



WIOA in Arkansas

Workforce Partners' Meeting



S U M M A R Y O F

Employer Engagement

A C R O S S C O R E P R O G R A M S



TABLE of CONTENTS

Arkansas Department of Workforce Services	1
DHS Division of Services for the Blind	5
Arkansas Department of Career Education and Arkansas Rehabilitation Services	5

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Arkansas Department of Workforce Services Summary of Employer Engagement

Division	Name of Program	Reason for Employer Engagement	Benefit Provided to Employers	Outreach Conducted
Office of Employment Assistance	Workforce Innovation and Opportunity Act (WIOA)	Job placement and On-the Job Training	Participants successfully completing occupational skills may be matched with employers who have employment vacancies. On-the-job training provides an opportunity for an employer to train the individual while receiving a wage subsidy during the training period. The total number of 166, 704 adults and dislocated workers including self-service individuals accessed Arkansas JobLink in 2014.	Business Services teams market the Workforce Center to employers by providing a brief description of services each partner provides. Other outreach strategies include job fairs, posters, radio announcements, informed school counselors and presentations at local community functions.
Office of Employment Assistance	Wagner Peyser aka Labor Exchange or Employment Service	To match job seekers to job openings.	A free job match and workplace information service for employers. Services available to employers are to post job openings by creating "Self Service" Employer Accounts or by contacting their nearest Workforce Centers for personalized direct assistance. Through the labor exchange matching system, job seekers may be referred to you by our staff, or job seekers may contact you directly using the information provided on your active job order. In 2014, a total of 137,489 job seekers were referred to available positions with employers.	Business Services Teams, advertisements
Office of Employment Assistance	Jobs for Veteran's State Grant (JVSG)	Job development for placing Veteran's	Disabled Veterans Outreach Program (DVOP) and Local Veterans' Employment Representatives (LVER) staff, through outreach with employers, develop increased hiring opportunities within the local work force by raising the awareness of employers of the availability and the benefit of hiring veterans. During 2014, there were a total of 1171 veterans registered in the Arkansas Job link System (AJL).	Local Veterans' Employment Representatives conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans, encourage the hiring of disabled veterans, and generally assist veterans to gain and retain employment. LVER staff conducts seminars for employers and job search workshops for veterans seeking employment, and facilitate priority of service in regard to employment, training, and placement services furnished to veterans by all staff of the employment service delivery system.
Office of Employment Assistance	Bureau of Labor Statistics	Working through Unemployment Insurance data, Multiple Worksites Reports or the Industry Verification System, the BLS unit contacts the employers to correct and verify all information provided by the employers throughout the state.	This information is used to provide detailed area and industry, employment, and wage data that can be used to assist employers when comparing their industry to the State, other counties, or other regions.	The final product is produced and published on our website at www.discoverarkansas.net quarterly as the Covered Employment and Earnings.
Office of Employment Assistance	Work Opportunity Tax Credit (WOTC)	To give employers the opportunity to reduce their tax liabilities, thus impacting their bottom-line and allowing them to invest further resources into their company and employees. Additionally, employers can gain access to great employees who are proven to perform as well as their peers.	The WOTC program offers incentives to employers in the form of Federal tax credits ranging from \$1,200 to \$9,600 per eligible employee. During calendar year 2014, a total of 23,405 individuals from targeted populations were certified for the WOTC program. The potential tax credits for Arkansas employers as a result of the WOTC certified applicants were \$54,797,400.00.	Currently, outreach for the WOTC program is available upon request by either the employer or job seekers and is shared at job fairs, meetings with local chambers of commerce, along with other state and local workforce agencies.

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Office of Employment Assistance	Foreign Labor Certification	The Foreign Labor Certification Unit assists agricultural employers, their agents or immigration attorneys with the certification process overseen by the Chicago National Processing Center (CNPC) in order to obtain visas for foreign workers to enter the United States on an H-2A visa to perform agricultural labor or services of a temporary or seasonal nature.	Allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. Employment is of a seasonal nature where it is tied to a certain time of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer's need to fill the position with a temporary worker will, except in extraordinary circumstances, last no longer than 1 year, normally ten months or less. A total of 175 job orders related to H-2A temporary labor certification applications processed and expected to be processed. 175 housing inspections conducted and expected to be conducted in anticipation of H-2A job orders.	
Office of Employment Assistance	Labor Market Information (LMI)	To generate and disseminate different types of statistical information to the public.	The LMI unit is capable of providing various types of occupational and employer data for employers to use in defining their wage rates, providing different types of demographics as well as employment projections for employer/industry expansion or for potential employers moving into the State. Employers have access to the most up-to-date local information possible on which to base their corporate decisions.	The LMI unit fields multiple requests for information each week directly from employers. Information is also provided to the Arkansas Economic Development Commission, Local Arkansas Workforce Center offices, One Stop Centers, and Chambers of Commerce to pass on to the employers.
Office of Employment Assistance	Reemployment Services and Eligibility Assessment (RESEA) Program	To provide custom services to UI claimants deemed most likely to exhaust their weekly benefits. The RESEA program includes in-person reemployment and eligibility assessments, development of work search plans, provision of reemployment services and referrals to training.	The RESEA Program focuses on providing individualized career services which directly relate to the specific needs of participating claimants and employers.	RESEA staff routinely engages with local employers to assist with new hire initiatives and pre-screening of applicants and with incumbent worker training endeavors focusing on enhancement / refinement of soft skills. RESEA personnel try to match job seekers with available jobs in their local communities.
Office of Employment Assistance	Governor's Dislocated Worker Task Force	To address the needs and concerns of communities and individuals affected by worker dislocation. The Task Force identifies most permanent closings and substantial layoffs before they occur. Whenever possible, the task Force begins immediately to work with the company, the community, and the affected individuals to lessen the impact of dislocation. Immediately upon receiving notice of a permanent closure or layoff, the Task Force contacts company officials.	Providing Rapid Response services to workers during layoffs or plant closings will result in multiple benefits to employers. Some benefits include Higher productivity and worker morale and lower absenteeism during layoff event; Lower unemployment insurance costs as workers are re-employed more quickly when services are begun prior to layoff; Decreased likelihood of sabotage or work disruptions; Media and rumor management. In Calendar Year 2014, 48 Worker Assistance Workshops were conducted which were attended by 2,287 dislocated workers. From January 2015 through September 14, 2015, 28 Worker Assistance Workshops were conducted which were attended by 1,984 dislocated workers.	Rapid Response staff direct employers to incumbent worker training programs to help upgrade existing workers' skills, employer loan programs, and other services which may help avert or minimize layoffs. Transition Centers Coca Cola – Little Rock. The Governor's Dislocated Worker Task Force received notice that 48 workers would be affected by the layoff and closure of the production line. Coca Cola accepted the offer of a Transition Plan to assist their workers affected by this event. Over a period of 9 weeks preceding the facility closure, agency staff worked on-site utilizing a Mobile Resource Unit to prepare the workers in advance of their release. As a result of this initiative, 69% of these dislocated workers DID NOT file for UI benefits, because they were already employed at layoff.
Office of Employment Assistance	Trade Adjustment Assistance (TAA)	The TAA program is a benefit for those workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or shifts in production to foreign countries.	TAA Program staff engage local employers to determine what skills are required for prospective employees and utilize that information when developing training plans for eligible Trade Program clients. Total TAA Clients served in calendar year 2014 = 2,141. Total number of clients receiving program services = 835 (including 191 in follow-up / monitoring status). 482 clients are currently enrolled in Trade Program subsidized training programs.	

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Office of Employment Assistance	Mobile Resource Units	The Governor's Dislocated Worker Task Force operates five Mobile Resource Units. Each Mobile Unit has internet capability and are equipped with 10 to 13 computers and an all-in-one (print, copy, scan and fax) machine. The RV's are also equipped with a 22" flat screen with a DVD/VCR player, an inter-active smart board, a PA system. There is an interview room with a wireless workstation. The RV's are handicapped accessible with wheelchair lift capability and all Units are equipped with JAWS (Jobs Application with Speech) software.	The Mobile Resource Units can be utilized by employers as transition centers during a company hiring or a layoff event. The units are frequently utilized throughout the state for job and career fairs. These units have also been crucial by providing services for emergency assistance during natural or man-made disasters. In calendar year 2014, Mobile Resource Units supported 84 events and provided services to 1,012 job seekers.	The Task Force learns of potential business dislocation events from a variety of sources: Official Notification by Employer (WARN, if applicable); Workers Filing Claims / Contacts with Workforce Centers; Information from workers of an impacted business; Spikes in payment of Unemployment Insurance (UI) benefits; Rumors; Trends noted in Labor Market Information (LMI); Information from Community Based Organizations; Union Notification of a closure; and News Media.
Office of Employment Assistance	Arkansas Apprenticeship Pathway Initiative (AAPI)	AAPI is funded by the U.S. Department of Labor for \$4,000,000. This initiative creates or expands on existing registered apprenticeships in the fields of Information Technology, Advanced Manufacturing, and Health Care for 600 participants.	AAPI was designed under employer guidance, and will provide employers with trained apprentices all with little to no cost to the employer.	A total of 11 employers have committed to train and hire participants with the National Apprenticeship Training Foundation also providing training with its network of 295 employers.
Office of Employment Assistance	Arkansas Sector Partnership National Emergency Grant (ASP)	ASP is funded by the U.S. Department of Labor for \$6,362,485. This initiative provides 1,500 participants with credit and non-credit pre-employment and occupational specific training to enter the flourishing industries of Advanced Manufacturing, Health Care, Information, Technology, and Construction Trades. This initiative was created under employer advisement.	With little to no cost to the employer, program participants will receive training for industry specific skills to enter or re-enter the workforce successfully.	A total of 41 employers have committed to hire participants with the National Apprenticeship Training Foundation also providing training with its network of 295 employers.
Office of Employment Assistance	Arkansas Job-Driven National Emergency Grant (JD-NEG)	JD-NEG is funded by the U.S. Department of Labor for \$2,472,124 and provides training to 239 dislocated workers in the three high growth industries of Healthcare, Advanced Manufacturing, and Transportation.	The program curriculum was constructed under employer supervision; ensuring participants of the program would be qualified for with little to no training cost to the employers.	A total of 4 employers have pledged their support. The National Apprenticeship Training Foundation is also providing training with its network of 295 employers.
Office of Employment Assistance	Arkansas PROMISE	The PROMISE initiative is funded by U.S. Department of Labor for \$7,744,057. This initiative aims to improve the provision and coordination of services for 2,000 youth SSI recipients ages 14-16 to obtain summer work experiences with their wages paid by grant funds.	Employers participating in the program receive an employee with paid wages, and the youth obtain competitive skills, readying them for postsecondary education and job training.	A total of 255 employers have participated to date.

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Office of Employment Assistance	Arkansas Partnership for Nursing's Future (APNF)	APNF is funded by U.S. Department of Labor for \$4,952,848. This Initiative provides funding enabling Arkansas workers to train for careers in the healthcare field such as Certified Nursing Assistants (CNAs), Licensed Practical Nurses (LPNs), Associate Degree Nurses (ADNs) and Bachelor of Science in Nursing (BSNs).	The program was designed alongside employers in the healthcare industry to ensure their demands for qualified quality workers were met with no or little cost to the employer. As of August 1, 2015, APNF has trained 1512 participants, exceeding the initial goal by 196.9% and 830 program participants have already entered un-subsidized employment.	A total of 28 employers have expressed support for the program. The National Apprenticeship Training Foundation is also providing training with its network of 295 employers.
Temporary Assistance for Needy Families	Transitional Employment Assistance (TEA) Program	The TEA Program seeks employer engagement to get participants the work training needed to move into the workforce successfully. By engaging in this program, employers can train employees and in turn end up gaining work ready employees if they so choose.	Employers can possibly receive a Work Opportunity Tax Credit (WOTC) by hiring TEA participants. The TEA Program gives free job advertisement for employers, in order to get participants moving towards self-sufficiency. During Program Year 2013 the Employment Retention Rate for TEA participants was 82.30%.	Outreach is provided to employers by assisting with the advertisement of jobs at the local office level, through telephone contact, and by way of site visits.
Temporary Assistance for Needy Families	Work Pays Component	The Work Pays Program seeks employer engagement to aid participants in job retention and advancement.	Employers benefit from Work Pays because the TANF program helps reduce turnover by helping to fulfill participant's needs (i.e. work clothing, transportation, and childcare), so that they can go to work.	
Temporary Assistance for Needy Families	Work Experience (WEX) Component	The Work Experience (WEX) component seeks employer engagement to give TANF participants the experience they need prior to entering the workforce in a field that they may have interest, such as healthcare. This allows participants to gain knowledge about the field, experience, and a possible reference.	Employers gain from WEX because they get to train employees that they can move on to hire after WEX is completed. The employer gets free labor and can get a possible WOTC if they move to hire a TANF participant.	Outreach to employers consists of site visits and telephone calls.
Temporary Assistance for Needy Families	On-the-Job Training (OJT) Component	The On-the-job training (OJT) component seeks employer engagement as TANF participants receive training with hopes for permanent employment after the completion of training.	Employers benefit because they are not required to pay the whole amount of the participant's salary due to the assistance of TANF. They get a trained and skilled employee and the job site receives a WOTC.	The outreach to these employers is made through telephone calls, job site visits, and participants' applying to these at various locations.
Temporary Assistance for Needy Families	Community Service (COS) Component	The Community service (COM) component seeks employee engagement because TANF participants receive work experience while giving back to the community.	These employers benefit because they receive the volunteer assistance that they desire at no cost to them.	Outreach to employers is conducted by way of telephone calls and site visits.
Unemployment Insurance	Unemployment Insurance (UI)	To engage employers as they are required to submit quarterly wage reports and payroll taxes on behalf of all employees covered by Arkansas Unemployment Insurance law. Additional engagement occurs when employers provide information necessary to determine unemployment insurance benefit eligibility for unemployed workers.	The UI program offers multiple benefits to employers. One benefit of the UI program is that the benefit payments stabilize the economy during periods of recession which in turn helps employers stay in business. A second benefit is that the UI program helps employers retain trained workers during periods of temporary layoff through the payment of regular benefits or through Shared Work benefits. In calendar year 2014, the UI division worked with over 68,000 employers in Arkansas.	The UI program does not have a formal outreach program, but is always willing to make presentations to employers, Human Resource Managers, and other such groups upon request.

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New Hire Registry and Career Readiness Certification	Arkansas Career Readiness Certificate	A portable credential that confirms to employers that an individual possesses basic workplace skills in Reading for Information, Applied Mathematics, and Locating Information – skills that all jobs require.	Numerous surveys have identified a gap between the current workforce and the basic skills needed by employers. In order to reduce the cost of remedial training and lost efficiency, more companies are implementing pre-employment assessments to identify these skills before hiring. This credential could reduce turnover, overtime, and waste while increasing morale. It could also streamline the hiring process by including a preferred certificate level in the job postings.	Outreach to employers is conducted by way of brochures, media, and advertisement.



Arkansas Department of Human Services - Division of Services for the Blind Summary of Employer Engagement

Division	Name of Program	Reason for Employer Engagement	Benefit Provided to Employers	Outreach Conducted
Arkansas Division of Services for the Blind (DSB)	Vocational Rehabilitation Services for the Blind and Visually Impaired	The Vocational Rehabilitation (VR) Program of the Arkansas Division of Services for the Blind (DSB) is operated in accordance with the Rehabilitation Act of 1973, as amended in 1998 and most recently by the Workforce Innovations and Opportunity Act (WIOA).	The VR Program of DSB serves all 75 counties from 10 field offices across the State. The main goal of the Employment Assistance section of the VR Program is to reach out individually to employers to provide direct job development and placement assistance for specific job-ready blind and visually impaired Arkansans.	DSB counselors contact employers with current job openings that match the skills and abilities of the individual job-ready client. Through job analysis the counselors analyze tasks, evaluate needs and modify the work environment with employer input. A referral for rehabilitation engineering or consultation with the State Rehabilitation Technologist is made when needed. Additionally, DSB counselors provide awareness training to employers on technology and the abilities of blind individuals in general to function in a work setting.



Arkansas Department of Career Education Summary of Employer Engagement

Division	Program	Employer	Purpose of Outreach	Brief Narrative
Arkansas Rehabilitation Services	Arkansas Career Training Institute- Training Program Advisory Committees	Multiple Employers 10 occupational areas	Curriculum and Program Development	The Arkansas Career Training Institute has 10 training areas and each has its own 5-7 member advisory committee. These are a requirement of program certification. The group must include 50% representation of Business.
Arkansas Rehabilitation Services	Arkansas Career Training Institute- Accreditation Board	Numerous	Evaluation of program outcomes and provide	This is a diverse group of employers that review the outcomes and strategic plans for educational programming offered at ACTI. The group is made up of at least 50% business and industry contacts to ensure training remains dynamic and relevant.
Arkansas Rehabilitation Services	Arkansas Career Training Institute- Internships	20 employers in the Hot Springs Area	Secure training sites with employers for Arkansas Rehabilitation Services Clients	Outreach to local employers to assist with internship and work-based learning opportunities has been very successful. This allows for hands on experience with an employer. It also provide valuable information and feedback from employers on soft skills and other areas that need to be improved.
Arkansas Rehabilitation Services	Arkansas Career Training Institute- Part-time Work Experience	25-30 employers	To facilitate paid work experience for students that have very limited or no work experience.	Based on the feedback received from employers and advisor, we identified that one of the significant barriers to employment for graduates of ACTI was the lack of successful employment. Beginning in 2014, ACTI began facilitating part-time employment to allow students to attain the much needed job experience.

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Arkansas Rehabilitation Services	Arkansas Career Training Institute- Greater Hot Springs Area Chamber of Commerce	Hot Springs Chamber Members	Networking with business and industry leaders in Hot Springs	Members of the ACTI Seinor Leadership frequently attend Hot Springs Chamber events to network with business and industry leaders in the Hot Springs Area. These contacts led to many of the intership and part time employment sites for ACTI students.
Arkansas Rehabilitation Services	Business Relations	Customer contact to over 400 Arkansas Bus.	Meet the needs of business while improving the employability and opportunities for People with Disabilities	Meetings and personal contact by business relations consultants with business throughout the state
Arkansas Rehabilitation Services	Business Relations- Partners In Progress (PIP)	Business and ARS Field office staff	Promote partnership with businesses, workforce partners and provide job seekers access to employment information, education and training.	PIP business symposiums held throughout year In ARS 19 field offices
Arkansas Rehabilitation Services	Business Relations Corporate Business Development	Customer Contact with corporations headquartered in Arkansas	Meet the needs of business by building partnerships with companies that have a multistate footprint while increasing employment outcomes for ARS clients	Customer contact by corporate business relations consultant to senior and executive leadership at corporate offices
Arkansas Rehabilitation Services	Business Relations -Business Leadership Network (BLN)	Arkansas Businesses	Business lead educational organization who's mission is to advance disability inclusion within the workplace, supply chain and marketplace	When fully launched business with convene on a monthly basis throughout the state
Arkansas Rehabilitation Services	Business Relations- Memorandum of Understanding (MOU)	Signed over 110 MOU's with business customers in 2015	MOU's are designed to document formal relationship, build partnerships with business customers who value disability inclusion, identify roles and responsibilities to promote sustainable relationships and increase employment outcomes.	MOU's are presented and signed by business customer after Business Consultants has demonstrated value to decision maker
Arkansas Rehabilitation Services	Business Relations-Business and Employment Expos	Participate in over 10 per year	Network with Businesses	Strategic attendance at Business Expos
Arkansas Rehabilitation Services	Business Relations-Chamber of Commerce Involvement	State and local chamber participation throughout state	Create awareness and provide education on disability related employment topics	Chamber meetings held throughout the state
Arkansas Rehabilitation Services	Business Relations-Arkansas Employment Business Summit	Participation by 75 businesses	Provide education and information on emerging practices along with recognizing model employers	This event is planned to take place in October to coincide with National Disability Employment Awareness Month
Arkansas Rehabilitation Services	Business Relations- attend Workforce Development board meetings	Numerous	Collaborative partnerships and education development	Ongoing throughout the state
Arkansas Rehabilitation Services	Industry Liaison Group	600 plus federal contractors	Educate federal contractors about federal requirements pertaining to PWD	Participation is completed by-annually
Adult Career Education Division	Office of Skills Development (OSD)	There are 15 OSD Regional Advisory Councils across the state made up of local stakeholders in education, business, and government, working to use workforce development resources most strategically and efficiently to raise skill levels that target industry needs.	In collaboration with partners and stakeholders, the OSD will research, develop, and implement strategies and programming that target skills improvements among high school and two-year college students and graduates, as informed by industry needs, prioritizing efficient use of funds.	OSD Technical Institutes and Secondary Career and Technical Centers are located 17 on two-year college campuses and 8 on high school campuses, providing courses and hands-on training to high school students in fields such as computer programming, welding, drafting and design, medical technology, and construction. Additionally, there are 89 apprenticeship programs providing education and structured, on-the-job training to almost 4000 apprentices, primarily professionals requiring certifications and licenses, such as plumbers and electricians.
Adult Education Division	Workforce Alliance for Growth in the Economy (WAGE)	Numerous	WAGE is a job readiness training program conducted by the Adult Education Division of the Arkansas Department of Career Education. WAGE includes 112 basic skill competencies based on the Secretary's Commission on Achieving Necessary Skills (SCANS). The competency areas include communication, reading, writing, mathematics, and most recently, technology.	WAGE is a job readiness training program conducted by the Adult Education Division of the Arkansas Department of Career Education. WAGE includes 112 basic skill competencies based on the Secretary's Commission on Achieving Necessary Skills (SCANS). The competency areas include communication, reading, writing, mathematics, and most recently, technology.