

# News 'n Views

2010 Review!  
Volume 8, Issue 1

April 2011

Department of Workforce Services

## Staff, agency accomplishments abound in 2010

*Last year was a great year for staff at the Department of Workforce Services! Eighteen employees graduated from the third DWS Leadership Development Program, several were honored with management certifications and many were promoted.*

*The agency as a whole also accom-*

*plished its mission of being Arkansas' leader for workforce services and solutions. In addition to sponsoring several conferences, the agency opened new offices around the state, recognized employers who are actively recruiting and retaining mature workers, and saw a record turnout*

*in November for the second Career Expo.*

*This newsletter highlights the many accomplishments of both the agency and staff in 2010. If our accomplishments so far this year are any indication, 2011 will be even better!*

*~ Artee Williams, DWS Director*



**OPEN HOUSE** — Gov. Mike Beebe (center) and Arkansas Workforce Center staff participated in a ribbon-cutting ceremony April 7, 2010, at the Arkansas Workforce Center at Forrest City. The center relocated to provide better services for employers and job seekers.

## Several offices open or relocate

In an effort to improve services to both employers and job seekers around the state, two new Arkansas Workforce Centers opened in 2010, some centers expanded and others relocated.

### Cabot

The Department of Workforce Services and the Central Arkansas Planning and Development District partnered to open a center in Cabot.

“We are pleased to open another location that will provide employment services to both employers and job seekers,” DWS Director Artee Williams said. “During tough times like these, we want to ensure that both entities have access to the necessary services that will help rebuild our economy.”

The center is located in Suite C at

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## 18 graduate from third Leadership Development Program

Eighteen Department of Workforce Services employees graduated in April 2010 from the third Leadership Development Program. A ceremony honoring the graduates was held at the Embassy Suites in Little Rock.

Graduates are Sam Bryant, Tyler Cain, Stephanie Carlo, Charles Danner, Jason Eaton, Sommer Faulkenberry, Christy Fuerst, Donna Holder, James Jones, Yiiko McDaniel, Carla Morris,

Rex Platt, Kelly Richardson, Keshia Rogers, Kasey Sexton, Earnest Sweat, Elroy Willoughby and Walter Zgleszewski.

Graduates were selected by DWS senior management to participate in the 18-month program. During the program, participants learned about various agency programs and developed leadership skills.

Participants also were required to

complete a comprehensive project plan that would streamline work, save money or improve agency services.

Many of the projects of past graduates have already been implemented, and many graduates have been promoted as a result of completing the program.

DWS implemented the program to address succession planning and

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# Thousands flock to second Career Expo

**J**ob seekers who needed a job or those who wanted to further their education turned out in droves at the Arkansas Workforce Centers' Career Expo last November at Verizon Arena in North Little Rock.

More than 3,200 job seekers and 116 employers and educational providers attended the second annual event, previously call the Get in the Game Career Expo. The turnout exceeded the 2009 turnout, which had 98 exhibitors and about 1,900 job seekers.

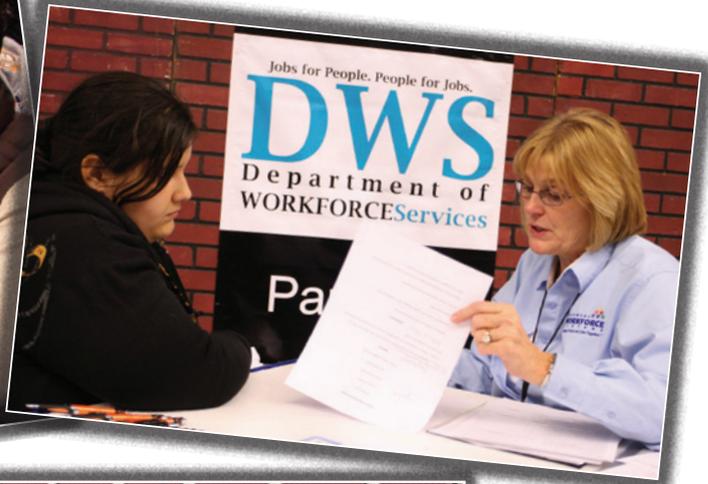
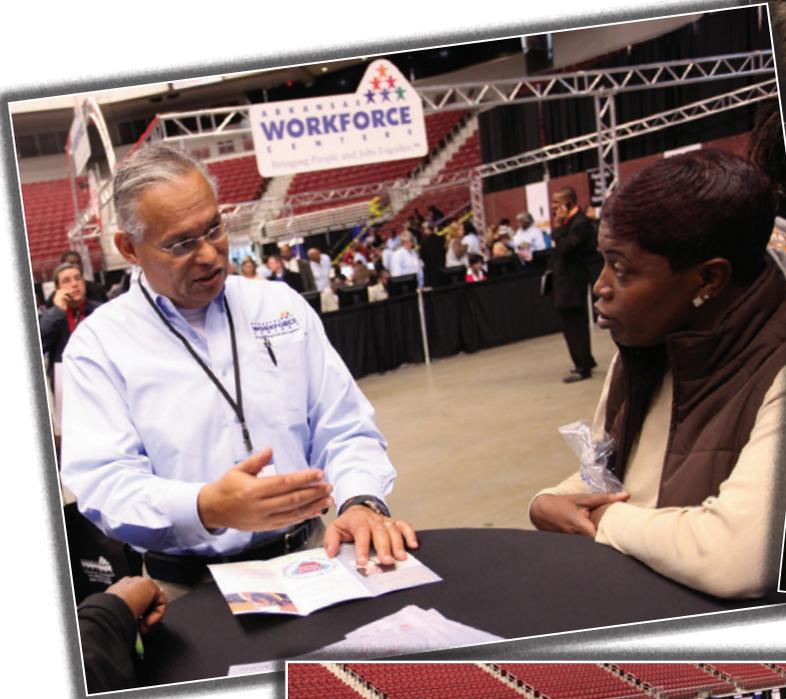
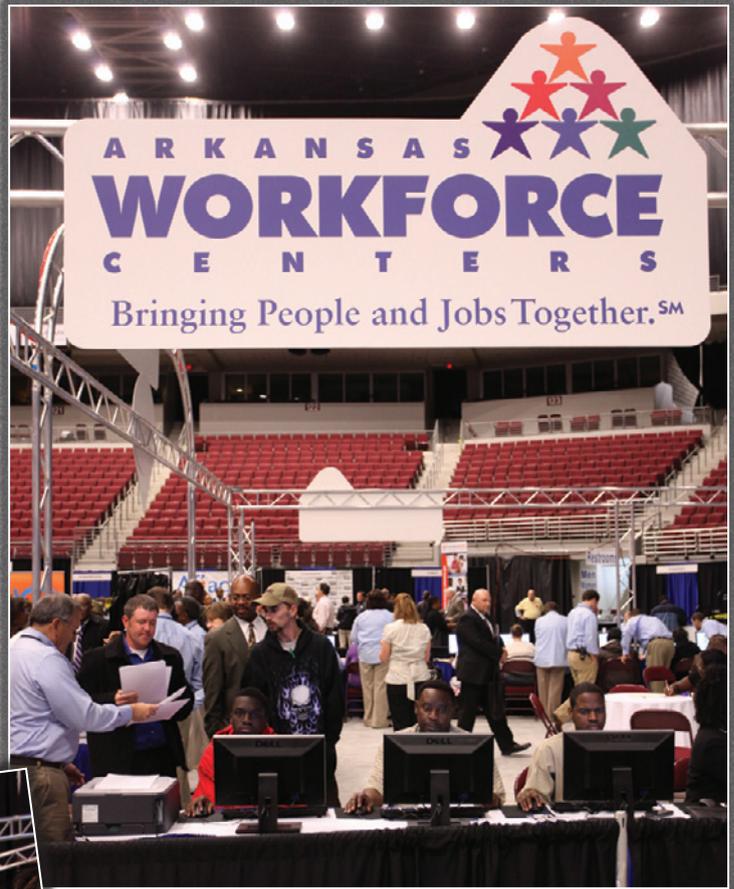
"We wanted job seekers to know that employment opportunities are available, even during these tough economic times," Department of Workforce Services Director Artee Williams said. "We also wanted job seekers to take advantage of educational opportunities that will make them more marketable to employers."

In addition to visiting with employers, attendees received resume assistance, attended various workshops and received Arkansas Career Readiness Certificate assistance at the Mobile Resource Unit.

A mini-Arkansas Workforce Center also was available. The center was equipped with 20 computers, where job seekers could browse for jobs and prepare resumes.

Some employers also conducted interviews on-site.

The pictures on this page highlight the day's activities.



# New managers, supervisors named around state

Several new Department of Workforce Services managers and office supervisors were named around the state.

## Tom Bonkofsky

Tom Bonkofsky was recently named supervisor of the Department of Workforce Services' satellite office in Mena.



Tom Bonkofsky

The Mena office, which serves as an extension of the Fort Smith office, provides employment-related services such as pre-assessments of job applicants, job placement and Unemployment Insurance to residents of Polk and Scott counties and surrounding areas.

Bonkofsky began working for DWS in October 2009 as a supervisor. Prior to working for DWS, he was an Adult Education coordinator for the Department of Career Education and was stationed at Rich Mountain Community College at Mena.

Bonkofsky has a master's degree in business administration from the University of Arkansas at Fayetteville. He was a member of the Polk County Rotary Club from 2002 to 2005 and received the club's Service Above Self award in 2004 for his contributions to the community.

"I am honored to have the opportunity to work with some of the best people at the Department of Workforce Services right here in Mena and to serve in the area that I call home," Bonkofsky said.

DWS is a partner agency at the Arkansas Workforce Center at Mena, which is located at the Northside Shopping Center, 601 C Highway 71 North.

## Sam Bryant

Sam Bryant was recently named manager of the Department of Workforce Services' office in Malvern.



Sam Bryant

Bryant oversees the daily operations of the Malvern office, which provides employment-related services such as pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment

Assistance and veterans' services to residents of Hot Spring County and surrounding areas.

Bryant has worked for the state for 24 years. He began working for DWS in November 2001 in the Employment Services unit at Malvern before transferring to the Unemployment Insurance unit at Arkadelphia.

Prior to working for DWS, Bryant worked for the Alexander Youth Services Center, where he served as a youth services worker, counselor and staff supervisor. He also worked for the Arkansas Department of Correction as a security guard, pre-release supervisor and assistant work-release supervisor.

Bryant graduated from Henderson State University in Arkadelphia in 1972 with a Bachelor of Science in Education degree, having majored in journalism.

He graduated from the DWS Leadership Development Program in April 2010 and is a member of the Malvern Chamber of Commerce. Bryant has been married to Bobbie Ann Henderson Bryant for 39 years, and they have two children: Kelly Bryant and Mallory Bryant, both graduates of the University of Arkansas at Fayetteville.

"As the new manager, we will continue to deliver the prompt, efficient and professional services to employers and job seekers," Bryant said.

DWS is a partner agency at the Arkansas Workforce Center at Malvern, located at 1735 E. Sullenberger St.

## Charles Danner

Charles Danner was recently named manager of the Department of Workforce Services' office in Jacksonville. He replaces Virginia Cox, who retired after more than 34 years.



Charles Danner

Danner oversees the daily operations of the Jacksonville office, which provides employment-related services such as pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment Assistance and veterans' services to residents of Jacksonville, Pulaski County and Lonoke County. He also provides management oversight of the

satellite office in Cabot.

Danner retired from the Air Force as a master sergeant after 23 years and began working for DWS in July 2000. Prior to becoming manager, he worked with various agency programs, such as Trade Adjustment Assistance, Trade Readjustment Allowances, Unemployment Insurance and Employment Services.

He has an Associate of Arts in Logistics degree from the Community College of the Air Force, a Bachelor of Arts in Psychology from Saint Leo University at Saint Leo, Fla., and a master's in public administration from Troy State University at Troy, Ala. Danner also graduated in 2010 from the DWS Leadership Development Program.

"I am looking forward to the challenge of being an office manager," Danner said. "I am skilled and cross trained to do all the jobs at the local office and am committed to giving our customers the best service possible."

DWS is a partner agency at the Arkansas Workforce Center at Jacksonville, which is located at #2 Crestview Plaza.

## Larry Eaton

Larry Eaton was recently named supervisor of the Department of Workforce Services' satellite office in Siloam Springs.



Larry Eaton

The Siloam Springs office serves as an extension of the Arkansas Workforce Center at Rogers and provides employment-related services such as pre-assessments of job applicants, job placement and Unemployment Insurance to residents of Benton and Washington counties.

Eaton began working for DWS in the Unemployment Insurance unit in June 2009. Prior to working for DWS, he was an economic developer for the Rogers Chamber of Commerce, worked in human resources for PB2 Architecture and Engineering, and served as the city manager for several small cities in the Midwest.

Eaton has a master's degree in public administration from the University

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## Managers

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of Arkansas at Fayetteville. He is a member of the Kiwanis Club and First Baptist Church at Rogers and previously worked with Rebuilding Northwest Arkansas.

"I am happy to be working in Siloam Springs and helping employers and job seekers with their employment needs," Eaton said.

The Arkansas Workforce Center satellite office in Siloam Springs is located at 809 S. Mount Olive St.

## Mike Gleghorn

Mike Gleghorn was recently named manager of the Department of Workforce Services' office in Paragould.



Mike Gleghorn

As manager, Gleghorn oversees the office's daily operations that provide services such as pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment Assistance and veterans' services to the citizens of Paragould and the surrounding area, including Greene and Clay counties.

Before being named manager, Gleghorn served as a DWS field tax auditor and supervisor for more than 10 years. In that role, Gleghorn supervised auditors in northeast Arkansas who worked with employers to ensure they met U.S. Department of Labor and DWS Unemployment Insurance laws and guidelines.

Prior to working at DWS, Gleghorn served for 12 years as the director of the Student Union and Student Activities at Arkansas State University at Jonesboro.

Gleghorn graduated from ASU with a bachelor's degree in business administration. He has completed numerous trainings throughout his career, which include becoming a Certified Employment Manager and graduating from the 2008 DWS Leadership Development Program.

He has served on several national tax review teams, which review other states' unemployment tax systems in accordance with U.S. Department of Labor guidelines.

He currently serves on ASU's Letterman's Club Board, having been a football letterman, and the Paragould Regional Chamber of Commerce.

His office recently partnered with the chamber to sponsor the Paragould Regional Job Fair, which was very successful.

"I am pleased to have been promoted to manager in Paragould," Gleghorn said. "I am very fortunate to have a well-trained professional staff who go the extra mile to ensure that services are administered in a knowledgeable, courteous and timely manner. I have had the opportunity to recently meet and work with many business leaders and customers in Greene and Clay counties, and I look forward to meeting and working with many more in the future."

DWS is a partner agency at the Arkansas Workforce Center at Paragould, which is located at 1015 Linwood Drive, Suite 4.

## Gloria Johnson

Gloria Johnson was recently named the Department of Workforce Services equal opportunity manager. She replaced Freddy Jacobs, who retired after more than 37 years.



Gloria Johnson

Johnson's role is to ensure the agency complies with Title VI and VII of the Civil Rights Act. Her office monitors and evaluates agency program operations, staffing patterns and personnel actions. She and her staff also provide equal opportunity support to the Workforce Investment Act program, investigate complaints alleging discrimination and coordinate the grievance process.

"My goal is to provide the best service possible to all agency employees, participants, Employment Services applicants and Unemployment Insurance claimants," Johnson said.

Johnson began working for DWS in September 2003 as a civil rights coordinator. She left DWS and worked as a WIA program administrator for the Little Rock Workforce Investment Board.

She later took a position as an investigator at the Equal Employment Opportunity Commission before returning to DWS as a Disabled Veterans' Outreach Program coordinator at the Veterans Hospital in North Little Rock. Johnson was named equal opportunity manager after Jacobs retired.

Prior to working for DWS, Johnson worked for the Los Angeles Urban League, the Chicana Action Service Center in Los Angeles, the county of San Bernardino and the Contra Costa County Sheriff's Department in northern California.

She has a bachelor's degree in sociology from Excelsior College in New York and received equal opportunity training from the Department of Defense Equal Opportunity Management Institute. She retired from the Navy as a Chief Petty Officer E7 after 21 years of service.

Johnson is located at the DWS Central Office, #2 Capitol Mall, Little Rock, and can be reached at (501) 682-3106.

## Nancy Jones

Nancy Jones was recently named manager of the Department of Workforce Services' office in Monticello.



Nancy Jones

The Monticello office provides services such as pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment Assistance and veterans' services to residents of Monticello and Ashley, Bradley, Chicot, Desha and Drew counties.

As manager, Jones oversees the office's daily operations and has management oversight of the office located at the Delta Technology and Education Center in Dumas.

Jones began working for DWS in January 2006, where she was a program supervisor for the Temporary Assistance for Needy Families program before being named manager.

Prior to working at DWS, she was a family support specialist at the Arkansas Department of Human Services, where she worked for nine years. While working at DHS, Jones determined eligibility for the Transitional Employment Assistance, Food Stamps and Medicaid programs.

Jones attended East Central University in Ada, Okla., where she earned a bachelor's degree in social work, and was selected in 2010 to participate in the DWS Leadership Development Program.

"I look forward to serving southeast Arkansas and to continue building

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## Supervisors

continued from Page 4

work-ready communities,” Jones said. DWS is a partner agency at the Arkansas Workforce Center at Monticello, which is located at 477 S. Main St.

## Amanda McGinnis

Amanda McGinnis was recently named manager of the Department of Workforce Services' office in Mountain Home. She replaces Carolyn Maestri, who retired after 35 years with the agency.



Amanda McGinnis

As manager, McGinnis oversees the daily employment-related services the office provides to residents of Mountain Home, Baxter County, Marion County and surrounding areas. Services include pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment Assistance and veterans' services.

McGinnis began working for DWS in 2001, when she started in the Employment Services unit at the Mountain Home office. In 2003, she transferred to the Unemployment Insurance program, where she worked until she became manager.

McGinnis has a bachelor's degree in human resource management from Arkansas State University at Jonesboro.

“As manager, I plan to focus more on our goal as an agency – to assist people in becoming self-sufficient and realizing that we are here to help them in every way possible,” McGinnis said.

DWS is a partner agency at the Arkansas Workforce Center at Mountain Home, located at 1058 Highland Circle, Suite 20.

## Scott Morgan

Scott Morgan was recently named manager of the services provided by the Department of Workforce Services at the Arkansas Workforce Center at Dumas.



Scott Morgan

The Dumas center, which serves as an extension of the Arkansas Workforce Center at Monticello, is located in the Delta Technology and Education Center.

The center opened in November 2010 and provides employment-related services such as pre-assessments of job applicants, job placement and Unemployment Insurance to residents of Desha County and other surrounding counties.

Morgan began working for DWS in August 2010. Prior to that, he served as a corporal in the U.S. Marine Corps from 2003 to 2007. He was stationed at the base in Quantico, Va., and was part of the Presidential Helicopter Squadron (HMX-1). He was awarded the Presidential Service Certificate in April 2007.

After leaving the Marine Corps, Morgan attended the University of Arkansas at Monticello, receiving a bachelor's degree in business administration in May 2010.

Morgan said he is looking forward to working with employers and job seekers in Desha County and surrounding areas.

“Whether you need help filing your Unemployment Insurance claim, need help searching for work or help finding quality employees, we are here for you,” Morgan said. “Our job is to serve you, and we look forward to working with you.”

DWS is a partner agency at the Arkansas Workforce Center at Dumas, which is located at 130 W. Waterman.

## Cindy White-Hamilton

Cindy White-Hamilton was recently named manager of the Department of Workforce Services' office in Arkadelphia. She replaces Wilma Gill, who was promoted to area operations chief.



Cindy White-Hamilton

As manager, White-Hamilton supervises staff who provide employment-related services to Arkadelphia, Clark County and the surrounding area. Services include pre-assessments of job applicants, job placement, Unemployment Insurance, Transitional Employment Assistance and veterans' services.

White-Hamilton has worked for DWS for more than four years, starting as a TEA case manager in the Hot Springs office and later serving as the TEA regional supervisor before being

named manager of the Arkadelphia office.

Prior to working at DWS, White-Hamilton worked in the TEA program at the Arkansas Department of Human Services for 17 years, having worked with TEA clients as a case manager and with the Medicaid and Food Stamp programs.

White-Hamilton was valedictorian of her high school class in 1985 and graduated with a bachelor's degree in sociology in 1988 from Henderson State University in Arkadelphia. She completed the DWS Leadership Development Program in 2008, has two children, is the daughter and granddaughter of service men, and served as a Girl Scout leader for 12 years.

“As manager, I look forward to working with different people in the community,” White-Hamilton said. “I love new challenges and enjoy meeting new people.”

DWS is a partner agency at the Arkansas Workforce Center at Arkadelphia, which is located at 502 S. Sixth St.

## Other Office Notes

- Eddie Perdue transferred as manager from the DWS office at West Memphis to the Blytheville office. She replaces Dennis Veach, who retired after 35 years.

- Dejanette Smith transferred as manager from the Forrest City office to the West Memphis office.

- The Arkansas Workforce Center at Benton held an open house at 10 a.m. March 31. More information will be provided in the next newsletter.

## Marketing contract awarded

The Department of Workforce Services recently awarded a state-wide marketing contract to Heathcott Associates to promote the many services the Arkansas Workforce Centers provide.

The media campaign will include television and radio ads, billboards, an updated website, new employer and job seeker brochures, and displays staff can use at job fairs.

Ads are currently being developed and should begin airing statewide in the next month.



**MOBILE UNIT** — The Department of Workforce Services recently used stimulus funds to purchase two state-of-the-art Mobile Resource Units. The units are equipped with 13 computer stations, a 22-inch flat screen TV and a Smart Board.

## DWS purchases 2 mobile units

The Arkansas Department of Workforce Services recently acquired two additional Mobile Resource Units. These units are utilized in a variety of ways:

- agency outreach programs;
- to assist employers with hiring initiatives;
- opportunity/job fairs;
- natural disaster response; and
- to supplement local office resources as needed.

These new mobile units are fully carpeted and equipped with air conditioning, heating and electricity. Each has full satellite Internet capability and also can be hard-wired to the Internet if necessary.

The units are equipped with 13 computer stations, a 22-inch flat screen TV with a DVD player and VCR, and private interview areas

with separate workstations. They also have printers, scanners, copy and fax machines, outside monitors, interactive Smart Boards and public announcement systems.

The units are handicap accessible and are loaded with JAWS (Job Access With Speech) software. This is a software program designed to make personal computers accessible to blind and visually-impaired users by utilizing text-to-speech capability or by means of a Braille display, which allows for comprehensive keyboard interaction with the computer.

The units are not limited to just DWS initiatives. They are available to Workforce Investment Act programs, training providers, educational institutions, and other state and federal agencies.



**TRAINING SUMMIT** — Paul Vitale, a professional motivational speaker (pictured to the left), made a presentation about good customer service to Department of Workforce Services staff in December at the agency's annual Training Summit. At the summit, staff also received updates on agency programs, including an overview of agency activities in 2010 and an update about the DWS Legacy Project. Staff also collected 2,534 pounds of nonperishable food items that were donated to local food bank organizations. The donation will provide 1,900 meals and exceeded 2009 collections of 1,147 pounds that provided 920 meals.

## DWS Legacy Project debuted in March

For the first time in its 74-year history, the Department of Workforce Services has produced a historical narrative that shares its rich history with the state.

*Narrating our Past... Navigating our Future: 73 Years of Arkansas' Employment and Training History* debuted in March 2011 and is available to employees throughout the state.

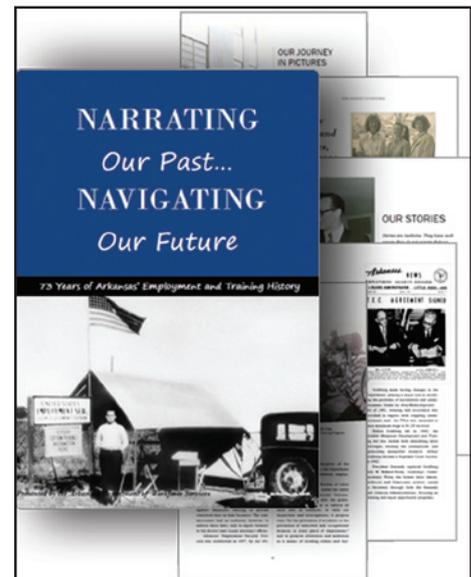
DWS Director Artee Williams said he is extremely pleased with the success of the Legacy Project, which resulted in documentation of the agency's history.

"The success is not only that we are able to share our own history, but to a great extent, the history of this great state and its leadership," Williams said.

Temporary Assistance for Needy Families Special Projects Director Janis F. Kearney describes the history project as a labor of love and the agency's history as "a true testament to the decades of good work taking place within the state without much fanfare."

Kearney and a small skeleton staff spent the last 18 months collecting old memorabilia from current and past employees, cataloging photos, and traveling the state listening to stories from employees and retirees.

"I have to admit that the most heart-felt part of this whole process were the stories...truly amazing stories of how workers arrived at the agency and why they stayed."



## Legacy continued from Page 6

Kearney was tasked with developing an interesting way to “tell our story” early on in her arrival at the agency in 2009. She said that throughout this process, she has been blessed to have great support from colleagues and management.

“I was so grateful that there was such an outpouring of interest and goodwill for this project,” she said. “What I heard over and over was that there has long been a need for our story to be told.”

Kearney reminds everyone, however, that the agency’s amazing story doesn’t end here. She believes it is a great starting point and a helpful blueprint for an ongoing archival system that will continue to document and tell the agency’s story.

“The real story is that so many wonderful people committed their careers to improving the lives of everyday Arkansans,” she said. “The book merely shares that story with the world.”

The 400-page historical narrative and pictorial book is available via an interactive weblink found on the DWS webpage.

Kearney gives much credit for the success of the final product to the outstanding intra-office working group that included Earnest Sweat, Joe Milligan, Matthew Sams, James Jones, Kimberly Friedman, Linnsey Sanders, Carolyn Washington and Marie Trotter, the editor and book designer.

Also instrumental was the Legacy Project Advisory Committee appointed by Williams. It includes Sharon Robinette, retiree; Arthur Montgomery, retiree; Jessie Cain, Unemployment Insurance Benefit Accuracy Measurement; Freddy Jacobs, retiree; Al Crumby, retiree; Carolyn Washington, Director’s Office; Skeet Morse, area operations chief in Conway; Dennis Veach, retiree; Kaye Lewis, retiree; Fred Jackson, retiree; Cecil Malone, retiree; Albessie Thompson, retiree; Dorothy Oliver, training office staff in Pine Bluff; and Kimberly Friedman, DWS communications director.

Kearney says there will continue to be opportunities for employees and retirees to contribute to the Legacy Project archives. For more information, email her at [janis.kearney@arkansas.gov](mailto:janis.kearney@arkansas.gov).



**CDF GRADUATES** — Fifty-eight Department of Workforce Services employees were honored recently for completing the 20-week Career Development Facilitator training. DWS staff were among about 100 Workforce Center staff who went through the training.

## Staff honored for completing CDF training

The Department of Workforce Services recently recognized 58 employees who completed the Career Development Facilitator training. These staff join about 40 Workforce Investment Act staff who also completed the program.

The 20-week comprehensive program was developed by KUDER, which developed the College and Career Planning System that is used in all of the local offices to help job seekers determine their educational, training and employment goals.

The CDF training was designed to help employees learn how to provide more in-depth assistance to employers and job seekers. As a result of the program, these employees are able to provide more comprehensive assistance, which includes the following:

- maintaining continuous contact with job seekers;
- administering assessments to determine clients’ career and educational needs and skills;
- developing Individual Employment Plans that identify clients’ goals, barriers to employment and services to help them achieve their employment objectives;
- providing career planning guidance and assistance; and
- working with employers and referring qualified job seekers to other agencies for services.

DWS Director Artee Williams and Joe Franklin, the DWS program

administrator for the Arkansas Career Readiness Certificate and New Hire Registry programs, were among the 58 DWS staff who completed the program.

“The CDF training was extremely beneficial,” Franklin said. “I learned how to better serve the needs of the employers and provide more comprehensive assistance to job seekers who seek our services.”

Besides Williams and Franklin, other staff who completed the program are Ronda Ball, Angela Beauchamp, Gregory Bodiford, Jesse Boyd, Sylvia Brown, William Campbell, Myra Colliver, Russell Cook, Wanda Janel Cotter, Mary Cotton, Luther Davis, Carolyn Davis-Jones, Larry Eaton, Samantha Efurd, Deborah Fletcher, Lacle Gilkie, William Golden, Lillie Green, David Grigsby, Tolina Harmon, Rhonda Harvey, Angela Helms, Clint Henderson, Joyce Hill, Charley Hilton Jr., Becky Hufstedler, LaToya James, Sarah Jones, Diana Kirkdoffer, Marilyn Lamb, Jennifer Lederman, Sarah Love-Brozynski, Monica Macon, Yiiko McDaniel, Robin Melrose, Regina Moss, Alfredia Parr, John Rice, Darius Richmond, Gaye Roberson, Kathleen Sass, Dominic Signorelli, Richard Smith, Tammy Smith, Patrick Speight, Tracye Stribling-Rabun, Gwendolyn Tank, Bobbie Tatum, Adrienne Toney, Lanita Wadley, Yolanda Williams, Alice Williford, Jason Wilson, Yovonda Wimbley, Debbie Wyatt and Angelo Zambrano.



**VETERANS AWARD** — Joseph Didden, a retired Local Veterans' Employment Representative (right), and Marilyn Smith, the 2009-2010 Disabled American Veterans commander (left), present the Veteran Employment Specialist of the Year award to Doug Short, a Disabled Veterans' Outreach Program specialist at the Rogers office (center). The award was presented May 21, 2010, at the 2010 DAV State Convention in North Little Rock. During the convention, Didden was elected as the state employment officer, and Ricky Young, an LVER in the Fort Smith office, was elected as a junior vice-commander. John Donovan, the veterans' program specialist for the U.S. Department of Labor Veterans' Employment and Training Service and former DVOP at Conway, was elected as state commander.

## DWS staff recognized for providing services to veterans

The Department of Workforce Services recognized nine employees recently for their assistance with helping veterans find jobs.

The recognition was made at the annual Veterans Employment Representative Conference held Sept. 30 to Oct. 1, 2010, in Hot Springs. This was the second year the awards were given.

Staff were recognized based on the number of veterans who obtained and retained employment in the first or second quarter after exiting job service enrollment, as reflected in the Arkansas JobLink system.

Employees were given awards in three categories: Employment Services, which included workforce specialists, re-employment specialists or any other center partner employee who provided services to veterans; Local Veterans'

Employment Representative; and Disabled Veterans' Outreach Program Specialist.

Any Workforce Center partner was eligible for the ES category. Only LVERs and DVOPs were eligible for their respective categories.

First place winners received \$2,500, second received \$1,500 and third place received \$1,000. The awards were funded with national veterans program "set aside" dollars and could only be used for this purpose.

Winners in the ES category were as follows: Joshua Taylor from Camden, first place; Berna Macon, Texarkana, second place; and Brittany Flippo, Clarksville, third place.

LVER winners were Russell Cook, Searcy, first place; Gloria Harris (picture unavailable), Monticello, second place; and Anthony McDonald, Camden,

## New vet reps hired

Several new veterans' representatives were hired in 2010 and early 2011 to assist veterans with finding employment. Reps consist of Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program Specialists.

### DVOPs:

- Timothy Farley, Fayetteville (Vet Center)
- Kevin Smith, Little Rock
- Walter Zgleszewski, VA Regional Office

### LVERs:

- Benjamin White, Blytheville
- Russell Cook, Cabot
- Raymond Michaud, Fayetteville
- Jim Lockhart, Forrest City
- Carlos Cassady, Harrison
- Harry Sullivan, Hot Springs
- Deborah Fletcher, Jacksonville
- Rodney Lay, Mena
- Daniel Hall, Mountain Home
- Dorothy Washington, Pine Bluff
- Patrick Speight, Searcy
- Donald Pellegrin, West Memphis

third place.

DVOP winners were Nancy Smith, Jacksonville, first place; John Rice, Pine Bluff, second place; and Garry Williams, Searcy, third place.

"All of these employees deserve this outstanding recognition," DWS Director Artee Williams said. "Their service to veterans is exemplary and something to be commended."

The awards program is part of DWS' five-year Jobs for Veterans State Grant. The state grant funds the statewide LVER and DVOP positions. DWS plans to give out awards again later this year.

Previously, the awards were only for veterans' representatives. National veterans program changes in 2007, however, allowed states to add the ES category to the recognition program.

For more information about the awards, the criteria and the deadline, contact Rex Platt with the DWS Veterans Program at (501) 682-1544.



Joshua Taylor



Berna Macon



Brittany Flippo



Russell Cook



Anthony McDonald



Nancy Smith



John Rice



Garry Williams

## Awards given to 3 employers for efforts to hire mature workers

The Arkansas Workforce Investment Board and Department of Workforce Services honored three Arkansas employers in May 2010 for their efforts to recruit and retain mature workers (those age 50+).

This was the third year the AWIB and DWS have partnered with the Governor's Work-Life Balance Initiative to present the Mature Worker Friendly Award to three companies.

"We are proud to continue honoring deserving Arkansas companies that have made a commitment to hiring and retaining mature workers," DWS Director Artee Williams said.

The three employers recognized were the Arkansas Educational Television Network from Conway, Bank of the Ozarks and Saline Memorial Hospital in Benton.

This was the third year Bank of the Ozarks was recognized. They will be honored as an ambassador in 2011 and will not have to apply again for the award. This was the second year AETN and Saline Memorial Hospital were recognized.

The Mature Worker Friendly Awards were developed by the Arkansas Mature Worker Initiative, an AWIB-led program that was developed in 2006 to increase the awareness among employers of the need to hire and retain mature workers. As the baby boomers retire, employers will see a dramatic shortage in the labor force and a lack of skills among the next generation.

The initiative has evolved to not only educate employers but stress the importance of keeping mature adults actively engaged in work and volunteer activities. Research shows that mature adults who stay active through work or volunteer activities live longer.

The Mature Worker Friendly Awards are a part of the overall Governor's Work-Life Balance Awards ceremony, which honors employers for their efforts to help employees balance both the needs of work and life.



**MATURE WORKER AWARDS** — Gov. Mike Beebe (middle, top picture; right, bottom two pictures) and DWS Director Artee Williams (left in all three pictures) present the Mature Worker Friendly Award to three Arkansas companies that recruit and retain mature workers (those age 50+). TOP PHOTO: Tony Brooks, deputy executive director and chief operating officer (right), accepts the award for the Arkansas Educational Television Network in Conway. MIDDLE PHOTO: Mark Ross, president and chief operating officer (middle), accepts the award for Bank of the Ozarks. BOTTOM PHOTO: Steve Henson, chief operating officer (middle), accepts the award for Saline Memorial Hospital at Benton.

# 11 DWS employees receive management certifications

Eleven Department of Workforce Services employees received management certifications from the Arkansas Public Administration Consortium in May 2010.

The consortium is part of the University of Arkansas at Little Rock's Institute of Government and is a cooperative program involving UALR, Arkansas State University at Jonesboro and the University of Arkansas at Fayetteville.

APAC provides management and leadership training for public and non-profit employees.

DWS staff graduated from APAC's Arkansas Governmental Manager Program and Certified Public Manager Program.

In order to receive AGM certification, or state-level certification, graduates have to complete six two-day courses and a project plan. The AGM program is one of the prerequisites for the DWS Leadership Development program.

AGM graduates were Jesse Boyd, Don Childers, Kellye George, Sonya Gordon, Joyce Hill, Melinda Jensen, Delois Muldrew, John Newkirk, G.



**APAC GRADUATES** — DWS Director Artee Williams (left) poses with DWS staff who received Arkansas Public Administration Consortium honors in May 2010. Front Row (left to right): Artee Williams, Joyce Hill, Don Childers and Jesse Boyd; Second Row (l to r): Melinda Jensen and Kellye George; Back Row (l to r): John Newkirk, Russ Williams, G. Tina Smith and Delois Muldrew. Not Pictured: Sonya Gordon and Terri Williams.

Tina Smith, Russ Williams and Terri Williams.

The CPM program is a national program that requires participants to complete the AGM program first. CPM participants also must complete

five additional two-day courses, 146 contact hours and successfully pass a national test.

In addition to completing the AGM program, Don Childers also received the CPM certification.

## Leadership

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provide an opportunity for career advancement within the agency. The first Leadership Development class graduated in 2006, with the second graduating in 2008. Twenty employees have been selected for the fourth class, which will graduate in 2012.

Participants in the fourth class are as follows:

- **JoAnna Arikawe** — Workforce Specialist, Little Rock
- **Derrick Black** — Program Operations Manager, Little Rock
- **Tom Bonkofsky** — Satellite Program Supervisor, Mena
- **Jeremy Brown** — Field Tax Representative, Little Rock
- **Cheryl Esaw** — Fiscal Support Supervisor, Little Rock
- **Tomeka Fossett** — Program Monitor, Little Rock
- **Neil Golden** — Workforce Specialist, Russellville
- **Franklin Holbrook** — Program Operations Manager, Little Rock
- **Nancy Jones** — Field Manager, Monticello



**LD3** — DWS staff graduate from the third Leadership Development Program in April 2010.

- **Audrey King** — Program Specialist, Little Rock
- **Donald Quinn** — Workforce Supervisor, Fort Smith
- **Gina Kraft** — Research Project Specialist-DVOP, Conway
- **Kaki Roberts** — Budget Manager, Little Rock
- **Janice Roberts** — Program Monitor, Little Rock
- **Mary Stegall** — Adjudicator Specialist II, Little Rock
- **Gary Summers** — Budget Specialist, Little Rock
- **Timothy Lance** — Program Monitor, Little Rock
- **Rodney McGee** — Workforce Specialist, Little Rock
- **WanQuita Nettles** — Workforce Specialist, Jacksonville
- **Darrell Phelan** — Workforce Specialist, Little Rock

Offices

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the Cabot WaterWorks building, #1 City Plaza. Staff provide employment services at the center, including job assistance, assisting employers with job orders, resume writing, unemployment insurance, Arkansas Career Readiness Certificate assessments, and Workforce Investment Act services for adults, youth and dislocated workers.

**Dumas**

The Arkansas Workforce Center at Dumas opened in November 2010. The center is located in the new Delta Technology Education Center, which houses the Workforce Center, a computer lab with 24 computers, classrooms used by area colleges, and entrepreneurial and youth services.

The Technology Education Center, located at 130 W. Waterman, was created to meet the employment needs of the citizens of Dumas and surrounding areas. After tornadoes destroyed many businesses in 2007, the city looked for ways to help the area recover.

“We are excited to be a part of the Delta Technology Education Center,” Williams said. “Our partnership with education and community officials will help assist residents with getting the education and workforce skills they need to find 21st century jobs.”

**Forrest City**

The Arkansas Workforce Center at Forrest City held an open house in April 2010 to celebrate its recent move and renovation.



**CABOT** — The Arkansas Workforce Center at Cabot is located in the Cabot WaterWorks building.



*Photo courtesy of the Siloam Springs Chamber of Commerce*

**OPEN HOUSE** — Staff from the Arkansas Workforce Center at Siloam Springs participate in a ribbon-cutting ceremony in 2010. The center relocated to a more convenient location.

The office, located at 300 Eldridge Road, Suite 2, is now right off the interstate, giving employers and job seekers better access to employment-related services.

Because of the location, more clients are utilizing the center’s services, said Dejanette Smith, the former local office manager.

**Siloam Springs**

The Arkansas Workforce Center at Siloam Springs relocated in March 2010 to 809 S. Mount Olive St.

“The new location is more convenient for employers and job seekers and has additional space that we can use to better serve the citizens of Siloam Springs and surrounding areas,” Williams said.

Partners at the center include DWS, the Northwest Arkansas Certified Development Corporation (which serves as the Workforce Investment Act provider), Arkansas Rehabilitation Services, Experience Works and the American Indian Association.

**Other Offices**

- The Arkansas Workforce Center at Newport relocated to the Arkansas State University at Newport campus.
- The Arkansas Workforce Center at Fayetteville expanded, adding between 1,200 and 1,400 square feet.

- Staff now provide Arkansas Career Readiness Certificate assistance four days a week on the Cassatot Community College campus in De Queen and partner with Workforce Investment Act staff three days a week at a mall location.

- The Arkansas Workforce Center at Searcy opened a satellite center on the old Arkansas State University at Heber Springs campus.



**DUMAS** — Staff in the background take a tour of the new Arkansas Workforce Center at Dumas.

# NEWS .... across .... the .... state

**ARKADELPHIA** — Four Department of Workforce Services staff graduated from the Edward Coleman Leadership Institute in November: Duane Taylor and Lacle Gilkie from Arkadelphia and Arletha Ann Cleveland-Robertson and Schetovia Curry from Texarkana.

**CENTRAL OFFICE** — Sarah Friedman, the daughter of Kimberly Friedman, DWS communications director, was selected for the eighth-grade band at Sylvan Hills Middle School, where she will attend in the fall. Sarah, who has taken two-and-a-half years of flute lessons, will only be in the sixth grade.

BKD Certified Public Accountants found no “findings” with a recent audit of DWS. The last time there were any findings that required a trip to the Legislature to explain them was for the program year that ended June 30, 1997.

**CONWAY** — Cpl. Justin Phillips, the son of Cindy Phillips, an Unemployment Insurance investigator at Conway, is currently serving in the Marines aboard the *USS Germantown*, which is assisting with cleanup efforts from the recent earthquake and tsunami in Japan.

**FORT SMITH** — Ricky Young, a local veterans’ employment representative at Fort Smith, performed with his band Mr. Cabbage Head and the Screaming Radishes at the Arkansas-Oklahoma State Fair in Fort Smith in October.

**HOT SPRINGS** — Brynna Buhrmester, the daughter of Angie Buhrmester, a UI technician at Hot Springs, entered two of her pigs at the Garland County Fair last fall and won grand champion and reserve grand champion.

**JACKSONVILLE** — William Lee Ridgeway Jr., a UI workforce



**RACE FOR THE CURE** — TOP PHOTO: Department of Workforce Services staff pose for a picture at the Race for the Cure event Oct. 16, 2010. Seventy staff participated or donated to the cause, which raises money to find a cure for breast cancer. DWS raised \$1,760. BOTTOM PHOTO: Several DWS staff also participated in the Three Miles of Men, which supported the women runners.



specialist, received the Silver Beaver Award recently from the Boy Scouts of America. Ridgeway is a troop leader and has held various positions within the organization.

**LITTLE ROCK** — Aaron Ross, a cousin of Tonya Carter in Personnel, became a Razorback basketball player last fall.

**MOUNTAIN HOME** — David Ross, an Army Ranger and the son of Joy Ross, an automated adjudication specialist at Mountain Home, was deployed back to Afghanistan this month.

**ROGERS** — Jeremy Powell, the son-in-law of Jeannie Bowen, an automated

adjudication specialist in Rogers, recently received a PhD in Animal Science from the University of Arkansas at Fayetteville. He has a Doctor of Veterinary Medicine and works for the University of Arkansas and the Cooperative Extension Service. Bowen’s daughter, Tracey Powell, will earn a master’s degree in Elementary Education from Arkansas State University at Jonesboro in May.

**WEST MEMPHIS** — Dejanette Smith, the local office manager, gave birth to Antoinette Jayla Smith, who was born Nov. 5, 2010. Antoinette, whose nickname is AJ, weighed 8 pounds.



**RECOGNITION** — Curtis Curry, with the Arkansas Department of Human Services (left), presents a certificate of recognition to Phil Harris, the assistant director for the Temporary Assistance for Needy Families program (right), for his participation in the TANF Feed Families Summer Food Program. More than 21,000 boxes of food were given to needy families last summer as a result of TANF support.



**CELEBRATING 20 YEARS** — DWS Director Artee Williams (left) and Deputy Director Ron Snead (right) present a certificate to Joe Franklin, the program manager for the Arkansas Career Readiness Certificate and New Hire Registry programs (center), to celebrate his 20 years of state service.



**PAYROLL WEEK** — DWS celebrated National Payroll Week Sept. 6 to 10, 2010. In observance, the DWS Payroll Unit held a Learn-At-Work Educational Seminar for staff. Pictured above are DWS Director Artee Williams (far left), Assistant Director for Financial Management Bryan Hicks (next to Williams), the Payroll and Financial Management staff, and Deputy Director Ron Snead (far right).



**RIDE ALONG** — Kimberly Friedman, DWS communications director (right), went on a police ride-along with Pulaski County Sheriff's Deputy Andre Elliott (left) in December. This was Friedman's second ride-along. Elliott also works security at the DWS Central Office when he is off-duty.



**EXPO** — Jonesboro DWS staff participated in the Jonesboro Regional Chamber of Commerce Business Expo in April 2010. The theme was the Roaring 20s. Pictured (l to r) are Dan Thrasher, Disabled Veterans' Outreach Program specialist; Judy Clayton, local office manager; Genia Keeling, program supervisor; and Jenny McGill Weaver, Transitional Employment Assistance case manager.

**Retirements**

**Gary Dodson**, DWS Workforce Specialist, Fort Smith, March 31, 2010  
**Cornelia Anderson**, DWS Workforce Specialist, Monticello, May 31, 2010  
**Kathylaine Cardimona**, DWS Workforce Specialist, Conway, June 14, 2010  
**Freddy Jacobs**, DWS Equal Opportunity Manager, June 30, 2010  
**Cheryl Smith**, Agency Administrative Review Officer, Appeal Tribunal, June 30, 2010  
**Brenda Willis**, DWS UI Claim Technician, Non-Mon Pilot Project, June 30, 2010  
**Anita Hudson**, DWS Workforce Specialist, Harrison, June 30, 2010  
**Syble Daniel**, DWS Workforce Specialist, Blytheville, June 30, 2010  
**Carolyn Maestri**, DWS Field Manager I, Mountain Home, June 30, 2010  
**Deborah Wilson**, Fiscal Support Specialist, Employer Accounts Services, July 30, 2010  
**Nellie Marion**, Legal Support Specialist, Board of Review, July 30, 2010  
**Idell Moseley**, DWS Program Operations Manager, WIA Monitoring, July 30, 2010  
**Zella Farmer**, DWS Program Operations Manager, Unemployment Insurance, July 30, 2010  
**Jerry Hayes**, DWS Workforce Specialist, Little Rock Midtown, July 30, 2010  
**Linda Webb**, DWS Program Supervisor, Camden, Sept. 10, 2010  
**Robert Jones Sr.**, DWS Field Tax Representative, Field Audit, Sept. 30, 2010  
**Mary Henderson**, DWS Field Tax Representative, Field Audit, Sept. 30, 2010  
**Amelia Day**, DWS Workforce Specialist, Conway, Sept. 30, 2010  
**Elvis Erby**, DWS Workforce Specialist, Harrison, Sept. 30, 2010  
**Peggy Pilgrim**, DWS Program Monitor, TAA/DLW Programs, Dec. 1, 2010  
**Wayne Mowry**, DWS UI Claim Technician, Non-Mon Pilot Project, Dec. 31, 2010  
**Joseph Didden**, DWS Workforce Specialist, Mountain Home, Dec. 31, 2010  
**Nancy Temples**, DWS Workforce Specialist, Hope, Dec. 31, 2010  
**Earl Clevenger**, Training Instructor, Searcy, Dec. 31, 2010  
**Madelyn Green**, DWS Program Monitor, TANF, Dec. 31, 2010  
**Mary Lou Hyde**, DWS Program Supervisor, Russellville, Jan. 14, 2011  
**Delores Hall**, Research Project Analyst, Occupational/Career Information, Jan. 31, 2011  
**Dennis Veach**, DWS Field Manager I, Blytheville, Jan. 31, 2011  
**Elizabeth Roberts**, DWS Field Manager I, Walnut Ridge, Jan. 31, 2011  
**Jeffrey Arens**, DWS Field Manager I, Rogers, Feb. 4, 2011



Robert Jones



Dennis Veach

Photo courtesy of Revis Blaylock with the Mena Town Crier



Carolyn Maestri



Freddy Jacobs



Earl Clevenger



Elizabeth Roberts



Peggy Pilgrim