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ARKANSAS DEPARTMENT
OF WORKFORCE SERVICES





MESSAGE FROM THE DIRECTOR

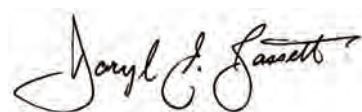
As Director for the Arkansas Department of Workforce Services, it is with great pride that I present our 2016 Annual Report. This report not only showcases our achievements, but illustrates the many ways we, as an agency, work steadfastly to serve and enhance Arkansas' workforce.

December 2016 marked the end of my second year with the ADWS. I am proud of the many accomplishments achieved by our agency over the past year, including Governor Hutchinson's ribbon-cutting at our new Magnolia Local Office, our Career Expo at North Little Rock's Verizon Arena where 138 employers were on hand to offer 6,000 jobs to over 1,300 job-seekers, and establishing an Unemployment Insurance Hotline where unemployment insurance claimants now have the option of receiving UI services over the telephone via a virtual call center system. We closed out 2016 by posting, at the time, the state's lowest unemployment rate in its history of 3.9%.

Education and training opportunities contribute greatly to the growth and development of Arkansas' workforce and are critical to a strong economy. Over the last year, our agency has focused on improving access to job training and education and to increasing awareness of workforce services to equip individuals with skills that align with employer demand. ADWS will continue to work closely with employers and job seekers to develop programs and provide services that contribute to the economic growth of Arkansas. ADWS is committed to foster new and existing partnerships that facilitate effective, efficient responses to fluctuating employer needs and that help our workforce adapt and prepare accordingly.

The future holds great things for the State of Arkansas, and ADWS plans on being a major player in preparing today's workforce for tomorrow's careers.

Sincerely,



THE AGENCY

STRONG COLLABORATION WITH EXTERNAL PARTNERS HAS AND WILL CONTINUE TO ASSIST ADWS IN ACHIEVING ITS VISION TO STRENGTHEN THE ECONOMIC WELL-BEING OF ALL ARKANSANS AND THEIR COMMUNITIES.

In the wake of the Great Depression, the United States government began developing the idea, the legislation and the organization that would address the needs of America's workers. The endeavor began in 1933, when Congress passed New Deal legislation establishing a national system of unemployment benefits and encouraging states to do the same.

The Arkansas Department of Workforce Services began its legacy of serving the unemployed and underemployed in 1937, as the Employment Security Division of the Arkansas Department of Labor. There were 12 National Re-Employment Services Local Offices statewide. The division became the Arkansas Employment Security Department in 1991, when it was removed from the Arkansas Department of Labor and raised to a department-level agency. In 2007, the name of the agency was changed to the Arkansas Department of Workforce Services.

ADWS has come a long way since 1937. Through program development, increased

outreach and valuable partnerships, this agency has evolved into a truly multifaceted organization. ADWS' objectives are no longer concentrated solely on getting individuals back to work, but on providing individuals the tools they need to enhance and sustain their employability. In turn, employers are reducing costs associated with high turnover rates and lost production time by hiring skilled workers or training existing employees through ADWS programs.

As a state agency, ADWS measures success by its ability to effectively serve the Arkansas workforce. It is not a business that thrives on expansion or profit, so its budget size and staffing levels are set to best meet the needs of its customers and the requirements of stakeholders. ADWS is unique from other Arkansas state agencies in that it is 99 percent federally funded. The Arkansas Legislature appropriates the funds and also has the authority to pass legislation affecting agency programs and services on a state level.



WORK OPPORTUNITY TAX CREDIT



The Work Opportunity Tax Credit is a federal tax benefit available to employers that hire workers from certain groups with higher-than-average unemployment rates. The credit was created in the mid-1990s, designed to encourage employers to hire individuals with significant barriers to employment. Each year, America's employers claim over \$1 billion in tax credits under the WOTC program. The success and growth of this income tax credit for business is beneficial for all who participate, while increasing America's economic growth and productivity.

Eligible target groups include veterans, ex-felons, high-risk youth, food stamp recipients, SSI recipients and several other groups. Depending on the target group of the new employee and the number of hours worked in the first year, employers can earn a tax credit between \$1,200 and \$9,600 per employee, and there is no limit on the number of individuals an employer can hire to qualify to claim the tax credit. Employees must work at least 120 hours in the first year of employment to receive the tax credit. WOTC reduces an employer's cost of doing business and requires little paperwork. Applying is as simple as submitting an application through the ADWS website.



DURING 2016, THERE WERE 58,025 APPLICATIONS RECEIVED AND 21,225 CERTIFIED APPLICATIONS, RESULTING IN POTENTIAL TAX CREDITS FOR ARKANSAS EMPLOYERS IN THE AMOUNT OF \$61,103,600.00.

EMPLOYER SERVICES

IT IS THE VISION OF ADWS TO STRENGTHEN THE ECONOMIC WELL-BEING OF ALL ARKANSANS AND THEIR COMMUNITIES.

Continued job growth requires identifying and helping to meet the workforce needs of employers in Arkansas. ADWS is committed to closing skills gaps, connecting businesses with qualified workers and developing a diverse workforce to ensure Arkansas remains competitive in the global economy.

Effective partnerships with businesses and economic development organizations assist in identifying workforce needs and in developing training programs for both employers and workers. ADWS oversees state and federal funding used to administer these training programs and support partnerships.

The focal point of all workforce system activities is business and industry. ADWS products and services for employers include Labor Market Information, Work Opportunity Tax Credit incentives and Dislocated Worker Services. Arkansas Workforce Centers are equipped to assist businesses with recruiting, hiring, training or upgrading skills for their workforce. Representatives offer a range of customized training options to meet businesses' needs, providing information about local and federal resources to assist with business decisions, including marketing and economic development opportunities.





While there are many organizations that provide employment and staffing assistance, ADWS is unique in that it is the only agency that provides Unemployment Insurance services.

ADWS offers additional employers services at Arkansas Workforce Centers statewide, including:

- Access to Arkansas Workforce Center facilities for a variety of purposes such as meetings, trainings, orientations and interviews
- Assessments used to measure the skills, interests and personality traits of a job seeker, potential employee or current employee
- Job postings and candidate referrals

ARKANSAS JOB LINK

Arkansas Job Link is the state's job matching system and virtual one-stop-shop where Arkansans can centralize all their career search activities. It allows job seekers to perform advanced job searches and create, edit or post résumés 24/7.





JOB SEEKER SERVICES

ADWS IS DEDICATED TO PROTECTING AND PROMOTING THE INTERESTS OF ARKANSAS' WORKERS.

To best serve Arkansas' diverse population of workers, ADWS staff works in collaboration with a variety of state, local and community-based partners. These organizations help provide comprehensive assistance to job seekers of all backgrounds, in all corners of the state. Services range from continuing education to support for veterans and their families.

A network of 31 Workforce Centers, plus three satellite offices, is strategically located throughout Arkansas to provide job seekers access to a full-range of services available in their regions, whether they are looking to find jobs, build basic educational or occupational skills, earn a post-secondary degree or certificate, or obtain guidance on how to make career choices. Services are designed to enhance the skills and aptitudes of Arkansas' workforce, as well as assist job seekers with finding employment as quickly as possible.

Together, Workforce Center specialists and representatives of partnering organizations make up a statewide referral

system linking job seekers to other agencies that can provide supportive services needed to become successfully employed.

Individualized career services within Arkansas Workforce Centers vary across the state, but all offices offer a full line of activities to prepare job seekers for the modern workforce. Labor exchange services provide labor market information on local, regional and national labor markets such as job vacancies, skills necessary to obtain jobs, in-demand occupations and related earning potential. Additionally, Workforce Center staff and partners provide appropriate services for individuals to obtain or retain employment. These services include career planning, skills assessments, workforce preparation, financial literacy, English language acquisition and more.

ADWS offers Unemployment Insurance assistance through the Arkansas Workforce Centers, the ADWS website and the Unemployment Insurance Claims Processing Hotline.

ARKANSAS WORKFORCE CENTERS

The Arkansas Workforce Centers are at the forefront of the workforce activities and represent Arkansas' version of the American Jobs Center. They are designed to meet the needs of both employers and job seekers, offering a variety of services all in one place. Several workforce agencies partner together at the centers to make employment resources more accessible and user-friendly to clients.

All Arkansas Workforce Centers offer

a full line of activities to prepare job seekers for the modern workforce. However, individualized career services may vary from center to center.

With 31 Arkansas Workforce Centers, plus three satellite offices, located strategically throughout the state, each site can tailor the additional services it offers to meet the specific needs of employers and residents in the surrounding area.



ARKANSAS WORKFORCE CENTERS OFFER JOB SEEKER SERVICES ON THREE LEVELS:

1. Self-service in the Resource Center
2. One-on-one services for those needing personal assistance
3. Training for those qualified

Through the Arkansas Workforce Centers, employers have access to the largest, most diverse source of job seekers in their area and a team of people that can help them find and train the right workers for job openings.

Additional employer services include occupational skills assessments; identifying skill requirements and developing job listings; recruitment and screening for job openings; and training of new or incumbent employees.

MAGNOLIA WORKFORCE CENTER



ADWS kicked off 2016 with the introduction of a brand-new Workforce Center in Magnolia, Arkansas. Plans for the project began in January of 2014, when ADWS, along with the Magnolia Economic Development Council, Southern Arkansas Tech University system and SAU Tech Camden, executed an agreement for the construction of the facility on the campus of Southern Arkansas University in Magnolia. The office officially opened for business on January 19, 2016, and, two months later, held a ribbon-cutting ceremony attended by Governor Asa

Hutchinson and ADWS Director Daryl Bassett.

ADWS invested approximately \$1.7 million for the design and construction of the 14,651-sq.ft. building. Occupying about one-third of that space is the Magnolia Workforce Center, which features multiple offices, classrooms and a state-of-the-art resource center. SAU Tech and the Southwest Arkansas Planning and Development District are also located in the building, providing adult education and support for the Smarter Sentencing Program for Columbia County.

DISCOVER ARKANSAS LMI PORTAL

Arkansas Labor Market Information is available to the general public and can be accessed online through the Discover Arkansas LMI Portal. This web portal helps job seekers make informed, data-driven career decisions by providing an easy, efficient way to research regional labor trends, growing industries and occupations, employer data, demographic information and more. Job seekers can set up a personal page for their career exploration data to be readily accessible.

Knowing what is happening in the

Arkansas and local economies helps employers, job seekers and local officials make better business, career, education and economic development decisions.

Understanding employment trends helps employers, economic developers, local workforce development boards and researchers promote stable employment and economic growth across Arkansas. To learn more about the Discover Arkansas LMI Portal, visit discoverarkansas.net.





OCCUPATIONAL SKILLS ASSESSMENT

Transferable Occupation Relationship Quotient is a web-based occupational skills assessment system that matches qualified job seekers with local employers. TORQ uses an algorithm that analyzes job seekers' knowledge, skills and abilities compared to a list of job openings from local employers and provides ADWS staff with a numerically ranked list of candidates. Based on the knowledge, skills and abilities from previous jobs and education, TORQ recommends occupations, training programs and jobs matched to each individual.

The TORQ program is used by workforce professionals at American Job Centers across the country. This tool was introduced to Arkansas Workforce Centers when ADWS licensed the program in March of 2012 to assist long-term unemployed individuals. It was soon decided to expand this initiative

by providing TORQ skills assessments to participants in every ADWS program. Now this service is also being offered to community nonprofits and students at the high school and community college level. Since the TORQ program launched, more than 185,000 individuals have received personal occupational skills assessment profiles that identify areas of interest and ability, match those to occupations and aid in the discovery of new opportunities, better jobs, and higher education and training options.

IN 2016, 31,913 OCCUPATIONAL SKILLS ASSESSMENTS WERE CREATED FOR ADWS CUSTOMERS STATEWIDE.

CAREER READINESS CERTIFICATE

The CRC is a portable skills credential that gives employers and career seekers a uniform, standard, objective measure of key workplace skills. It certifies that a person has workplace skills that are transferrable between industry sectors and across jobs within a sector. The CRC is being used by job seekers across the country as an employment credential and by employers as an assessment of a person's trainability for a job or for a promotion within the company. ADWS and partner state agencies implemented the Arkansas CRC Program as part of the Governor's Workforce Cabinet in January of 2008.

The CRC is a nationally accredited, portable credential based upon the ACT WorkKeys® assessments. All issued CRCs are assigned a state and national identification number which makes the recipient's CRC recognizable nationwide. The CRC is free of charge to Arkansas residents and gives job seekers the confidence and credentials they need to increase their employability and potentially advance their career.

The first step to obtaining a CRC is to successfully complete Career Ready 101, a pre-WorkKeys instructional test that helps prepare individuals for the three ACT WorkKeys assessments. After Career Ready 101, individuals must pass the rest of the assessments with a minimum score of three in order to receive their Career Readiness Certificate. The CRC is issued at four levels: Bronze, Silver, Gold and Platinum. All issued CRCs are signed by the Governor of Arkansas and the ADWS Director.





THE ARKANSAS CAREER READINESS CERTIFICATION FOCUSES ON THREE TARGETED SKILLS:

1. Reading for Information – comprehending work-related reading materials, from memos and bulletins to policy manuals and governmental regulations
2. Applied Mathematics – applying mathematical reasoning to work-related problems
3. Locating Information – using information from diagrams, floor plans, tables, forms, graphs and charts

IN 2016, ARKANSAS ISSUED 4,812 CAREER READINESS CERTIFICATES

CRC CERTIFICATE LEVELS*

PLATINUM: 14

GOLD: 1,014

SILVER: 2,955

BRONZE: 829

*Levels based on WorkKeys® assessments for core employability skills on the profiled jobs.

UNEMPLOYMENT INSURANCE

ADWS administers Arkansas' Unemployment Insurance program and facilitates employer compliance with the Department of Workforce Services Law, collects unemployment insurance contributions from employers, provides unemployment insurance benefits to those eligible and maintains management information systems for filing unemployment insurance claims and fraud detection.

ARKANSAS' SEASONALLY ADJUSTED UNEMPLOYMENT RATE HIT A RECORD LOW 3.9 PERCENT IN DECEMBER 2016. THIS WAS THE LOWEST UNEMPLOYMENT RATE ON RECORD SINCE THE BEGINNING OF THE SERIES THAT STARTED IN 1976.





The Online Unemployment Insurance Employer Services portal brings information and resources together in a uniform way to make submission of UI reports, responses and requests simple and convenient for employers. Through this portal, employers are able to file and pay their quarterly contribution and wage report, register for and respond to the UI Benefit Notice Response System and Shared Work Program, and report unemployment insurance fraud. Additionally, the portal now allows employers to report refusal of an offer of work, failure to submit to or pass a pre-employment drug screen and failure to appear for a scheduled job interview.

**IN 2016, 151,293
EMPLOYERS FILED
ONLINE QUARTERLY WAGE
REPORTS, TOTALING
\$112,237,981
IN CONTRIBUTIONS
PAID THROUGH THE
UNEMPLOYMENT
INSURANCE EMPLOYER
SERVICES PORTAL.**

ADWS CLAIMS PROCESSING HOTLINE

Since the inception of Arkansas' Unemployment Insurance program, customers were provided service exclusively through in-person contact with ADWS representatives at their local employment office or Workforce Center. Due to market forces that exist within individual communities, the workload for each local office fluctuates based on events occurring in the area. These conditions result in some local offices experiencing larger workloads and others experiencing significantly smaller workloads. To leverage local office staff and evenly disperse the claims-taking workload, UI Administration commenced the development of the ADWS Claims Processing Hotline in December of 2014. ADWS implemented the Hotline in March of 2015, permitting Hotline staff to serve claimants filing an initial or additional claim. In December 2016, general

unemployment insurance questions were integrated into the Hotline repertoire.

The Hotline continues to operate in a "closed" environment, meaning customers cannot contact a representative through the Hotline from a telephone other than a customer call station within an ADWS local office.

THE HOTLINE ENABLES THE AGENCY TO:

- Improve customer wait times
- Improve the quality of service provided to our customers
- Leverage staff resources

AS OF FEBRUARY 2016, THE UI CLAIMS PROCESSING HOTLINE WAS OPERATIVE IN EVERY LOCAL OFFICE.



NEW HIRE REGISTRY

The Personal Responsibility and Work Opportunity Reconciliation Act was enacted by the United States Congress in 1996 as part of Welfare Reform and created the requirement for employers in all 50 states to report their new hires and re-hires to a state directory. The Arkansas General Assembly assigned the duty of administering Arkansas' New Hire Registry to ADWS one year later. State agencies use the reports to discover and stop fraud in unemployment insurance, worker's compensation and other types of public assistance. New hire reporting also speeds up the child support income withholding order process, expedites collection of child support from parents who change jobs frequently and quickly locates noncustodial parents to help in establishing paternity and child support orders. By reporting new hires, employers

**IN 2016 EMPLOYERS
REPORTED
778,885
NEW HIRES IN ARKANSAS.**

play a key role in ensuring financial stability for many children and families.

All Arkansas employers must submit their new hire reports within 20 days of hiring an employee. Reports may be submitted online through the Arkansas New Hire Reporting Center website: newhire-reporting.com/AR-newhire.



DISCRETIONARY GRANTS

Discretionary grants provide workforce development training opportunities by assisting individuals with job skills training, supportive services assistance and case management, as well as provide disaster relief funds for temporary employment clean-up efforts and infrastructure repairs when natural disasters strike.

**SINCE 2010, ADWS HAS BEEN
AWARDED A TOTAL OF
\$37,907,864
IN GRANT FUNDING.**

ARKANSAS PROMISE

Arkansas PROMISE is part of a new program sponsored by the U.S. Department of Education and the Social Security Administration to help youth who are receiving disability benefits and their families improve their educational and employment outcomes. This project is being implemented in 11 states. In Arkansas, the program is being administered by the Department of Education and the University of Arkansas, in partnership with several other state agencies and private organizations. PROMISE will provide services to youth and their families to support their education and career goals.

**IN 2016,
\$493,207
WAS PAID IN
ARKANSAS PROMISE
PARTICIPANT WAGES
THROUGH SUMMER WORK
EXPERIENCES.**

JOB-DRIVEN NATIONAL EMERGENCY GRANT

ADWS partnered with the University of Arkansas Fort Smith, University of Arkansas Community College Morrilton, Black River Technical College, Arkansas State University Mountain Home, Arkansas Apprenticeship Coalition, Arkansas Workforce Investment Boards, Winrock International and several local employers to implement and expand job-driven training programs for laid-off workers in fields that demonstrated demand for new employees.



ARKANSAS SECTOR PARTNERSHIP

In June of 2015, ADWS received \$6,362,485 from the Department of Labor to fund the Arkansas Sector Partnership Initiative that lasts through June of 2018 and provides targeted credit and noncredit, pre-employment and occupational-specific training to connect dislocated workers to viable employment opportunities.

ARKANSAS APPRENTICESHIP PATHWAY INITIATIVE

The Arkansas Apprenticeship Pathway Initiative was awarded in October 2015 to create new or expand existing registered apprenticeship training programs. These apprenticeships allow the unemployed, underemployed, dislocated workers and eligible under-represented populations to earn wages and receive specialized employer-driven training while gaining college credit.

ARKANSAS EXPANDS APPRENTICESHIP

The Arkansas Expands Apprenticeship initiative is supported by funding through two grants: the ApprenticeshipUSA State Expansion and the ApprenticeshipUSA State Accelerator. While the State Expansion grant funds apprenticeship program creation and advancement, the State Accelerator is a planning grant used to engage partners, stakeholders and employers to develop plans for apprenticeship expansion.

DISASTER SPRING/SUMMER 2015 NATIONAL EMERGENCY GRANT (AR-27)

In June of 2015, a federal disaster proclamation was issued by the U.S. Federal Emergency Management Agency for Arkansas. As a result, ADWS received a total award of \$2,072,622 to aid in the recovery of counties affected by severe storms, tornadoes, straight-line winds and flooding.

DISASTER DECEMBER 2015/JANUARY 2016 NATIONAL EMERGENCY GRANT (AR-28)

In February of 2016, the U.S. Federal Emergency Management Agency declared 11 counties within the northwest and north central regions as federal disaster areas. These 11 counties were impacted by severe storms, tornadoes, straight-line winds and flooding during the period of December 26, 2015, to January 22, 2016. ADWS received a total award of \$2,045,788 to fund temporary employment and recovery assistance to aid with storm-impacted debris removal and repairs.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

ADWS provides a variety of financial and supportive services to low-income families and individuals, most of whom are employed or seeking employment. A large part of this assistance comes through the Arkansas Temporary Assistance for Needy Families programs.

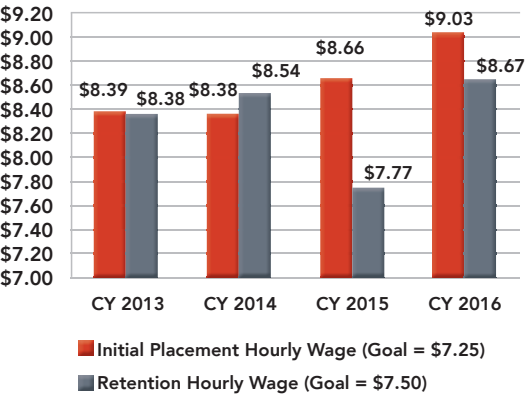
The Transitional Employment Assistance program provides cash assistance and supportive services to low-income parents and assists them in preparing for and finding employment.

Both the Work Pays program and the

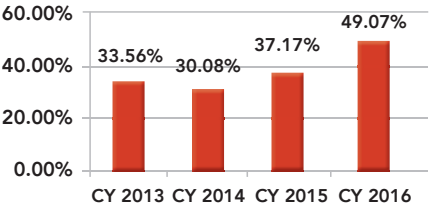
Career Pathway Initiative program focus on providing people with the help they need to stay off public assistance and assume personal responsibility.

Arkansas Work Pays is a post-employment program that provides assistance to former TEA participants who are employed in an effort to help them retain their jobs and become self-sufficient. The Career Pathways Initiative is a partnership with the state's two-year college system to provide employability skills and education to low-income parents in high-demand occupations.

Initial Placement and Retention Hourly Wage



% of Job Placements (Goal – 15% of all Assigned)





VETERANS SERVICES

Veterans with employment needs can visit with veteran representatives familiar with the full range of job placement services and training programs available to veterans. Services include referrals to education programs, training, résumé preparation and job placement.

The U.S. Department of Labor's Jobs for Veterans Grant provides funding for staff to exclusively serve veterans, eligible persons and transitioning service members. The types of positions funded are the Local Veterans Employment Representatives and Disabled Veterans Outreach Program staff. LVER's efforts are concentrated on conducting outreach to employers and raising their awareness of the availability and the benefit of hiring veterans. DVOP specialists provide intensive services to meet the employment needs of disabled veterans and other eligible

veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged. A directory listing of veterans' representatives throughout Arkansas is available on the ADWS website.

**DURING 2016, ADWS
SERVED 13,809 VETERANS
AND ELIGIBLE PERSONS,
WITH A TOTAL OF 1,408
VETERANS ENTERING
EMPLOYMENT DURING
THE YEAR.**

GOVERNOR'S DISLOCATED WORKER TASK FORCE

The Arkansas Governor's Dislocated Worker Task Force was established in 1983 and serves to address the needs and concerns of communities and individuals affected by worker dislocation. The Dislocated Worker Task Force unites the expertise of the Arkansas Department of Workforce Services, Arkansas Economic Development Commission, Workforce Innovation Areas, area health services, two-year colleges, training providers and other agencies to meet the needs of dislocated workers and employers.

ADWS provides Rapid Response services to individuals who have lost their jobs because of permanent business closures, layoffs due to economic climate, or as a result of natural or man-made disasters. Rapid Response is a primary gateway to the workforce system for both dislocated workers and employers and is a component of a demand-driven system. The central purpose of Rapid Response is to help laid-off workers quickly transition to new employment or training by serving as a facilitator of hiring initiatives, services, resources and support.

**MORE THAN 1,081 WORKERS
WERE SERVED AT 49 WORKER
ASSISTANCE WORKSHOPS.**

**DURING 2016, THE TASK
FORCE RESPONDED TO
MORE THAN 60 COMPANY
LAYOFFS AND CLOSURES
AFFECTING 4,554
WORKERS.**

Rapid Response is a pro-active, business-focused and flexible program designed for two major purposes. First, it is to help growing companies access an available pool of skilled workers from other companies that are downsizing or who have been trained in the skills a company needs to be competitive. Second, it responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Task Force personnel work with employers and employee representatives to quickly maximize access to public and private resources that help minimize negative impact on companies, workers and communities associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate work schedules and assist companies and workers through these challenging transitions.



ADWS ON WHEELS



The Arkansas Department of Workforce Services owns five mobile Arkansas Workforce Centers that are used to assist with employment services and supplement local resources. The Governor's Dislocated Worker Task Force operates the mobile units and transports them, as needed, to areas of worker dislocation or emergency response. The three RVs and two travel trailers have full internet connectivity and are equipped with work stations, computers, printers and copiers. All of the mobile workforce units include JAWS (Jobs Application with Speech) software, and most units are handicap accessible.

"ADWS on wheels" brings Arkansas

Workforce Center services to the communities that need them the most. On the mobile workforce units, individuals receive assistance with résumé writing, job search, application preparation and interviewing techniques. The Governor's Dislocated Worker Task Force staff also performs Career Readiness Assessments, Occupational Skills Assessments (TORQ) and provides budgeting assistance with Real Life Arkansas.

**IN 2016, THE MOBILE
WORKFORCE CENTERS
SUPPORTED 130 EVENTS
STATEWIDE TO ASSIST JOB
SEEKERS AND EMPLOYERS.**

These events included opportunity fairs, career fairs, business expos, transitional centers, community events and career days.

REEMPLOYMENT SERVICES UNIT

The Arkansas Reemployment Services program uses claimant demographic data to mathematically identify Unemployment Insurance claimants who are most at risk of exhausting benefits before finding employment. The Arkansas Department of Workforce Services, through the Arkansas Workforce Centers, provides additional assistance to these participants and requires completion of a job search workshop to maintain their UI benefits. The goal of the program is to keep these claimants from exhausting their benefits before they move on to gainful employment.

Within the first five weeks of the UI claim being filed, the RES team selects program participants to attend the four- to six-hour job search workshop. This workshop provides an overview of the program requirements, orientation to the Arkansas Workforce Center system, labor market information, job

search tips, proper résumé and application preparation, and interview skills information.

The Reemployment Services and Eligibility Assessment program enhances the current RES process by removing barriers to employment for those receiving UI benefits, including transitioning veterans receiving UI compensation for ex-service members to assist them in quickly reentering the workforce. The RESEA program requires additional services for selected claimants to maintain benefits, including the Career Readiness Certificate, an occupational skills assessment and an individual reemployment plan contract.

The goal of the RESEA program is not only to keep claimants from exhausting their benefits before moving on to employment, but also to reduce the number of weeks claimed and to reduce the total benefits paid to result in a new savings for the Unemployment Insurance Trust Fund.





REENTRY INITIATIVES

The Governor's Dislocated Worker Taskforce and the Arkansas Department of Workforce Services Reemployment Services Unit have been working in partnership with various correctional facilities throughout the state since 2012. ADWS staff provides job search information, career readiness assessment and reentry guidance to the inmate population. Reentry initiatives target those who are transitioning into the workforce and independent housing, in addition to serving individuals who are currently incarcerated.

IN 2016, ADWS REENTRY INITIATIVES SERVED 1,197 INMATES, 858 PAROLEES AND PROBATIONERS.

TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance program is a federal program that provides a path for employment growth and opportunity through aid to US workers who have lost their jobs as a result of foreign trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources and support they need to become reemployed. The mobile Arkansas Workforce Centers are frequently utilized to support these activities.

IN 2016, TAA FIELD STAFF PROVIDED CASE MANAGEMENT SERVICES FOR 1,161 CLIENTS ACROSS THE STATE OF ARKANSAS.

Trade Program participants come from a variety of backgrounds and industries. Though their skills and experience vary, the majority of TAA participants face similar challenges in reemployment. For example, some participants may not have a post-secondary degree, some may have job skills in a declining industry sector, or some may have many years of experience doing a specific job that no longer exists. Therefore, job training is critical for many TAA participants seeking

reemployment.

TAA Staff serves as the primary liaison between the 97 training providers and vendors contracted to assist eligible beneficiaries of Trade Program benefits. They are able to refer Arkansas Workforce Center customers to job training programs, including classroom training, on the-job training, apprenticeship programs and customized training designed to meet the needs of a specific employer.

Some other benefits and services offered by the TAA Program include: employment and case management services, skills assessments, individual employment plans, career counseling and supportive services.

The TAA program provides income support for program clients who are enrolled in training and have exhausted their unemployment insurance. This benefit is provided in the form of weekly cash payments known as Trade Readjustment Allowances.

\$6,271,053
IN TRA PAYMENTS WERE
REMITTED TO TAA CLIENTS
IN 2016.



INFORMATION DESK

The Information Desk provides help and customer service for those who choose to contact ADWS by telephone, email or fax. With a team of knowledgeable representatives serving as an initial point of contact, the Information Desk is able to handle customer inquiries in a timely and efficient manner, often without the need to transfer the call to a subject matter expert. Within two business days of the call resolution, the Information Desk staff follows up with callers to ensure that their inquiries are resolved satisfactorily.

**IN 2016, THE
INFORMATION DESK
FIELDED 13,971 CALLS.**

**THE INFORMATION
DESK STAFF, WITHOUT
THE NEED TO TRANSFER
THE CALL TO A SUBJECT
MATTER EXPERT,
HANDLED SIXTY-SIX
PERCENT OF THESE
INQUIRIES.**

ADWS CAREER EXPO

The Arkansas Department of Workforce Services held a career expo at Verizon Arena in Little Rock on November 3, 2016, to increase community awareness of the services available through the Arkansas Department of Workforce Services and the Arkansas Workforce Centers. The expo provided a direct opportunity for employers with job openings to meet with job seekers and also provided the opportunity for individuals seeking educational skill enhancement to meet with education providers and learn about Registered Apprenticeship opportunities.

There were 138 employers, education providers and other exhibitors that

participated, giving 1,300 job seekers in attendance the opportunity to apply for 6,000 available jobs.

A virtual Arkansas Workforce Center was set up in the arena to resemble a Resource Center, equipped with computers, internet access, printers and copy machines. ADWS staff members were available in the virtual Workforce Center to give attendees an overview of services and provide one-on-one assistance. Job seekers were also encouraged to attend workshops on résumé writing and interviewing skills that were held during the expo. One of the mobile workforce units was also featured, parked in the arena for attendees to tour.

OPEN HOUSE EVENTS

In September and October of 2016, ADWS hosted community awareness events at the Arkansas Workforce Centers in Camden, Fort Smith, Magnolia, Fayetteville and West Memphis. Local residents and employers were invited to an open house to learn about the services and resources available through the Workforce Centers. Employers with job openings held interviews throughout the events. Local representatives from partnering agencies helped to coordinate the open houses and attended the events to speak with employers and job seekers.



FINANCIAL STATUS

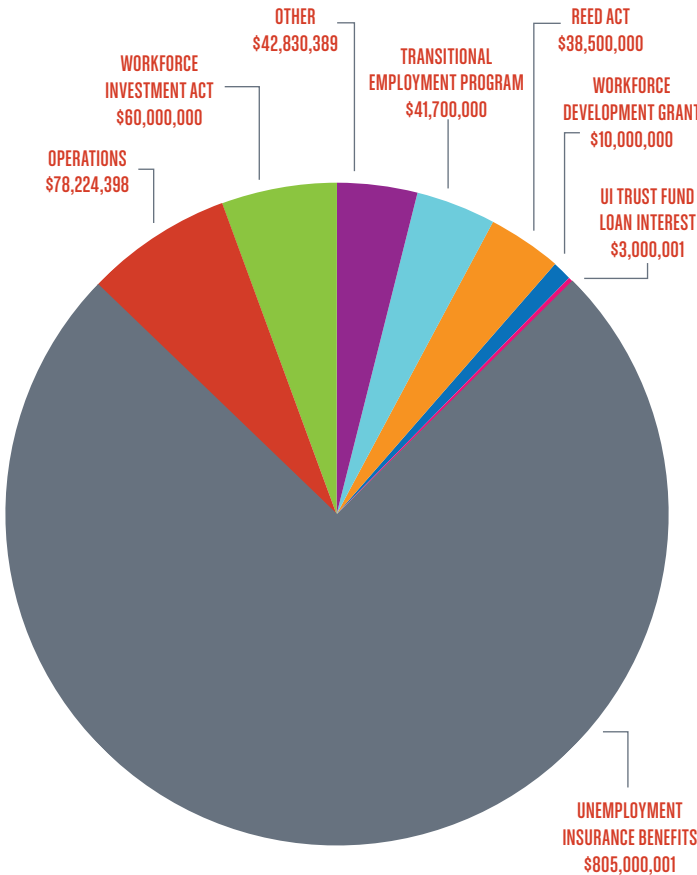
GRANTS

SFY 2016-2017

Unemployment Insurance Benefits	\$805,000,001
Operations	78,224,398
Transitional Employment Program	41,700,000
Workforce Investment Act	60,000,000
Reed Act	38,500,000
UI Trust Fund Loan Interest	3,000,001
Training Allowances & Payments*	15,000,000
Special Fund*	11,330,389
Disaster Relief Payments*	5,000,000
Loans to Workforce Investment Boards*	1,500,000
UI Administration Fund*	5,000,000
Training Trust Fund*	5,000,000
Workforce Development Grant	10,000,000

Total: \$1,079,254,789

* Noted in the "Other" category in the chart below





2 Capitol Mall | P.O. Box 2981 | Little Rock, AR 72203
www.dws.arkansas.gov | 855-225-4440

Equal Opportunity Employer/Programs
Auxiliary aids and services available upon request to disabled individuals.
Voice 1-800-285-1121 | TDD 1-800-285-1131

ADWS maintains multiple websites to assist job seekers, employers and the general public.
www.dws.arkansas.gov • www.discover.arkansas.gov
www.arjoblink.arkansas.gov • www.careerwatch.org