Industrial Engineers	1,654	454	3.26%
Medical Assistants	2,824	767	3.22%
Human Resources, Training, and Labor Relations Specialists, All Other	1,060	282	3.14%
Pharmacy Technicians	3,831	1,015	3.13%
Engineers, All Other	1,790	473	3.12%
Network and Computer Systems Administrators	1,973	519	3.10%
Business Operations Specialists, All Other	11,271	2,960	3.09%
Skin Care Specialists	122	32	3.09%
Physical Therapist Assistants	755	198	3.09%
Sales Representatives, Services, All Other	3,445	902	3.08%

<b>SOC Title</b>	<b>2016 Projected Employment</b>	<b>Net Growth</b>	<b>Annual Growth Rate</b>
Child Care Workers	16,947	4,392	3.05%
Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	492	127	3.03%
Paralegals and Legal Assistants	1,736	440	2.97%
Counter and Rental Clerks	4,920	1,244	2.96%
Cardiovascular Technologists and Technicians	552	139	2.94%
Mental Health and Substance Abuse Social Workers	1,181	297	2.94%
Avionics Technicians	513	129	2.94%
Court Reporters	40	10	2.92%
Instructional Coordinators	1,009	252	2.92%
Technical Writers	333	83	2.91%
Surgical Technologists	1,173	290	2.88%
Correctional Officers and Jailers	6,987	1,725	2.88%
Respiratory Therapists	1,447	357	2.87%
Dental Hygienists	1,612	397	2.87%
Home Health Aides	7,138	1,756	2.86%
Manicurists and Pedicurists	204	50	2.85%
Biochemists and Biophysicists	86	21	2.84%
Curators	82	20	2.84%

Source: Department of Workforce Services. Ranked by Growth Rate

### Top Twenty Growing Industries

<b>NAICS Title</b>	<b>2016 Projected Employment</b>	<b>Net Growth</b>	<b>Percent growth</b>
Oil and Gas Extraction	1,088	655	151.27%
Support Activities for Mining	4,510	2,075	85.22%
Support Activities for Rail Transport	740	332	81.37%
Management, Scientific, and Technical Consulting Services	5,929	2,597	77.94%
Promoters of Performing Arts, Sports, and Similar Events	872	322	58.55%
Computer Systems Design and Related Services	11,823	4,191	54.91%
Community Care Facilities for the Elderly	3,411	1,193	53.79%
Consumer Goods Rental	4,777	1,601	50.41%
Local Messengers and Local Delivery	366	122	50.00%
Specialty (except Psychiatric and Substance Abuse) Hospitals	3,010	974	47.84%
Freight Transportation Arrangement	2,262	720	46.69%
Facilities Support Services	185	58	45.67%
Child Day Care Services	13,757	4,266	44.95%
RV (Recreational Vehicle) Parks and Recreational Camps	459	141	44.34%
Iron and Steel Mills and Ferroalloy Manufacturing	3,067	929	43.45%

Residential Mental Retardation, Mental Health and Substance Abuse Facilities	4,333	1,307	43.19%
Other Food Manufacturing	2,467	742	43.01%
Wireless Telecommunications Carriers	5,609	1,653	41.78%
Aerospace Product and Parts Manufacturing	4,846	1,416	41.28%
Water, Sewage and Other Systems	1,161	339	41.24%

Source: Department of Workforce Services. Ranked by Percent Growth

#### Top Twenty Declining Occupations

SOC Title	2016 Projected Employment	Net Growth	Annual Growth Rate
Actors	130	-93	-5.25%
Photographic Process Workers	66	-43	-4.89%
File Clerks	1,374	-893	-4.88%
Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	25	-11	-3.58%
Rail Transportation Workers, All Other	24	-9	-3.13%
Coil Winders, Tapers, and Finishers	591	-190	-2.75%
Order Clerks	1,110	-352	-2.72%
Travel Agents	185	-50	-2.36%
Textile Cutting Machine Setters, Operators, and Tenders	137	-37	-2.36%
Extruding and Forming Machine Setters, Operators, and Tenders, Synthetic and Glass Fibers	53	-13	-2.17%
Personal Care and Service Workers, All Other	903	-210	-2.07%
Tool Grinders, Filers, and Sharpeners	287	-66	-2.05%
Computer Operators	757	-162	-1.92%
Electrical and Electronic Equipment Assemblers	937	-198	-1.90%
Radio and Television Announcers	476	-94	-1.79%
Shoe Machine Operators and Tenders	334	-49	-1.36%
Furniture Finishers	249	-31	-1.17%
Public Address System and Other Announcers	97	-12	-1.16%
Packers and Packagers, Hand	7,935	-980	-1.16%
Forging Machine Setters, Operators, and Tenders, Metal and Plastic	117	-14	-1.12%
Information and Records Clerks, All Other	1,613	-187	-1.09%

Source: Department of Workforce Services. Ranked by Growth Rate

### Top Twenty Declining Industries

NAICS Title	2016 Projected Employment	Net Growth	Percent Growth
Other General Purpose Machinery Manufacturing	3,204	-1,485	-46.35%
Audio and Video Equipment Manufacturing	1,375	-563	-40.95%
Performing Arts Companies	486	-197	-40.53%
Boiler, Tank, and Shipping Container Manufacturing	1,106	-447	-40.42%
Direct Selling Establishments	849	-282	-33.22%
Navigational, Measuring, Electromedical, and Control Instruments Manufacturing	1,215	-403	-33.17%
Foundries	1,352	-437	-32.32%
Land Subdivision	377	-117	-31.03%
Textile Furnishings Mills	33	-10	-30.30%
Farm Product Raw Material Merchant Wholesalers	861	-219	-25.44%
Other Furniture Related Product Manufacturing	142	-30	-21.13%
Lime and Gypsum Product Manufacturing	426	-87	-20.42%
Travel Arrangement and Reservation Services	441	-86	-19.50%
Commercial and Service Industry Machinery Manufacturing	984	-183	-18.60%
Florists	1,010	-186	-18.42%
Footwear Manufacturing	1,850	-329	-17.78%
Other Telecommunications	590	-100	-16.95%
Rubber Product Manufacturing	5,174	-861	-16.64%
Sawmills and Wood Preservation	6,166	-942	-15.28%
Household and Institutional Furniture	4,507	-682	-15.13%

Source: Department of Workforce Services. Ranked by Percent Growth

## Appendix VI

### Bachelor's Degree

#### Occupation Annual Job Openings by Growth

Elementary School Teachers, Except Special Education	263
Accountants and Auditors	164
Secondary School Teachers, Except Special and Vocational Education	156
Middle School Teachers, Except Special and Vocational Education	123
Network Systems and Data Communications Analysts	113
Computer Systems Analysts	108
Lawyers	96
Computer Software Engineers, Applications	94
Pharmacists	63
Management Analysts	61

### Associate Degree/Vocational Training

#### Occupation Annual Job Openings by Growth

Registered Nurses	663
Nursing Aides, Orderlies, and Attendants	390
Licensed Practical and Licensed Vocational Nurses	175
Welders, Cutters, Solderers, and Brazers	134
Automotive Service Technicians and Mechanics	106
Computer Support Specialists	89
Preschool Teachers, Except Special Education	76
Bus and Truck Mechanics and Diesel Engine Specialists	75
Paralegals and Legal Assistants	44
Dental Hygienists	40

### Work Experience or On-the-Job Training

#### Occupation Annual Job Openings by Growth

Truck Drivers, Heavy and Tractor-Trailer	1,019
Retail Salespersons	681
Combined Food Preparation and Serving Workers, Including Fast Food	543
Waiters and Waitresses	447
Child Care Workers	439
Customer Service Representatives	438
Office Clerks, General	386
Bookkeeping, Accounting, and Auditing Clerks	359
Farmers and Ranchers	312
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	309

Source: Department of Workforce Services: Arkansas Industry and Occupational Projections: Long Term 2006-2016

## Appendix VII

AGE		Estimate				
<b>Arkansas</b>	2002	2003	2004	2005	2006	2007
Median Years	36.7	36.3	36.6	37.0	37.1	37.0
Percent of Population:						
18 Years & Over	74.4	74.5	74.9	75.1	75.3	75.3
62 Years & Over	16.1	16.3	16.0	16.4	16.9	17.0
65 Years & Over	13.4	13.6	13.2	13.5	13.8	14.0
		Estimate				
<b>United States</b>	2002	2003	2004	2005	2006	2007
Median Years	35.9	36.0	36.2	36.4	36.4	36.7
Percent of Population:						
18 Years & Over	74.2	74.3	74.5	74.6	75.4	75.5
62 Years & Over	14.3	14.4	14.4	14.7	15.1	15.2
65 Years & Over	12.0	12.0	12.0	12.1	12.4	12.5

Source: U.S. Bureau of the Census, American Community Survey.

AGE						
		Estimate				
<b>0 to 34 Years (Percent of Population)</b>	2002	2003	2004	2005	2006	2007
Arkansas	47.9	48.3	47.8	47.3	47.5	47.3
United States	48.7	48.5	48.3	47.9	47.9	47.7

Source: U.S. Bureau of the Census, American Community Survey.

<b>RACE</b>						
(Percent of Population)						
		Estimate				
<b>Arkansas</b>	2002	2003	2004	2005	2006	2007
White	80.1	79.3	79.4	79.0	81.1	80.9
Black	15.8	15.5	15.3	15.3	15.7	15.8
American Indian / Alaska Native	0.38	0.65	0.71	0.68	.77	.81
Asian	0.82	0.97	0.95	0.93	1.04	1.07
Native Hawaiian & Pac. Isl.	0.05	0.04	0.11	0.15	.10	.10
Two or More Races	1.7	1.6	1.4	1.4	1.3	1.3

Source: U.S. Bureau of the Census, American Community Survey.

<b>RACE</b>						
(Percent of Population)						
		Estimate				
<b>United States</b>	2002	2003	2004	2005	2006	2007
White	75.8	76.2	75.6	74.7	80.1	80.0
Black	12.0	12.1	12.2	12.1	12.8	12.9
American Indian / Alaska Native	0.70	0.77	0.75	0.8	.97	.97
Asian	4.0	4.2	4.2	4.3	4.4	4.4
Native Hawaiian & Pac. Isl.	0.13	0.14	0.14	0.1	.18	.18
Two or More Races	2.3	1.9	1.9	1.9	1.6	1.6

Source: U.S. Bureau of the Census, American Community Survey.

<b>HISPANIC ORIGIN</b>						
(Percent of Population)						
		Estimate				
	2002	2003	2004	2005	2006	2007
<b>Arkansas:</b>						
Hispanic or Latino	3.5	3.7	4.4	4.7	5.0	5.3
Not Hispanic or Latino	96.5	96.3	95.6	95.3	95.0	94.7
<b>United States:</b>						
Hispanic or Latino	13.5	13.9	14.2	14.5	14.8	15.1
Not Hispanic or Latino	86.5	86.2	85.8	85.5	85.2	84.9

Source: U.S. Bureau of the Census, American Community Survey.

<b>EDUCATIONAL ATTAINMENT</b>						
<b>Population 25 Years and Over</b>						
(Percent of Population)						
			ESTIMATES			
<b>Arkansas</b>	2002	2003	2004	2005	2006	2007
Less than 9th grade	7.3	8.0	7.3	7.0	7.4	7.2
9th to 12th grade, no diploma	12.9	12.3	12.5	12.0	12.1	11.7
High School Graduate	33.6	35.5	35.5	35.6	36.3	35.7
Some college, no degree	21.8	20.4	21.6	21.1	20.5	20.3
Associate Degree	4.8	4.8	4.9	5.5	5.4	5.9
Bachelor's Degree	13.2	12.3	12.0	12.6	12.0	12.9
Graduate or Professional Degree	6.5	6.8	6.1	6.3	6.2	6.5

Percent High School Graduate or Higher	79.9	79.7	80.2	81.0	85.8	81.1
Percent Bachelor's Degree or Higher	19.7	19.0	18.1	18.9	18.2	19.3
			ESTIMATES			
<b>United States</b>	2002	2003	2004	2005	2006	2007
Less than 9th grade	6.7	6.5	6.3	6.2	6.5	6.4
9th to 12th grade, no diploma	10.7	9.9	9.8	9.5	9.4	9.1
High School Graduate	29.6	29.8	29.5	29.6	30.2	30.1
Some college, no degree	20.4	20.3	20.3	20.1	19.5	19.5
Associate Degree	6.8	7.0	7.1	7.4	7.4	7.4
Bachelor's Degree	16.6	16.9	17.2	17.2	17.1	17.4
Graduate or Professional Degree	9.4	9.7	9.9	10.0	9.9	10.1
Percent High School Graduate or Higher	82.6	83.6	83.9	84.2	84.1	84.5
Percent Bachelor's Degree or Higher	25.9	26.5	27.0	27.2	27.0	27.5

Source: U.S. Census Bureau, American Community Survey by Years.

## Assurances

1. The State assures that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through the allotments made under sections 127 and 132. (§112(b)(11).)
2. The state assures that it will comply with section 184(a)(6), which requires the Governor to, every two years, certify to the Secretary, that –
  1. The state has implemented the uniform administrative requirements referred to in section 184(a)(3);
  2. The State has annually monitored local areas to ensure compliance with the uniform administrative requirements as required under section 184(a)(4); and
  3. The State has taken appropriate action to secure compliance pursuant to section 184(a)(5). (§184(a)(6).)
3. The State assures that the adult and youth funds received under the Workforce Investment Act will be distributed equitably throughout the State, and that no local areas will suffer significant shifts in funding from year to year during the period covered by the Plan (§112(b)(12)(B).)
4. The State assures that veterans will be afforded employment and training activities authorized in section 134 of the Workforce Investment Act, and the activities authorized in chapters 41 and 42 of Title 38 US code. The State assures that it will comply with the veteran's priority established in the Jobs for Veterans Act. (38 USC 4215.)
5. The State assures that the Governor shall, once every two years, certify one local board for each local area in the State (§117(c)(2).)
6. The State assures that it will comply with the confidentiality requirements of section 136(f)(3).
7. The State assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. (§181(b)(7).)
8. The State assures that it will comply with the nondiscrimination provisions of section 188, including an assurance that a Methods of Administration has been developed and implemented (§188.)
9. The State assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of section 188. (§185.)
10. The State assures that it will comply with the grant procedures prescribed by the Secretary (pursuant to the authority at section 189(c) of the Act), which are necessary to enter into grant agreements for the allocation and payment of funds under the Act. The procedures and agreements will be provided to the Stately ETA Office of Grants and Contract Management and will specify the required terms and conditions and assurances and certifications, including, but not limited to, the following:
  1. General Administrative Requirements:
    - 29 CFR part 97 – Uniform Administrative Requirements for State and Local Governments (as amended by the Act)
    - 29 CFR part 96 (as amended by OMB Circular A-133) – Single Audit Act
    - OMB Circular A-87 – Cost Principles (as amended by the Act) Assurances and Certifications:
      - SF242 B – Assurances for Non-construction Programs
      - 29 CFR part 37 – Nondiscrimination and Equal Opportunity Assurance (and regulation) 29 CFR § 37.20

- CFR part 93 – Certification Regarding Lobbying (and regulation)
- 29 CFR part 98 – Drug Free Workplace and Debarment and Suspension Certifications (and regulation)

2. Special Clauses/Provisions: Other special assurances or provisions as may be required under Federal law or policy, including specific appropriations legislation, the Workforce Investment Act, or subsequent Executive or Congressional mandates.

11. The State certifies that the Wagner-Peyser Act Plan, which is part of this document, has been certified by the State Employment Security Director.
12. The State certifies that veterans' services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.
13. The State certifies that Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees in accordance with DOL regulations.
14. The State assures that it will comply with the MSFW significant office requirements in accordance with 20 CFR Part 653.
15. The State certifies it has developed this Plan in consultation with local elected officials, local workforce boards, the business community, labor organizations and other partners.
16. As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:
  - Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;
  - Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
  - Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  - The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
  - Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination based on sex in educational programs. The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially Assisted program of activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.
17. The State assures that funds will be spent in accordance with the Workforce Investment Act and the Wagner-Peyser Act and their regulations, written Department of labor Guidance implementing these laws, and all other applicable Federal and State laws.

## Attachment A

### Program Administration Designees and Plan Signatures

**Name of WIA Title I Grant Recipient Agency:** Department of Workforce Services

Telephone Number: 501.682.2121

Facsimile Number: 501.682.2273

E-Mail Address: artee.williams@arkansas.gov

**Name of State WIA Title I Administrative Agency:** Department of Workforce Services

Address: Post Office Box 2981, Little Rock, AR 72203

Telephone Number: 501.371.1028

Facsimile Number: 501.683.5858

E-Mail Address: cindy.varner@arkansas.gov

**Name of WIA Title I Signatory Official:** Artee Williams, Director, DWS

Address: Post Office Box 2981, Little Rock, AR 72203

Telephone Number: 501.682.2121

Facsimile Number: 501.682.2273

E-Mail Address: artee.williams@arkansas.gov

**Name of WIA Title I Liaison:** Cindy Varner, Assistant Director, Department of Workforce Services

Address: Post Office Box 2981, Little Rock, AR 72203

Telephone Number: 501.371.1028

Facsimile Number: 501.683.5858

E-Mail Address: cindy.varner@arkansas.gov

**Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency:** Department of Workforce Services

Address: Post Office Box 2981, Little Rock, AR 72203

Telephone Number: 501.682.2121

Facsimile Number: 501.682.2273

E-Mail Address: artee.williams@arkansas.gov

**Name of title of State Employment Security Agency (Signatory Official):** Artee Williams, Director, Department of Workforce Services

Address: Post Office Box 2981, Little Rock, AR 72203

Telephone Number: 501.682.2121

Facsimile Number: 501.682.2273

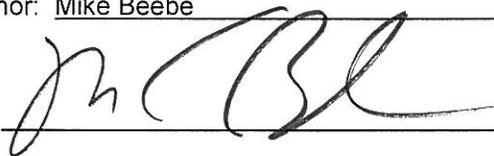
E-Mail Address: artee.williams@arkansas.gov

As the Governor, I certify that for the State of Arkansas, the agencies and officials designated above have been duly designated to represent the State in the capacities indicated for the Workforce Investment Act, Title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.

I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.

Typed Name of Governor: Mike Beebe

Signature of Governor



Date

6-30-09